

Spring2 | 2019

Pomegranate

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The future of surgery

A multi-million dollar investment in robotic technology is enabling safe, fast and efficient surgery.

Hospitality | Compassion | Respect | Justice | Excellence



ST JOHN OF GOD
Health Care

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On the cover: *St John of God Murdoch
Hospital theatre nurse with the da Vinci Xi
Surgical System.*

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

It seems fitting that in 2019 we are marking the 30th anniversary of St John of God Health Care and in the same year we are launching our new organisation-wide strategy and revised Mission, Vision and Values.

St John of God Health Care Inc came into being in 1989, after the Sisters of St John of God foresaw the time that lay leadership would be able to carry out the day to day running of their institutions.

The challenge was to ensure that whatever structure eventuated, we would continue to provide an enduring commitment to healing, hope and a greater sense of dignity to those in need.

I believe that commitment to our Mission, Vision and Values is the main reason our caregivers choose to work at St John of God Health Care. It distinguishes us and is something we are all proud to be a part of.

Some of the initiatives and achievements we are highlighting in this edition of *Pomegranate* demonstrate this commitment in action.

Our hospitals are refurbishing and investing in new robotic technology to lift the patient experience. Our disability services are leading innovative housing developments to not only offer homes for our clients but to enhance their experiences of life in new ways.

Our caregivers continue to make the difference on the ground. This year's Jennifer Stratton Scholarship winner Child and Adolescent Counsellor Michael Barratt is an exemplar of our caregivers' commitment to our Mission and Values.

This edition also celebrates caregivers who are working on behind-the-scenes initiatives to train our leaders, make our systems more efficient, and our facilities 'greener'.

At St John of God Health Care, we have a strong tradition of responding to the times and changing the way we do things to meet community needs. I'm excited to see our latest initiatives continue that tradition in line with our new three year strategy which focuses on providing consistently excellent patient and client experiences and outcomes. 🌟



A stylized, handwritten signature in black ink, appearing to read 'Shane Kelly'.

Dr Shane Kelly
Group Chief
Executive Officer

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New technology-enabled home sets the blueprint

St John of God Accord, our support and accommodation provider for people with intellectual disability, recently opened its new industry leading technology-enabled home for people with a complex intellectual disability.

The five-bedroom East Brighton home, built on land generously donated by the Daughters of Charity, is equipped with the latest assistive technology to improve the quality of life for residents through providing more choice and independence.

The home and its technology, developed in collaboration with HomeStay, is a blueprint for St John of God Accord's future accommodation for clients. St John of God Health Care is investing

\$11.6 million to develop a further 10 houses for people with intellectual disability over the coming years using this blueprint.

St John of God Health Care Group Director Community Services Kevin Taylor said the home set a new accommodation standard for people with intellectual disability.

"The house design creates safe spaces inside and outside, incorporates

assistive technology to improve the independence and dignity of each person, and enables the use of infrastructure to assist in supporting residents' long-term needs as they age," he said.

"We're looking forward to seeing our residents take more control over their lives in ways not previously possible and experience greater choice and independence."

St John of God Accord has collaborated with HomeStay, and other technology partners including Samsung, Quantify Technology, BCDS Group, Philips Lighting, and WorkM8, to include tailored assistive technologies such as smart home innovations and access control to reduce restrictive practices, enable independence, and digitise work processes to allow greater one-on-one time between residents and carers.



Pictured: St John of God Health Care Trustee Chair Eva Skira, Daughters of Charity Sr Debra McCarthy, St John of God Accord Chief Executive Officer Lisa Evans and Daughters of Charity Sr Margaret Armstrong.



Pictured: The new technology enabled home at East Brighton.



Pictured: St John of God Accord caregivers inside the new house.

Five St John of God Accord clients, supported through the National Disability Insurance Scheme (NDIS), moved from their former St John of God Accord house to their new home in July.

The effectiveness of the technology and house design will be independently assessed by Deakin University to help inform future houses.

Mr Taylor said the planned new homes would help meet growing community demand for specialist disability accommodation.

“We know there is unmet need across the community, and this need will grow as families look to secure suitable long-term accommodation and services for their loved ones,” he said.

“When built, these new St John of God Accord homes will not only help meet that demand but also offer new opportunities for people by providing environments where they can feel safe, reach their potential, and pursue their interests.” 🍷





Pictured: The new da Vinci Xi Surgical System at St John of God Murdoch Hospital.

St John of God Health Care has been on the forefront of robotic-assisted surgeries for more than a decade.

Robotic investment

- enabling safe, fast and efficient surgery

St John of God Health Care has made a multi-million dollar investment to improve patient experience and outcomes by purchasing brand new robotic surgery equipment.

The new da Vinci Xi Surgical Systems are in use at St John of God Berwick, Subiaco and Murdoch hospitals.

St John of God Health Care Chief Operating Officer Hospitals Bryan Pyne said adding the newest robotic technologies would give patients quick access to minimally invasive surgery across a range of specialties including urology and gynaecology.

“Patients benefit from these minimally-invasive procedures compared to open procedures as they recover faster in hospital and at home, and experience less pain,” he said.

St John of God Health Care has been on the forefront of robotic-assisted surgeries for more than a decade.

St John of God Subiaco Hospital was the first hospital in WA to offer robotically-assisted urology procedures using the da Vinci robot in 2007. This latest robot replaces the existing equipment.

St John of God Subiaco Hospital Urological Surgeon Mr Richard Pemberton said the latest version

allowed potential improvements in patient outcomes and facilitated easier kidney-sparing surgery, when removing cancer from the kidney.

“It is paired with an advanced electrosurgery unit and an operating table that allows seamless movement while operating if necessary,” he said.

St John of God Health Care hospitals also offer robotic-assisted surgery in orthopaedics through the MAKO robot at Berwick, Midland Private, Murdoch, and Subiaco hospitals, the NAVIO robot at Murdoch, and the Zimmer Biomet ROSA Knee Robot at Bendigo.

Mr Pyne said St John of God Health Care surgeons were adding to the body of research in the field of robotic surgery to better understand the benefits.

“We have already seen benefits of robotic-assisted surgery compared to open procedures, including decreased length of hospital stay, reduced blood loss and transfusions, less pain and decreased time taken for patients to return to work after surgery,” he said.





Pictured: *St John of God Health Care Trustee Chair Eva Skira AM and Board Chair Hon Kerry Sanderson AC hand over the revised Mission, Vision and Values statements.*

Pictured: *St John of God Health Care Board and Trustees discern the revised Mission, Vision and Values.*

Growing stronger together

In 2019, we celebrate the 30th anniversary of the establishment of St John of God Health Care Inc which involved the transfer of the Sisters of St John of God hospitals, pathology and radiology operations to the new, single entity.

St John of God Health Care has built upon the foundations entrusted by the Sisters to future leaders and responded to a rapidly changing world, while remaining focused on our Mission – to continue the healing mission of Jesus.

Each year, on Foundation Day (7 October), we celebrate the vision and work of the Sisters of St John of God. We look to the future, inspired by their example and by the words of Jesus, “Go and do likewise.”

St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said: “I am amazed by the Sisters’ dedicated journey, coming to Australia in incredibly difficult circumstances to care for those suffering cholera and typhoid amongst other illnesses

in the Goldfields. What they achieved subsequently is remarkable and is a testament to their enduring focus on the Mission.”

St John of God Health Care Board Chair Hon Kerry Sanderson AC said the Sisters’ energy and drive set the platform for the success of the organisation.

“They have set a huge example to us of what can be achieved by people working together with a strong sense of mission, vision and values,” she said.

In 1989, the services, then run as individual ministries by the Sisters of St John of God, were transferred to the new, single entity St John of God Health Care, in response to major changes in medical science, government policies

and Catholic Church thinking.

“At the time they had nine hospitals which were separately operated and governed, and they realised there were going to be pressures emerging which meant they would be stronger together,” Dr Kelly said.

“That is one of the key reasons why St John of God Health Care was formed, so that there were economies of scale and an ability to work together to be a stronger organisation than individual hospitals working independently.”

Mrs Sanderson said the decisions the Sisters took to transition the operations of St John of God Health Care to the laity were very carefully discerned and implemented.

“To me that shows leadership and vision to develop a way to preserve what they had done but importantly to give it a basis to grow and continue servicing the community needs,” she said.

St John of God Health Care Chair of Trustees Eva Skira AM said: “The Sisters gave their name and their essence to St John of God Health Care. They have given us their prayers every day, but I think they have also done a marvellous job of handing their ministries over to lay people.”

Since the establishment of St John of God Health Care, the organisation has doubled its number of hospitals, including expanding into public healthcare, commenced disability care and formalised social outreach initiatives, increased the number of patients cared for each year to more than 200,000 and grown from 2,500 caregivers to about 14,000.

Ms Skira said growth was just one of the demonstrations of the organisation’s achievements over the past 30 years.

“I think the other thing that we have done, and continue to do, is to strive to provide the very best contemporary care that addresses the physical, emotional, psychological and spiritual needs of our patients and clients,” she said.

“Our caregivers strive to achieve that every day. I think that is part of our DNA.”

Dr Kelly said the organisation’s Mission and Values were what set it apart.

“I believe that commitment to our Mission and our Values is the main reason our caregivers choose to work at St John of God Health Care. It distinguishes us and is something we are all proud to be a part of,” he said.

Looking forward, the Trustees have renewed the articulation of the St John of God Health Care Mission, Vision and Values and the organisation has developed a new strategy with the ambitious goal to become the best performing health care provider in Australia by 2025.

“We are here to continue the healing mission of Jesus,” Ms Skira said.

“There will always be a need to attend to people who are sick, who have physical health needs, who have mental health needs, who need to be cared for. We need to constantly strive to be the best at what we do - to deliver excellent health care to those that we exist to serve.”

Mrs Sanderson said this was reliant on every caregiver playing their part; working together with shared and lived values.

“We care for the whole person. When people come to us, they are in need of care, and we want to heal them, but we also want to give them a sense of dignity and hope for the future,” she said. 🍷

OUR MISSION

To continue the healing mission of Jesus.

OUR VISION

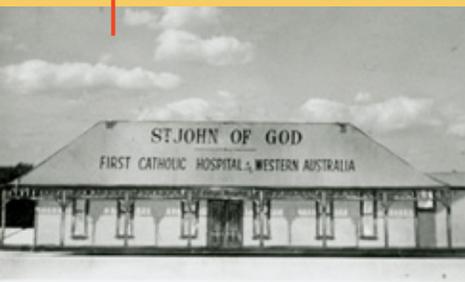
We are recognised for care that provides healing, hope and a greater sense of dignity, especially to those in need.

OUR VALUES

Our core Values reflect our heritage and guide our behaviours:

- **Hospitality** – A welcoming openness, providing material and spiritual comfort to all.
- **Compassion** – Feeling with others and striving to understand their lives, experiences, discomfort and suffering, with a willingness to reach out in solidarity.
- **Respect** – Treasuring the unique dignity of every person and recognising the sacredness of all creation.
- **Justice** – A balanced and fair relationship with self, neighbour, all of creation and with God.
- **Excellence** - Striving for excellence in the care and services we provide.

Pictured (L-R): 1898: The original Subiaco hospital; 1940s: Inside the Subiaco pathology laboratory; Present: St John of God Health Care has expanded into public healthcare; Present: St John of God Health Care has opened new hospitals such as St John of God Berwick Hospital and added others into its Group since 1989.



Compassionate counsellor awarded scholarship

Child and Adolescent Counsellor Michael Barratt is this year's recipient of the Jennifer Stratton Scholarship, which gave him the opportunity to follow the steps of Saint John of God on pilgrimage in Spain.



Pictured: Jennifer Stratton Scholarship Winner Michael Barratt.

Michael, who works at Hawkesbury District Health Service, was selected for the scholarship in recognition of the compassion and respect he shows to his young clients, and their families.

ABOUT THE JENNIFER STRATTON SCHOLARSHIP

The Jennifer Stratton Scholarship is an annual scholarship awarded to a caregiver who demonstrates an outstanding example of the Vision, Mission and Values of St John of God Health Care in their daily interactions, whether they are with caregivers, patients, clients or others.

The recipient is invited to participate in the St John of God Health Care pilgrimage, providing a unique opportunity to explore our history and heritage by walking in the footsteps of Saint John of God.

“All my joy comes from seeing a child and their family start leading a life they deserve and to slowly become happy and confident, begin to dream and have hope,” Michael said.

“When a child starts to see themselves not as a problem but as someone with promise, to me, that is amazing beyond words.

“The people I work alongside are equally amazing, none of us can do this alone and to be surrounded by these people each day is incredible.

“I know what it feels like to be listened to and cared for and the simple fact that I may be fortunate enough to offer this to another person gives me a lot of meaning.”

Counselling Team Manager Stephen Lillie said Michael always demonstrated great compassion and respect with clients and caregivers.

“Michael works in a very empathetic style and supports children to become their best and grow from a negative

situation, especially when working with extremely difficult cases of abuse and child protection,” Stephen said.

“He is an absolute asset to our team and to the clients he supports.”

Michael has worked at Hawkesbury District Health Service for almost 15 years, although his connection with our organisation goes much further back.

“My mum has served as a registered nurse with St John of God Richmond Hospital for more than 50 years; she was the first lay person to work with the Brothers of St John of God at Richmond,” Michael said.

“I began going to St John of God Richmond Hospital at the age of three, spending weekends, feast days and Christmas with the Brothers and on the ward with my mum on weekends.

“It was a really rewarding experience.”



Awards for outstanding care based on patient feedback

St John of God Health Care has launched a hospital awards program focused on patient feedback to recognise and thank caregivers for providing outstanding care.



Pictured: Patient feedback will inform the new awards program.

The program, which launched in January 2019, forms part of the organisation's commitment to putting the needs of its patients and clients first and represents its strong strategic focus on ensuring patient experience is a priority in delivering care.

Based on patients' feedback about their care, the following categories are awarded every six months:

- Best overall hospital
- Most improved hospital
- Best ward or department
- Most improved ward or department

St John of God Health Care Group Director of Nursing and Patient Experience Dani Meinema said the Patient Experience Excellence Program was created not only to recognise caregivers delivering an excellent patient experience, but to share their methods of care with all areas of the organisation.

"It's really important we tell our caregivers when they are doing a fantastic job, but also to learn from the outstanding care," Dani said.

The Patient Experience Excellence Program uses data collected from a feedback mechanism, known as the Net Promoter Score (NPS) survey. Patients receive an SMS message after discharge, and are asked if they would recommend the St John of God Health Care facility they have visited and the reason for their score. In addition, patients are able to complete a set of further questions related to their care based on the Australian Hospital Patient Experience Question Set.

St John of God Berwick Hospital's Medical Unit's NPS increased from 60.8 in the first half of 2018 to an impressive 74.3 in the second half of the year.

"After relocating, we found that our Medical Unit was struggling with a number of issues," said Director of Nursing Mandy Fianza.

"The executive team listened to the caregivers and together, we devised an action plan to address staffing, paperwork, stepdown management, medication management, leadership model, education and care coordination.

"Within a short space of time, rates of patient falls and caregiver absent hours dropped significantly.

"Caregiver satisfaction improved considerably and our NPS reflected that we were now creating a great experience for our patients."

Combined with receiving safe and high quality care, feeling well cared for is a great contributor to patients scoring a hospital highly.

"Providing great clinical care is, of course, vital but when a patient feels comforted and well cared for when they are vulnerable and anxious, we know we are providing a service that meets, and goes beyond, their expectations," Dani said.

"All caregivers play a critical role in creating these positive experiences for patients and we look forward to recognising their efforts, having the opportunity to learn from each other and continuing to provide our patients with the best possible experience." 🍷

Vision for life technology connects paediatric experts

Potentially life-saving technology has arrived at Hawkesbury District Health Service to enhance the hospital's capacity to treat critically ill babies and children at the hospital.

The Vision for Life camera provides a critical visual connection between the Newborn and Paediatric Emergency Transport Service (NETS) and the hospital's Special Care Nursery and

Emergency Department.

The cameras enable NETS specialists to see an unfolding situation in real time. This increased awareness and knowledge allows the NETS specialists to support the hospital staff on the floor to take action immediately as needed.

Being able to provide treatment as quickly as possible helps to improve the outcomes for the baby or child.

Hawkesbury District Health Service Chief Executive Officer Strehphon Billingham said the addition of the

cameras had the potential to improve the outcome of critically ill babies and children, and save lives.

"In incidents involving critically ill babies and children, the condition of the patient can deteriorate very rapidly," he said.

"Having the eyes of a specialist medical team able to remotely diagnose the patient assists with the correct care being administered and provides continuity of care if transport to another hospital that has specialist services is required.



ACUPUNCTURE TRIALLED IN MURDOCH EMERGENCY DEPARTMENT

Acupuncture has been trialled as an alternative holistic treatment option for pain management in St John of God Murdoch Hospital's Emergency Department.

Pictured: Emergency Physician Adjunct Professor Andrew Jan performs acupuncture on a patient.

“Our caregivers have embraced the new technology and we are grateful for the support of Variety – the Children’s Charity and in particular the Mapp family whose donation enabled the cameras to come to our hospital.”

Grahame and Susan Mapp from the Grahame Mapp Foundation visited the hospital to see first-hand the impact the cameras have had. During their visit, they met with nurses and doctors at the hospital who were excited to have the new technology on board.

They were joined by NETS State Director Dr Andrew Barry, Telemedicine NETS Lead Graeme Still and Penelope Sinton and Zoe Pike from Variety – the Children’s Charity. 🍷



Pictured: The Vision for Life cameras are launched at Hawkesbury District Health Service.

Murdoch Emergency Physician Adjunct Professor Andrew Jan, who is also a medical acupuncturist, is conducting the trial, which uses a technique known as ‘battlefield acupuncture’.

Prof Jan is passionate about reducing the number of strong, potentially addictive painkillers used to alleviate pain.

About 75 per cent of people presenting to emergency are experiencing some level of pain. Traditionally, patients are given the most appropriate painkiller which can vary from paracetamol and anti-inflammatories, to much more powerful opioids such as oxycodone.

“Acupuncture can provide either a viable alternative to pharmaceutical pain relief or it can be used in conjunction with medications to effectively reduce or eliminate pain,” Prof Jan said.

Battlefield acupuncture is the process of inserting small pointed needles into several key points in the ear. These needles can be left in the ear for up to three days.

“Battlefield acupuncture is used by the American military to relieve pain in the field,” Prof Jan said.

“We were particularly interested in our current trial whether ear acupuncture improves pain relief in the first couple of hours and reduces usage of stronger pain killers.”

Previous research undertaken by the Emergency Medicine Research Group at St John of God Murdoch Hospital has shown that, either as stand-alone or as-an-adjunct technique, the administration of acupuncture significantly reduced pain scores and has potential benefits for use in ED.

Prof Jan believes acupuncture is a perfect fit for emergency medicine

due to its portable and unobtrusive nature, however he does not suggest replacing all pain management with acupuncture.

“If the patient is lying down you can treat them with ear acupuncture while everything else is going on. They can have their bloods taken and their observations done at the same time,” he said.

“It’s not for everyone, and that’s okay. In our recent survey about 70 per cent of patients asked were willing to use it as an adjunct.

“If it is used in conjunction with other non-pharmacological techniques, with analgesics kept to a minimum, then there is potential for caring for the whole person.”

The results of the trial will be analysed over coming months and the results are expected to be available in early 2020.



Big hope for Tiny Home *at St John of God Hauora Trust*

St John of God Hauora Trust is fundraising \$100,000 for a Tiny Home to increase accommodation options for its residents living with physical and neurological disability.

St John of God Halswell Southern Regional Manager of Health and Ability Services Virginia Spors said it was vital to provide appropriate accommodation for residents looking to transition back into independent living, while addressing high demand for our quality service.

“We operate at close to 100 per cent occupancy for residential care throughout the year,” she said.

“Any increase in accommodation is vital in allowing us to support more people, but it is also providing the right living

arrangement for people at the right time in their rehabilitation journey.”

The Tiny Home has incorporated accessibility throughout its design, including ramps, ceiling hoists, sleeping area and bathroom functionality as well as innovation in cabinetry, kitchen layouts and an expandable section of the house.

St John of God Halswell resident Josh Caldwell is one of the potential candidates who could benefit from the increased independence of a Tiny Home.

His life changed dramatically nearly three years ago when he was diagnosed with transverse myelitis, a rare auto-immune disease which causes inflammation in the spinal cord.

Josh has been a resident at St John of God Halswell since August 2016, moving last year into our six room transitional living facility Pampuri House.

Josh is active in his advocacy for people living with disability and is a Family and Peer Network Coordinator with the New Zealand Spinal Trust.

“Any increase in accommodation is vital in allowing us to support more people, but it is also providing the right living arrangement for people at the right time in their rehabilitation journey.”

VIRGINIA SPOORS





Pictured: St John of God Karori provides support for adults living with physical or neurological disabilities.

Moving to a more independent living option would support his professional development and ongoing transition towards a fully independent community setting.

The Tiny Home will be trialled at the St John of God Halswell site where the resident can still access the full clinical and rehabilitation and therapy support of our Health and Ability Services. 🍷

Strengthening our service at St John of God Karori

Work has started to strengthen and refurbish the residential care facility at St John of God Karori in New Zealand.

The \$2.5 million development program is centred on improving the facility’s capacity to withstand seismic activity as well as enhance the experience for clients by offering a larger rehabilitation and therapy gym, adding two new dedicated respite rooms, and two new rooms for permanent residents.

living with physical or neurological disability.

“Our reconfiguration at St John of God Karori will better coordinate our care teams, helping to improve teamwork as well as more efficient communication and co-ordination at the site,” Mr Berry said.

The facility will be more accessible than ever before with the relocation of the front entrance and an improved kitchen and dining layout.

“Our aim is to support residential care clients to live and experience a life that is fulfilling and meaningful for them. Continuing to improve living environments as well as our rehabilitation and therapy offering is an important advancement in achieving these outcomes for the people we support.” 🍷

St John of God Hauora Trust Chief Executive Officer Steve Berry said the refurbishment works would tailor the spaces to make them more suitable to provide care for people

Pictured: An artist impression of the tiny home.



Subiaco revamps the patient experience

A major refurbishment of St John of God Subiaco Hospital's north wing is enhancing the patient experience.

As part of the renovation process, a variety of works are being undertaken across six wards and include the conversion of shared bedrooms to single rooms, refurbishment of all ensuites, installation of new floor finishes and repainting of all walls.

St John of God Subiaco Hospital Chief Executive Officer Professor Shirley Bowen said she was delighted to offer patients a new, contemporary environment for their care and recovery.

"This investment reflects our commitment to providing patients and their visitors a modern and comfortable hospital experience," she said.

"The refurbished wards will also provide our caregivers, doctors and volunteers a refreshed work environment, contributing to enhanced morale and teamwork."

In addition to enhancing the patient experience, the refurbishment acknowledges the hospital's rich history through the incorporation of a pomegranate print throughout the wards' rooms and administrative areas.



Pictured: St John of God Subiaco Hospital Chief Executive Officer Prof Shirley Bowen on the new orthopaedic unit.

DID YOU KNOW?

The pomegranate is featured in the St John of God Health Care logo designed by the organisation's founding Sisters of St John of God. It includes five seeds which represent St John of God Health Care's Values; Hospitality, Compassion, Respect, Justice and Excellence.



FREE MRIs FOR PATIENTS OF MELBOURNE'S SOUTH EAST

St John of God Berwick Hospital is now offering free MRIs (magnetic resonance imaging) after on-site provider MIA Radiology gained a licence for the screening at Berwick.

Federal Health Minister Greg Hunt made the announcement as a part of the government's focus on reducing out-of-pocket costs for medical imaging across Australia.

St John of God Berwick Hospital Chief Executive Officer Lisa Norman said it was a key aim for the hospital to bring vital healthcare services closer to home for the community.

"We are thrilled to have the ability to offer free MRI scans," she said.

"Previously, patients from Melbourne's south east had to travel 30km for an MRI and could be hundreds of dollars out of pocket following the Medicare rebate on the procedure.

"These costs have meant that many patients nationwide have missed out on scans each year. These are scans which could save or change lives."

Federal Member for La Trobe Jason Wood said patients would receive the Medicare-covered MRI services from April.

St John of God Berwick Hospital is one of nine sites across Melbourne to be granted the license.

It is expected that easier access and the reduction of cost will allow for better life-saving diagnosis and management of soft tissue disease and injury across the state.

A MRI is a diagnostic scan which takes photographs of soft tissue and muscle inside the body, whereas the better known x-ray takes photographs of bones.

MRIs are used for diagnosis and monitoring of conditions such as:

- Injury and disease of internal organs
- Spinal injury and disease
- Joint injury and disease
- Soft tissue injury
- Tumours including cancer 📍

"Previously, patients from Melbourne's south east had to travel 30km for an MRI and could be hundreds of dollars out of pocket following the Medicare rebate on the procedure. These costs have meant that many patients nationwide have missed out on scans each year. These are scans which could save or change lives."

LISA NORMAN

INTRODUCING OUR NEW PATIENT INFORMATION APP

A new discharge application is being introduced across St John of God Health Care hospitals this year to improve the communication of clinical information and enhance patient care.

Project Manager Simone Scales said the application would provide timely clinical information about the patient's episode of care to their healthcare providers.

"The application will help streamline and standardise our current discharge processes and ensure we provide more complete and timely patient care information to GPs, specialists and other allied health professionals," she said.

"Not only will the application support our caregivers to document a standard discharge summary, it will also work towards increasing patient information transfer security and conformity with privacy requirements."

About the application

The Electronic Discharge Summary application is a simple, standard, online system that will provide a range of clinical information regarding a patient's episode of care to his or her GP and other relevant parties.

This application creates a:

- Discharge summary; a detailed summary of clinical information and discharge medication data (if available) regarding each care episode, typically provided for patients experiencing a complex episode of care or who have high care needs.
- Discharge notification; an automatically generated statement, with data taken from the organisation's information and pharmacy systems (if available), for all in-patients, and with a

variation, for those attending Emergency Departments.

The new application will be used by doctors, nurses, allied health professionals, ward clerks and admissions caregivers, with comprehensive communication and training provided within each hospital.

St John of God Geelong Hospital was the first hospital to use the application in March. The application is expected to be available at all other hospitals by the end of the year. 📍

Pictured: St John of God Mt Lawley Hospital doctor Maeve McQuillan tests out the new application.



LED lights still burning brightly

An energy efficient light replacement project has culminated in significant savings across St John of God Health Care, with the first lights installed in 2012 still burning brightly.

Between then and 2018, 40,000 LED lights were installed at 13 of our facilities, reducing electricity consumption by 3.5M kWh and CO2 emissions by 3,371 tonnes per annum.

A recent review of the project at St John of God Geelong Hospital showed that after one year of using LED lights, the hospital has cut CO2 emissions by 485 tonnes.

St John of God Health Care Facilities Management Manager Dean Farnsworth said when the project started in 2012, it was rare to see LED lights in commercial buildings, let alone hospitals.

"Fast forward a few years and the technology is now common place, and they are being installed as standard," Dean said.

"We should be very proud of this project – we were really ahead of the curve."

Geelong goes solar

St John of God Geelong Hospital is harnessing the sun's energy with new solar panels to power the building.

St John of God Geelong Hospital Chief Executive Officer Stephen Roberts said the new solar panels would enable

Keeping a finger on the pulse

Pulse, a mobile communications app, is connecting caregivers like never before.

In April, St John of God Health Care launched Pulse, a new app available exclusively to caregivers.

Pulse was born out of the need to find a more contemporary way to communicate with caregivers, particularly those who don't have ready access to a computer.

The app gives caregivers access to the news they want as it happens, from anywhere, at any time, on any mobile device.

Pulse also gives caregivers a platform to share their own news. They can upload their own photos, videos, and articles, sharing their own stories and giving others a glimpse into what's going on in their role. They can also make their voice heard by commenting and liking on what's shared.

Pulse is a place of connection. It's a chance to celebrate in each other's

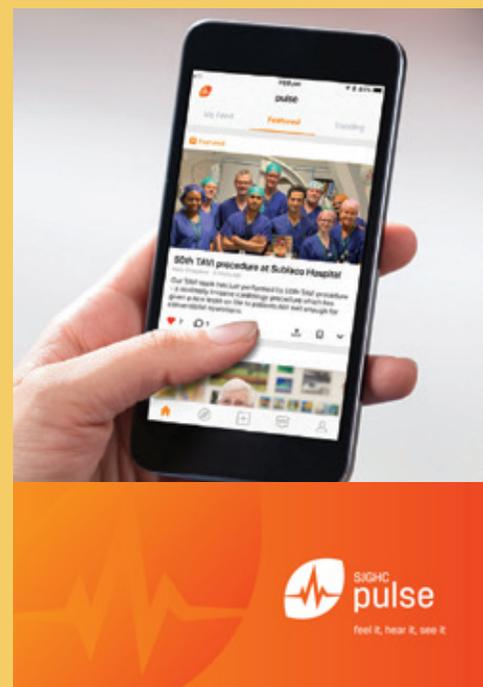
successes, get to know colleagues a little better and put faces to names. It connects a workforce spread far and wide, bringing everyone together – in one digital space.

The launch of Pulse aligned with a new initiative between the St John of God Foundation and Social Outreach.

For every Pulse app download, St John of God Health Care is donating \$1 to a Horizon House home start-up initiative to support disadvantaged youth in WA and Victoria.

The initiative will fund grants for young people coming out of transitional housing into their own rental property, helping get them on the road to independence.

Typically aged 16 to 22, the young people supported by Horizon House include young mums and babies.



Pictured: St John of God Health Care's new internal caregiver app, Pulse.

Download Pulse

If you are a St John of God Health Care caregiver, stay connected by downloading the app through the Apple app store or Google Play store. Search: SJGHC Pulse. 📱

the hospital to reduce its electricity consumption considerably.

"We will use 132,000 kWh less per annum," Stephen said.

"We will monitor the effectiveness of the panels throughout the next year to ensure we understand how the array is operating and use it to its full advantage." 📱

FAST FACTS

Aside from using significantly less power than conventional lamps, LEDs also last longer, for example:

A LED tube lasts 80,000 HOURS
compared to a fluorescent tube that lasts 12,000 hrs.

A LED down light lasts 50,000 HRS
compared to a halogen downlight that lasts 2,000 hrs.

Medical intern program *now available*

The career pipeline for the next generation of doctors is set to expand in Western Australia with St John of God Health Care recently being accredited to employ interns from 2020.

St John of God Midland Public Hospital has become the first hospital within St John of God Health Care to be appointed a Primary Employing Health Service, making it the first non-tertiary hospital in WA to employ interns.

St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said the internship program has been designed to enhance the teaching, training and experience of interns, who will also benefit from working at a number of our hospitals.

“The program offers junior doctors many advantages, including two-year contracts, rotations in unique speciality areas, research opportunities and access to a range of doctor welfare initiatives,” he said.

“Interns will have the added benefit of being part of a small cohort, enabling individualised training, education and mentorship.

“Currently the program includes training at our Midland and Subiaco hospitals and we plan to extend

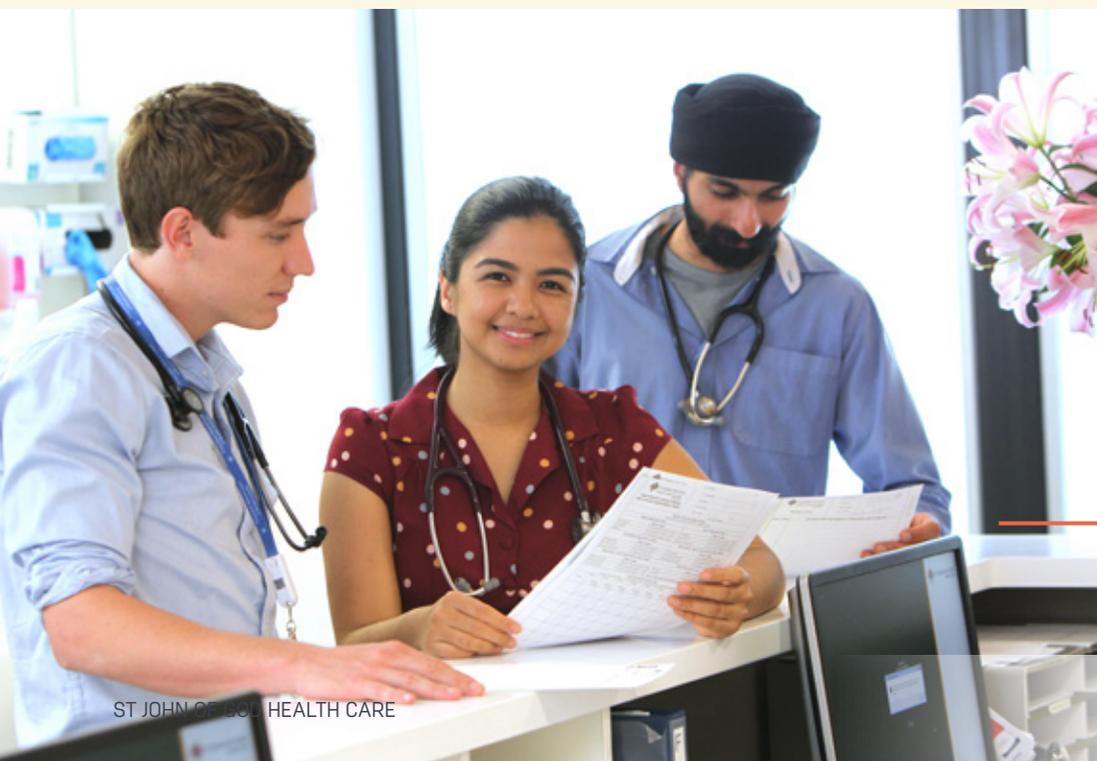
the program to our other WA-based hospitals, as part of our strategy to provide a sustainable and highly skilled medical workforce into the future.

“The organisation has a long history of providing training to interns through secondments with tertiary hospitals and resident medical officer (RMO) and registrar training in prevocational and vocational training at our various hospitals.”

All interns will experience core rotations in general surgery, emergency medicine and general medicine/acute aged care. Their final rotation will be in paediatrics, intensive care (ICU) or neurology/stroke.

The ICU term will be undertaken at St John of God Subiaco Hospital and the rest undertaken at Midland.

On successful completion of the 12-month internship, interns will have direct and preferential access to 12-month RMO rotation streams within St John of God Health Care hospitals. 🍷



Pictured: Junior doctors in action at St John of God Midland Public Hospital.

Lessons in leadership

Pictured: St John of God Health Care has relaunched the Nurse Unit Manager Training Program.

Giving our clinical managers the right skills and knowledge they need to lead their teams is the aim of St John of God Health Care's recently relaunched Nurse Unit Manager Training Program.

The program, which is available to all clinical managers, is a contemporary training program with online and face-to-face learning opportunities as well as six private coaching sessions for each participant.

St John of God Health Care Group Director Workforce Rita Maguire said giving our leaders the education and support they need will help develop high performing teams across the organisation.

"Many of our clinical managers have excellent clinical skills and good leadership qualities which see them given opportunities to manage and lead teams throughout our hospitals and services," she said.

"Our Nurse Unit Manager Education Program is designed to reinforce participants' existing skills and provide training and coaching so they can be effective leaders and build strong teams.

"We are really pleased to be able to offer this program and invest in our emerging leaders, some of whom may one day go on to lead hospitals and services as executives."

The 12-month program, which is led by Learning and Development Group Manager Kathryn Clews and Adjunct Professor Elaine Pavlos, was recently relaunched based on feedback from previous participants and, importantly, includes the opportunity for coaching.

"Coaching provides personal one-on-one support that gives our managers the opportunity to develop their individual skills to tackle the day-to-day challenges faced when they are transitioning from solely clinical work to management positions," Elaine said.

The program is offered in WA and Victoria, with NSW participants attending the Victoria workshops.

Creating more opportunities

Over the last two years, St John of God Health Care has reinvigorated the design and delivery of training.

In response to feedback from our caregiver surveys to provide more opportunity to attend training programs, we have recently launched two new online e-learning platforms which offer an extensive range of training and development programs across a wide spectrum:

- MindTools: which is available to all caregivers
- LinkedIn Learning: which is available to all managers

"Empowering caregivers to manage individual learning is important, which is why I am really pleased we are now able to offer these learning platforms," Rita said.

"Ensuring we have an organisation that is committed to improving the skills and learnings of our caregivers will help us continue to provide excellent patient care." 🍷

New executive appointments *bring valuable expertise*

St John of God Health Care has appointed three new executive leaders who bring valuable expertise to support the delivery of the organisation's strategic priorities.

St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said the new appointments bring knowledge and skills in the areas of clinical governance and patient care, strategy and growth, and information and technology.

"We are excited to have each of these executives take on national positions, bringing with them proven results and a wealth of experience," Shane said.

"Their expertise will help us on our path to achieve our strategic goal to be the best performing healthcare provider in Australia by 2025.

"I look forward to working with them, as we focus on the provision of high quality, safe and compassionate care and to facilitate a renewed period of growth and innovation across our hospitals and services."



**Associate Professor Steve Bolsin -
Group Director of Medical Services
and Clinical Governance**

World-recognised anaesthetist, Associate Professor Bolsin, has earned recognition in the UK and Australia for his contributions to improving patient safety and clinical governance frameworks.

He comes into this position after working as the Director of Medical Services at St John of God Geelong Hospital, where he was responsible for the hospital's quality, safety, clinical governance and medical workforce.

Associate Professor Bolsin said throughout his career the importance of developing a strong culture focused on patient safety and outcomes had been highlighted to him time and again.

"Providing consistently excellent patient care requires a systematic approach which identifies the right guidelines and protocols, provides the necessary supports in facilities, equipment and services, and ensures the team is functioning as well as it can," he said.

"If everybody is focusing on the best outcome for the patient, you also end up with the best outcome for the organisation and the clinicians.

"I am looking forward to working closely with my colleagues to lead strong clinical improvement programs and initiatives nationally, and build on St John of God Health Care's reputation for providing consistently excellent patient care."



Rob Wise - Group Director of Strategy

Rob joined the organisation with more than 30 years of healthcare management experience in private, not-for-profit and public organisations in the United Kingdom and Australia.

In his new role, Rob will focus on strategy implementation and innovation for the organisation.

“I was drawn to St John of God Health Care and this role as it offers a great opportunity to implement innovative ideas in our private hospitals, in particular, to respond to the environment we are currently working in,” he said.

“The organisation is well placed to take a leading role and I hope my experience, particularly from my roles working in healthcare in the 1990s and more recently in managing large multi-site hospitals, brings value to the organisation.”



Grahame Coles - Group Director Digital and Technology

Grahame joined the organisation after working as the Chief Information Officer for the Department of Health and Human Services in Tasmania, as well as holding positions in the private sector.

“I was inspired by the values of St John of God Health Care and the services being delivered to the community,” Grahame said.

“Working in healthcare provides the additional satisfaction of knowing that what you are doing will make a positive difference to someone in what is usually a stressful time in their life.”

Grahame said it was an exciting time to be working in technology within the healthcare sector.

“Technology in healthcare remains a global focus with technology organisations investing large amounts of money in research and new products that will provide benefit for both health providers and consumers,” he said. 🍷

“If everybody is focusing on the best outcome for the patient, you also end up with the best outcome for the organisation and the clinicians.”

**ASSOCIATE PROFESSOR
STEVE BOLSIN**

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GRAHAME COLES

A young legend in our midst

Personal grief and an innate desire to support others has earned St John of God Health Care Law Clerk Lauren Jackson the 'Young Legend' title.



Pictured: St John of God Health Care Law Clerk Lauren Jackson won the Young Legend Award.

Lauren was named the National Keep Australia Beautiful Young Legend for 2019, in recognition of her significant commitment to positively impacting life in her state.

She was nominated for the award for her work with the Industry Road Safety Alliance, promoting road safety in her home town of Collie, which she has been involved in since her brother, Connor, died in a road accident in 2016 at age 18.

“Advocating for road safety was something I felt I needed to do to help prevent other families experiencing the pain that we have,” Lauren said.

She also co-founded The Children of Maasai Educational Program, which provides education and healthcare to marginalised groups such as women, girls and the disabled in Kenya.

“The charity started from a trip to Africa in 2015. It was created by myself and two Kenyan locals and has really grown from there,” Lauren explained.

“We focus on building solutions from the ground-up and giving the community a chance to decide their own future.”



Lauren is most proud of opening the first and only special needs centre in the area, providing free education for children with disability.

“It’s all locally run, and it’s very encouraging to see it go from strength to strength,” she said.

St John of God Health Care General Counsel and Company Secretary Larissa Johnstone said she was proud to have Lauren on her team.



Pictured: Lauren co-founded The Children of Maasai Educational Program in Kenya.

“Lauren’s commitment to charity work is outstanding; her ability to see a need, and get right in to helping is very inspiring. I often wonder how she fits it all in,” Larissa said.

Lauren recently embarked on a Masters in International Development, which she hopes will lead to more humanitarian work. 🍷

MURDOCH NURSE REGISTERS TOP SCORES

St John of God Murdoch Hospital Registered Nurse Cyrelle Bueser has been recognised for her commitment to her studies.

Cyrelle was recently awarded the Curtin University St John of God Health Care Award for being the highest scoring graduate converting from enrolled nurse to registered nurse.

Cyrelle became a registered nurse in February after completing her studies, and works on the St Francis Ward at St John of God Murdoch Hospital.

She said it was an unexpected award, particularly considering she never really planned to be a nurse.

“In the Philippines I wanted to be an engineer but I was given a choice to be a teacher or nurse,” she said.

“I’ve really come to love nursing. I love seeing patients get better each day and become more independent.

“I work on a fast-paced ward, but I do enjoy being able to spend just that little bit of time with the patients to make them a tea or have a shower. I really believe it’s the simple things that matter most.” 🍷

Pictured: Cyrelle Bueser was awarded top score for her studies.



Last year, Matthew celebrated his 18th birthday and took his first step into adulthood and independence when he moved into a St John of God Accord supported independent living home.

Like many 18-year-olds, Matthew found this transition a challenge, in particular he struggled to settle into the group home environment with other clients.

Matthew has an intellectual disability and he was lashing out with physical violence in his new room which meant the clients living in the home were staying in their rooms and not socialising.

St John of God Accord Director of Accommodation, Respite and Employment Services Margaret Gibson knew they had to find another option.

“We looked at our options. The group environment wasn’t working for Matthew or the other clients as his behaviour was preventing the opportunity for meaningful relationships to form, so we moved Matthew to a property where he could live alone,” she said.

“This returned calmness to the group home and we were able to support Matthew with a multidisciplinary approach including access to allied health care to reduce his behaviours of concerns and enable him to live independently.”

That decision proved the difference, and Matthew now has a place to call home.

“Matthew has been living in his own house and his behaviours of concern have decreased substantially,” Margaret said.

“He has maintained his new home and displayed deep respect for his belongings. We are working with Matthew to build awareness around his behaviour and his support team to ensure he reaches his full potential.”

A place to call home

St John of God Accord Team Leader Shinoj Thomas said Matthew was now taking responsibility for his new home.

“When he first moved in, I asked Matthew to put stickers on items of property they were important to him so give him a sense of ownership and to make him feel comfortable in his new home,” Shinoj said.

Matthew’s mother said without this support her son would be in a very difficult place.

As a part of St John of God Accord’s commitment to enabling clients to attain their full potential in a supported environment, Matthew is making progress towards being able to live in a group home in the future.

“With St John of God Accord’s intervention, Matthew is experiencing a more contented home environment and hopefully he’ll be able to participate in group environment at a future date,” Margaret said.

“When a room becomes vacant, we will put a lot of thought and consideration into whether Matthew is suitably matched with the other clients to achieve the best outcomes for all.” 🍷



Pictured: St John of God Accord is supporting Matthew to live independently.





Pictured: The St John of God Warrnambool Hospital Auxiliary with hospital CEO Jo Bell.

ACTIVE AUXILIARY BUSY FUNDRAISING FOR WARRNAMBOOL

St John of God Warrnambool Hospital is fortunate to have a highly engaged auxiliary working tirelessly to fundraise for items for the hospital.

St John of God Warrnambool Hospital Director of Nursing Leanne McPherson said through raffles, market days, barbeques and the sale of knitted scarves, hats and children's clothing, the auxiliary had donated many items to the hospital over the years.

"We are extremely fortunate to have such an active auxiliary, with more than 20 members," Leanne said.

"They are always busy planning the next event or the next project to help our hospital.

"In the past year, they have donated six pain relieving pumps and a bladder scanner, both of which have had a significant impact on our patients' experience and health outcomes."

Most recently, the auxiliary has presented the hospital with a cheque for \$3,900 for the purchase of a new bariatric chair and high low bed.

St John of God Warrnambool Hospital Chief Executive Officer Jo Bell said the new chair was a welcome addition to the clinical unit.

"Bariatric chairs offer more support with arms and a sturdier frame, which provide our patients with an added layer of safety and comfort," she said.

"We sincerely thank our auxiliary for this donation and for working so hard to help us ensure our patients' wellbeing.

"We really do value the amazing contribution they make to our hospital." 🍷

Research recognises benefits of Tonga Twinning Program

A research paper analysing the experiences of Tongan healthcare workers who have taken part in the St John of God Ballarat Hospital's Tonga Twinning Program has outlined the importance of the program in supporting healthcare.

The St John of God Ballarat Hospital Collaborative Tonga Twinning Program Research Paper, a collaboration with the hospital, the Ministry of Health in Tonga and the Federation University Australia, was recently published in the Horizon Research Journal.

The paper outlined a qualitative analysis of the experiences and perceptions of the program from key stakeholders in Tonga who engaged with the program.

The two key findings suggested that the program has supported a collective sense of bringing the very best available knowledge and skills to the people of Tonga, and has fostered a genuine and open dialogue between partners.

The Tongan Twinning Program, which has been running since 1992, offers Tongan Ministry of Health employees an opportunity to complete experience placement in St John of God Health Care, across a variety of areas including nursing, infection control, and medical records.

Through the program, the hospital also donated important medical equipment and supplies to Vaiola Hospital.

St John of God Ballarat Hospital Director of Mission Integration Maureen Waddington said having the research paper published was important to demonstrate the benefits of the program.

"Knowing where and how our work lands is important, because relying purely on our experience is not enough," Maureen said.

"This Tongan Twinning Research project has confirmed the mutual value of our relationship with our Tongan health community, colleagues and friends."

You can read or download the Tonga Twinning Program Research Paper: http://www.hrpub.org/journals/article_info.php?aid=8073

Pictured: Researchers (L-R) Michelle Franc, Maureen Waddington, Carolyn Mornane with St John of God Ballarat Hospital Chief Executive Officer Alex Demidov (behind).



Landscapes for healing

A major exhibition of works by acclaimed aerial photographer Richard Woldendorp AM has brightened the corridors and the spirits of patients at St John of God Murdoch Hospital.

Richard Woldendorp: Artists from the St John of God Health Care Art Collection showcased Woldendorp's awe-inspiring visuals of the Australian landscape.

Alongside Woldendorp's still photographs, the exhibition featured a 15-minute film, produced in Perth by Lyn DiCiero from the Artist's Chronicle. The film provides a unique insight into how the artist's stunning aerial images are produced, exploring how Woldendorp, alongside his friend and pilot Jan Ende, has been flying around Australia for more than 50 years in search of unique and unusual images few could imagine from the ground.

St John of God Murdoch Hospital Chief Executive Officer Ben Edwards said the

exhibition acknowledged the crucial role exposure to the arts can play in the healing process.

"There is plentiful research demonstrating a clear link between patients' mental state and their ability to heal," he said.

"In that context everything we can do as a hospital to positively influence the mental wellbeing of our patients is worthwhile.

"Art is a fantastic medium because it stimulates the mind and, at its best, makes us think. Even if art simply acts as a distraction for someone's discomfort, that serves a valuable purpose. But more often art has a much more profound impact on people."



Pictured: Richard Woldendorp's photograph of Manly Beach.

The exhibition celebrated the acquisition of Woldendorp works for the St John of God Health Care Art Collection. The film is one of several commissioned by St John of God Health Care featuring artists from its collection.

About Richard Woldendorp

Richard Woldendorp has held 52 solo exhibitions to date and produced more than 27 books. He has been WA Canon Professional Photographer of the Year five times (1984-1992), and was inducted into the ACMP Hall of Fame in 2002.

In 2003, he was named a State Living Treasure and was honoured with an Order of Australia in 2012 for services to the arts as a landscape photographer. 🍷

Pictured: (L-R) Jan Ende, Richard Woldendorp and St John of God Murdoch Hospital Chief Executive Officer Ben Edwards.



Sponsorship helps give voice to diverse artists

A partnership between St John of God Health Care and WA's leading theatre company is helping bring untold stories to the main stage.

Since 2014, St John of God Health Care has been a proud partner of the Black Swan State Theatre Company in Western Australia, enabling the company to develop shows featuring the work of artists from a variety of backgrounds.

"This partnership gives us the opportunity to pursue new and different works from artists we've not heard from before. Shakespeare and Chekhov are the undisputed greats, but times are changing and we need new perspectives," Black Swan State Theatre Company Artistic Director Clare Watson said.

One such production, is *You Know We Belong Together*, a piece written and

"I've been acting for more than 20 years, and I rarely get to see someone like me on TV or the stage. So, I created my own show."

JULIA HALES

performed by Perth-based artist Julia Hales, who shares a deeply personal account of her life, relationships and ambitions as a person living with Down syndrome.

"I've been acting for more than 20 years, and I rarely get to see someone like me on TV or the stage," Julia said.

"So, I created my own show."

Sharing its title with the theme song to Australian soap opera *Home and Away*, the show pays homage to Julia's life-long ambition to become a permanent fixture in Summer Bay.

Following the sold-out success of its 2018 world premiere, the production, a collaboration between DADAA and Perth Festival, enjoyed an encore season at the Heath Ledger Theatre in 2019.

It features Julia, alongside a cast of performers from across many genres including dance, fine arts and film-making. There is even a cameo from one of Summer Bay's most-loved residents.

"You can usually tell when a show is going to do well. From the first read through in rehearsal, it was clear *You Know We Belong Together* was a hit," Clare said.

"Julia's story, told in this way is something that hasn't been seen before. I'm hoping it paves the way for other artists with disability to tell their stories, and for those stories to be prioritised and supported by our major performing arts companies and festivals nationally."

St John of God Health Care's sponsorship of Black Swan State





Pictured: Julia Hales. Photo credit: Toni Wilkinson.

Theatre Company is a part of our commitment to promoting the role arts play in enhancing the wellbeing of the communities we serve.

“It is wonderful to see how our sponsorship is enabling diverse stories to be brought to a wider audience,” St John of God Health Care Group Chief Executive Officer Dr Shane Kelly said.

“There is a growing understanding of the importance of art in promoting wellbeing, not only in the hospital setting but in the wider community and we are proud to have a role in this.”

The Black Swan State Theatre Company hopes to showcase *You Know We Belong Together* in the eastern states and London in future.

Julia recently received a grant from the Australia Council, which through mentoring from Black Swan State Theatre Company, enables her to continue to provide a voice for artists living with disability.

“My advice to anyone wanting to tell their story, is just get out there and shine,” Julia said. 🌟



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