



Healthscope

# *the* Pulse

Private Health Magazine Spring 2014



## In this Issue

HEALTHSCOPE: THE NEXT CHAPTER  
stARTalking AT NORTHPARK PRIVATE HOSPITAL  
NORWEST PRIVATE HOSPITAL ANNOUNCES \$65M EXPANSION  
GRIBBLES AT AMANJAYA SPECIALIST HOSPITAL  
HOBART PRIVATE NURSE, A SHINING LIGHT IN PAPUA NEW GUINEA  
NEW TECHNOLOGY REVOLUTIONISES CATARACT SURGERY AT TWEED DAY SURGERY

Capture key information and reinforce results

## Patient Communication Boards



**The perfect visual boards designed to keep your staff and patients up to date and in the know!**



Personalised critical information can be changed easily to accommodate updated information. The unique construction allows providers to change the poster incorporated underneath the acrylic writing surface. This eliminates the need to dispose of pre-printed white boards making it easy to write up changes as they occur on the dry-erase acrylic surface.

Ideal in hospitals to display Pain and Care Charts, Rights and Responsibilities, Safety Information and Operating Procedures. Sizes can be customised to your specific needs.

### PRINT MEDIA GROUP – 30 YEARS AS SPECIALISTS FOR ALL YOUR MEDICAL PRINT AND COMMUNICATIONS PRODUCTS

- brand management • digital & offset print • personalisation • mailing • labels • wristbands • kitting
- fulfilment • digital asset management • marketing promotional products

Call Print Media Group's Healthcare specialists to see how we can make a difference for you!

Serving Australia-wide 1800 888 102 **Printmediagroup Healthcare**

Supporting Healthcare Communications

www.pmg.com.au

In this issue of *thePulse*



Healthscope Medical Centres introduces new needle free syringe



Back in the driver's seat at Griffith Rehabilitation Hospital



Electronic solution to the supply of life-saving blood

## Contents

stARTalking at Northpark Private Hospital	2
MD Column	4
Introducing Paula Dwyer, Healthscope Chairman	6
Norwest Private Hospital announces \$65m expansion	8
Growing Healthscope leaders of the future	10
Gold Coast Private Hospital starts taking shape	14
Nepean Private Hospital enters into robotic collaboration	18
Labtests Auckland turns five	20
A journey of expansion at Campbelltown Private Hospital	22
Electronic solution to the supply of life saving blood	24
Healthscope : the next chapter	26
New technology revolutionises cataract surgery at Tweed Day Surgery	28
Healthscope Medical Centres introduce new needle free syringe	30
Patient first care focus, a winner for chemotherapy patients	32
Gribbles at Amanjaya Specialist Hospital	34
Hobart Private nurse, a shining light in Papua New Guinea	36
Transcranial Magnetic Stimulation service at St Helens Private Hospital	40
Star Spot	42
Healthscope Snapshots...	44

*The Pulse* is a seasonal Healthscope publication. © Healthscope 2014  
 Healthscope Head Office: 312 St Kilda Road, Melbourne, Vic 3004  
 Edited by 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

## stARTalking at Northpark Private Hospital

Since the days of Van Gough the benefits of art therapy have long been supported by mental health facilities as a key creative expression outlet for patients.

Northpark Private Hospital was recently approached by Dr Louise Ward, Senior Lecturer, Mental Health Nursing at La Trobe

University regarding a project that she had started – stARTalking.

Developed in 2013, the stARTalking project involves La Trobe University undergraduate nursing students who are enrolled in mental health nursing and are participating in an art workshop during their clinical placement experience.

Dr Ward explains that the stARTalking model, as it name implies, provides an opportunity to encourage conversation and dialogue between nurse and patient in a mutually relaxed and friendly space.

“The stARTalking model was based on using creative expression as a way of teaching undergraduate nurses complex communication skills in acute mental health settings,” said Dr Ward.

The outcome of the initial project in 2013 was so successful a public exhibition was organised.

“The exhibition provided opportunity for education through conversation in relation to mental health care and undergraduate nursing care – bridging the gap between service users, students, academics and the general public. All working together to reduce stigma and supporting a recovery framework,” explains Dr Ward.

Ilona Ryan, Education Coordinator at Northpark Private Hospital explains that there was a great synergy between the stARTalking project and programs run for patients in Northpark’s East Ward.

“When Dr Ward explained the premise of the program, we knew that this is something that we’d like to be involved in as our patients would respond well to the art project and we would also be assisting in training student nurses” explains Ilona.

The first stARTalking program was run at Northpark in early September with much success.

*“Our patients really enjoyed the program and we certainly saw the benefits of a providing a creative outlet as part of their treatment plan.”*

“Many of the patients commented how relaxing it was and how the enjoyed being able to express themselves”, explains Ilona.

“It was great to share ideas and talk about our common interests”, a Northpark patient said.

“I have had a tough couple of days and this art class was a good distraction, it reminded me of happier times in my life,” Northpark patient.

Equally the student nurses benefited from the stARTalking program.

“It was a good chance to meet the new patients and get to know them and talk about other things than just why they were here” a La Trobe nursing student said.

“What we all noticed was that there was no hierarchy to the room, we were all equal – on one level with patients which made the conversation easy”, La Trobe nursing student said.



Artwork produced at Northpark.

It is estimated that 60 nursing students will be involved in the project along with a number of mental health patients. The art workshops will be led by registered mental health nurse academics.

The stARTalking exhibition is planned for February 2015 at La Trobe University to coincide with O-Week and nursing orientation.



stARTalking model - creative expression.

## MD Column

Recently the senior leadership team met in Adelaide for the annual leadership conference for what was another packed program that focussed on leading Healthscope into the future.

The theme of this year's conference was 'The Next Chapter', aptly chosen given the recent changes that Healthscope has undergone.

As we progress as a public company, having a clear understanding of what the next chapter looks like is vital, and the leadership conference provided the perfect opportunity to align our objectives with the senior management team.

A key point that I highlighted in my opening address at the conference, and what became a recurring theme, is that happiness is a key driver to success. We certainly take our jobs seriously and operate at a highly professional level,

but it is also important to have fun along the way.

Prior to the conference a request was sent out to our management team for them to shoot a short video of what happy looked like at Healthscope. The responses we received were fantastic and a video montage of all entrants was played at the conference to a very engaged audience - all who are keen to ensure that happiness remains a key ethos at Healthscope as we move into this next chapter.

With a focus on leadership, we have had a number of middle managers complete the Leadership Foundations Program which ensures that our leaders of tomorrow are capable, confident, ambitious and innovative. In this edition of the Pulse, we look at the top five projects from the class of 2014, all which focus on key operational opportunities across the broader business.



Robert Cooke

In terms of the next chapter, we have strong growth plans in both green and brown fields developments along with a number of key strategic advances we have certainly maintained our 'full steam ahead' approach post IPO.

Recently Norwest Private Hospital announced approval of a \$65 million expansion which will include a new wing including additional 54 beds. This is a key development for Norwest as there is large demand for private health services in the rapidly growing north-western corridor of Sydney.

Construction has commenced on our new Gold Coast Private

Hospital with the foundations and ground level now complete. With construction ahead of schedule we are on track for completion in 2015.

Campbelltown Private Hospital has recently just come to the end of their 18 month redevelopment, with the opening of two theatres an 35 additional beds, taking a small 47-patient

bed hospital hospital into a larger and modern facility.

Next year will mark our 30<sup>th</sup> Anniversary (1985 - 2015) we have a number of key celebrations planned for this happy occasion. More details will follow shortly.

The next chapter is certainly looking bright for Healthscope.

## Advertise in *the Pulse*

*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.

*The Pulse* also enjoys a captive audience finding its way into the waiting rooms of every Healthscope hospital, medical centre and pathology collection centre in Australia and internationally across more than 350 locations.

To advertise in a publication with unrivaled access to Healthscope decision-makers and staff, call Daniel Potenza on +61 3 9419 9911.



# Introducing Paula Dwyer, Healthscope Chairman



Paula Dwyer

**P**ost the IPO the future is looking bright for Healthscope in its next phase as a public company.

The newly appointed Chairman of Healthscope, Ms Paula Dwyer, is excited about the new era for Healthscope, recognising that the strong foundations set in the previous four years of private ownership have placed the company in a strong and competitive position.

“Healthscope has undergone significant change over the past four years under Robert Cooke’s leadership, and now has a clear growth platform and is recognised within the health industry for its clinical quality leadership”, Ms Dwyer said.

With significant experience working within regulated industries in roles such as Chairman of Tabcorp Holdings Limited and as a Director of ANZ Banking Group, Paula recognises there are key alignments with the private healthcare industry – especially in relation to investment potential.

“There is an increasing demand for private healthcare services in Australia. Healthscope is well placed to benefit from this both in Australia and the broader Asia Pacific region, and in terms of the sector we operate in, our business model and our clinical leadership and our attraction to the investor community.”

With strong investor focus around the strategic growth potential of the Healthscope business,

Paula believes that it is a case of delivering on the strategic plan.

“Post IPO, it is now a case of staying focussed on doing our job well to meet the needs of all our stakeholders. Across hospitals, pathology and medical centres, the executives and their teams are already implementing and delivering on key strategic initiatives.”

“A key focus going forward will be on delivering benefits of scale across the broader business. We are committed to reinvesting back into the company to ensure that we continue to deliver on our promise of high standard, market leading private healthcare services while at the same time delivering competitive investment returns.”

*“With strong leadership from the Board and Robert’s executive team there is uncapped potential for what Healthscope can achieve in the future.”*

# Norwest Private Hospital announces \$65m expansion

Norwest Private Hospital in North-Western Sydney has announced approval of a \$65 million expansion which will include a new wing, providing an additional 54 beds, bringing the total number of beds to 270. Also, an additional five operating theatres will be built, providing a total of 16 operating theatres to support the increasing number of patients undergoing more complex surgical procedures, regularly being performed at Norwest. There will also be seven additional ICU beds, increasing capacity to 19 beds.

A plaque marking the commencement of building works and the architectural images of the new wing were unveiled by State Liberal Member for Baulkham Hills, Hon. Mr David Elliot. With the State Government's plans for major urban renewal in North-Western Sydney, including the

North West Rail Link and the opening of new housing precincts which will provide 12,000 new homes, it is projected that an additional 100,000 people will live in the Hills area by 2031.

David Elliott said he was delighted to see that the hospital was expanding. "I will never forget the support you gave my family and I will never ever forget the extra support you're offering to my community" said David Elliott. "If there is any future in private healthcare, I hope that Norwest is at the head of it."

Robert Cooke, Managing Director and CEO of Healthscope, commended the NSW Government on their timely decision in granting approval for the expansion of Norwest Private Hospital.

Since the opening of Norwest in September 2009, approximately

129,000 patients have been admitted, 9,500 babies have been born and 88,000 surgical operations have been performed at the hospital.

"Over the last five years, Norwest has seen significant growth with an expanded Maternity Unit, increased capacity of the Intensive Care Unit (ICU), opening of three additional operating theatres, including a world-class Endoscopy and Day Surgery facility" said Deborah Fogarty, General Manager, Norwest Private Hospital.

According to Deborah Fogarty, "The new development will be a two year build, with six months of pre-structural work and column strengthening, six months of building and construction and a further 12 months to complete internal fitout. The development will be a separate build to the existing hospital building and

will be a discreet wing, causing minimal disruption to current activities in the hospital during the development period."

A larger Central Sterile Services Department (CSSD) will be built to service the 16 main operating theatres. In addition, ancillary infrastructure such as recovery areas, storage, administration and kitchen will be expanded to service the larger hospital. Extensions will also include additional medical consulting suites in the Medical Centre. Significant investment will also be made in providing state-of-the-art technologies to complete the fitout of the expanded facilities.

The development and expansion will benefit the community by providing additional health care services and also provide new employment opportunities during the construction period and when the new wing opens. It is estimated that an additional 150 positions in the hospital will be created, bringing the total number of employees at Norwest to over 1,000.

## CORPORATE COVER TO SUIT YOUR NEEDS

Bupa

**WE'VE TEAMED UP WITH HEALTHSCOPE TO BRING YOU GREAT VALUE CORPORATE HEALTH COVER. YOU CAN LOOK FORWARD TO COMPETITIVE CORPORATE PREMIUMS AND BENEFITS SUCH AS:**



a 4% discount off your health cover\*



loyalty maximums - each year we increase how much you can claim by 20% of the initial amount for most extras services (up to 6 years). On Healthscope Limited health plan, you can start at year 4 loyalty maximums\*\*



gap free general dental and physio for kids up to the age of 25 at Members First Providers#



134 135 and quote ID 2078884



bupa.com.au/corporate username: healthscopedd password: healthplan



Visit your local Bupa centre

\*Discount is reviewed periodically by Bupa and your Company and is subject to change. Must pay by direct debit or payroll deduction (if available). \*\*Applies after the first 12 months and increases every year for the first 6 years. Annual limits, waiting periods and fund rules apply. Available on most Corporate extras cover. #Gap free general dental and physiotherapy is available on Ultimate Corporate Health Cover and Corporate Advantage and Corporate Classic covers (gap free general dental only on Platinum Visitors Cover) when taken with hospital cover on a family membership, when treatment is provided by a Members First dentist or physiotherapist. Major dental only available in VIC and SA, excludes orthodontics and hospital treatments. Annual limits, waiting periods and fund rules apply. Child dependants only. Bupa Australia Pty Ltd ABN 81 000 057 590.

## Growing Healthscope leaders of the future

With a focus on organically growing our leaders, Healthscope continues to invest in middle managers to ensure that the leaders of the future are capable, confident, ambitious and innovative.

The highly sought after Healthscope Leadership Foundations Program is purposely designed for middle managers, across all divisions of the business.

Delivered via a series of intensive workshops over a six month period, the delegates are addressed by senior executives including Robert Cooke,



The Hills hydrotherapy pool.

Managing Director and CEO, as well as senior corporate and functional managers. The high level engagement ensures that the delegates receive a comprehensive overview of key business drivers, concepts and specific aspects of leadership at Healthscope.

In partnership with Proteus the Leadership Foundations Program fosters the development of practical management skills including the management and leadership skills fundamental to creating positive cultures.

Managers are required to undertake a work based project which is presented to and assessed by an executive panel including Hospital State Managers.

Over 80 future leaders have been trained via this program, with a high percentage of managers subsequently being promoted post completion.

Fiona French, Executive Programs Manager explains that the management skills developed via this program have usually been developed on the job, as our talented clinical staff step up to management positions.

“Key to the success of the program is the blended learning approach –providing our middle managers with the confidence to grow as a manager and a future leader.”

“Our General Managers are integral to the success of the program and they provide mentoring for their manager for the six month period – guiding and assisting through real life experiences”, explains Fiona.

The projects undertaken via the Leadership Foundations Program are invaluable for the growth of the individual managers – often stretching their understanding into areas of management that they haven’t previously been exposed to.

Healthscope certainly benefits from the projects. In a previous program, a business case was presented for the refinement of the KRONOS rostering system. As a result, KRONOS is now being rolled out across our hospitals.

In 2013 medication safety was an area addressed in a delegate’s project and as a result, a company-wide solution is now planned for implementation in 2015.

The class of 2014 recently completed the program and project topics included:

- **Introducing new services** (Community hydrotherapy at The Hills; Cardiac surgery at Newcastle Private Hospital, 3<sup>rd</sup> stage ECT recovery at St Helens)
- **Creating efficiencies** (Outpatient session management at VRC; Reviewing medical patient LOS; Pre admission process review; Referrals to admission; DRG coding)
- **Feasibility studies** (Introduction of in-house physiotherapy; Maternity expansion; Post natal plus program at Newcastle).

### The top four projects of 2014

**Pam Mcilwain, Perioperative Services Manager, Campbelltown Private Hospital delivered a theatre utilisation solution to Campbelltown.**

The hospital was undergoing a redevelopment including two new Operating Theatres, creating an additional extra 20 operating sessions per week. Pam’s challenge was to identify how best to use these theatres, strategically taking into account casemix, equipment availability, optimum utilisation of human resources as well as aiming to achieve a balance between Day Only and Multi Day cases. On week one of the new theatres



Pam Mcilwain



Cardiac team at Newcastle Private.

opening, eight new surgeons had been recruited and 93% of the sessions had been allocated.

**Elise Palucci, Allied Health Manager at The Hills Private Hospital, undertook a project to re-establish community hydrotherapy.**

Elise carefully researched the opportunity and considered historical efforts to develop a service that met community and commercial needs. She then engaged the relevant staff to run the sessions and developed a marketing program. The community hydrotherapy program was launched on 5 August 2014 and continues to be successful.



Lidija Cupin (Victoria University), Simone Burton (Melbourne University), Di Welton, Ishwori Sunar (Australian Catholic University) and Adam Rozsa (Melbourne University).

“Through this project, I have gained further knowledge in the areas of finance and marketing” said Elise.

**Dianne Welton, Nurse Unit Manager, The Melbourne Clinic looked at building undergraduate placements within Healthscope.**

Di aimed to develop a national clinical framework providing Healthscope sites with access guidelines and tools to support the facility with establishing a successful undergraduate model.

She worked with The Victoria Clinic to pilot the framework and increased undergraduate nurse placements and

associated revenue by 50% over a six month period.

As a result of her work, Di is now a ‘go to’ resource for Healthscope’s National Workforce Planner.

**David Billings, Theatre Floor Manager at Newcastle Private Hospital undertook a Cardiac Surgical Staff Development Project.**

This was part of the larger \$7.2 million Newcastle Private Hospital introduction of cardiac surgery and expansion of intensive care and coronary care services.

David’s challenge was to ensure a theatre workforce was ready to go in a site that had not previously provided cardiac surgery. He decided to leverage the Healthscope network, and working with another manager on the Leadership Foundations Program, established a partnership with Norwest Private Hospital. David facilitated the hands on learning experience for Newcastle scrub and scout staff.

Cardiac surgery commenced at Newcastle on the 21<sup>st</sup> July

2014. The cardiac surgical team successfully completed six open heart surgery cases within the first two weeks of service commencement with full confidence of the surgeons.

“During the project I learnt the value of clear communication and dialogue with key stakeholders (doctors, staff etc.) was seriously important. This ensured that the rights and responsibilities of all groups were clearly understood and were met. Stakeholder expectations changed during the course of the project, which reinforced for me the need for some flexibility in the rollout of the project. When challenges arose I was guided by the core values and objectives defined during the planning phase of the project and this ultimately ensured that the projects goals were met.”

The next Leadership Foundations Program will commence in February 2015. Applications will be called for in November 2014. To participate in the program, managers must be nominated by their General Manager (or State Manager in Pathology and Medical Centres).

## The R word – it doesn’t have to make you feel uneasy.

You may think retirement is a long way off and when the time comes, you’ll have a detailed plan in place. It’s not something you’re ready and comfortable to discuss right now.

Sometimes though, retirement can happen unexpectedly. Illness, a change in work circumstances or family commitments may mean full-time employment is no longer possible.

Instead of being taken by surprise, be prepared.

**Planning for retirement can give you peace of mind, and help you create the lifestyle you want.**

This is where your super fund can help. Check if your fund provides education and advice services to members. Your fund may have transition to retirement options to help you transition to retirement while boosting your super.

For example, if you’re aged 55+\*, HESTA Income Stream’s transition to retirement option may help you boost your super while taking advantage of potential tax breaks. Or, it could allow you to cut back your working hours without reducing your income.

HESTA members have access to personal advice about super and retirement planning at no extra cost.

The HESTA education and advice team provide group workshops and one-on-one appointments to members — over the phone or in person, often in your workplace.

**So, if you’re a HESTA member, contact us today, to make plans for your tomorrows.**

A HESTA adviser can help you make sense of the different super options available so you can plan for your best possible future, today.

To make an appointment, visit [hesta.com.au/advice](http://hesta.com.au/advice) or call us at 1800 813 327.

**With more than 25 years of experience and \$29 billion in assets, more people in health and community services choose HESTA for their super.**

\*The age you can access your super (preservation age) increases if you were born after 1 July 1960. Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL 235249, the Trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321. This information is of a general nature. It does not take into account your objectives, financial situation or specific needs so you should look at your own financial position and requirements before making a decision. You may wish to consult an adviser when doing this. For more information, call 1800 813 327 or visit [hesta.com.au](http://hesta.com.au) for a copy of a Product Disclosure Statement which should be considered when making a decision about HESTA products.





# Gold Coast Private Hospital starts taking shape



An architectural illustration of Gold Coast Private Hospital.

Construction on the new Gold Coast Private Hospital (GCPH) has started going up with the foundations and ground level now complete.

Two cranes have been erected and with the slabs poured, construction has commenced on the substructure.

Due for completion in late 2015, the \$230 million Healthscope operated hospital, which will become the new facility for Allamanda Private Hospital, is co-located adjacent to the new Gold Coast University Hospital at Parklands, Southport, and forms part of the Health and Knowledge Precinct.

Allamanda Private Hospital general manager, David Harper said construction was tracking ahead of schedule, signalling a strong start for the Gold Coast's biggest private hospital development in more than two decades.

"Over 60,000 cubic metres were removed from the site during

earthworks, and with the pilings now erected and the concrete slabs poured for the basement and ground levels, people will start to see things really happening on site," he said.

*"The walls are now going up, giving a sense of the scope and size of what the hospital will look like."*

"With more than 150 workers on site, the advanced structure is coming together with the kitchen, loading dock and back of house services infrastructure now taking shape on the lower ground floor.

"The ground floor slab pour for the consulting suites is well advanced and the main lift core concrete is up to level one and moving ahead quickly with only two levels left until it's complete."

David said the architecture and interior design of the building was developed using evidence-

based design principles from around the world.

"The building is of a robust concrete framed structure using post-tensioned beams, which facilitate large spans and ease of construction," he said.

"The external facade consists of precast, in situ concrete, light weight walling and glass. The use of these diverse elements breaks up the overall form of such a large building and acknowledges the neighbouring university and public hospital in terms of scale and materials."

"The colours selected give a smart, professional image to the hospital with the use of a palette of materials and aid to differentiate it from other hospital buildings."

David said the internal fitout included metal framing and dry wall construction with in situ concrete elements.

He said the use of dry walls allowed for speed of construction, offered excellent acoustic properties where required and

permitted easy re-configuring of the plan layouts to suit future advances in technology and changes in medical care practices.

“The interior finishes include tiles, carpet, vinyl, timber, pre-finished ceilings and painted surfaces with the intention to create a warm, welcoming environment - more along the lines of a five-star hotel than the cold, clinical feel found in most hospitals,” he said.

“A neutral colour scheme has been used throughout to create a soothing environment, peppered with strong feature colours used to help orientate visitors and highlight key patient and reception areas.

*“The feature colours have been themed around the Gold Coast and reflect the elements of the ocean, beach and hinterland.”*

The GCPH will have 500 onsite car parks dedicated to hospital staff, doctors, patients and visitors.

The hospital will be open to patients from early 2016 with 284 beds and 13 operating theatres, with the ability to expand to 400 beds and 21 theatres in line with demand.

The facility will provide an extensive list of services including maternity, special care nursery, paediatrics, cardiac catheterisation lab and hybrid theatre, rehabilitation, intensive care and 24-hour emergency care centre.



GCPH development.

## First State Super Caring for the people who care

At First State Super we believe Australians who choose careers looking after others deserve to be confident that their super is in safe hands.

Join the super fund that puts members first.

**Call 1300 650 873 or visit [firststatesuper.com.au](http://firststatesuper.com.au)**

first & foremost for you

**first**  
state super

Consider our product disclosure statement before making a decision about First State Super. Call us or visit our website for a copy. FSS Trustee Corporation ABN 11 118 202 672 ASFL 293340 is the trustee of the First State Superannuation Scheme ABN 53 226 460 365.

## Nepean Private Hospital enters into robotic collaboration

Nepean Private Hospital recently announced that they have entered into collaboration with the Nepean Blue Mountains Local Health District, for the use of the da Vinci Surgical Robot for their private patients.

Commencing on 1 October, this first of a kind agreement will offer patients in Greater Western Sydney a local alternative for access to leading edge surgical technology.



Minimally invasive da Vinci surgery.

Whilst the da Vinci Robot technology has been available in Australia for a number of years, this development brings the latest skills, expertise and equipment into the heart of the local community. Patients will no longer need to travel out of the Penrith region to have access to the best surgical interventions and patient outcomes.

The da Vinci Surgical Robot is helping surgeons and hospitals redefine accepted standards



Surgical robot.

of surgical care and clinical outcomes. These advancements are significantly reducing intraoperative blood loss, tissue damage and post-operative pain. In turn, patients are able to stay in hospital for a shorter period of time and return to their normal daily activities faster.

Directly controlled by the surgeon, the Robot uses magnified 3D high definition vision technology via miniature instrumentation that provides movement and access that is superior to the human hand. This allows surgical incision to be smaller, causing less scarring and enhanced accuracy, dexterity and control.

Alex Demidov, General Manager of Nepean Private, states that; “The introduction of this technology is an exciting development for the hospital, its patients and the local and wider community.”

»—————«  
**DREAMING OF**  
*A NEW CAR?*

**DON'T BUY**

**SIMPLIFY**



Let Maxxia help make your new car dreams happen.



1300 123 123



[benefits.maxxia.com.au/nl](https://benefits.maxxia.com.au/nl)

**Maxxia**

**Important Information:** This general information doesn't take your personal circumstances into account. Please consider whether this information is right for you before making a decision and seek professional independent tax or financial advice. Conditions and fees apply, along with credit assessment criteria for lease and loan products. The availability of benefits is subject to your employer's approval. Maxxia may receive commissions in connection with its services.

Maxxia Pty Ltd ABN 39 082 449 036 Authorised Representative (No. 278683) of McMillan Shakespeare Limited (AFSL No. 299054).

## Labtests Auckland turns five

Having celebrated their fifth birthday in August the team at Labtests took the opportunity to look back over how far they have come in five short years.

In August 2009 Labtests officially commenced laboratory services to the South Auckland area and very quickly, over the following weeks, extended their service range to the central and northern Auckland areas.

The initial start-up process was overseen by Healthscope Pathology executives who flew in from Melbourne to specifically manage the project.

Melanie Sibson, Pathology VIC State Manager, explains “Like with any new start-up business there was a lot of hard work

and long hours required, but the team handled it incredibly well with a great team spirit. We all worked to the common goal of wanting to ensure that the state-of-the-art laboratory would perform at the highest level.”

With a number of teething problems including heavy competitor scrutiny and media attention, the highly experienced team were able to pull off their feat accompli – so much so that they passed their first IANZ accreditation in early 2010 with flying colours.

Mike Norriss, General Manager of Labtests, explains that since the eventful beginning the company has gone from strength to strength.

*“We have maintained a team of highly skilled and enthusiastic pathologists, scientists and technical staff and our collections and call centres staff are highly praised at IANZ audit time each year.”*

“A great source of pride in our team is our technological capability with all our equipment being world-class and extremely well maintained. Our Siemens track is considered to be a model

of excellence in maintenance and management. Our logistics department is now solely responsible for the transportation of all medical specimens in the Auckland community.”

Labtests now processes all GP referred work plus all rest home and private hospital collections. They also process all specialist related work, except for the histology.

Mike explains that there are still changes within the pathology landscape and as of 1 October 2014 the Auckland District Health Boards (ADHB) have made the decision to bring all anatomical pathology work under their management.

“The required change will result in Labtests and Diagnostic MedLab being combined into one ADHB operation, processing all GP and specialist histology work and will operate out of Labtests current state-of-the-art histology laboratory, for the meantime at least.”

The Labtests team are looking forward to another successful five years.



Fifth birthday celebrations for Labtests Auckland.

# A journey of expansion at Campbelltown Private Hospital

Campbelltown Private Hospital has recently reached the end of their 18 month redevelopment journey, with the opening of two new operating theatres.

Over the past four years admissions at Campbelltown Private have grown by over 80% – growth that is in line with the population boom in the greater Macarthur area.

The population growth has provided additional benefit with a direct increase in the number of high quality specialists that have established their practices within the local area and operating at Campbelltown Private.

Christine Profitt, General Manager of Campbelltown Private Hospital, explains “When we first opened in 2007 we had four theatres, 43 beds, 87 employees and just 30 medical specialists. In just eight years we have grown to eight theatres, 82 beds, a day surgery, 99 specialists and 250 employees.”



The expansion of Campbelltown Private Hospital.

## The redevelopment has consisted of:

- Conversion of existing Mental Health beds to surgical beds
- New CSSD
- New kitchen
- Relocate Day Surgery Unit
- Conversion of old CSSD the sterile and general storage and clean up area
- Four new recovery beds
- Two operating theatres



New operating theatre.



Campbelltown Private Hospital.

# Electronic solution to the supply of life saving blood

One of the key services provided by Healthscope Pathology is the provision of blood bank services to a number of private and public hospitals across Australia.

Urgent supplies of life saving blood products are often required in operating theatres and maternity suites and it is critical that the correct blood is provided to patients in a timely fashion to prevent potentially life-threatening transfusion related complications.

The process of 'cross matching' traditionally involved methods of mixing patient blood with the serum of donor units. This can take time and have an impact on the rapid supply of life-saving therapy in emergency situations.

Through a close collaboration with Healthscope IT services and



Blood bank services.

blood bank staff in Healthscope Pathology laboratories, an electronic solution utilising the laboratory information system was designed, created and successfully implemented to

provide 'electronic cross matching' for patients requiring blood.

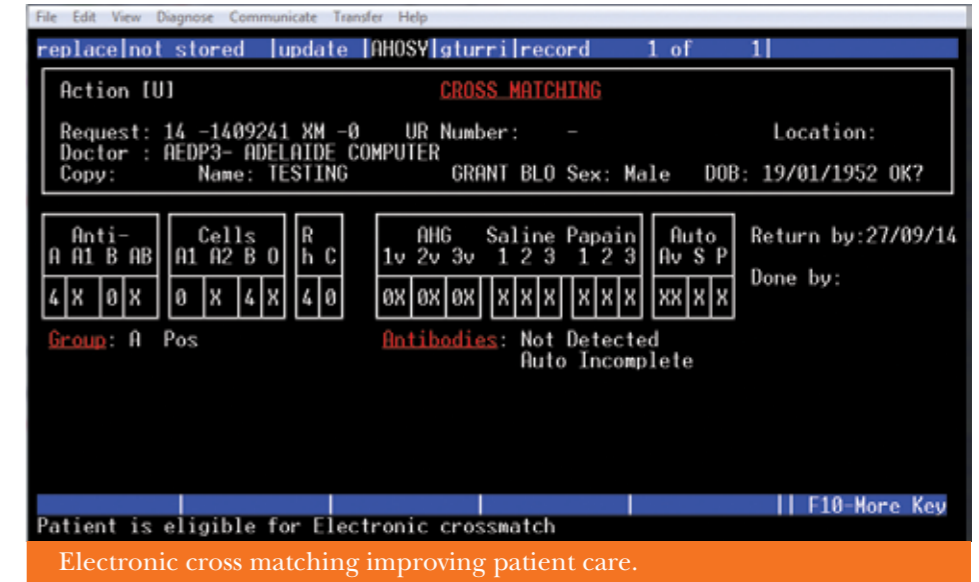
Electronic cross matching has been demonstrated to be at least as safe as traditional methods

and has the added advantages of more rapid turnaround and improved workflow.

A significant body of work to develop the capacity was required and achieved through the efforts of IT staff in Victoria, Wayville and Canada, closely collaborating with laboratory staff at Ashford in South Australia.

The electronic cross matching option has already been taken up successfully by a number of Healthscope laboratories and will have a direct bearing on improving patient care.

Another example demonstrating that Healthscope staff don't need to be at the bedside to be directly improving patient care.



## The results are in...

Bond University is Australia's highest rating university for educational experience\*.

We are dedicated to delivering healthcare professionals that make a difference, with study and research opportunities in Medicine and Allied Health.

[bond.edu.au/hsm](http://bond.edu.au/hsm).

\*2014 Good Universities Guide

CRICOS Provider Code 00017B



## 2014 Healthscope Leadership Conference – The Next Chapter

The Healthscope leadership conference brings together leaders from every business unit in Healthscope. This year's conference theme "*The Next Chapter*" set the scene for the leadership group to engage around Healthscope's future positioning and intention. Keynote speakers were carefully selected to provide both thought leadership and personal development opportunities.

Over the two days in Adelaide, our leaders heard about what *The Next Chapter* at Healthscope looks like in each division, as well as in a number of corporate functions. The group was briefed on exciting initiatives underway across the group and at several local sites. An insight into theatres of the future was provided by US speaker, Devon Bream.

Healthscope's high achievers were celebrated with the winners of Healthscope's STAR Awards program being announced. A "Walk in my shoes" initiative was launched, providing the opportunity for Healthscope leaders to spend up to three days in another leadership position across the organisation. 20 executives will be involved in this trial and exchanges will occur between now and March 2015.

Healthscope's Managing Director & CEO, Robert Cooke, discussed the importance of Healthscope leaders having courage to make the decisions and to take some risks along the way showing wisdom, balanced judgement and demonstrating compassion.

As Robert said in his opening speech,

*"True success is achieved by happiness and even though, as a company we are focussed and work hard to achieve results, we can also have fun along the way."*

This year, the conference gala dinner had a 1920's Great Gatsby theme – signified by pearls, as a pre-launch of Healthscope's 30th anniversary celebrations next year.

This conference relied on the generous support of Dickson and Dickson Healthcare, Covidien, HPS, Cook Medical, Medline and Ricoh.



## New technology revolutionises cataract surgery at Tweed Day Surgery

New technology that has revolutionised cataract surgery is now available at Tweed Day Surgery – the first of its kind in Queensland and northern New South Wales.

Tweed Day Surgery has invested more than \$300,000 in the new equipment which allows eye surgeons to perform procedures with greater safety, producing better results and fewer complications.

Tweed Day Surgery's leading eye surgeon Dr Emanuel Svoboda, who offers cataract surgery with no gap payments for insured patients, said the new technology is leaps and bounds ahead of previous equipment.

"The Centurion Vision System means safer eye surgery for patients," he said.

"The new equipment combines multiple technologies to set new standards in the performance of cataract surgery."

The risks that are usually associated with cataract surgery, such as rupture of the capsule and burning of the cornea, have now been substantially minimised thanks to this new technology.

"The system enables experience and skilled eye surgeons to perform the procedure with such accuracy and reduced operating time that we are simply not in the eye long enough to cause long term damage."

Dr Svoboda, who has subspecialty training in advanced cataract techniques, said older machines had difficulty when it came to removing dense cataracts, but the new technology made this type of surgery safer and more predictable.

"With the old technology, it was a bit like drilling through concrete, but the new equipment passes through the cataract smoothly, like it's going through butter," he said.

"Not only is the cutting tip much more efficient, improvements in the fluidics of the system means a more controlled operating environment", he added.

"This causes significantly less damage to the eye, particularly in complex cataract surgery, compared to previous technology, and in many cases the outcome for complicated cataracts is as good as for a straightforward cataract procedure."

Tweed Day Surgery has also upgraded its microscope, giving it new capabilities with incredible accuracy.

Dr Svoboda said the upgrades allowed for the precise correction of astigmatism during the cataract surgery – a condition which causes blurred vision.

"Tweed Day Surgery now has the latest Zeiss Lumera operating microscope, which incorporates the new Callisto Markerless Toric Alignment System. This allows for precise astigmatism correction at the same time as the cataract surgery," he said.

"This system has the ability to align the astigmatism correcting implant within one degree of that intended – an incredible accuracy that we previously could only dream of," he stated.

Tweed Day Surgery general manager, Robyn Sheather, said the technology would also be used by doctors Meon Lamont, Petar Novakivic and Elizabeth Hagen.

*"The new equipment will benefit thousands of people each year who will receive the best care available at no extra expense to the patient."*



Dr. Emanuel Svoboda



## Healthscope Medical Centres introduces new needle free syringe

With a focus on delivering quality patient care Healthscope Medical Centres have introduced new needle free syringes for patients who have a needle aversion or require multiple doses of medications at the one time.

The cutting edge Biojector technology replaces the standard syringe with a hydraulic compression that forces the liquid medication at high speed through a tiny opening in the skin, delivering the medication in a fraction of a second.

David Hoy, National Operations Manager of Healthscope Medical Centres, explains that whilst the technology is new, there has been increasing patient demand for a number of years.

“Over the years our doctors have been asked if there are any alternatives to a syringe, especially when patients are undertaking a series of injections for travel vaccinations or specifically in the case of children’s immunisation. Until now we have not had a viable alternative.”

The needle free technology has been trialled at a number of Healthscope Medical Centres across Australia with great success.

“The patients who have opted for the needle free syringe were very happy with the result and the majority stated that they would certainly use it again”, explains David.

The benefits of the needle free system are that it allows the medication to be delivered quickly and accurately, a necessity when treating children.

“We have seen great uptake of the needle free method from parents who are undertaking a series of immunisation on their infants. Both the parents and the baby are calmer and the treatment is over usually before the baby is aware of what has happened,” says David.

Whilst there is an additional cost of \$5 per injection, this has not been a barrier for patients.

“Given the needle free syringe has such a specific patient demographic, the cost of the needle was not a factor at all. Patients were more than happy to pay the small additional cost”, explains David.

There are currently 15 Healthscope Medical Centres across Australia that offer the needle free syringe treatment with more to adopt the new technology in the near future.

Healthscope Medical Centres offering the needle free injections are:

ACT: North Canberra Family Practice.

NSW: Dural Medical Centre and Sans Souci Medical Practice.

QLD: Auchenflower Family Practice, Mater Hill Family Medical Centre and Mountain Creek Medical Centre.

VIC: Brunswick Betta Health, Dromana Family Doctors, Mornington Family Doctors, Park Orchards Medical Centre, South Melbourne Family Practice, Swanston Street Medical Centre and Templestowe District Medical Centre.

WA: Broadwater Medical Centre and Dunsborough Medical Centre.



Swanston Street Medical Centre.



Biojector compared to regular injection.



Needle free injection.

## Patient first care focus a winner for chemotherapy patients

For chemotherapy patients, the toll of undertaking such a serious medical treatment is often exacerbated when they begin to lose their hair.

Recognising that the majority of their patients have varying degrees of hair loss, Sydney Southwest Private Hospital invested in a system that would help to counteract this issue.

Michelle Stares, General Manager of Sydney Southwest Private Hospital, explains that their oncology team learnt about the DigniCap™ scalp cooling system that can help prevent hair loss.

The system makes the small blood vessels around the hair follicles contract and smaller amounts of chemotherapy reach the hair cells – resulting in less hair falling out.

“The cap system is placed on the patient at room temperature which allows the patient to become accustomed to the lower treatment temperature.

Recognising that our patients may not like to undertake this treatment on top of their chemotherapy we spoke with a number of patients and their answer was a resounding yes,” explains Michelle.

With favourable feedback, the oncology unit at Sydney Southwest Private Hospital recently started offering the system to their patients, with great results.

Elizabeth, a patient at Sydney Southwest Private Hospital, said “My experience of the system was very positive. The cold cap has worked well and I still have most of my hair.”

Clinical studies have shown that more than 80% of patients do not require, or choose, a head covering or wig when using the DigniCap™ system.



DigniCap™ system.

*“There is only one other hospital in Sydney that is able to provide this service to their patients. We are very happy and fortunate to have this piece of equipment that our community can access locally,” said Michelle.*

There are now a number of patients undergoing the cap treatment, with great success.



Scalp cooling system helps preventing hair loss for oncology patients.

## Gribbles at Amanjaya Specialist Hospital

Amanjaya Specialist Centre was founded by Dr Tan Chiang Hooi and ObGyn in 2005 as a Women, Child and Maternity specialist centre in Sungai Petani, a town in the northern state of Kedah, Malaysia.

With the growth and development of Sungai Petani over the years, Dr Tan embarked on building the Amanjaya Specialist Hospital, a new 108-bed multi disciplinary specialist hospital in Bandar Lugana Merbok.

This RM45 million hospital project was listed as one of 20 projects announced by the Prime Minister of Malaysia in Year 2012 under the Malaysian government's Economic Transformation Programme (ETP).

The ETP will bring RM26.09 billion investments into Malaysia by Year 2020, translating into higher income and employment generation for the country.

Dr Tan Chiang Hooi reviewed several proposals from various laboratory service providers including Gribbles Malaysia for the outsourcing of its laboratory operations.

The relentless meetings and discussions over several months bore fruit with Dr Tan accepting the partnership with Gribbles Pathology Malaysia.

The key factor was Gribbles Malaysia's proven experience and success in operating in other hospital laboratories.

Gribbles Malaysia has commenced its laboratory operations at Amanjaya Specialist Hospital effective August 2014 while the hospital will be operational effective 1 September 2014. The laboratory is running the full profile of tests and staffed by three scientists and two NATO.

Amanjaya Specialist Hospital is Gribbles Malaysia's first penetration into hospital laboratory operation in the Northern States of Malaysia.

The new Amanjaya Specialist Hospital will be the first eco-friendly hospital in Malaysia upon its completion with the adoption of green technology throughout its construction and operation.

The hospital will offer a broad range of specialist services in a resort like environment with the latest medical equipment and laboratory. It has been awarded a Green Building Certificate based on its design assessment by the Green Building Index.

With the expected reduction in operating and maintenance costs, the hospital aims to provide affordable specialist care and promote medical tourism aggressively into the Northern region of the country.



Gribbles Malaysia commences laboratory operations at Amanjaya Specialist Hospital.

## Hobart Private nurse a shining light in Papua New Guinea



Hobart Private nurse Ingrid Salmon.

A fortuitous meeting three years ago in Papua New Guinea (PNG) with retired Danish sailor Hans led Hobart Private Hospital nurse Ingrid Salmon to the opportunity of a lifetime.

With fond memories of her past trip to PNG, Ingrid was keen to get back to the islands and reconnected with Hans regarding the possibility of joining one of his chartered sailing

trips on his 38 foot, steel hull, Roberts boat – the Seagoon.

It was in conversation with Hans that Ingrid learnt of a grass roots initiative that Hans had started – the Solar Light Project.

The Solar Light Project started when Hans, who has a mechanical and engineering background, collected a number of second-hand solar panels, batteries, volts, regulators, cables and LED lights and began to install them in the local villages, schools and churches in a bid to “light up the lives of the locals”.

The initial chat with Hans had Ingrid hooked and with an idea of going to support the project with medical help, Ingrid explains that she hatched a fundraising plan to raise money for the project.



A Louisade local.

*“I hosted a curry night that raised \$400 from my generous family and friends. I also approached my General Manager at Hobart Private, John Amery, who agreed to support the project and donated \$1,000. I also placed donation boxes in all areas of the hospital and Hobart Private matched every dollar that I raised – an amazing effort.”*

In early June Ingrid boarded a small Dash-8 plane that flew from Port Moresby to Misima Island in the Louisade, it was there that Ingrid once again met Hans and their adventure began.

Boarding the fully loaded Seagoon, Ingrid and Hans set sail to the Louisade Archipelago, which is the most Westerly inhabited island between PNG and the Solomon Islands.

Ingrid explains that “the villages, comprised of small thatched huts, constructed by hand, have no electricity and by 6pm the village are cast into darkness.”

In the daylight, construction began with the solar panels placed on stilts in a central, sunny position to maximise the number of houses that could be linked in.

“With much excitement, the villagers looked on as the construction took place. The LED lights, even though only small, were so effective they enabled children to do their homework and read books in the evening time.”

Given the remoteness of the location, Misima Island has a hospital with medical, surgical and paediatrics and outpatient services; however with no resident doctor, the nurses have very adaptable medical skills.

From a medical perspective Ingrid recognised that the villages have little or no first aid equipment and their only means to get to hospital was by sail, resulting in many of the women having to give birth with no medical assistance.

“Medically I dealt with cellulitis, an abdominal burn, cuts, skin fungi and multiple sore backs and knees, as the elderly would literally have to crawl around their huts.”

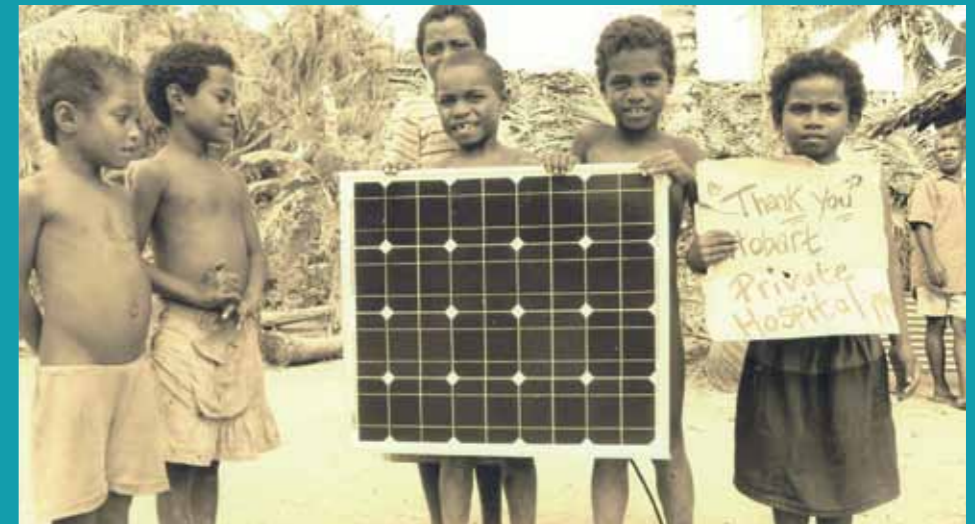
Having recently been hit by Cyclone Ida and losing most of their crops, Ingrid used some of the fund-raising money to buy rice and sugar to the villagers, which was most appreciated.

*“Even with a cyclone reducing the crops, I did not see signs of malnourished or starving children, the villages diet is basic but wholesome.”*

On completion of the project, Ingrid returned home with the realisation that there is a sheer number of choices that we have in a day that we take for granted from turning on a light to seeking instantaneous medical assistance.

**John Amery said of Ingrid’s trip:**

*“Ingrid Salmon is a committed nurse at Hobart Private and when she approached us, the hospital was very happy to support her vision to assist with the Solar Light Program. Ingrid committed her own funds for fares and sustenance during her three week trip which was a very strenuous but rewarding annual leave.”*



# Transcranial Magnetic Stimulation Service at St Helens Private Hospital

St Helens Private Hospital has offered Transcranial Magnetic Stimulation (TMS) treatment to patients for the past several years.

The treatment was originally introduced to St Helens by Professor Saxby Pridmore at the request of the admitting Visiting Medical Officers.

Prof Pridmore was an early researcher into the field of TMS and conducted research at the Royal Hobart Hospital.

The use of the TMS service has gradually increased with a better understanding of the clinical place of TMS, further published International and Australian research and increased support from the Royal Australian

and New Zealand College of Psychiatrists (RANZCP). The recent College Congress in Perth highlighted the general increase in interest in TMS.

The TMS service at St Helens Private Hospital had for some time been running at full capacity with a waiting list. Recently, with the support of Hospital General Manager, Mark Hankinson, a second TMS machine was purchased, along with an upgrade of the TMS suite.

“The expansion of our TMS suite has increased our treating capacity and has significantly reduced our waiting list. This has had a positive impact on our patient care,” Mark said.

TMS is provided Monday to Friday in the TMS Suite on The Hampden Unit. The TMS service is provided by Dr Geoff Powell and TMS Coordinator Sheila Erger along with support from trained ward nursing staff.



TMS service.



TMS coordinator at St Helen's Private Hospital, Sheila Erger.

# Star Spot

## Ann Taylor

*National Administration Manager – Pathology (and Corporate Office Mum). Based at Head Office, Melbourne.*

*How did you start your career in health?*

I began my lifelong love affair with the health industry in the early 70's when I started nursing at Prince Henry's Hospital in Melbourne. Following 18 years in the public hospital system then a few years working for Dr Geoffrey Edelsten, I joined Trezise Pathology in 1993 - as they say, the rest is history!

*As a woman of many talents and job roles what does your average day look like?*

I very rarely have an 'average day' but if I did, it would involve various aspects of pathology related administration, property leasing and compliance queries, head office administrative issues plus assisting my pathology team in strategic and operational matters as required.

*What do you like most about your role?*

I get a great deal of pleasure knowing that what I do has helped a person or process. I'm constantly examining the way we do things, with a view to improvement. I love the diversity my role offers but am also lucky to work with a fabulous team and have one of the best 'bosses' in the Healthscope family.

*With a presence in Australia, New Zealand and Asia, how big is the pathology team?*

We have around 6,000 staff employed in the pathology division in Australia, New Zealand, Singapore, Malaysia and Vietnam, so we're quite a large family.

*What is the most interesting or unusual thing about working in Pathology?*

Pathology by its nature is constantly changing and evolving so we need to respond to these changes. In most jurisdictions, we receive the majority of our funding from governments so maintaining a constructive working relationship with governments and related bodies is vitally important.

*How has pathology changed over the past years?*

Consolidation and great centralisation of laboratories, coupled with automation and Information Technology have had a huge impact in delivering a more cost effective service

to doctors and patients and value for money to funders. New testing methodologies, especially molecular diagnostics have played a huge part in the evolution of pathology but TV shows like 'CSI' still have a lot to answer for as many of their diagnostic tools are still based in fantasy.

*As the corporate 'go-to' person, what is the question you get asked the most?*

I often joke that I need a revolving door on my office as it can be a busy little place! Many conversations start with "Hi Ann, can you help me with something"? That 'something' can be, "where can I get a stapler" right through to "can you help me with a major project". All in a day's work!

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

I was born and bred in bonny Scotland so drink tea – and lots of it.

*When you're not at work, what do you like to do?*

Relax with family, friends and our two little dogs - not necessarily all at the same time as I have a very large family. We also have a 'weekender' on the banks of Lake Eildon (in central Victoria) and go there at every opportunity. Spending time in the country definitely clears the head and calms the nerves and there is nothing more satisfying than playing in the dirt!



Ann Taylor

# Healthscope Snapshots...

## Kevin Darling

In addition to his role as Group General Manager Australia and New Zealand for Gribbles Veterinary, Kevin Darling is also a volunteer firefighter with the Halcombe Fire Brigade.

In 2012 Kevin was in need of a personal challenge so entered the Firefighter Sky Tower Stair Challenge, an annual fundraiser for Leukaemia and Blood Cancer (LBC) New Zealand.

The event opened exclusively to firefighters, consists of climbing 51 flights of stairs (1,103 steps) of the Sky Tower, wearing full firefighter kit which weighs approximately 25kgs.

Over the past three years, Kevin and his team have raised a

staggering amount, over NZ \$59,000 for LBC and what makes it even more impressive is that Halcombe is a tiny rural settlement of just 500 people.

Many fundraising initiatives are held throughout the year including sausage sizzles, raffles, movie nights, scrap metal and stock drives but the largest fundraising event by far is their annual charity auction.

## A happy Bellbird patient

As a long term patient at Bellbird Private Jay was a familiar face around the hospital as she had a tendency to wander around the corridors in her distinctive blue dressing gown.

The staff at Bellbird recognising Jay's penchant for a wander incorporated walking into her daily, supervised activities.

Jo Bell, Director of Nursing at Bellbird Private, explained that Jay attended various meetings with staff as well as going on meal rounds with the catering department. She even featured in the 'Happy' video that Bellbird submitted for inclusion in the leadership conference.

"Such was this lovely lady's reputation for her visits to other patients that the recipients of many of her visits did a sketch of her on one or two of her visits. I think that this sketch reflects the incredible compassion, care, patience and attention to meeting the many and varied needs of patients that the staff engender not just in their team but also in the patients that they care for", explains Jo.

"Bellbird epitomises the provision of care and compassion that we all aspire to. Perhaps more evident, because it is small, it is personal, and the staff treat

their patients as a member of their own family." said Jo.

On the day of her discharge, as Jay was being taken home in

an ambulance, Jay asked the ambulance officers "Am I driving?"

## Doctors have a hit with Paul 'Fatty' Vautin

The Footy Show's Paul 'Fatty' Vautin joined several doctors at Sanctuary Cove's exclusive course, The Pines, for a day of Ambrose golf.

The winning team, consisting of doctors Price Gallie, Lochlin Brown, Jason Beer and Scott McLeod shot a 10 under par after 18 holes and took home a hamper and bragging rights. But the best prize of the day went to Dr Gallie who will be heading to Augusta, Georgia next year to see the final round of the US Masters.



Patient drawing of Jay.



# More people in health and community services choose HESTA for their super



Your super fund can make a lifetime of difference

- ✓ Run only to benefit members
- ✓ Low fees
- ✓ A history of strong returns



*'Super Fund of the Year'*

[hesta.com.au](http://hesta.com.au)

H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249, the Trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321. Product ratings are only one factor to be considered when making a decision. See [hesta.com.au/ratings](http://hesta.com.au/ratings) for more information. Investments may go up or down. Past performance is not a reliable indicator of future performance. For more information, call 1800 813 327 or visit [hesta.com.au](http://hesta.com.au) for a copy of a Product Disclosure Statement which should be considered when making a decision about HESTA products.