

Spring | 2018

Pomegranate

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Nurse of the Year

St John of God Richmond
Hospital's Director of Nursing
Lorna O'Brien is Catholic Health
Australia's 2018 Nurse of the Year.



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On the cover: *St John of God Richmond
Hospital Director of Nursing Lorna O'Brien.*

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

GROUP UPDATE

Since starting as Group Chief Executive Officer, I have emphasised that our primary focus is to provide high quality patient care and experience, and it is wonderful to share some examples of this in action.

Firstly, I'm proud to say St John of God Richmond Hospital's Director of Nursing Lorna O'Brien was named Catholic Health Australia's 2018 Nurse of the Year for her dedication to finding innovative ways to give patients better access to vital mental health care. Her leadership in this field has led to changes to the admissions enquiry process at all of our mental health hospitals, benefitting those in need in the communities we serve.

St John of God Health Care has been developing innovative programs and tools to accommodate the needs and expectations of our patients, specialists and caregivers. Our role as a leading healthcare provider is not just to keep pace with new innovations but to also push the boundaries. To that end, we are conducting important research at our hospitals, including world first clinical trials to enhance our patient care today and into the future.

Innovation, while often enabled by technology, comes in many forms. The innovative solutions our caregivers are implementing to enable us to provide care that considers all aspects of our patients' and clients' wellbeing – physical, emotional and spiritual – is remarkable. These include new offerings such as enhancements to palliative care support for patients and their families, comprehensive art therapy, enhanced facilities, and something quite out of left field – a



Dr Shane Kelly
Group Chief
Executive Officer

slippery slide at one of our disability services facilities (read more on that on page 10). You can also see some of these highlights online at annualreport2018.sjog.org.au

In this issue, we also recognise our leaders past and present, including our new St John of God Foundation Chief Executive Officer Bianca Pietralla who explains how embedding philanthropy into all aspects of our organisation will help us to provide exceptional patient care.

In 2018, the consumer voice in healthcare is thankfully stronger than ever before, and so it is important to celebrate our achievements in putting patients and clients, their treatment and their healthcare experience "front and centre".

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Lorna O'Brien named Catholic Health Australia's Nurse of the Year

St John of God Richmond Hospital's Director of Nursing Lorna O'Brien was recently named the Nurse of the Year at the Catholic Health Australia 2018 awards, recognising her role in digitising the hospital's admissions enquiries.

In winning the award, Lorna was acknowledged for her overall leadership, in particular for her work in introducing a new digital customer relationship management tool to replace the paper-based system.

St John of God Richmond Hospital Chief Executive Officer Stephen Brooker said the new database took three months to scope, develop and implement and had enhanced the patient enquiry and referral process to enable better access to care.

"The admission team now has more visibility over all of the clients contacting the service through an efficient patient-centred database," he said.

"The database provides patients with a time-oriented system that tracks their status within the admission cycle and provides real-time feedback.

"Importantly, the new system provides information on clinical risk and how to manage people with mental health concerns, who can be said to be the most acute, in the community as they wait for a bed.

"The introduction of this system is just one example of Lorna's incredibly positive and can-do attitude which flows throughout the hospital to all her managers and nurses, to other disciplines and professions across the hospital."

Lorna said she was proud of her role in delivering the solution and felt humbled to receive the award.

"I am passionate about my work and I feel very proud to be acknowledged for my contribution to nursing through this award," she said.

"If it weren't for the team adapting and embracing the digital process, it wouldn't have worked. So, my thanks go to my team and the wider hospital community for their commitment and support.

"This initiative is just one example of how we continue the core values of nursing in new and innovative ways to stay relevant and help those who seek our care."

Lorna joined St John of God Richmond Hospital as a nurse manager two years ago before being appointed as the hospital's Director of Nursing; however, her connection to the hospital dates back to the 1980s and 1990s when she worked at the facility as a registered nurse.

Lorna, who previously worked with the Cancer Council, said her two passions in nursing were caring for patients with cancer and those experiencing mental health issues.

"The compassion needed in cancer and mental health care has always aligned with me," she said.

"When people are faced with adversity in both situations, it is the human spirit and resilience that really shines through and gives hope.

“What I would really like to see in mental health nursing is for the stigma around psychiatric care to be removed.

“I know, through my work, that when people have cancer their loved ones visit with flowers and cards and embrace the patients, whereas when it comes to mental health, loved ones often stay away, as it can be a long recovery. I would love to see mental health treated equally.”

Stephen said Lorna’s passion for nursing and her leadership had resonated throughout the hospital.

“Her deep understanding and commitment to the Mission and Values of St John of God Richmond Hospital enable her to be an effective leader, one who is able to empower others in order to bring about excellent patient care. In this way she epitomises servant leadership and demonstrates this quality at every level of the organisation,” he said.

“Her genuine desire to provide the very best patient care is evident to all who work with her.” 🍷

Pictured: Director of Nursing Lorna O’Brien.



“I am passionate about my work and I feel very proud to be acknowledged for my contribution to nursing through this award.”

An Honour Board for all

The St John of God Health Care Honour Board was unveiled as part of Foundation Day celebrations in October.

The names of the organisation's Chairs of Trustees, Board Chairs and Group Chief Executive Officers since 1989, when the Sisters of St John of God services were transferred to St John of God Health Care, are listed on the board, which was unveiled by Chair of Trustees Eva Skira and Regional Leader of the Congregation of Sisters of St John of God Sr Isobel Moran.

Eva said the Honour Board provided a reflection on the changing times in healthcare and Australia more broadly over the past 29 years.

"It is like a tree, the rings of a 30-year-old tree tell us something about the environment that it has grown in, just as this Honour Board does," she said.

"We can see this wonderful progression of the Sisters to lay leadership which reflected Vatican II and the broad environment of the Church.

"We can also see a global shift in healthcare leadership from nurses and doctors as leaders to a move towards leaders with backgrounds in law, corporate and finance businesses.

"Finally, most of the names are Anglo Celtic which is a recognition of the waves of Irish and English immigration that have come to our shores.

"Furthermore, of the 22 entries, 11 are women and 11 are men which is wonderful to see."

However, Eva said the significance of the Honour Board extended beyond those names listed.

"The Honour Board just has the names of the Chairs and Group Chief Executive Officers but we know that behind each leader there is a group around them, a whole list of Trustees, Board members and senior executives and I would say there are at least a couple of hundred of those over the past 29 years," she said.

"To me, the Honour Board reflects those people and the 50,000 or so caregivers who have provided care to what would be more than a million patients who have been served and touched by our care in the name of Jesus Christ."

St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said the board was an acknowledgement of the vision and teamwork shown by the Trustees, Board members and leaders who built on the foundations set in 1989.

"The Honour Board is a tangible artefact of the dedicated work of those who are named on the board and of

the mutual support which existed between them," he said.

St John of God Health Care Board Chair Hon Kerry Sanderson AC said the three sections of the Honour Board showed the wonderful partnership and teamwork between the Trustees, the Board and management.

"This teamwork and partnership, and the important heritage of the Sisters of St John of God, has been critical to the success of St John of God Health Care," she said.

"While the Honour Board recognises the Chairs and Chief Executive Officers they would be the first to acknowledge the team who supported them, and their names are symbolic of the names of those who worked tirelessly for the organisation." 🍷

"It is like a tree, the rings of a 30-year-old tree tell us something about the environment that it has grown in, just as this Honour Board does."

Honour Board stats

22 *Honour Board entries*

8 *Sisters of St John of God*

6 *Nurses*

5 *Doctors*

11 *Women*
(8 Sisters of St John of God and 3 lay leaders)

11 *Men*

CHAIR OF TRUSTEES

1989-1990	Sr Verna Haugh SJG
1990-1992	Sr Assumption Neary SJG
1992-1993	Sr Ann Bannon SJG
1993-1996	Sr Corona Gainford SJG
1996-1999	Sr Patricia Doyle SJG
2000-2007	Sr Isobel Moran SJG
2007-2011	Donald Good
2011-2013	Clive Macknay
2014-	Eva Skira

CHAIR OF BOARD

1990-1991	Sr Mary Kiely SJG
1991-1992	Hon Antoinette Kennedy AO
1993-1995	Terrence O'Connor QC AM
1995-1998	Prof Michael Quinlan AO
1999-2003	Clive Macknay
2004-2018	Anthony Howarth AO
2018-	Hon Kerry Sanderson AC

GROUP CHIEF EXECUTIVE OFFICER

1989-1994	Tim McDonald
1994-1997	Dr James Breheny OAM
1997-1998	Sr Pauline O'Connor SJG
1998-2002	Ivor Davies
2002-2018	Dr Michael Stanford AM
2018-	Dr Shane Kelly



Pictured: St John of God Health Care Board Chair Hon Kerry Sanderson AC, Group Chief Executive Officer Dr Shane Kelly and Trustee Chair Eva Skira.

World first pancreatic cancer clinical trial starts at Subiaco

St John of God Subiaco Hospital is the first facility in the world to offer patients a new drug to help treat pancreatic cancer as a part of a world first in-human clinical trial.

Oncologist Dr Andrew Dean is leading the CEND-1 trial at St John of God Subiaco Hospital with the first two patients in the world starting treatment with the trial drug in September.

“We are the first in the world to trial this brand new drug which hijacks a protein that the cancer cells normally use to feed themselves, and instead the drug makes the cancer cell feed on chemotherapy,” Andrew said.

“This drug is being trialled with the current gold standard chemotherapy for pancreatic cancer.

“We are the leading the way with this trial, continuing our strong history of providing innovative care and of being early adopters of new therapies.”

Pancreatic cancer is the fifth most common cause of cancer deaths in Australia and is the 10th most commonly diagnosed cancer type. The risk of pancreatic cancer increases as you age, with men at slightly higher risk of diagnosis than women.



Pictured: St John of God Subiaco Hospital Oncologist Dr Andrew Dean and patient Graeme Zorn.

“While this trial is still in the early days, if it is successful it could potentially make a huge difference to survival from metastatic pancreatic cancer and could lead to a whole new strategy to beat this disease,” Andrew said.

“Western Australia is leading the way with a number of new cancer trials currently underway and we have particularly good outcomes for patients with pancreatic, gynaecological and bowel cancers.”

The trial is a significant milestone for St John of God Subiaco Hospital as well, as it is the first in-human clinical trial to occur at the hospital.

St John of God Subiaco Hospital Chief Executive Officer Professor Shirley Bowen said this trial placed the hospital at the leading edge of cancer research and treatment.

“We have a dedicated group of oncologists who are committed to providing the most advanced treatments for their patients who we care for in our world-class facility,” Shirley said.

“We have a number of trials on the horizon that our doctors are investigating to see if they can help our patients battling cancer.

“It is also really exciting for our researchers to be a part of early phase and the first-in-human studies of the latest products and drugs that are available to be trialled and we hope to be a part of more research in the future.” 🍷

DID YOU KNOW?

- ***Pancreatic cancer is the 10th most common cancer in men and the 9th most common cancer in women in Australia.***
- ***Pancreatic cancer is the 5th most common cause of cancer death in Australia.***

Making dreams come true

St John of God Berwick Hospital recently launched the Dream A Little Dream program which grants a wish to patients and their loved ones during end of life care.

The program offers small but meaningful dreams that can usually be carried out in the hospital setting while the patient is receiving care.

St John of God Berwick Chief Executive Officer Lisa Norman said the small acts of kindness were intended to bring some light to what is usually a very sad time.

“We aim to create beautiful memories for loved ones and bring joy to the patient by making a dream come true,” Lisa said.

St John of God Berwick Hospital Marketing Manager Lisa Carman said the idea for the program came about after helping two patients who were receiving palliative care in the hospital to enjoy special moments.

“We initially helped two women who were approaching the end of their life to enjoy an experience special to them,” she said.

“Our first patient was Leonie Hollingworth, a lifelong Melbourne Demons fan, and we were able to arrange for club legend Russell Robertson to spend time with her at her bedside,” she said.

“The second patient, Gina, was a young mum who was also receiving palliative care. We were touched by the

challenges faced by this young family and set about arranging a professional photoshoot along with a wig and professional makeup for Gina.

“The beautiful photos captured were given to the family and printed onto polar fleece blankets for the girls to snuggle up in and keep as memories of their mother.”

The realisation that these special moments could be offered to palliative patients facing end of life care sparked the idea for Dream A Little Dream.

“The hospital’s pastoral practitioners and nurses discuss the program with palliative patients and their loved ones and provide them with a dream menu,” Lisa said.

“Patients can choose from the menu or they can request a custom dream.

“The dream menu includes experiences like a pamper treatment, a shave and hair cut for the men, a visit from a beloved pet, a romantic dinner for two, a family dinner party, art therapy, dignity therapy, yoga and reiki amongst others.

“A custom dream can be anything that the patient desires and our team will then set about making the wish a reality in the best way we can with the resources at hand.” 🍷



Pictured: St John of God Berwick Hospital patient Gina with her family; St John of God Berwick Hospital patient Leonie Hollingworth with Melbourne Demons former player Russell Robertson.

Slippery slide sends smiles sky high



How 40 metres of polythene, some DIY hosing and some inflatables produced hours of sheer delight for residents, caregivers and families at St John of God Halswell.

In February, residents at St John of God Halswell enjoyed soaring down the waterslide on inflatable donuts, thanks to a greater focus on improving quality of life for residents with physical or neurological disability.

Southern Regional Manager for Health and Ability Services Virginia Spors said the waterslide was a way to encourage participation and a chance to have fun, as well as to help caregivers think outside the square about how to get residents to participate, rather than simply observe.

“It was so wonderful to give our residents the chance to swap their wheelchairs for water slides,” Virginia said.

“You can imagine, if you’re sitting in a wheelchair, how uncomfortable that is. So we encouraged caregivers to come up with new ideas to keep people cool during the soaring summer temperatures, and have some fun.

“The day was about breaking up their normal daily routine and encouraging them to take opportunities.”

The water slide was fashioned out of more than 40m of black polythene and DIY hosing. Thanks to local suppliers responsible for building the neighbouring sports precinct, the waterslide is now permanent, and longer.

Resident Louise Shatford recounted caregivers pushing her down the original slide as the “most fun she had had in years”.

“It brings everyone together for a community based activity,” she said.

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

Within its Health and Ability Services Division is St John of God Halswell, a 60-room specialist service providing residential and respite support to people living with physical or neurological disabilities.

The water slide represents just one of the many ways St John of God Halswell supports residents to experience life and choose to engage in activities with elements of managed risk, leading to a true sense of accomplishment.

“Our model of care is based around giving residents access to the most opportunities possible,” Virginia said.

“Yes, we can do outings and craft, but we want to do things that are not always easy and are often unexpected. Making memories and just having a great time is what it’s all about for our residents and their families, as well as for our caregivers.” 🌟



Pictured: Left: St John of God Hauora Trust clients test out the slippery slide. Above: St John of God Hauora Trust waterslide under construction.



Pictured: Left: St John of God Pinelodge Clinic patient in the Sensory Room. Right: Sensory Room at St John of God Pinelodge Clinic.

Empowering patients to care for their mental health

A sensory modulation room at St John of God Pinelodge Clinic is helping patients find the tools they need to manage their own emotional wellbeing in hospital and once they return home.

The room, which opened to patients in October 2018, offers patients a range of activities that engages different senses when they are feeling unsettled or distressed.

Most importantly, St John of God Pinelodge Clinic Nurse Unit Manager Meg Evans said, it empowers patients with tools and strategies they can use once they are discharged from hospital.

“We know that patients are incredibly vulnerable when they leave hospital and their risks, seven to ten days post discharge, of engaging in suicidal or self-harm type behaviours are said to double,” Meg said.

“This is why we put so much focus into a patient’s discharge plan and have tried to give them the tools and strategies they need to feel empowered to care for themselves when they confront a trigger or start to feel overwhelmed in their everyday lives.

“The sensory room was specifically designed to be a safe, supportive therapeutic space where our patients can learn skills to assist with their recovery, post discharge.

“Sensory modulation is shown to have good results with people who experience anxiety as it can be self-soothing and help people feel empowered by not relying on someone else to answer their call for help or being dependent on medication, which at some point will run out.”

St John of God Pinelodge Clinic Director of Nursing Shelley Cooper said the sensory room was the result of ongoing research to offer patients different therapy options.

“We did a lot of research initially to understand what our patients wanted and how sensory rooms worked at other facilities,” she said.

“We have focused on providing a calming environment, perfect for

patients under the supervision of a caregiver, to help develop different ways of managing their feelings.

“It offers something for everyone, weighted blankets and lap pads, hot, sweet and sour lollies, touch bowls, aromatherapy, music, books and many tactile resources so we hope that all of our patients find something beneficial in the room and can recreate for use at home.”

The benefits of the room and tools will be evaluated through ongoing questionnaires with patients and caregivers.

“I am confident the benefits will shine through and we can promote a positive change with our patients becoming less reliant on medication when they feel anxious or agitated. By encouraging and supporting self-care, resilience and recovery we will assist our patients by adding these strategies into their discharge plans,” Meg said. 🍷

Two hospitals, close to home, pays dividends for Nick and Sandra

Having two St John of God Health Care hospitals close to home has enabled Nick and Sandra Siemensma to access the care they need when they needed it most.

Last year, Nick required two complete knee replacements due to wear and tear on his joints which, over time, restricted his ability to work on his small property in Narre Warren South.

This led to him having both surgeries at St John of God Berwick Hospital, which is only five minutes from home, and then recovering and rehabilitating at the nearby specialist hospital St John of God Frankston Rehabilitation Hospital.

“It was really important for Nick to be close to home, firstly for the surgery but even more so for the rehabilitation. I was having dinner with him every night at the hospital and it was only a 25 minute drive to get there,” Sandra said.

“Everyone at the hospital was caring, supportive and friendly keeping both Nick and I informed about his physiotherapy and activities for the next day so we could plan our visits.

“It was the small things they did – the receptionist knew me by name and would let me know the next day’s menu so I could plan what I would have for dinner, and the nurses were polite and

positive which is really important for patients during rehabilitation. Everyone we encountered was lovely.”

The Siemensma’s hospital experiences have coincided with a big investment by St John of God Health Care in hospital facilities in the region.

Since Nick has had his surgery at the old St John of God Berwick Hospital at Gibb St, St John of God Health Care has opened the new \$120 million St John of God Berwick Hospital – which is where Sandra is due to have ankle surgery in December this year.

And while Nick was recovering in St John of God Frankston Rehabilitation Hospital, the facility was undergoing an extensive \$9.7million refurbishment including adding new patient rooms and converting shared rooms into single rooms.

St John of God Frankston Rehabilitation Hospital Chief Executive Officer Steven Schultze said the diverse range of specialised programs available at the hospital enabled patients to rehabilitate in a dedicated facility, close to home.

“Our proud and compassionate team are experts in providing tailored care to meet the requirements of each unique patient and we are excited that St John of God Health Care is able to extend our specialised services into the Berwick area in 2019,” he said.

St John of God Health Care Chief Operating Officer Hospitals Bryan Pyne said this investment would continue into 2019 when the redevelopment of the old Berwick hospital site starts to recalibrate the hospital into a dedicated mental health and rehabilitation facility known as St John of God Langmore Centre.

“This is a time of significant growth in the South East Melbourne region. With the new hospital in Berwick and soon-to-be redeveloped Langmore Centre, our rehabilitation hospital in Frankston and our mental health hospital in Pinelodge, we are well placed to be the unquestionable market leader in mental health and rehabilitation in this community and broader regional Victoria,” he said.



Pictured: Left: Sandra and Nick Siemensma. Top right: St John of God Berwick Hospital. Bottom right: St John of God Frankston Rehabilitation Hospital.

“The Siemensma’s experience highlights the seamless care we can provide to people living in this region, from accessing acute care at St John of God Berwick Hospital and to receiving specialised services for ongoing care close to home.

“It also shows just how important it is that our hospitals work closely with each other to enable patients to understand where they can access the compassionate and excellent care they need from St John of God Health Care.”

Sandra said after two weeks in St John of God Frankston Rehabilitation

“At both hospitals, we felt like we were the only people in their care.”

Hospital as an inpatient, and then six weeks accessing outpatient care including hydrotherapy, her husband Nick was back doing what he loves.

“He is now doing everything he loves, he is very hands on at home and

thanks to the surgeries he can once again do the odd jobs around the property, go up and down ladders and get on the mower without being in pain,” she said.

“I can’t speak more highly of the care he received, he felt so confident that he was receiving the right support and even when the nurses were a bit worried about a bleed in his knee, they provided immediate care and additional scans quickly and efficiently which was really reassuring.

“At both hospitals, we felt like we were the only people in their care.” 🍷

Hospital-based program giving babies the best start to life

St John of God Midland Public Hospital recently celebrated the first anniversary of Moort Boodjari Mia's relocation to the hospital.

Moort Boodjari Mia is a dedicated maternity healthcare and education service for women and men who identify as Aboriginal or Torres Strait Islander living in Perth's east metropolitan region, as well as their families.

In 2017, the program moved to the hospital to provide care at the same location as antenatal and birth care after it was previously provided nearby and funded by the Department of Health and St John of God Health Care's Social Outreach division.

St John of God Midland Public Hospital Chief Executive Officer Michael Hogan said the hospital was proving a more suitable location to give clients greater access to services provided at the hospital.

"It has also helped enhance links with other maternity service providers to deliver shared care and ensure clear pathways for clients," he said.

The program includes a home visiting service, a dedicated antenatal clinic

at the hospital each Wednesday, a community clinic at Koongamia Child and Parent Centre every Tuesday morning and a weekday drop-in service for clients.

Moort Boodjari Mia aims to help women stay healthy during pregnancy and give their babies the best possible start in life by providing advice and support in the lead up to the birth and up to four weeks afterwards.

Moort Boodjari Mia Coordinator and Midwife Jodie Mackell said families were able to access comprehensive support through the program which was essential to giving their child the best start to life.

"Our priority is making sure the mother is doing well physically and emotionally, and that she is able to get the right care and information she needs to make good decisions for her, her family and her baby," Jodie said.

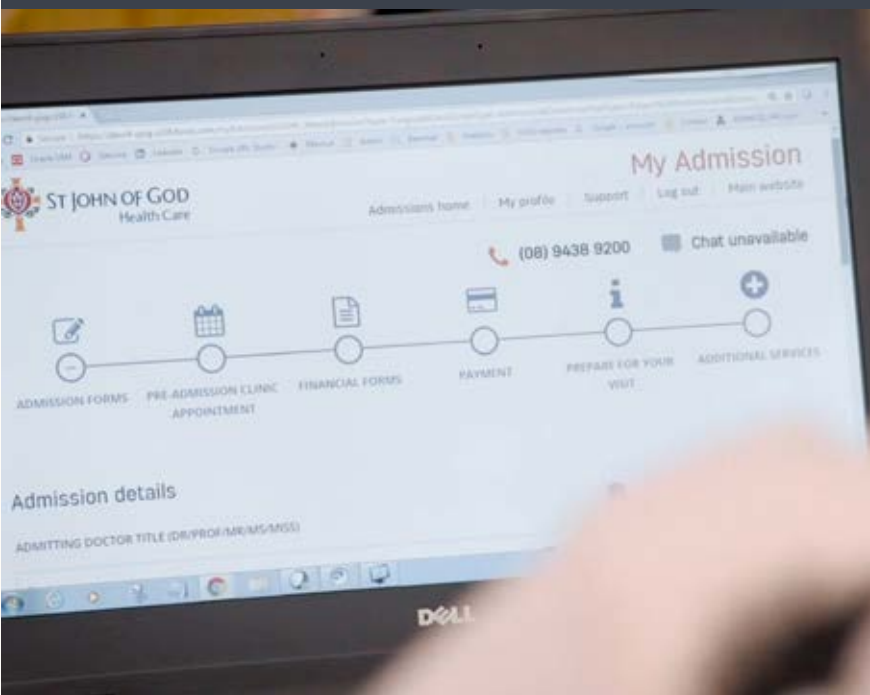
"We connect her and her family with additional providers to ensure she gets the right support, whether that is medical care, emotional support, or family and community care."

Moort Boodjari Mia means 'family pregnancy house' in Noongar language. 🏠

Pictured: St John of God Midland Public Hospital's Moort Boodjari Mia caregivers.



30,000 admissions completed online and counting



Pictured: My Admission enables patients to complete their admissions forms online.

Patients accessing care at St John of God Health Care's three biggest private medical and surgical hospitals in Perth are now completing their hospital admission online.

More than 30,000 patient admissions have been received online since My Admission launched at St John of God Subiaco and Mt Lawley hospitals in September, following the successful initial launch at St John of God Murdoch Hospital in December 2017.

St John of God Subiaco Hospital Patient Admissions Manager Kerryn Gray said completing the admissions process online offered a more streamlined experience for patients.

"Often the first contact patients have with our hospital is during the admissions process which previously required them to fill out multiple paper forms and follow up with the hospital a number of times," she said.

"Now patients can complete the process on their computer, at a time

that suits them, and be confident they have completed all the necessary steps.

"We then follow up with a preadmission appointment as required, or welcome them into our hospital on the day of their procedure with all their information at the ready."

My Admissions enables patients to complete the majority of their hospital admission paperwork online, including:

- completing the patient registration and health questionnaire,
- providing digital authorisation of financial forms,
- booking in a pre-admission clinic appointment,
- making any necessary payments.

Maternity patients can also book and pay for their parent education classes online and make a request for their partner to stay with them as a boarder in the hospital.

St John of God Health Care Chief Operating Officer Hospitals Bryan Pyne said digitising the admissions process was a great demonstration

of how technology could be used to enhance our patients' experience.

"My Admission was designed and created specifically to provide our patients with a seamless admission experience, by capturing all patient information before their hospital visit as well as providing patient access to key clinical and financial information," he said.

"This information is then securely stored and added to the patient's profile if they have subsequent hospital admissions, no matter which hospital they attend – Murdoch, Subiaco or Mt Lawley.

"Additionally, we are providing phone support for those patients who need assistance to complete their admission or have questions about their admission.

"The integrated solutions mean there is a substantial reduction in manual data entry, which enables our caregivers to focus on providing care at the bedside." 🍷

Digital revolution sweeps sterilising departments

A standardised, digital approach to tracking all theatre instruments through hospital sterilisation processes has revolutionised the behind-the-scenes department in St John of God Health Care surgical hospitals.

The \$1.6 million investment to install Instacount software and associated digital hardware into St John of God Health Care's 13 surgical hospitals was completed in early 2018, with the program now used to track all instruments as they are processed through central sterilising services departments (CSSD).

St John of God Mt Lawley Hospital Chief Executive Officer and Project Executive Sponsor Chris Hanna said the software not only brought all hospitals in line with the latest Australian Standards for washing and sterilising reusable medical devices, but also brought about efficiencies.

"It really was a far reaching change in order to introduce new equipment and policies and update our practices so they are contemporary and meet our doctors' needs," she said.

"The digital solution has reduced the manual requirements of tracking and monitoring equipment through CSSD, bringing about efficiencies which, I believe, allow us to have more time to seek other opportunities to improve our practice and focus on caring for our patients at the bedside.

"There was true celebration by everyone within our CSSDs and our theatres in acknowledging the investment into this new technology and associated processes that St John of God Health Care has made which revolutionises their work."

St John of God Subiaco Hospital Perioperative Resources Manager and Instacount Senior Business User David Nash said efficient CSSDs were essential to ensuring theatres run effectively.

"CSSD is where all instruments used in surgery are washed, packed and sterilised," he said.

"If the theatre is the engine room of the hospital, then the CSSD is the oil and gas that powers the engine, so it is really important everything is running as smoothly as possible within the department."

David said the transformative effect of this new technology not only brought about efficiencies for the department as a whole but for each individual caregiver working within the department.

"It takes away a lot of the manual processes. For example if 20 or 30 different instruments were put into the steriliser at one time, individual

labels naming each of the instruments needed to be written up and all of those details then had to be manually copied to the steriliser record," he said.

"If we have several similar operations scheduled on the same day, some instruments would need to be reprocessed, and therefore each step needs to be followed two or three times a day, to make sure all our patients are operated on safely and on time.

"The technology is very easy to use. Once we set it up to our requirements it automatically identifies and records all instruments processed and used, so we know which instruments were used for each patient, and it automatically detects and warns if an error occurs.

"The fact that all St John of God Health Care hospitals are using the same software means we can network with each other to help get the most out of the system and learn from each other."

Pictured: St John of God Mt Lawley Hospital CSSD Technician Michelle Cooper



ABOUT INSTACOUNT

\$1.6 MILLION
investment in Instacount

13 HOSPITALS
using the Instacount program

Painting the journey to recovery

An art therapy program at St John of God Pinelodge Clinic has given patients a creative outlet to express their emotional wellbeing as well as provide a unique way to relate to the organisation's patron saint, Saint John of God.

The Journey to Recovery Project asked patients to create a painting in response to Saint John of God's life journey and reflect upon their own journey to recovery.

St John of God Pinelodge Clinic Art Therapist Annette Chauncy said the project was tied into St John of God Day celebrations, but its benefits extended further.

"Saint John of God could be described as a restless soul – a description that many of our patients would relate to," she said.

The painting process required patients to paint the land and the environment before moving on to paint the subject in the works.

"Creating art work in this way gave patients an opportunity to reconnect with a time and place that was strengthening, resourcing and

replenishing," Annette said.

Art therapy is a key part of the hospital's therapy program for both inpatients and outpatients and patients' goals and recovery outcomes are tracked using an evidence-based qualitative tool.

Similar programs are run at St John of God Health Care's other dedicated mental health hospitals in Burwood and Richmond, NSW.

At Burwood, Art Therapist Jo Doyle offers art therapy groups to each inpatient therapy program at the hospital – mothers and babies, people with alcohol drugs and addictive behaviours, anxiety and depression.

"Often patients have no previous experience with art since primary school, so it can be challenging for them initially," Jo said.

"However the nature of the groups is such that they are gently supported through the art therapy process only to discover the healing nature of art, and sometimes even some hidden artistic talents. All this happens within a group process which allows them to see they are not alone in their art therapy experiences as well as their experiences of their illness."

At Richmond, Associate Nurse Unit Manager Kate Butler-Nixon sees art therapy as a way to inspire confidence in the patient's own abilities and to invoke mindfulness, social integration and creative awareness.

"The art studio approach encourages clients to relax through the participation of art by painting, drawing, using charcoal, painting plasters and other art and craft mediums," Kate said.



PERFORMING ARTS STUDENT AWARDED SCHOLARSHIP

“The therapeutic process of healing within the art studio assists the transition back into the community setting. Encouragement is also given to continue the clients’ art journey upon discharge from the hospital.”

In the last year, St John of God Health Care has expanded links with Western Sydney University (NSW) and La Trobe University (VIC) that offer a Masters in Art Therapy degree, with students completing placements at Berwick and Frankston this year.

Murdoch University in WA is also about to establish an arts therapy program which will provide more access to this care at St John of God Health Care’s WA hospitals.

Group Coordinator Arts and Health Deborah Pearson said the prominence these programs were given in our hospitals was just another demonstration of St John of God Health Care’s commitment to arts and health.

“Art therapy is one way the arts can enhance the holistic health, healing and wellbeing for each individual in our care as well as in the broader community,” she said. 🍷

Pictured: Left to right: St John of God Richmond Hospital patients enjoy art therapy. Artwork created by St John of God Pinelodge Clinic patients

Courtney McCrostie, a year 10 St Norbert College student, has won the 2018 St John of God Health Care Performing Arts Scholarship, enabling her to continue pursuing her passion for the arts.

The \$1,500 scholarship was awarded to Courtney at the Catholic Performing Arts Festival in recognition of her contribution and success in dance, music and drama.

Courtney said she was surprised and grateful when she found out she had been awarded the scholarship which will enable her to continue dance and drama classes and in turn mentor younger students.

“It will also allow me to be able to learn an instrument which is a prerequisite to study a certificate two and three in music in coming years, while also providing assistance to cover the costs of other necessities that come with being involved in the arts,” she said.

“Thanks to this scholarship, I am one step closer to reaching my goal of becoming a performing arts teacher. I am very grateful and very excited for the future.”

St John of God Health Care Group Coordinator Arts and Health Deborah Pearson congratulated Courtney on earning the award and said she was a worthy recipient.

“We are proud to award the St John of God Health Care Performing Arts Scholarship to Courtney so she can continue her passion for the arts, and we will be following her progress with interest in the coming years,” she said.

“This scholarship is part of our commitment to the arts and health in helping young people continue their participation in the arts by fostering their artistic interests and abilities.”

Visual arts

St John of God Health Care Scholarships have also been awarded to two Perth school students for visual artworks as a part of the 25th Angelico Exhibition.

The Visual Art Scholarships were awarded to Jacinta Posik, Year 11, from Kolbe Catholic College and Mihaela Stojkoska, Year 6, from Mary MacKillop Community Primary School.

St John of God Health Care Group Art Curator Connie Petrillo said both works were displayed at St John of God Murdoch Hospital during the school holidays.

“The Angelico winners display offers a unique opportunity to showcase the depth of artistic creative talent in our schools,” she said.

The annual scholarships recognise one primary and one secondary student who has demonstrated excellence in visual arts and a commitment to being involved in the arts in the future. 🍷



Pictured: 2018 St John of God Health Care Performing Arts Scholarship winner Courtney McCrostie.

New St John of God Foundation CEO's focus

New St John of God Foundation Chief Executive Officer Bianca Pietralla says her focus is on delivering a strong future for fundraising and philanthropy at St John of God Health Care, for the benefit of patients, their families, and ultimately all Australians.

Bianca was appointed as St John of God Foundation Chief Executive Officer in late August 2018 after acting in the position since December 2017.

St John of God Health Care Group Chief Executive and Foundation Board Chair Dr Shane Kelly said Bianca had significant senior level experience in marketing, communications and community development, and had already had a positive impact in the role.

"Bianca and the Foundation team have a number of projects underway, including a review of the Foundation's market positioning, development of core community fundraising programs for our hospitals, and building strong philanthropic relationships with our organisation," he said.

"I look forward to Bianca leading our Foundation into the future to continue our philanthropic and fundraising efforts."

Bianca said it was exciting to be at the helm of St John of God Foundation and to make the most of the significant opportunities to increase its impact through collaborations.

St John of God Foundation is a not-for-profit registered charity that provides grants to St John of God Health Care projects, with a vision for a greater future for advancing the health of the nation, with St John of God Health Care patients, their treatment options and outcomes, at its core.

"We are in an environment of complex healthcare sector disruptions and it's crucial that our hospitals and services not only invest in their current operations, but future advancements in health such as medical research, expanded patient services and the latest state-of-the-art technology, for the benefit of all Australians," Bianca said.

St John of God Health Care is well placed to play a leadership role in advancing health care as one of Australia's largest Catholic not-for-profit health care organisations with a strong focus on hospital services, and provider of compassionate care to more than 300,000 patients each year.

"It is no longer the case that government and private health fees alone can cover all the research, services and technology advancements Australia needs to provide world-class clinical care for patients," Bianca said.

"We absolutely need the support of philanthropists, the corporate sector and the collective of individuals in our communities to work in partnership with us to achieve this goal."

This is essential according to Bianca, who pointed to low growth in charity donations throughout Australia which has increased by only 1.2 per cent over the past year to February 2018 (NAB Charitable Giving Index February 2018).

“We know that personal expenditure is tightening as are budgets across the corporate and government sectors, so it is critical that the Foundation is clear on its value proposition” she said.

“Our four strategic focus areas of growing our brand and reputation, ensuring future financial sustainability, enhancing our donor experience and building philanthropic capability as a part of our workforce and culture will position us well into the future,” she said. 🍷

Pictured: St John of God
Foundation Chief Executive
Officer Bianca Pietralla

About St John of God Foundation:

Since 1994, the Foundation has raised more than \$40 million to deliver major improvements in health care and social welfare, including:

- ***Murdoch Community Hospice - \$5.7 million donated***
- ***Horizon House - 11 homes established across Western Australia and Victoria***
- ***Bendat Family Comprehensive Cancer Centre, St John of God Subiaco Hospital - \$21.2 million donated***
- ***South West Coronary and Cancer Service, St John of God Bunbury Hospital - \$2.8 million donated***
- ***Comprehensive Cancer and Cardiac Care at St John of God Berwick Hospital - \$2.1 million donated***
- ***Research and Equipment - \$4.3 million donated.***

Half a century of volunteering

When you walk into one of our hospitals, often the first person encountered is a smiling soul whose friendly demeanour helps welcome you and gives you the first impression of St John of God Health Care's commitment to Hospitality.

For 50 years, one of those people has been Alison Cooper who joined the St John of God Bendigo Hospital Auxiliary in 1968.

Half a century on, she is still volunteering.



"It all started when the Bishop told me that the Sisters of St John of God were coming from England and Ireland and were planning to open a hospital in Bendigo," Alison said.

"When they first arrived I immediately became close with them and we started a committee to raise money to help them build the new hospital."

Back in 1968, Australia was very different – the population was about 11 million (which has now more than doubled), homes cost \$15,000, the average income was \$7,850 and two of our leading stars Kylie Minogue and Hugh Jackman entered the world.

Just as the nation has changed around her, Alison has also seen her fair share of changes at the hospital since starting as a volunteer that same year.

"I was often down at the hospital and my children would refer to it as my second home. After the hospital opened, I started an archive with all the press cuttings and photos I had collected in the early days," Alison said.

"I have volunteered in all areas of the hospital, probably one of my favourite roles was caring for the babies while their mums took part in hydrotherapy classes."

Alison's contribution to the hospital lives on through the more than \$1 million she has helped raise over the past 50 years as well as her intimate knowledge of the hospital.

"Over the years I have helped the hospital find time capsules that we buried and uncover a marble wall in the chapel which was once covered over and is now exposed thanks to a more recent refurbishment," she said.

Now aged 83, Alison continues to volunteer, maintaining the hospital's archive that she started all those years ago, and whether she agrees or not, she has become a part of the hospital's history.

St John of God Bendigo Hospital Volunteer Manager James Breene said no hospital could survive without its team of volunteers.

"Alison has helped set the benchmark for service and dedication," he said.

"Alison is an irreplaceable link with our past and the go-to person in terms of our history, our identity and the foundations, both literal and emotional, that make us who we are today."

To mark Alison's 50 years of service, a mass was celebrated in her honour at St John of God Bendigo Hospital in September. 🙏

Pictured: St John of God Bendigo Hospital Volunteer Manager James Breene and Alison Cooper

Seeking academic learning that informs pastoral practice

Creating opportunities for pastoral practitioners to further their knowledge has led five practitioners to undertake the University of Notre Dame Australia (UNDA) Graduate Certificate Liberal Arts (Pastoral Placement).

Practitioners Sarah Simpson from Midland, Mary Prentice from Subiaco, Marisa Wessels from Bunbury, Kathryn Nichols from Richmond and Kim Braun from Geelong are currently completing the UNDA course.

Sarah, who completed one of her units in Broome, said studying ethics, philosophy and theology in more depth had helped her describe the importance of her role as a pastoral practitioner.

“I have really enjoyed how, through the ethics unit, we explored different ethics frameworks and learning where, why and when we use each of these,” she said.

“Probably the highlight of the unit was performing a teleological analysis of the role of a pastoral carer which gave us the opportunity to actually flesh out and cement what we do in words that others can understand, and then use that role and the frameworks to

assess and explain a situation that we might encounter.”

Mary, who travelled to Athens and Rome (a trip also undertaken by Marisa) as part of the course’s philosophy field trip, said the opportunity to study and share ideas with likeminded students was enriching.

“So far the learning has been enriching and broadening. I have found it a wonderful opportunity to push into other areas of thought and other disciplines,” she said.

Marisa agreed that the trip and the opportunity to study philosophy had been enlightening.

“It is another building block in my practice and I can now see that my reflective practice is informing me on how my current role is evolving, and will continue to do so,” she said.

St John of God Health Care Group Manager Pastoral Services Eleanor Roderick said supporting pastoral practitioners to complete further study was important for their career choice in being recognised as a professional calling.

“Our pastoral practitioners support our patients and their families at times when they feel most vulnerable and we are proud to be able to support them to undertake this additional

learning to equip them with the advanced skills they need to provide support to address the spiritual, religious and emotional needs of all people,” she said. 🌟



Pictured: Pastoral Practitioners Marisa Wessels from St John of God Bunbury Hospital and Mary Prentice from St John of God Subiaco Hospital.

Shared values brought to life in Timor-Leste

This year, staff at Dili's national hospital, the Hospital Nacional Guido Valadares (HNGV), led their Values Day celebrations for the first time, following several years of role-modelling by St John of God Social Outreach.

In previous years, St John of God Social Outreach caregivers took the lead in organising an annual Values Day event to celebrate St John of God Health Care and the HNGV's shared values of Excellence and Compassion.

Leading up to this year's event, HNGV formed a small working group to coordinate the Values Day 2018 celebrations which focused on 'Commitment'.

HNGV staff, patients and patients' family members enjoyed the festivities and formalities which included speeches by hospital staff and the opportunity to hear feedback from patients and their families about their care, followed by an array of traditional food and music.

St John of God Social Health Care Timor-Leste Country Manager Ben Dingle said it was rewarding to see the staff make the event their own.

"Our role in Timor-Leste is to help the hospital build their own capacity and skills so they can provide high quality healthcare to the people of Timor-Leste," Ben said.

All members of the Nursing Development Team commented it was a privilege to be invited to the celebration and to have played a role in the large gains in organisational maturity and culture made by Timor's most important healthcare institution over the last several years.

The significant event aimed to help connect and embed HNGV's vision, mission and organisational values, and follows the introduction of a motto for the hospital: *Excellence in service, commitment, compassion and knowledge.*

"Timor-Leste is a post-conflict country and the level of service provided by its health institutions as well as the expectations from staff and patients of what good patient care looks like often differs from what we expect from hospitals in an Australian context," Ben said.

"That is why St John of God Social Outreach's Nursing Development Team continues to promote mission and values as key components in embedding a culture of patient-focused care at the HNGV."

St John of God Health Care's capacity building work in Timor-Leste is helped made possible by the ongoing support of ConocoPhillips.



*Excellence in service,
commitment, compassion
and knowledge.*

Motto for Hospital Nacional
Guido Valadares (HNGV).

Brewing the National Cafe Strategy

A focus on matching St John of God Health Care's cafe experience with the customer-centred service approach throughout our hospitals led to a national cafe operating model taking shape in late 2017.

In early 2018, Steve Dixon joined the organisation to lead the model as the National Cafe Manager, bringing with him years of experience in Australia and the UK in managing multi-site corporate hospitality departments.

"It was felt that our cafes were being left behind in certain aspects and areas of the organisation," Steve said.

"But this has presented a real opportunity for us to focus on providing customer-centred service, create a clear strategy and invest in tools to enable our cafes to bring food operations into the same echelon as the organisation's core service areas."

While cafes at each hospital operate in different environments – from community cafes in Warrnambool to bigger cafes in Murdoch – Steve said the first elements of a standardised cafe management approach were starting to pay off particularly at cafes in Subiaco and Midland, while the new Berwick hospital and Frankston

cafes present refreshed community environments.

"We are starting to see the benefits in cost-effectiveness but more importantly, providing a consistent customer experience," he said.

"A standardised approach provides our cafes with the tools they need to offer the base standard provision which can then be added to, to meet the needs of their community.

"For example, when I first started we really only had one preferred supplier across the board, now we have several huge organisations working alongside us and we are benefitting from bigger contracts providing better buying power."

Following on from behind-the-scenes work, Steve said he was also focused on adapting our cafe technology to meet not only our patient needs but also our caregivers and doctors requirements.

"We want to give our nurses and doctors, who are time poor, the option to order and pay for coffees or meals and choose when to pick them up from their mobile so they aren't spending their entire break in a line," Steve said.

"We are currently investigating the point of sale options to enable this and I am looking forward to making an announcement in 2019."

St John of God Health Care Hospitals Project Director Scott Gilbert said this standardisation would continue in the new year.

"Overall we want to make sure our cafes are consistently offering excellent service and become financially sustainable," he said.

"We look forward to seeing more improvements in the coming months and year ahead, and then listening to feedback from our patients, visitors, caregivers and doctors to ensure we are meeting their needs." 🍷

Pictured: St John of God Health Care National Cafe Manager Steve Dixon





Hospital leaders put safety in their own hands

Pictured: *The Canvas of Commitment highlights St John of God Health Care's Safety Pledge.*

Chief executive officers at St John of God Health Care's hospitals in Victoria and New South Wales have embraced a new Safety Pledge, to renew their focus on caregiver safety, marking this commitment with their handprints.

Introduced by Chief Operating Officer Hospitals Bryan Pyne, the pledge outlines the commitment our hospital leaders make to ensure caregivers work in a safe environment and return home each day safe and well.

As a part of the pledge, chief executive officers agreed to:

- Lead by example and strive for excellence at St John of God Health Care
- Actively lead and manage all aspects of safety in the workplace, adhere to policy and uphold the requirements of the Good to Great Strategy with conviction and enthusiasm
- Never compromise their own safety or the safety of our caregivers, patients or visitors.

“The pledge acts as a mark in time for all of our hospital leaders to recommit to the safety of our caregivers, and to do so as a collective group,” Bryan said.

“It is a symbolic occasion and it clearly articulates the expectations of all our caregivers.

“Ensuring good workplace health and safety is a part of our renewed focus on providing exceptional patient care – a safe workplace for our caregivers means they can provide the best patient care.”

The hospital leaders also physically committed to the pledge by placing their handprint on the Canvas of Commitment banner which now resides in Bryan's office.

Director of Workforce Eastern Hospitals Elizabeth Spauld said the pledge was backed up with changes to leadership practice, with occupational health and safety a key component of all reporting from hospitals.

“Alongside this commitment, we are now consistently sharing our safety stories and experiences between our hospitals to learn from each other and ensure best practice,” she said.

“Our inaugural Tony Howarth Awards for Safety Excellence presented at the start of the year highlighted some of the great things we can all do to improve health and safety at our hospitals.

“I look forward to seeing the next batch of nominations in the coming months.”



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