



Healthscope

the Pulse

Private Health Magazine / Autumn 2013



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 Healthscope Head Office: 312 St Kilda Road, Melbourne, Vic 3004
 Edited by Kellie Furey, Healthscope.
 Tel: +61 3 9926 7500 www.healthscope.com.au
 Design and art direction by Utility Creative, Melbourne.
 Advertising enquiries: Tel: +61 3 9419 9911



Architects perspective of the proposed Sunnybank Private Hospital redevelopment

Proposed redevelopment to give Sunnybank Private Hospital a facelift

A proposed expansion of Sunnybank Private Hospital will see the addition of 60 beds, two operating theatres and new specialist consulting suites.

The major redevelopment has been designed to allow Sunnybank Private Hospital to better meet local demand for health services.

It is also an opportunity for the hospital, which first opened in 1979, to create a stronger brand and refresh its image.

General Manager of Sunnybank Private Hospital, Katrina Ryan said the scale and design of the redevelopment will positively contribute to the streetscape.

“The proposed development has been designed to create a stronger identity and presence, and to improve access for pedestrians and cars,” said Katrina.

The new consulting suites will be located with direct access to McCullough Street.

The Design Application, currently awaiting council approval, also features expansion of existing operating theatres, day surgery and medical records department.

Once approved the project will be completed in stages with the new consulting suites and associated car parking being the first.

The addition of beds and operating theatres will follow in stages to reduce the impact on hospital services during construction.

The new beds will be spread over two levels with a car park underneath. The expansion will increase overall car park capacity by over 80 spaces.

Sunnybank Private Hospital is located a short distance from Brisbane. The refurbishment will bring patient bed numbers to 200 and operating theatres to a total of eight.

The redevelopment is estimated at \$50 million and approval of the Development Application is anticipated in June 2013.

“The proposed development has been designed to create a stronger identity and presence, and to improve access for pedestrians and cars”

Northpark Private Hospital Expands

Bundoora and surrounding suburbs will have access to an even higher quality of healthcare as a multi-million dollar expansion at Northpark Private Hospital reaches completion.

Key features of the redevelopment include the addition of five new operating theatres and 29 patient beds.

Northpark Private Hospital patients can now also take advantage of single room accommodation and undercover car parking.

The final stage of the \$35 million redevelopment has seen the addition of new consulting suites, with capacity for 50 medical specialists.

The Plenty Road Consulting Suites officially opened in February 2013.



The Plenty Road Consulting suites at Northpark Private Hospital

Northpark Private Hospital has been caring for Melbourne's northern suburbs for more than 30 years.

The hospital has an established reputation for maternity care, including the Mother Baby Unit which provides support for families before and after the birth of their baby.

The team at Northpark Private Hospital offer a full range of quality inpatient, day programs and outreach services for people suffering from mental illnesses.

Northpark Private Hospital is the only health service, in Melbourne's northern suburbs that offers Transcranial Magnetic Stimulation, an innovative treatment offering hope to people with depression.

Other medical specialties include ophthalmology, urology, breast surgery and orthopaedics, as well as bariatric (weight loss), plastic and vascular surgery.

The hospital also has an established breast care service and a dedicated sleep and respiratory service.

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hip
Health Industry Plan

Healthscope embraces new standards of quality care

For many years the health industry has sought ways to define, measure, and ultimately pay for quality care and outcomes.

Patient satisfaction surveys are an important part of this process. Additionally Healthscope and other healthcare providers have a commitment to conduct independent quality reviews.

Two years ago, Healthscope embarked on a project to redefine how we could develop further quality measures and communicate this information externally.

The subsequent launch of *MyHealthscope* (myhealthscope.com.au) in 2011 created a benchmark for the Australian private healthcare industry.

Healthscope is proud to be the first private hospital group in Australia to publish the results of its clinical performance

and health outcomes on this dedicated website.

This information assists the community, private health funds and clinicians in evaluating our performance. Most importantly, it promotes a culture of continuous quality improvement within our organisation.

It is pleasing to receive acknowledgment of this achievement, including two Australian Business Awards, and the following comments from a major private health fund:

Congratulations on your presentation yesterday; I thought it was terrific and it was very well received by everyone in the room.

There was evidence of enormous respect from other providers for Healthscope having bitten the bullet and having decided to report on the number of indicators that have been reported thus far.

Great work.



Robert Cooke

I too congratulate our team; not only for delivering *MyHealthscope*, but for the ongoing work that contributes so significantly to our continuous quest for quality patient care.

Healthscope hospitals have been working hard to meet the National Safety and Quality Health Service Standards (NSQHSS) and new accreditation framework implemented on 1st January 2013.

The NSQHSS, as endorsed by Australian Health Ministers, feature new standards for clinical

handover, medication safety, consumer participation, infection prevention and transfusion safety.

These new standards, developed by the Australian Commission on Safety and Quality in Healthcare, represent a leap forward in quality.

Representatives from Healthscope actively contributed to the new standards development.

In most states, the new standards replace the old accreditation framework that required either ACHS EQuIP or ISO 9001.

State Health Departments are able to set additional requirements for accreditation, and Queensland Health requires all public and private hospitals to also obtain EQuIP National or ISO 9001.

Healthscope hospitals are well prepared for the increased auditing and safety monitoring. Our first survey under the new regime takes place in March 2013 and results will be reported in future editions of *The Pulse*.

This edition of *The Pulse* includes examples of Healthscope hospitals embracing the new NSQHSS and associated care outcomes.

In this edition we also feature some highlights from the first quarter of 2013, including the strong partnerships formed by our pathology division in Australia and internationally.

Robert Cooke
Managing Director and
Executive Chairman

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The Pulse is a seasonal Healthscope publication which is distributed free to key Healthscope staff, management and Board members. Additionally, it is read by doctors, health industry decision-makers, politicians in the health portfolio, journalists and public subscribers.

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Vale Professor Issy Schweitzer

Staff and patients of The Melbourne Clinic are mourning the sudden loss of Professor Isaac Schweitzer who passed away on 1st February 2013.

Professor Schweitzer was Medical Director at The Melbourne Clinic where he managed the dual role of administrator and academic, providing strong clinical leadership and psychiatric care to patients.

He was known for being friendly and willing to help anybody at any time.



Professor Isaac (Issy) Schweitzer

Andrew McKenzie, General Manager of The Melbourne Clinic said Professor Schweitzer, known as Issy, will be greatly missed by his colleagues, staff and patients, to whom he was dedicated.

“Issy’s enormous contribution to The Melbourne Clinic over many years has been instrumental in making the hospital the international leader that it is in the treatment of people with mental illness,” said Andrew.

As a young psychiatrist, Professor Schweitzer sought further training in London and New York, before returning to Australia and becoming an accredited psychiatrist at The Melbourne Clinic in 1982.

In 1995, he was appointed Director of The Melbourne Clinic’s Professorial Unit, a 25-bed inpatient unit for the treatment of mood and anxiety disorders.

Under his guidance the Professorial Unit provided excellence in patient care,

research activities, and ongoing education to staff, undergraduate and post-graduate students as well as psychiatric registrars.

Over time the unit has evolved into a world-class teaching and research facility, manifesting a prosperous partnership between Healthscope and the University of Melbourne that will endure for years to come.

Reflecting his formative training in New York, Professor Schweitzer championed with other staff the development of a thriving community outreach program to promote continuity of patient care after discharge.

He was appointed to the inaugural Healthscope Chair of Psychiatry in 2000.

Throughout his career Professor Schweitzer was involved in the biological research of major depressive disorder and late life depression.

“Issy’s enormous contribution to The Melbourne Clinic over many years has been instrumental in making the hospital the international leader that it is in the treatment of people with mental illness ”

He also researched psychological interventions for bipolar disorder and more recently the use of complementary medicine in mental illnesses. He is internationally regarded for his work which was published extensively.

An obituary by Professor Schweitzer’s colleagues and friends including Professors Pat McGorry, Graham Burrows, Malcolm Hopwood, John Tiller, Ian Everall, Nick Keks and David Copolov, said his death was a great loss to their profession and the community.

The obituary read:

“The profound effect that Issy’s death has had on all of us and on others springs from several sources, the main one being how deeply we will miss him.

It was also the suddenness of the diagnosis, as well as the fact that Issy’s youthfulness of spirit and appearance gave one a sense that he would outlive most, if not all, of his contemporaries.

He has been a loved and highly respected psychiatrist, academic, professional colleague and friend to so many over the years. He was an unassuming, thoughtful and immensely caring and skilled academic and clinician.

Many of his colleagues have known him since the 1970s. He has always been held in the greatest respect. This is based on his generosity of spirit, his deep interest in patients and his specialty, his uncommon wisdom and self-effacing nature.

Some people say that we psychiatrists have a tendency to be sparing in our appreciation of our colleagues. If that’s true, then the fact over 40 years we have never heard any comments about Issy other than very favourable ones is even more striking.

It has been a privilege not only working with Issy on clinical matters, but also in his multiple research endeavours. His publications are a tribute to his scientific contributions.

He always expressed his devotion to his wife Suzanne, his children, and to his parents and extended family.

Even though professional commitments might have taken him away from time to time, that did not diminish his strong family values.”

Healthscope Advanced Pathology offers prenatal screening test

Healthscope Advanced Pathology is now offering a prenatal screening test to Australian women.

MaterniT21plus is a non-invasive blood test for pregnant women at increased risk of having a baby with specific birth defects.

The simple blood test can identify foetal abnormalities such as Down's syndrome as well as determining the baby's gender.

"This test has been scientifically proven to have very high sensitivity and specificity in determining changes in chromosomes 13, 18 and 21," said Dr Keith Byron, Scientific Director of Healthscope Advanced Pathology.

"Changes in chromosome 21 cause Down's syndrome in babies," said Keith.

Traditionally women with an increased risk of foetal abnormalities would be recommended to undergo invasive procedures such as amniocentesis or chorionic villus sampling.

Amniocentesis involves passing a needle through the uterus wall and taking a sample of the fluid surrounding the developing baby.

While other less invasive prenatal tests are available in Australia, these typically have a higher rate of giving false-positive results.

MaterniT21plus has been available in the United States since 2011 but will be offered to Australian pregnant women for the first time.

Healthscope Advanced Pathology entered an agreement with United States-based Sequenom Inc. to provide MaterniT21plus.

Healthscope will collect and ship blood samples to Sequenom's laboratory in the United States for testing, then distribute the results.

Keith said his team is working on educating clinicians and patients about the benefits of the new screening test.

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Staff collaboration results in RAPP

Healthscope staff have collaborated to develop an iPad application that makes rehabilitation referral and assessment more efficient.

“Previously rehabilitation assessors needed to carry a mountain of paperwork to patient assessments,” said Healthscope Chief Information Officer, Paul Williams.

Forms were then faxed to admission staff at the hospital where the patient was referred, to do the data entry and printing.

The Rehab Assessor App, nicknamed RAPP, started as an initiative by rehabilitation assessors at Melbourne’s Dorset Rehabilitation Centre.

Working with a shoestring budget, the assessors used FileMakerPro to create a rehabilitation assessment form that could be accessed on an iPad.

The app was then piloted at Dorset Rehabilitation Centre.

Positive feedback indicated the app worked well, increased efficiency and improved legibility of forms.

The assessors were invited to talk about their project at the 2012 Healthscope Leadership Conference.

Following the conference presentation, Healthscope IT added their expertise and resources to develop the app further.

With input from a FileMakerPro consultant and the addition of a server, IT helped to adapt and redesign the app for multiple users.

The result is RAPP, an integrated app which allows rehabilitation assessment requests to be immediately assigned electronically.



Rehabilitation Assessors
Deb Holmes and Kerrie Kennedy

Following each assessment, hospital staff can view results, plan and prepare admission paperwork instantly.

“RAPP is intuitive and easy to use. The format has been refined and fine-tuned by the rehab assessors,” said Paul.

In the year ahead, it is anticipated RAPP will be made available to all Healthscope rehabilitation hospitals.



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Healthscope awarded pathology contract at Northern Health

In 2012 Healthscope was awarded the contract to provide pathology services for Northern Health.

Northern Health is a major public health provider in Melbourne. Its main campus, The Northern Hospital, is one of the largest public hospitals to outsource pathology services.

The Northern Hospital is a major teaching hospital providing medical care to a community of over 700,000 people.

The hospital provides acute and sub-acute specialist healthcare services including a major emergency department and research department.

The Northern Hospital pathology laboratory processes more than 800 patient episodes a day, ranging in complexity, scope and acuity.

“Our Victorian pathology team has a proven track record of successfully working with metropolitan and regional public health services,” said Anoop Singh, Chief Operating Officer, Healthscope Pathology.

“We have demonstrated our capability and competency in providing complex pathology services in tertiary and acute care settings,” he said.

Healthscope Pathology commenced at The Northern Hospital on 8th July 2012.

Victorian and South Australian pathology staff worked closely with the Northern Health team, providing training and support,

installing a new analyser base and laboratory information system.

The hard work proved worthwhile when the National Association of Testing Authorities accredited the laboratory three months after opening.

The pathology service has since expanded, opening a comprehensive on-site microbiology department on 3rd December 2012.

An expanded histology department was established in the first quarter of 2013, employing pathologists, registrars, scientific and technical staff.

Robert Burnham, Executive Director of Corporate and Diagnostic Services at Northern Health congratulated staff for ensuring a smooth transition.

“Staff from Northern Health and Healthscope Pathology who were involved with the pathology services changeover need to be commended for successfully completing a complex transition,” said Mr Burnham.

Mr Burnham said staff rose to the challenge of changing information systems and business processes, learning new instrumentation while ensuring clinicians could expect timely results and business as usual.

“What impressed me was the tenacity, patience and can-do attitude of all staff, including the Healthscope Pathology project managers, to get on top of issues when they arose,” said Mr Burnham.

“I also commend the pathology staff that moved across to Healthscope Pathology for their maturity and willingness to get on with it,” he said.

“I believe Northern Health and Healthscope Pathology will develop a strong business partnership for some years to come,” he said.

The Northern Hospital laboratory team of over 60 scientific, technical, collection and support staff is led by Histopathologist Dr David Nickless and Laboratory Manager Glenelle Collyer.

“Our Victorian pathology team has a proven track record of successfully working with metropolitan and regional public health services”

“We are delighted with the positive feedback on the implementation and ongoing service quality from hospital management, and from the very large pool of visiting specialists,” said Anoop.

“It reaffirms our belief that Healthscope Pathology is a leading provider of public and private hospital based pathology services,” he said.



Further expansion for The Victorian Rehabilitation Centre

To meet increasing demand, The Victorian Rehabilitation Centre will open 30 new patient rooms in April 2013.

The new single en-suite rooms will be an extension of the existing Waratah Ward.

General Manager of The Victorian Rehabilitation Centre, Harry Koutsoufritis said the 30 bed Waratah Ward reached capacity soon after first opening in 2009.

“Significant demand saw the new ward fully occupied indicating the need for even further growth,” said Harry.

He said doubling bed numbers in the Waratah Ward is the first stage of the hospital redevelopment.

“Rapid expansion and changes to layout over recent years resulted in the main hospital entrance lacking external visual and physical presence,” said Harry.

“This inadvertently created confusion and longer walking distances for patients and visitors,” he said.

Construction of a new hospital entrance, reception and ambulance bay will be completed by November 2013.

The renovations are expected to significantly improve the hospital’s layout by creating a central corridor and easier passage for patients, doctors and staff.

“It will also enhance the first impressions of patients and visitors, and provide the platform for a positive experience at The Victorian Rehabilitation Centre ”

“It will also enhance the first impressions of patients and visitors, and provide the platform for a positive experience at The Victorian Rehabilitation Centre,” said Harry.

The additional beds are also expected to ease the pressure on services at nearby Knox Private Hospital.

Knox Private Hospital has undergone recent expansion to meet the growing need for acute medical care in the eastern suburbs.

“However with The Victorian Rehabilitation Centre at capacity, a percentage of beds were occupied by patients waiting for rehabilitation after acute treatment,” said Harry.

The Victorian Rehabilitation Centre has forty years of experience in physical rehabilitation and a reputation for expertly managing the simple to the most complex cases.

Extensive inpatient and outpatient rehabilitation services include reconditioning, occupational and cardiorespiratory programs.

The multi-disciplinary team also specialise in acquired brain injury, pain management and helping patients recover from traumatic injury, stroke and joint replacement surgery.



The Geelong Clinic program coordinator presents research in London

Psychologist Siew Soon from The Geelong Clinic visited London in March to present the findings of her PhD research into anorexia nervosa.

Siew is the eating disorders program coordinator at The Geelong Clinic.



Siew Soon

She works with a multidisciplinary team of nurses, dieticians and psychiatrist Dr Peter O'Keefe, Director of the forty day eating disorders program.

But it was while studying at the University of Melbourne that Siew first developed an interest in the treatment of eating disorders.

She completed clinical training at the Royal Melbourne Hospital eating disorders unit and focused her PhD research on anorexia nervosa.

"I was interested in the dismal treatment outcomes for anorexia nervosa compared to other eating disorders," said Siew.

Treatments for anorexia nervosa include cognitive behaviour therapy, interpersonal therapy, family-based therapies, dialectical behaviour therapy, and anti-psychotic medications.

"Whilst the treatment of adolescents with anorexia

nervosa has been shown to be effective, adult patients tend to drop out of treatment and are less likely to engage," said Siew.

"Research shows a substantial percentage of adult patients did not improve on measures of weight, mood and symptoms, regardless of the specialist treatments they'd been through.

"That was how my research started – I wanted to look at what made anorexia so difficult to treat, what kept patients trapped," she said.

Siew investigated common clinical observations that anorexia nervosa patients have a strong need for control, not only over eating, but all aspects of their lives.

"I looked at issues related to control in patients with anorexia nervosa at the Royal Melbourne Hospital and The Melbourne Clinic," she said.

Siew compared the patients with two groups of women

living in the community (dieters and non-dieters).

"I found that anorexia nervosa patients had a high level of perfectionism in their personality, as well as low self-esteem. This was not the case with the women in the community," said Siew.

Siew's study confirmed the relationship between the relentless need for control, perfectionism, low self-esteem, and the pathological drive for thinness in individuals with anorexia nervosa.

"When everything in their lives felt out of control they fixated on eating and weight because that provided reliable and immediate feedback of success through weight-loss," said Siew.

"The findings suggest that treatment for anorexia nervosa should target the need for control, which was shown to be a key factor keeping patients trapped in the disorder," she said.

Siew presented her findings at the Australia and New Zealand Academy of Eating Disorders Conference in 2012 and received the Peter Beumont

Young Investigators Award.

"I was really encouraged that people received the research well and found it useful," she said

Siew's research also found the strong need for control extended to thinking in individuals with anorexia nervosa.

"Patients with anorexia nervosa reported a significantly higher level of dysfunctional metacognitions, simply described as thinking about thinking," said Siew.

"The most prominent metacognitions related to controlling their thoughts; they believed if they lost control of their thoughts it was catastrophic, dangerous, or indicated they were losing their minds," she said.

Siew presented her paper Dysfunctional Metacognitions in Individuals with Anorexia Nervosa, Dieters and Non-Dieters at the London International Eating Disorders Conference in March.

The paper suggests that Metacognitive Therapy, found effective in the treatment of generalised anxiety disorder, obsessive-compulsive disorder, and

mood disorders, may be useful in the treatment of anorexia nervosa.

She also presented at the Institute of Psychiatry Section of Eating Disorders at King's College London, and the Vincent Square Eating Disorder Service.

"I'm also working on journal articles for publication, to get the word out about what we've found," she said.

Importantly, Siew is applying her findings to the treatment of eating disorder patients at The Geelong Clinic.

"I've started to work on trying to shift that rigid fixation with trying to control everything in our patients," said Siew.

"I'm hoping through further research and evaluation of treatment that focuses on the need for control and control-related metacognitions, we will be able to treat anorexia nervosa patients more effectively in future," she said.

For information about The Geelong Clinic eating disorders program, contact the intake coordinator on 03 5240 0741.

Nepean Private Hospital celebrates staff achievements

In December, the achievements of Nepean Private Hospital staff were recognised with STAR awards.

The STAR awards represent the Healthscope values of service excellence, teamwork and integrity, aspiration and responsibility.

Award winners were nominated by their co-workers and announced at the Nepean Private Hospital staff forum on 17th December 2012.

The Service Excellence award was given to Banksia Ward Clerk, Lee Leckie.

Lee was recognised for providing a high standard of service, going above and beyond the call of duty, and keeping the ward running smoothly during busy periods.

In her nomination, Lee was acknowledged “for being a point of reference for other ward clerks and doing all the little things that make work life easier.”

Midwife Vanessa Hahn from the Women’s Health Unit was awarded for Teamwork and Integrity.

Vanessa was acknowledged for “always being pleasant to staff and patients, putting patients’ first, being friendly, happy and positive at work” in her nomination.

Day Surgery staff were also awarded for Teamwork and Integrity after coping well with a particularly demanding year and increased admissions.

“The STAR awards represent the Healthscope values of service excellence, teamwork and integrity, aspiration and responsibility”

High Dependency Unit Registered Nurse Tinaani Mukoko received the Aspiration award for showing a keen interest in learning and sharing knowledge with co-workers.

In her nomination Tinaani was recognised for “being keen to develop and improve critical nursing care, help and support colleagues in need, and being a good role model to which other nurses aspire.”

Also from the High Dependency Unit, Assistant in Nursing (AIN) Rhonda Champion was awarded for Responsibility.

Rhonda was recognised for “always exceeding patient expectations, seeking to resolve problems promptly and with excellence, exceptional team and patient communication and for always being accountable for her actions.”

The STAR of the year award was presented to Banksia AIN, Colin Ren.

Colin was described as “a motivated team player who is proactive, shows initiative, is positive, appreciated by patients, reliable, trustworthy, honest and an asset to the ward”.

General Manager of Nepean Private Hospital, John Tucker, congratulated all award winners.

“I’m very pleased that our local peer recognition program received so many worthy nominations,” said John.

“Staff took the opportunity to highlight the commitment and performance of fellow team members. This boosted goodwill and collegiality amongst all of us at Nepean Private Hospital,” he said.

The next edition of *The Pulse* will feature winners of the Healthscope STAR Staff Awards.



(L-R): Lee Leckie; Vanessa Hahn; Tinaani Mukoko; Rhonda Champion, Colin Ren (front)

Bedside handovers bring instant benefits to staff and patients

The introduction of new National Safety and Quality Health Service Standards (NSQHSS) has brought immediate benefits for staff and patients at Healthscope hospitals.



Bedside handovers at National Capital Private Hospital allow patients to contribute

The NSQHSS, developed by the Australian Commission on Safety and Quality in Healthcare, became compulsory for hospitals on 1st January 2013.

Among other changes, the NSQHSS recommend active participation by patients and their family members or carers during clinical handovers.

In January Healthscope hospitals made it a requirement for staff to conduct clinical handovers at the patients' bedside, in keeping with the Clinical Handover Standard.

At National Capital Private Hospital, the relatively minor procedural change has already significantly impacted the way health professionals share clinical information.

"Previously shift handovers were conducted out of

patient view, usually in the staff room," said National Capital Private Hospital Quality & Risk Manager, Linda Leeson.

"Bedside handovers enable the patient and family or carer to actively contribute to their own care planning and safety," said Linda.

As well as encouraging individualised, patient-centred care, bed side handovers enable clinical staff to meet other aspects of the NSQHSS, according to Linda.

"It could be described as the butterfly effect where a single small isolated change can lead to other changes," she said.

For example, a comprehensive assessment of prescribed medication can include immediate feedback from the patient.

"Bedside handovers enable the patient and family or carer to actively contribute to their own care planning and safety"

"Bedside handovers are constructed to allow patients to feedback on matters vital to clinical safety and quality healthcare, their clinical condition including recovery post-procedure," said Linda.

The bedside handover also allows staff to screen the patients' risk of developing pressure wounds or other skin conditions, or falling over.

"A falls risk assessment conducted at the bedside allows hazards in the patient's room immediately identified and removed," said Linda.

"One of the most important outcomes of the bedside handover is that any signs of patient deterioration can be acted on immediately at the time of transfer of care from one shift to the next," she said.

General Manager of National Capital Private Hospital Elizabeth Porritt said communication is crucial to good healthcare outcomes.

"There is a clear correlation between involving patients in their own care and patient satisfaction," said Elizabeth.

"Bedside handover helps health professionals to realise that patients have a great deal to contribute to their own care and outcomes can be enhanced by the partnership," she said.

Personal approach at TVC Centre for Health and Emotional Wellbeing

Since opening in October 2012, the TVC Centre for Health and Emotional Wellbeing has offered a range of group-based therapies to help adults with mental illness.



Art Therapy at the TVC Centre for Health and Emotional Wellbeing

Allied Health Manager Shana McCormack said the TVC Centre for Health and Emotional Wellbeing, an extension of The Victoria Clinic, was given a name to reflect its mission.

Adults of all ages with conditions such as mood and anxiety disorders, body image and personality disorders can be referred after hospital admission or direct from the community.

Treatment programs include Cognitive Behavioural Therapy, Art Therapy, Mindfulness, Schema Focused Therapy, Emotional Awareness, Equipt for Life programs and Vital Energy.

Clinical Psychologist Dr Rita Younan said different treatment strategies are devised to meet individual needs.

“When assessing people for groups we try to work out their strengths and what they’re more likely to benefit from and place them in a group that meets their individual needs,” said Rita.

“If they’ve had cognitive interventions in the past that haven’t proved effective, groups such as Mindfulness, Vital Energy, Art Therapy or Schema Therapy might be effective,” she said.

Art Therapy allows participants to process their experiences non-verbally in a safe and supported environment.

Research has shown Art Therapy can be therapeutic for individuals who have experienced trauma, depression, anxiety and psychosis.

“Because they are working on their own project, it’s a very mindful activity, it’s very centring. They feel they’re in a safe place. There’s no judgement”

By exploring the individual’s innate sense of colour and design, there is no expectation for participants to have artistic ability.

“Because they are working on their own project, it’s a very mindful activity, it’s very centring. They feel they’re in a safe place. There’s no judgement,” said Shana.

Rita added that Art Therapy can help to build confidence.

“Indirectly they challenge the inner critic which impacts their overall self-esteem” said Rita.

Another unique program offered at the TVC Centre for Health and Emotional Wellbeing is Schema Focused Therapy.

Schema Focused Therapy has been found to rectify difficult cognitive and emotional patterns, beliefs and personality traits in individuals with longstanding psychiatric difficulties.

Schemas are enduring negative patterns that develop during childhood or adolescence as a result of trauma or dysfunctional family experience. They elaborate through life, becoming important beliefs and feelings about one’s self and environment.

The 30-week Schema Focused Therapy group program aims to heal maladaptive schemas.

“This approach has had impressive treatment outcomes and we are pleased to be offering this group at the centre,” said Shana.

Accredited psychiatrists can refer their patient to a specific program or leave the decision up to the assessment team, based on individual needs.

Assessments are conducted by Shana, Rita and fellow psychologist Jade Russo.

Rita describes the centre as a place of belonging for clients.

“A lot of us take for granted that we have friendships, workplaces, family that we’re connected to, it forms our identity. A lot of the patients don’t have that,” said Rita.

“Some clients don’t feel like they belong anywhere, so coming to a group, having a place they know is theirs, they connect to that,” she said.

For information or referrals, contact the TVC Centre for Health and Emotional Wellbeing Intake on 03 9526 0295.

Small changes make big difference to health

Over the past year, Healthscope has introduced a range of initiatives encouraging staff to improve their health and fitness.

Many staff have found success through workplace Weight Watchers programs at Healthscope corporate office and numerous hospitals.

Payroll Officer Mena Tonkich joined Weight Watchers in June 2012 when her elevated blood glucose levels required more and more medication.

Through Weight Watchers At Work, Mena lost 18 kilos over 20 weeks and no longer needs to take any medication.

Free spin classes were also introduced to corporate office staff in 2012, rapidly improving the fitness of regular attendees.

The spin classes were implemented by National Manager of Healthscope Medical Centres, Lou Pascuzzi, who is a keen cyclist.

In between professional commitments, Lou competes in cycling events around the world and teaches early morning spin classes at Healthscope.

Most spin devotees have been at the mercy of Clint McDonell, who also teaches weekly spin classes at Healthscope.

Regular attendees of Clint's classes expect to sweat a lot and learn how each of the different spin drills will help to improve fitness.

As an experienced personal trainer, Clint knows how to teach people the value of good health.

Mena Tonkich shares her Weight Watchers experience.

After a regular check-up I discovered that even though I was taking four tablets a day, my blood glucose level was way too high.

My GP wanted to increase my medication. I was devastated. Not only did I want to lose weight, I needed to for my own health.

Then Weight Watchers came to me at work. How could I refuse joining?

The weekly meetings were great to share with my work colleagues at Healthscope. It's great to be part of the weight loss journey with people that you know and can encourage you along the way.

The biggest changes I have made are tracking my food, portion control while still eating the foods I enjoy.

At the start of this journey I had hoped to lose five kilograms. I have lost a lot more than that and am now at my goal weight.

However, the biggest achievement is that I no longer am on any medication for my diabetes, and have a very normal blood glucose level.

My GP called me a star patient and I feel great!

Clint McDonell shares insights on attainable methods for improving health and fitness.

It takes time to gain weight - months if not years. It's an accumulation of little things - an ice cream or biscuit here, an extra beer there.

But the good news is there are numerous little things you can do to improve your health, fitness and waistline without breaking a sweat.

Exercising and eating well is obvious; we all know it's particularly important to avoid sugar and fried foods.

But there is another simple thing that can make a profound difference to your waistline - sitting.

These days we all sit for too long. Maybe you sit at your desk for longer, commute further than you used to or spend more time watching TV.

It all adds up - an extra two or more hours of sitting each day can make a big difference.

Obesity occurs when energy (or food) intake exceeds energy expenditure.

We expend energy through purposeful exercise and changes in posture and movement, or non-exercise activity thermogenesis (NEAT).

NEAT is the energy expended outside of purposeful exercise. It includes standing, walking and anything that involves muscle activation.

Everything except sitting and sleeping is NEAT.

To increase NEAT routines consider taking the stairs instead of the lift, or getting off the tram one stop earlier and walking.

Try standing more and sitting less.

Standing is better for posture and, by avoiding excessive lumbar flexion from bending you can also reduce lower back pain.

Try to stand more while you work. If that's not possible, take frequent breaks to stand up and walk around.

I also recommend you minimise TV time. Instead, take a walk with a family member or friend.

Decreasing your sitting time by 2.5 hours could potentially expend an additional 350 calories per day. That's 10,500 calories a month.

There are 7,700 calories per kilo of fat. That means 350 calories per day is equivalent to one kilo of fat every 22 days.

That's potentially 16 kilos of fat in a year. It's amazing that just 2.5 hours of sitting a day can add up to so much.

The point is the more you time you spend upright, the better it is for your weight and health.

These few simple changes can effectively increase your calorie burn, weight loss and achieve better health.

- Replace sitting with standing where possible: even light muscle contractions from standing can help burn more fat.
- Walk: the more you walk the higher your NEAT (non-exercise activity thermogenesis) and the faster you'll lose weight, while helping prevent serious diseases like diabetes and heart disease.

Prince of Wales Private Hospital uses fun theme for serious topic

Prince of Wales Private Hospital's recent Come Fly with Us seminar was an education event of mile high proportions.

Nurse Unit Manager Stevi Jones chose an airline theme to promote teamwork and represent the journey of providing quality healthcare in a private hospital setting.



Jeremy Evangelatos & Alex Jardine

"Vanessa Brennan, Clinical Nurse Educator brought the idea to life and pulled the team together in a way that was so rewarding," said Stevi.

The hospital's conference room was transformed into an aircraft led by Captains Goose (nurse Alex Jardine) and Maverick (nurse Jeremy Evangelatos).

With boarding passes ready, the evening took off to a flying start as staff navigated the new National Safety and Quality Health Service Standards (NSQHSS).

With the NSQHSS made compulsory in all Australian hospitals, presentations were tailored to ensure relevance to staff.

The goal of the education event was to provide an overview of each standard including expectations and implications.



Justine Duncan, Alex Jardine, Sarah Hallams, Jeremy Evangelatos, Jenny Alvis

Clinical Handovers and Documentation were the topics chosen to highlight best practice, compliance and patient safety.

Methods for incorporating all NSQHSS into bedside clinical handover and everyday practice were communicated with a fun presentation.

"It was a real sense of achievement from a teamwork perspective, and inspired us to be more creative from an education perspective"

In a slightly more serious role play, Documentation was highlighted with a mock courtroom, complete with Judge and gavel to emphasise the importance of legal, legible writing.

The message was loud and clear: "If it happened, write it down".

Doctors and staff unable to attend supported the education initiative by filming short sketches in advance.

"It was a great way of delivering education and turned three potentially dry subjects into something fun and memorable," said Alex Jardine.

"It was a dramatic change from the usual PowerPoint presentations, and will have lasting impact," said Alex.

Fellow presenter and nurse Jenny Alvis agreed.

"Everybody really got into the spirit of the seminar and the visual aids were a fantastic way of delivering quality information," said Jenny.

"It was a real sense of achievement from a teamwork perspective, and inspired us to be more creative from an education perspective," she said.

Feedback was positive with many praising the unique delivery of the education.

"With the NSQHSS, the presentation left no doubt as to what the expectations and responsibilities are for each of us in promoting successful implementation," said nurse Justine Duncan.

Ringwood Private Hospital nurse joins African Mercy Ship

Clinical Nurse Specialist Lynne White from Ringwood Private Hospital fulfilled a lifelong dream when she volunteered on the Mercy Ship in Guinea, Africa.

Mercy Ships were founded in 1978. The Africa Mercy is the world's largest non-government hospital ship. It stops in numerous ports along the west coast of Africa to provide free surgical and medical care to poor locals.



Ringwood Private Hospital Clinical Nurse Specialist Lynne White on the Mercy Ship in Guinea, Africa

Lynne was one of four hundred volunteers who spent two months on board The African Mercy.

The ship hospital has four wards with 78 patient beds, intensive care, six operating theatres, recovery, pharmacy, radiology and pathology.

"In Guinea we screened over 4,000 hopeful people, many who walked for up to a week from their villages and nearby countries," said Lynne.

With a ratio of 1 healthcare worker per 100,000 people, most health issues are never addressed and average life expectancy is 50 years.

Once selected, patients are admitted to the ship to see the specialist surgeons who have also volunteered.

Surgeons performed life changing procedures including cleft lip and palate repairs, removal of goitres, disfiguring facial tumours, hernias, repair of orthopaedic

deformities such as bowed legs, club feet and eye cataracts.

"Many patients with extreme disfigurements have never been treated, and their appearance has alienated them from their villages, schools and communities," said Lynne.

"I experienced the joy of a child whose sight was restored seeing her mother for the first time, a young boy with twisted legs watching in wonder as his cast was removed to reveal two straight legs and a 13 year old girl seeing her face transformed by the removal of a massive tumour.

"This enriched my life in so many ways, and I am grateful for the new appreciation I have of cultural differences, our first world standard of healthcare and the great blessings I enjoy as an Australian," said Lynne.

New Zealand Health Award recognises SCL partnership

Southern Community Laboratories (SCL) Hawke's Bay received the Excellence in Provider Collaboration and Integration Health Award for 2012.

SCL operates 14 pathology laboratories in New Zealand, employing 750 people. In Hawke's Bay the SCL laboratory has a 15 year history.

The Health Award recognised the successful five-year partnership between SCL and the Hawkes Bay District Health Board (DHB).

The partnership between SCL Hawke's Bay and the DHB hospital laboratory was first established after a review of community laboratory service arrangements in 2006.

SCL Chief Executive Dr Peter Gootjes said both laboratories implemented significant changes to accommodate the partnership.

"The SCL laboratory recruited and trained new staff, implemented



(L-R) Ash Fitchett (Hawke's Bay Hospital lab manager), Dr Lesley Joblin, Philip Grant (award presenter), Iain Christie (General Manager SCL Hawkes Bay), Dr Elena Bishop, Dr Peter Gootjes

new registration and reporting systems, and underwent renovations to meet an increased workload," said Dr Gootjes.

The partnership has strengthened both laboratories and improved services provision to primary care, community-based specialists and most importantly for patients throughout Hawke's Bay.

Positive outcomes include more robust monthly performance monitoring and access to online results for Hawke's Bay general practitioners.

The laboratories also provide clinical advice and guidance through regular newsletters to referrers, which are well received.

Dr Gootjes said the partnership's success was assisted by the goodwill of referrers and patients committed to supporting the system.

"The partnership has received wide interest across the country, including from the National Health Board, and is well regarded by the Association of Senior Medical Specialists," said Dr Gootjes.

Toxicology Lab a welcome addition for Healthscope Pathology South Australia

By Peter Prime, Healthscope Pathology, South Australia

Healthscope Pathology's Dr Ben Davies is justifiably proud of the new toxicology laboratory the jewel in the crown at the South Australian headquarters in Wayville.

Since joining Healthscope in April 2012, Dr Davies set

up the new laboratory which passed accreditation with flying colours earlier this year.

Prior to his appointment, all toxicology testing was sent from South Australia to the Healthscope Pathology laboratory in Clayton, Victoria.



Dr Ben Davies in the Toxicology Laboratory at Wayville, South Australia

"Healthscope is leading the way in toxicology in South Australia – the only company here accredited to the full Australian and New Zealand Standard," Dr Davies said.

"It gives us a real competitive advantage. It's the forensic gold standard and it always has been. There can be no mistakes in testing – it's the science that gives you the absolute certainty," he said.

On December 21, 2012 the new South Australian toxicology lab was audited by Dr John Lewis, the chairman of the joint technical committee of NATA, in charge of drafting the Standard.

"I specially asked for John Lewis because he was head of the biggest toxicology lab in the country for decades," said Dr Davies.

"We passed with no conditions. Then on January 15 of this year, he sent us a letter saying we were good to go," he said.

The Wayville lab met the exacting, stringent Standard as set out by NATA (National Association of Testing Authorities) for the collection, detection and quantitation of drugs of abuse in urine.

The objective of the Standard is to ensure the detection of drugs in urine meets the expectations for testing specimens for medico-legal, workplace or court-directed purposes.

It also addresses appropriate procedures for the collection of urine, on-site screening, handling and dispatch of specimens to the laboratory for screening and confirmatory tests.

"If you want a specimen tested for workplace, for court or child custody for example, we're the only people here who can give you the full Standard," said Dr Davies.

Mediocrity is a word seemingly not in Dr Davies' vocabulary. He values high standards, professionalism and diligence.

He has been awarded scholarships and medals, addressed forums and won acclaim from industry heavyweights around the country, but these achievements have not come easy.

"It took eight years of training to get my PhD but I just sort of fell into wanting to be a toxicologist," said Dr Davies.

After dropping out of Adelaide University, Dr Davies worked at a BP service station where an armed hold-up prompted a career change.

He returned to university seeking a career as an accountant or similar.

"But the counsellor at uni pointed out I'd already passed first year. He said I only needed to do another two years to get my degree," said Dr Davies.

"And science was always interesting. I did pharmacology and molecular biology, but even then I didn't mean to go into toxicology," he said.

Then an honour's position came up at the Queen

Elizabeth Hospital in the clinical pharmacology laboratory.

"It was the first hospital-based pharmacology lab in the country and it's still the biggest," said Dr Davies.

"They have NATA accreditation and they do therapeutic drug monitoring, mostly for immuno suppressants in people who have organ transplants," he said.

According to Healthscope Pathology State Manager Eric Swain, South Australia will benefit from the addition of toxicology to its suite of services, and the wealth of experience brought by Dr Davies.

"The South Australian business is constantly striving to maintain its stance in the community and provide more services locally, as it has serviced the state since 1936," said Eric.

Healthscope continues to be the leading pathology provider in South Australia, operating the highest number of collection centres and employing over 500 staff.

Quest Laboratories continues strong partnership with Thomson Medical Centre

Quest Laboratories is set to offer pre-eclampsia screening tests to expectant mothers for the first time in Singapore.

Pre-eclampsia is a serious medical condition characterised by high blood pressure and protein in the urine of pregnant women.

Left untreated it can develop into eclampsia, the life-threatening occurrence of seizures during pregnancy.

Quest Laboratories has a long established partnership with Thomson Medical Centre, a 190-bed private tertiary hospital specialising in obstetrics, gynaecology and paediatrics.

The hospital offers fertility treatment, prenatal diagnostic assessments, genetic and chromosome screening, as well as medical, surgical, diagnostic and preventive healthcare.

For ten years, Quest Laboratories has provided a comprehensive on-site pathology service, customised to the needs of specialist clinicians at Thomson Medical Centre and its tenant clinics.

“Adding to existing services, Quest Laboratories aims to introduce new and better prenatal diagnostic tests to the specialist clinicians at Thomson Medical Centre, before eventually offering the tests across Singapore,” said Jessica Chua, Chief Executive of Quest Laboratories.



Thomson Medical Centre in Singapore

Jessica said Thomson Medical Centre specialists will play a key role in raising awareness of the benefits of prenatal tests including pre-eclampsia screening.

Thomson Medical Centre has cared for thousands of women through various stages of motherhood, earning a reputation for quality healthcare with a personal touch in a friendly atmosphere.

Since opening in 1979, Thomson Medical Centre has achieved significant milestones in Asia, including the first surviving IVF quadruplets in 1989.

The Quest Laboratories technical team based at Thomson Medical Centre is led by Mr K C Yap.

“Adding to existing services, Quest Laboratories aims to introduce new and better prenatal diagnostic tests to the specialist clinicians at Thomson Medical Centre, before eventually offering the tests across Singapore”

Mr Yap also oversees Quest’s satellite laboratory in the Paragon Medical Centre.

Mr Yap and his team have developed an excellent working relationship with Thomson Medical Centre staff.

“My team and I have enjoyed our many years of operating the laboratory and view ourselves very much as a part of the Thomson Medical Centre family,” said Mr Yap.

Quest Laboratories has also committed to sponsor further medical education and professional development for specialist clinicians and nursing staff at Thomson Medical Centre, as part of its ongoing partnership.

www.questlabs.com.sg



Quest Laboratories technical team based at Thomson Medical Centres led by Mr Yap (front)

Star Spot

Jan Butler, Registered Nurse

Central Coast Clinic, Brisbane Waters Private Hospital



Jan Butler with Brisbane Waters Private Hospital General Manager Annette Czerkesow

Jan Butler recently celebrated 50 years of nursing. Jan works at the Central Coast Clinic, a 30 bed facility offering inpatient treatment, outpatient group programs and one-on-one counselling for people with a range of mental health conditions.

What is your current role?

Registered Nurse in the Central Coast Clinic, Brisbane Waters Private Hospital.

How long have you worked in the job?

I have worked within the profession for 50 years, caring for surgical, medical, orthopaedic, community and currently mental health patients.

What do you like most about it?

I find mental health extremely rewarding. We have a great team who all work together to ensure each patient receives the best care possible.

What kind of services does your workplace provide?

Brisbane Waters Private Hospital provides medical, surgical, day surgery and mental health care. We also have x-ray, pathology and specialists services.

During your 50 year nursing career, what are the most significant changes you've seen?

Most significant changes would be nurse education, medication, equipment available to assist in patient care and the improved relationships with medical colleagues.

What sort of advice would you like to give nurses starting their career?

Have patience, be honest, always ask if unsure, never stop ongoing education and above all – love what you do!

What's the one question you get asked the most at work?

Why have I stayed in nursing so long? I suppose after all these years I have become a 'Nanna' image – everyone can relate to their 'Nan'!

What's your coffee and where do you get it?

Cappuccino with one sugar from our wonderful Butterflies Café.

What are your facility's opening hours?

The Central Coast Clinic is open 7am – 9pm. We have after hours nurses and medical staff on call, telephones are manned 24/7.

Contact the Central Coast Clinic on 02 4343 0214.

Healthscope Snapshots...

Ten Hobart Private Hospital midwives completed the Point to Pinnacle in November, an event dubbed the world's toughest half marathon.

The annual event sees participants brave a course that is 21.4 kilometres long and just over 1,270 in elevation.

Maternity Nurse Unit Manager Leah Magliano said all participants finished the gruelling event in good time.

"And we thought labour was hard! Congratulations to the team for their hard labour and pushing through to the finish!" said Leah.



L-R Louise Klug, Sally Holmes, Jo Lampril, Imogen Paine, Julie Howard, Leah Magliano, Elaine Jensen, Robyn Withers, Anne-Maree Wheller

Brisbane Waters Private Hospital congratulated Nurse Unit Manager Patrice Blume and National Quality Manager Alice Laing on successful completion of their respective Masters degrees.

Patrice Blume completed a Masters in Nursing, graduating from Charles Sturt University in December 2012.

Alice Laing completed a Masters in Workplace Injury Management and Occupational Rehabilitation, and will graduate from Newcastle University in April 2013.



Patrice Blume



Alice Laing

Three iPads were donated to Geelong Private Hospital for war veterans to use during hospital admission.

The Bellarine Peninsula Christian Church donated two iPads and the local Men's Shed contributed a third.

The generous donation will allow veterans to stay connected via the free Wi-Fi now available to patients.

Bellarine Peninsula Christian Church Minister David Evans and Associate Minister Carla Evans joined Ian Davidson of Men's Shed to present the iPad's to Veterans Liaison Co-Ordinator Maureen Craig, General Manager Janine Haigh and Acting DON, Mary Kennedy.



L-R Carla Evans, Ian Davidson, Maureen Craig, Janine Haigh, David Evans, Mary Kennedy

Brisbane Private Hospital staff participated in the Battle Against Ovarian Cancer beach volleyball tournament on 3rd February 2013, hosted by Olympic champion Natalie Cook.

The Brisbane Private Hospital team, including gynaecological cancer surgeon Professor Alex Crandon, raised \$1,100.

The event raised over \$100,000 for women's cancer foundation, Cherish.



Brisbane Private Hospital beach volleyball team

The debut novel by Healthscope Pathology scientist Bill Bouzas from the Moreland laboratory is on its way to the big screen.

The Curse is a fantasy thriller about a small town cop who discovers he has a supernatural ability to save lives.

Bill was excited to complete his first ever fiction, and even more so when local film production company Momo began raising funds to have the popular book turned into a movie screenplay.



Bill Bouzas (centre) surrounded by his pathology colleagues and biggest fans Anne Mills, Maggie Nikoloska, Michelle Blandford, Helen Richardson, Terri Donaghue and Lucia Kong

Catering and Housekeeping Managers Conference 2013



Attendees at the Healthscope Catering and Housekeeping Managers Conference

Catering and Housekeeping Managers from Healthscope hospitals enjoyed a rare opportunity to meet each other and members of the corporate services team at their inaugural conference.

The conference took place in Melbourne on 28th February and 1st March 2013 and was attended by 60 staff.

Support Services Manager and conference organiser Leanne Taylor ensured there was a mix of informative and entertaining presentations on topics including teamwork, customer service and energy efficiency.

Doss Duscher, Senior HR advisor, presented an overview of Human Resource management, while National WH&S and Risk Manager David Savio discussed the corporate update and strategy for the year ahead.

Healthscope Managing Director and Executive Chairman Robert Cooke gave an insightful overview of the company, and General Manager Procurement Alan Foster spoke about the role of procurement.

Mark Shevlin, Integrated Services Manager at Flinders Private Hospital spoke on behalf of the Green Group, providing valuable information on waste reduction.

Daniel Hilson from Dalkia Energy Solutions provided energy efficiency tips for catering and housekeeping.

Magician and mentalist Sean Taylor presented a unique workshop on customer service, while inspirational shark attack survivor Paul de Gelder shared his story. Paul signed a copy of his autobiography for attendees.

Glowing feedback from attendees said the conference was interesting, informative, relevant, exciting and rejuvenating.

“The customer service segment was really good and I took in a lot from it. It’s amazing how we sometimes take simple things for granted,” said Paul Jayasekera, Brisbane Private Hospital Hotel Services Manager.

The conference was sponsored by Bidvest, Veolia, Dalkia, Kimberly Clark, Bunzl, Reward, Ecolab, Pink, Rentokil, Softlogic, Workwear Direct and National Safety Council. Plans are underway for a follow up event in 2014.

PreventionXpress - An Overview

PreventionXpress (pXs) works with corporate and government employers to improve the health and wellbeing of their employees.

Established in 2002, pXs was one of the first companies in Australia to pioneer rapid, convenient and confidential preventative health screening in workplaces.

Each health screen takes about 10 minutes with professional feed back and advice provided immediately based on an individual’s results.

Importantly, workers learn more about their risk of preventable diseases such as heart disease and type 2 diabetes. The screens highlight factors affecting personal health such as alcohol, tobacco, effective sleep patterns and fatigue.

pXs uses the latest digital and wireless technology to deliver interactive screening. iPads, kiosks or desk top computers interface with our secure website allowing screening in any workplace setting nationally.



pXs screens for the following health issues:

- Cardiovascular disease
- Tobacco related harm
- Alcohol related harm
- Diabetes Type 2
- Sleepiness and fatigue
- Obstructive sleep apnoea
- Preventative prostate health check prompt
- Mental health
- Obesity

Benefits for workers:

- Learn more about your health
- Awareness of your risk of preventable disease such as cardiovascular disease and type 2 diabetes
- Positive ways to reduce risk factors and maintain good health

Benefits to employers:

- Improved productivity and staff morale
- Reduced absenteeism and staff turn over
- Reduction in workplace injuries
- Improved work culture and corporate image

Find out more information at www.preventionxpress.com

p: (03) 9419 9348
e: info@preventionxpress.com





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