

International Health

Supporting developing nations to build sustainable health systems that deliver high quality and compassionate care.



ST JOHN OF GOD
International Health

Timor-Leste

Achieving long-term, sustainable practice change

Based at Timor-Leste’s national hospital, the Hospital Nacional Guido Valadares (HNGV), our team of healthcare and other professionals improve patient care in hospitals across the country by building the capacity of Timorese healthcare workers.

St John of God International Health employs healthcare professionals who commit to living and working for two years in Timor-Leste, as well as local Timorese healthcare workers and professionals who specialise in translation, leadership, quality, education and administration.



By working closely with the government and hospital community to support their strategic objectives, our integrated, interdisciplinary on-the-ground approach to building healthcare skills, policies and systems not only transforms patient outcomes and experience, but critically, the country’s healthcare culture and attitudes towards people who need care.

We believe there are three fundamental, inter-dependent pillars of effective, long-term, sustainable capacity building.

Leadership and governance	Without good leadership and good governance structures, healthcare workers are not supported to meet performance expectations.
	It is essential that leaders role model good performance e.g. demonstrate accountability, are reliable, show that the delivery of quality, compassionate, and respectful patient-centred care matters.
Quality and standards	Having standards in place gives all staff a clear understanding of what they must achieve in order to provide safe patient care.
	Quality improvement systems are used to support all staff to make improvements to patient care, including those who are not directly involved in patient-facing roles.
Education and training	It is essential that staff have the knowledge and skills required to deliver safe patient care.
	We provide avenues to build on existing knowledge and skills, recognising the existing experience staff have gained in their professional roles.
	We work with Timorese educators to ensure they have the skills to train their peers within the hospital environment.

Development programs

We've been working with the Timorese Ministry of Health since 2004 to improve patient outcomes and experience, develop healthcare skills and, just as importantly, implement self-sustaining, quality healthcare.

Our Pathology Development Program, which began in 2004, successfully increased the national hospital laboratory's capacity more than tenfold to provide faster, more reliable results and improve diagnoses, patient experience and patient outcomes.

We established the Nursing Development Program in 2010. It focuses on building the professional profile and capacity of Timorese nurses, midwives and healthcare leaders through education and training, leadership and governance, meeting hospital standards, and clinical mentoring and support.

Four comprehensive training programs are delivered to support these objectives and are outlined below.

Health Managers Program	Focuses on three areas of development for mid-level managers: leadership, quality improvement and human resources.
	Uses an active learning approach and requires participants to undertake a quality improvement activity.
Clinical Competency Program	Focuses on five clinical core competencies: professional practice; infection control; patient assessment; medication safety; and life support.
	Operates on three progressive levels with all nurses and midwives required to complete the first two levels.
Educator Development Program	Provides hospital educators with a foundational understanding of adult education principles so they can pass on knowledge and skills in a sustainable way.
	Provides a standardised approach to the train-the-trainer model.
Quality Assurance	Focuses on quality improvement and compliance against agreed hospital standards.
	Provides regular data to enable the identification of discernible improvements to standards of patient care.



Our impact in Timor-Leste

Our programs support safer, more competent frontline healthcare staff and the development of policies, systems and management-level capabilities that ensure continual improvements to patient experience and clinical care.

We're helping to embed best practice into everyday healthcare, supporting healthcare workers to improve their skills and confidence, and transforming patient experience.

Crucially, we're creating a self-sustaining, self-improving model that's changing the way people in Timor-Leste – the public and healthcare professionals – think and feel about healthcare.

Haus Bung in Papua New Guinea

Situated in Madang on the country's north-east coast, Haus Bung provides a place for people experiencing mental health issues. The first service of its kind in Papua New Guinea, Haus Bung is based on the Clubhouse International model.

The Clubhouse model is not focused on clinical treatment, it is founded on the belief that every person can recover sufficiently to lead a satisfying life. Haus Bung is focused on creating a community of support for people as they manage their illness and recovery.

Established and operated by the Hospitaller Order of St John of God, Oceania Province, with the support of St John of God International Health, Haus Bung addresses the lack of community connection, support and involvement for people with mental health issues.

“Prior to joining Haus Bung I was dirty, thin and felt hopeless. No one really cared for me. Now I am clean and I have gained weight. I am also learning to read and write. We are doing new things here which helped change my mindset.”

– Haus Bung member.



About St John of God International Health

St John of God International Health is part of one of Australia's largest Catholic healthcare providers, St John of God Health Care. Our Mission is to continue the healing mission of Jesus and our work in developing countries is an example of our Mission in action.

We collaborate with local governments and healthcare providers to:

- Upskill healthcare workers at a pace that promotes sustainability
- Identify, articulate and meet agreed standards and goals
- Improve compassionate care through flexible and adaptable role modelling, using a coaching and mentoring approach
- Transform the experience for the people who access these services

We adopt the United Nations' definition of capacity building:

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

Our commitment

St John of God International Health is committed to:

- Delivering on our organisation's Vision, Mission and Values
- Respecting, protecting and promoting human rights for all, regardless of race, religion, ethnicity, indigeneity, disability, age, displacement, caste, gender, gender identity, sexuality, sexual orientation, poverty, class, or socio-economic status
- Building long-term relationships with local governments and other healthcare providers in-country that are based on sustainability, trust, collaboration and mutual respect
- Using local strategic plans and sustainable development goals to guide our planning



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

Santos



ST JOHN OF GOD
International Health

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 Social Outreach 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.



ACFID
MEMBER

Level 1, 556 Wellington Street, Perth WA 6000

T. (08) 6116 0464 E. international.health@sjog.org.au



facebook.com/sjoghealthcare



twitter.com/sjog_healthcare

www.sjog.org.au/internationalhealth