



Healthscope

# *the* Pulse

Private Health Magazine Autumn 2014



## In this Issue

PROVIDING PATHOLOGY ASSISTANCE IN PAPUA NEW GUINEA  
SYDNEY SOUTHWEST UNVEILS NEW DAY SURGERY UNIT  
STREAMLINED CARE FOR HAND TRAUMA  
THE MELBOURNE CLINIC OPENS MOTHER BABY UNIT  
AUSSIE ADVENTURER THANKS ALLAMANDA  
FOCUS ON EDUCATION AT JOHN FAWKNER PRIVATE HOSPITAL  
2014 OPERATING THEATRE AND CATH LAB MANAGERS CONFERENCE

# ALWAYS

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## In this issue of *thePulse*

Lady Davidson becomes a teaching hospital



Technology: the way forward for quality in Pathology



Sunnybank Private 'Closer than you think'



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## Providing Pathology assistance in Papua New Guinea

Situated in the south-western reaches of the Pacific Ocean Papua New Guinea is the second largest island in the world that spans a distance of over 460,000 square kilometres and has a population of over 6.5 million people.

Given how vast and remote Papua New Guinea is, it is surprising to learn that there is only one Level VII hospital, situated in the capital, the 600 patient-bed Port Moresby General Hospital (PMGH).



PMGH Pathology lab

The Board of Management at PMGH, recognising the critical importance of the hospital, wanted to raise the hospital's standard of care so engaged experts from a number of facilities across the world to assist in developing the physical fabric of the hospital, including a review of clinical services.

Healthscope Pathology through Chief Medical Officer, Dr Michael Coglin was approached with a request to assist in the review of the PMGH's pathology laboratory services. Recognising the opportunity to provide assistance Dr Coglin enlisted Healthscope Pathology's General Manager of Operations, Chris Davey.

Healthscope operates a diverse range of accredited pathology laboratories – both in size and scope of testing, servicing



Chris Davey and the PMGH Pathology team

hospitals and the community, so is well placed to provide the expertise required for such a challenging task.

Chris' first task was to meet with the team from PMGH in order to scope the hospital's current situation. This included undertaking a review of the level and range of services, efficiency and effectiveness of current processes as well as the procedures and assessment of future requirements for equipment, testing platforms and methodologies.

*“This project was one of the most professionally rewarding I have been involved with”*

Chris spent a week in the laboratory at Port Moresby meeting the staff and getting an understanding of the issues and the challenging conditions they face. The deliverables of the review included a staff workshop, meetings with clinical staff of the hospital, a presentation to the hospital Board and a report detailing quality improvement recommendations and a review of the instrumentation tender and capital expenditure prioritisation.

“The laboratory operates in a very challenging environment. There are physical factors that can have a huge impact including the stability of the power supply, logistics issues relating to the supply of reagents and consumables, access to engineering and technical support for equipment and access to training and continuing education support for staff,” said Chris.

At the completion of Chris' week at PMGH a number of recommendations and strategies were provided to the Board to ensure the ongoing success of the pathology service.



These included staffing requirements, service level agreements for hospital inpatients services, laboratory processes and procedures, documentation, scope of testing, quality indicators, review of current equipment recommendations and prioritisation of new purchases.

“This project was one of the most professionally rewarding I have been involved with.” Chris said “and I am pleased the significant resources of Healthscope can provide support and assistance to a neighbour in our region.”

# Sydney Southwest unveils new Day Surgery Unit



Michelle Stares, General Manager and Dr Neil Berry at the opening

The new Day Surgery Unit at Sydney Southwest Private Hospital was officially opened on 3 March 2014 by Dr Neil Berry, Chairman of the Medical Advisory Committee and Michelle Stares, General Manager of Sydney Southwest.

The \$1.4million dollar build commenced in January 2014 and consists of five

pre-op trolley beds, 15 recovery recliners, two waiting areas, three consulting suites as well as locker facilities, change bays, a kitchenette and nurses' station.

Sydney Southwest is based in a major growth area and there has been a strong commitment to grow Sydney Southwest to ensure it can continue to

meet the increasing demands of the local community.

Michelle Stares, General Manager of Sydney Southwest said "I am delighted to be opening this new Day Surgery unit, the build has created much excitement amongst staff and doctors and will allow our private patients to recover in a modern, high quality environment."

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## The modernisation of healthcare

The provision of healthcare has changed rapidly over the recent decades with technological advancements allowing fundamental changes to be made in the way health care services are delivered.

We are seeing first-hand how these developments are allowing for a quicker, streamlined approach from both a clinical and non-clinical perspective.

Healthscope maintain a strong focus on innovation and over the past two years have made a large technological investment that provides the opportunity to modernise and simplify processes for both patients and staff.

Recently the eAdmission project was applied across our hospital network, providing patients with the ability to complete their admission paperwork online.

The Healthscope Pathology Quality team recognised the opportunity to implement an eAuditing tool that would reduce the audit turnaround times and improve the accuracy of audit findings.

These are only two examples of a larger eServices project but they highlight the important role technological innovation has in health care.

In this edition of The Pulse we explore a number of innovative approaches to health care including the use of text and picture messaging as a diagnostic tool for hand and finger injuries at Brisbane Private Hospital. By making a quick diagnosis via text message it can, in most cases, reduce the need for some patients to go to an emergency department.

The Melbourne Clinic has recently introduced Transcranial Magnetic Stimulation (TMS) which is an innovative treatment for depression and other psychiatric disorders that uses a focussed magnetic field to activate specific areas of the brain. Unlike other



Robert Cooke

therapies, patients do not require anaesthesia or medications and are able to resume normal activities post treatment.

Technological advancement is fast moving with innovations quickly becoming outdated, especially within the clinical field. Given that the purchase of new technologies usually requires a large capital investment, it is not always possible to upgrade the technology with each new version.

To counteract this, healthcare staff are becoming more adept at modifying their thinking, approach and processes to generate the same outcome without the use of the most up-to-date technology.

Healthscope Pathology recently responded to a request by our Pacific neighbour, Port Moresby General Hospital, to undertake a review of their Pathology services. It was an opportunity to offer assistance in what is

a very challenging laboratory environment – with a lack of a stable power supply and the use of older technology.

There were many learning opportunities provided to both pathology teams and the experience was a good reminder that sometimes the solution is a mix of both technology and strategic thinking.

Technology will always remain at the forefront of healthcare as the industry will always require the ability to do things quicker, neater and more efficiently.

Healthscope will remain focussed on innovation to ensure our patients get the best possible standard of care.

**Robert Cooke**  
Managing Director and  
Executive Chairman

## Advertise in *thePulse*

*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.

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## Streamlined care for hand trauma

There is good news for doctors with patients presenting with hand and finger injuries – specialist help is just a phone call or text message away.



Dr Cam Mackay

Brisbane Private Hospital (BPH) hand, plastic and reconstructive surgeon Cameron Mackay provides doctors with immediate advice via phone and through images of the injury sent via text message. In many instances this negates the need for some patients to go to an emergency department.

“It’s about streamlining care. There is not always the need for Accident and Emergency first. Instead of people going to an emergency department or secondary hospital patients, who are not otherwise injured, may be sent directly to me at Brisbane Private where they can be admitted and treated immediately,” said Dr Mackay.

This streamlined approach to hand trauma is being adopted by regional hospitals and industry across Australia, with Dr Mackay regularly seeing patients sent directly from sites


across Queensland, New South Wales and the Northern Territory.

“We are seeing more direct communication and admissions following worksite injuries where onsite or regional hospital doctors are putting some patients straight on a plane to BPH,” he said.

“The entire process is coordinated so the x-rays are pre-sent, theatre is set, equipment is ordered and the paperwork is done – all while the patient is on their way down so we’re completely prepared for their arrival.

“It may prove more cost effective to be flown and treated at BPH as the patient gets better outcomes, quicker recovery and is back to work faster.”

Many of these worksite injuries are associated with finger tips – an area that Dr Mackay is passionate about.



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“Hands are out in the hostile environment and fingertips are often the first to go when something goes wrong. This makes these injuries frequent and they can be tricky to manage,” he said.

“There are simple ways to treat these injuries and then there are more complex ways. Shortening the finger and stitching it up may mean you get back to work a week or two quicker, but preservation of length and feeling in your fingers is important.”

“In our practice, every effort is made to maximise the restoration of normal anatomy and function as well as regaining feeling. My main aim is the preservation of finger length and anatomy. That’s the thing I’m obsessive about.”

Dr Mackay said being part of the Brisbane Hand and Upper Limb Clinic meant that if there was a more complex orthopaedic case, he was surrounded by the best orthopaedic support available.

“At the Brisbane Hand and Upper Limb Clinic, we offer the full range

of surgery and services so patients go from surgery to rehab and in-house therapy which saves them the hassle of having appointments at different facilities,” he said.

“We also use multi-media and tele-medicine which makes working with remote areas easier as diagnosis and follow-ups can often be done via Skype – minimising return trips to Brisbane.”

Brisbane Private Hospital’s B Ward is developing into a specialist hand and micro-surgery ward, where staff are trained specifically in the monitoring of complex reconstructions and free tissue transfers.

Dr Mackay said although BPH has no emergency department, it is a trauma hospital, with theatres that are extremely good at managing add-on trauma.

“Nursing attitude and hospital policy at BPH is excellent. You must have confidence in your workplace – that capability is mandatory for trauma management,” he said.

“Everyone on our ward and in our theatres is interested in managing these cases and honestly cares about the welfare of these patients. We have a happy team and work in a nice environment. You really need to be surrounded by the right infrastructure to get it right and we’ve got that.”

Dr Mackay specialised in plastic and reconstructive surgery, but realised his soft tissue reconstruction and manipulation skills could be better applied to hands.

“With a slightly different upbringing to orthopaedic surgeons, hopefully I add something and am useful to the excellent orthopaedic surgery service at Brisbane Private Hospital,” he said.

## Your six simple steps towards super success

If you’re feeling your super could be in better shape, here are some nifty ways to boost your balance — without feeling the pinch!

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There are billions of super dollars in lost or forgotten accounts. So, if you’ve ever changed jobs, there’s a chance some of this money could be yours. HESTA members can use our simple online super search tool to locate any super accounts in their name using their tax file number. It’s a quick four-step online process. Go to [hesta.com.au/superfinder](http://hesta.com.au/superfinder) to claim yours.

### 2. Combine multiple accounts

If you have more than one super account, consider consolidating. Having just one account can help save on unnecessary fees which can eat away at your balance over time. It’s easier than ever to roll your other accounts into HESTA. Use our online tool [hesta.com.au/superfinder](http://hesta.com.au/superfinder) to find any old accounts in your name. Then, to roll your accounts into HESTA, simply download a rollover form from [hesta.com.au/rollover](http://hesta.com.au/rollover) and send it to any old funds. Be aware, other funds may ask you to provide certified proof of identity.

And remember to consider the benefits (like insurance) of each of your funds to work out which fund suits your needs best.

### 3. Get free money from the Government

If you’re eligible, the Government will add 50 cents to every \$1 you contribute (after tax) to your super, up to a maximum of \$500. The maximum co-contribution reduces with every dollar you earn over \$33,516, and cuts out after \$48,516. Visit [hesta.com.au/cocontribution](http://hesta.com.au/cocontribution) to find out if you’re eligible.

### 4. Top up with a tax refund

If you’ve received a tax refund, investing it in super can be a tax effective way to save. By topping up early, you can also make the most of the benefits of compound interest (interest earned on interest). For example, \$20 a week can make a big difference when you retire. Plus, if you’re eligible, a tax return paid into super may also attract a free top-up from the government — described in step 3 above!

### 5. Pay rise? Use it to boost your balance

Consider contributing some of your higher salary into super. Or if you get a bonus, think about putting some of it straight into super to boost your savings.

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## 2014 Operating Theatre and Cath Lab Managers Conference

Theatre Managers are responsible for managing the largest and most complex departments in Healthscope's acute hospitals.

As well as interacting with surgeons and ensuring their needs are met, they must be able to successfully manage staff, clinical safety and quality, supplies, capital, and effectively interface with all areas of the hospital. Cardiac Catheterisation Laboratory Managers face similar issues.

In March this year, 50 Operating Theatre and Cardiac Catheterisation Laboratory (Cath Lab) managers from 28 different Healthscope hospitals across all Australian states and territories attended the 2014 Healthscope Theatre and Cath Lab Managers Conference, held in Melbourne.

The conference program included panel sessions, presentations and break-out sessions in small groups and focussed on providing tools and practical knowledge to empower managers to successfully lead their departments. Key topics included: National Quality and Safety Standards in Theatres and Cath Labs; capital management and equipment planning; risk management; creating effective workplace cultures and the use of WebPAS (online patient admission system). The conference program was complemented by an address by Robert Cooke, Healthscope's Executive Chairman and Managing Director.

According to Patricia Hooton, Theatre Cluster Coordinator at Knox Private Hospital (VIC), "the conference provided an excellent opportunity for Healthscope managers to use their internal network to share experiences and learn from each other in relation to specific challenges and goals".

"Providing the time for these busy managers to get together is invaluable", confirmed Fiona French, Executive Programs Manager and conference organiser.

*"The conference provided an invaluable opportunity for Healthscope managers to use their internal network to share experiences and learn from each other in relation to specific challenges and goals"*

Conference feedback received by the participants was extremely positive, such as:

*"It was good to know that all hospitals, regardless of our different location and size, face the same challenges, so getting together was refreshing."*

*"I learnt some new skills and strategies to meet our KPIs through the networking with fellow managers. I also realised I am heading in the right direction the way I manage my staff, which has revitalised the way I feel about where our department is heading."*

Attendees were encouraged to share their learnings with colleagues back at their workplaces and to champion one change – at the very least – as a result of the conference.

Healthscope gratefully acknowledges St Jude Medical, Boston Medical and Medline for their generous support of the conference.



## Lady Davidson Private Hospital becomes a teaching hospital

**L**ady Davidson Private Hospital has a long history of involvement in specialist training with many rehabilitation consultants in Sydney having undertaken training at the hospital.

Lady Davidson recently expanded its role to become a teaching hospital associated with the University of Sydney School of Medicine.

In addition to junior medical students coming for tutorials on their 'clinical days', the hospital now has senior students attending for month-long attachments in Geriatric Medicine.

Avneet Brar said of coming to the hospital for her first hospital attachment "Your first clinical attachment is a bit scary but all the staff and patients have been so friendly and helpful. I really feel that I have learnt so much that will help me with the rest of my course".

Associate Professor Cohen, Director of Medical Services at Lady Davidson, commented



L-R: Cheryl Jaeschke; General Manager, Arneet Brar; Junior Medical Student and Associate Professor Cohen

that the patient population and established teaching ethos within the hospital placed it well to expand into undergraduate medical student teaching.

"One has to acknowledge the commitment of the VMOs who have helped ensure a constructive and effective teaching program. The patients, too, have expressed pleasure in being able to assist with education, seeing it as integral to care into the future," said Associate Professor Cohen.

In welcoming the recognition as a teaching hospital, Cheryl Jaeschke, General Manager, highlighted further the hospital's long involvement in medical education that extends to nursing and allied health.

Cheryl stated that Medical Student teaching is consistent with the aims of Lady Davidson to contribute to the broader medical community and maintain excellence in patient care.

## Welcome to Healthscope: Sydney Breast Clinic

**O**n the 20th December 2013, Healthscope purchased the Sydney Breast Clinic (SBC), a leading specialist breast cancer diagnostic centre, situated in Sydney's CBD.

As a well-established diagnostic service provider, with a solid referral network, SBC is the only breast clinic of its kind in Sydney that provides an end-to-end service from GP to Specialist.

With on-site consulting, imaging and pathology services SBC aims to provide same-day results for patients enabling a quick turnaround to the GP provider and to a Breast Surgeon for interventional treatment, if required.

"The purchase of SBC provides the opportunity to add a new strategic and in demand health service to the existing Medical Centre business. SBC will provide integration opportunities with many of the Healthscope business units and will be a key part of Healthscope's women's health portfolio," said David Hoy, Commercial Operations Manager, Medical Centres.

"We welcome SBC General Manager Linda Sebastian and her team to Healthscope," said David.

For more information on SBC please visit: [www.sydneybreastclinic.com.au](http://www.sydneybreastclinic.com.au)

*"The purchase of SBC provides the opportunity to add a new strategic and in demand health service to the existing Medical Centre business"*

# Innovative Treatments for Depression at The Melbourne Clinic

The Melbourne Clinic has introduced an innovative program using a number of new treatment tools for patients with psychiatric disorders such as depression.

The treatments including Transcranial Magnetic Stimulation are particularly helpful for individuals who have struggled to achieve wellness with traditional therapies alone.

Transcranial Magnetic Stimulation (TMS) is a new treatment for depression and other psychiatric disorders. TMS has been extensively studied for at least 15 years, with a large number of clinical trials establishing that it is an effective treatment for patients with depression.

Research continues to explore its use in other conditions such as schizophrenia, autism and obsessive-compulsive disorder. Notably, TMS has few side-effects and is mostly very well tolerated.

TMS is now provided in clinical programs in North America, Asia, Europe and increasingly in Australia.

The treatment was introduced to Healthscope by Professor Paul Fitzgerald and is now offered at The Victoria Clinic, Pine Rivers Private Hospital, St Helen's Private Hospital and The Geelong Clinic.

These treatments are available under the supervision of Dr Nitin Dharwadkar as part of a Melbourne Clinic Research Project – a study of the effect of dose on response to repetitive transcranial magnetic stimulation (rTMS) in major depression.

Dr Dharwadkar explains “TMS uses a focussed magnetic field to activate specific areas of the brain. Repeated TMS stimulation progressively alters brain activity improving depression in some patients. TMS requires no anaesthesia or medication and generally a

patient will be able to go about normal activities immediately following the treatment.”

Most treatment programs involve daily administration of TMS, Monday to Friday for around four weeks. Each treatment session typically lasts between 30 to 60 minutes.

General Manager of The Melbourne Clinic, Andrew McKenzie, said that the introduction of TMS to the clinic is a welcome one.

“We believe in offering our patients a range of treatment options and our TMS treatment will complement our established therapies and provide our patients with a new form of anti-depressant treatment,” said Andrew.

# The Melbourne Clinic opens Mother Baby Unit

The Melbourne Clinic opened their 12-bed specialist Mother Baby Unit on the 30 April 2014 with the assistance of Professor Anne Buist, Healthscope Professor of Perinatal Psychiatry as the chief advisor.

The Mother Baby Unit offers an inpatient program for families who experience difficulties following the arrival of a new baby.

Melissa Briggs, Nurse Unit Manager of The Mother Baby Unit at The Melbourne Clinic said “The Mother Baby Unit offers an inpatient program for mothers who are experiencing symptoms of depression, agitation, anxiety or adjustment in the weeks and months post birth.”

“Our team of experienced psychiatrists, psychologists, midwives, registered and enrolled

nurses is led by Dr Revi Nair, Program Director. Our team is on hand to provide mothers with the support they need post birth up until the child is 12 months of age,” said Melissa.

Recognising that in many cases an inpatient stay is not an option the Mother Baby Unit also offers the service of an outreach team who are available to provide in home care.

The outreach team focus on offering support and professional health care to mothers that may be experiencing symptoms of post-natal depression, anxiety or adjustment.

“The Mother Baby Unit will play a vital role in providing support and guidance to mothers and families in what is usually a very delicate time,” explains Melissa.



*“The Mother Baby Unit will play a vital role in providing support and guidance to mothers and families in what is usually a very delicate time”*

## Technology: the way forward for quality in Pathology

The wonders of technology will never cease, especially the recent technological advancements in the pathology field, which have seen manual, time consuming tasks replaced with innovations that provide streamlined efficiencies on a large scale.

Recognising the benefits of employing a technological solution to a laborious task, the Healthscope Pathology Compliance team implemented iPads as tools to assist in internal audits.

Healthscope Pathology is accredited in a number of international and national standards including ISO 9001, ISO 15189, ISO 17025, AS4308 as well as ANZBT and NPACC guidelines, which requires an inordinate amount of record keeping ensuring that all quality management systems are maintained and remain compliant.

Through the use of an app called iAuditor used via an iPad, the pathology team no longer have to audit with the use of pen and paper.

Sandy Glenday, National Quality Manager Pathology, explains that iPads were introduced due to their mobility, flexibility and ease of use.

“The iPad makes the ideal tool in reducing audit turnaround times and improves the accurateness of audit findings, whilst simplifying the overall audit process. The iPad’s advantage in leveraging data capture capabilities has given our team an excellent tool in ensuring that the quality and consistency of our reporting is maintained across the vast network of laboratories and collection centres,” said Sandy.

By streamlining the way in which checklists are completed, the iPad dramatically reduces the time and effort invested by both

the auditor and the internal audit client. The additional benefit being that it reduces the amount of disruption to the laboratory.

The feedback internally has been incredibly positive with many of Healthscope Pathology’s internal auditors having stated that the ability to take notes and photos that can be quickly generated into a report has made life in the lab not only more efficient but also gives their clients a visual indication of the areas that need follow up or improvement.

Sandy explains that even the external accreditation bodies are taking notice of Healthscope Pathology technological advancements.

The Lead Assessor from National association of Testing Authorities (NATA) recently commented that ‘The laboratory is to be commended on its use of technology within its

*“ The iPad makes the ideal tool in reducing audit turnaround times and improves the accurateness of audit findings, whilst simplifying the overall audit process ”*

quality system e.g. the use of technology for internal auditing.’

Not wanting to rest on their laurels of technological advancement, the Healthscope Pathology Quality team will be implementing an Online Collection Manual. It will be a guide to the requirements of sample collection for Healthscope Pathology internal collectors and external doctors.

The benefits of the easily accessible manual will be having up-to-date information on the availability of tests, tube and swab guidelines and labelling requirements. This will go a long way in ensuring the integrity and quality of tests offered by Healthscope Pathology.

For the Quality team being at the forefront of implementing new and exciting technologies will ensure that Healthscope Pathology remains a leading provider of laboratory and related services.



L-R Kieran Wicks, NSW Operations and Quality Manager and Abrar Husain Taif, Casual Lab Aide.

# Ashford Hospital Emergency Department Refurbishment

The Ashford Hospital's Emergency Department (ED) was temporarily relocated over the recent Christmas and New Year period to allow for a complete refurbishment. Over the course of just 18 working days, the Emergency Department was gutted, rebuilt and refurbished.

The new ED is bright and spacious and includes multiple

improvements such as:

- Upgraded patient facilities with increased privacy
- Improved functionality and patient flow
- Increased patient capacity
- Refurbished visitor waiting room
- Enhanced lighting and aesthetics

The completion of the refurbished ED was celebrated with an event at The Warehouse at Ashford Hospital on the evening of the 26 February 2014. Guests included Ashford Hospital VMOs, Emergency Medical Officers and representatives of the SA Ambulance Service, Mr Alan Lane, CEO, Hospital Operations ACHA and Mr Paul Evans, General Manager, Ashford Hospital.

Dr Enrico Quaini, Medical Director Emergency Department, Ashford Hospital, officially recognised the staff involved in the renovation and made presentations to Ms Sue Leimann, Director of Nursing/ Operations Manager, Ashford Hospital and representatives of the Maintenance, Emergency Department and Day Ward teams.

The Ashford Hospital ED was first opened on the 1 July 1995 it was the original private Emergency Department in South Australia and was considered a ground-breaking initiative at the time.

The ED continues to provide a high level emergency service today, with an adult emergency service that is open daily from 8.00am to 10.00pm and accepts cardiac patients 24/7.

The service is staffed by dedicated emergency medical and nursing staff and is complemented by access to onsite radiology and pathology diagnostic services.

Support for the Emergency Department includes:

- 24/7 access to leading Visiting Medical Officers
- 24/7 access to eight operating theatres, two angiography suites and procedure rooms
- Dedicated cardiac operating theatre
- 74 beds for cardiac and critically ill patients
- 24/7 onsite medical officers
- The highest level of private intensive care available in South Australia.



Ashford Hospital Emergency Department during renovation



Ashford Hospital Emergency Department post renovation



L-R: Dr Enrico Quaini, Andrew Mathison, Sue Leimann and Paul Evans in reception

The management team of Ashford Hospital would sincerely like to thank their Visiting Medical Officers for their ongoing support of the Ashford Hospital Emergency Department and the provision of an emergency service to our patients.

## First Angioplasty performed in NT

The 20th of February marked a first for Darwin Private Hospital (DPH) with the first Angioplasty being performed in their Cardiac Catheter Lab – a joint venture between Healthscope and NT Cardiac.

Anthony Davis, General Manager of Darwin Private Hospital, said that the landmark procedure, the first Angioplasty performed in the Northern Territory, was a coup for DPH and a much needed service for residents of the Territory.

The surgery, performed by Cardiac Interventionalists from Flinders Private in South Australia, was a resounding success and the procedure will be added to the weekly surgical list.

“Given the success of the surgery and the demand from our residents the procedure has now been added to our weekly surgery list. The Angioplasty service will service both private and public patients,” said Anthony.

*“Given the success of the surgery and the demand from our residents the procedure has now been added to our weekly surgery list”*



The pioneering team

## 100 years of service at Darwin Private Hospital

At their recent staff recognition awards Darwin Private Hospital (DPH) celebrated four of their midwives who have each provided 25 years of service at DPH – a cumulative total of 100 years.

In celebration of their service Julie Thrift, Nurse Unit Manager; Pauline Hunter, Joy Edwards and Di Schuster, all Registered Midwives, were presented with a fob watch, vouchers and long service certificates.

Anthony Davis, General Manager of Darwin Private Hospital, said that the four midwives have shown tremendous dedication, hard work and loyalty to DPH over the past 25 years and that a large percentage of Generation Y, born in the Northern Territory, would have been delivered by one of these exceptional women.

“We look forward to celebrating the next milestone with Julie, Pauline, Joy and Di,” said Anthony.



L-R: Julie Thrift (NUM), Pauline Hunter (RM), Joy Edwards (RM), Di Schuster (RM)

# Further expansion at Norwest Private Hospital with an Endoscopy and Day Surgery Unit

Norwest Private Hospital Endoscopy and Day Surgery, which opened in July 2013, has been extremely well received by patients and doctors with over 2000 endoscopic procedures already having been performed in the new unit.

Procedures formerly performed in the operating theatre suites have transferred to the purpose built facility consisting of two integrated operating theatres and associated recovery areas.

The increased capacity has allowed a better follow through of patients which has benefited both surgeons and the public with shorter waiting times.

Norwest Private Hospital Endoscopy and Day Surgery admits up to 40 patients daily and has already achieved 70 per cent capacity. At full capacity, over 200 patients will be admitted in the unit each week.

A full range of endoscopy procedures are delivered by a leading team of Gastroenterologists. Day Surgery currently focuses on oral maxillofacial surgery procedures. The new facility is staffed by up to 25 highly experienced support personnel, including a nursing team with expertise in endoscopy, operating theatre procedures, anaesthesia and recovery.



Front entrance



Recovery Stage 1



Theatre 1

As a result of the efficiency of the unit and competency of the highly skilled staff, many Gastroenterologists and General Surgeons have elected to perform additional operating lists at Norwest.

In the Endoscopy Unit, Gastroenterologists are able to diagnose illnesses such as Crohn's Disease and polyps and perform procedures such as complete ultrasound of the stomach and biopsies as well as removal of stones from the pancreatic duct.

With a significant multi-million dollar investment, the new state-of-the-art facility is equipped with the latest technology including:

- **ENDOBASE**, an integrated documentation system that captures all information relevant to endoscopy into a centralised database of logistical, patient data, procedure data, images and videos.

- **Olympus 190 Series Endoscope**, a next-generation gastrointestinal endoscopy system that provides higher image quality, enhanced observation performance, greater ease-of-use for doctors and medical staff, and less patient discomfort during scope insertion.

- **Olympus Endoscopic Ultrasound Processor** provides superb ultrasound image quality, procedure flexibility and increased functionality.

- **Phillips Veradius Neo Flat Detector**, a leading edge technology for endoscopic retrograde cholangiopancreatography (ERCP). It provides high image quality for advanced interventions as well as all routine procedures and virtually distortion free image quality. Veradius Neo has a powerful mobile C-arm with flat detector and rotating anode that offers the advantages of mobility and flexibility.

- **Three high performance endoscope disinfectant washers** (two basins on each washer) that provide fast endoscope turn-around time with a reprocessing cycle of 40 minutes, allowing additional patient procedures to be scheduled without the need for more equipment.

This expansion of Norwest Private Hospital further enhances the hospital's ability to meet the growing demand for quality healthcare services in north western Sydney.

## Aussie adventurer thanks Allamanda

After spending 53 days trekking across Antarctica, adventurer Geoff Wilson had a long list of people to visit upon his return to the Gold Coast and Allamanda Private Hospital was at the top of that list.

The Gold Coast vet's first public appearance, just days after arriving home, was a visit to see David Harper and his team at Allamanda to thank them for the ongoing support of the Pink Polar Expedition, both as

the major sponsor of Geoff's Antarctic crossing and through fundraising efforts which raised more than \$75,000 for the cause.

The Pink Polar Expedition was the brainchild of Geoff and Allamanda oncology patient, Kate Carlyle.

The initiative has seen Geoff become the first Australian to cross Antarctica solo and unassisted and he did so hauling a bright pink 'boob sled' to raise breast cancer awareness and funds for the McGrath Foundation.

When Geoff completed his kite-powered mission in January this year, he carved his own piece of history in Antarctica's ice, breaking almost every record including the one for the fastest crossing by 11 days.

Geoff has also set a new national record for the longest solo and unsupported polar journey by an Australian with his 3,428.53km trek (previous record was 1,130 km) and became the first and only Australian to do the approach to the South Pole the long way from Novo Station on the South African side of the Antarctic Coast.

During his trek, Geoff lost food supplies, kites and about 18 kilograms in weight but none of his sense of humour, as he joked about an unofficial record he can add to the list.

"I'm pretty sure I've also become the only man in history to drag a pair of pink boobs across Antarctica," he laughed.

"My body's a little battered and so is the pink 'boob-sled', but it also slid into the history books, which is great because it is the symbol of what this journey has been all about."

The Pink Polar Expedition was inspired by Geoff's friend Kate, who at 35, is a two-time breast cancer survivor.

"I couldn't watch Kate go through her breast cancer experience without doing something and we have worked on the Pink Polar Expedition together from the outset," Geoff said.

"Katie represents every Australian woman experiencing breast cancer and those women inspired me to keep going. There were many days that I was tired and broken and feeling that I couldn't go on but I'd remember those women and draw strength from their courage."

"I don't think you could do something like this unless you were driven by a passion and I am passionate about raising breast cancer awareness, particularly in young women, and funds for the McGrath Foundation.

"I saw the wonderful support Katie received from her breast care nurse and the difference that support made to her and her family. I know that throughout her treatment, Kate was so grateful for the staff and doctors of Allamanda's Pacific Private Oncology, and for the hospital to then go on to support us again in our campaign is just incredible."

"Without the money and support from Healthscope, the Allamanda Private Hospital and its staff, our fundraising tally would not be sitting at almost \$230,000. We just can't thank them enough."

*"The initiative would see Geoff become the first Australian to cross Antarctica solo and unassisted and he did so hauling a bright pink 'boob sled' to raise breast cancer awareness and funds for the McGrath Foundation"*



L-R Geoff Wilson, Kate Carlyle and David Harper

## Focus on education at John Fawkner Private Hospital

In March 2012 the executive team at John Fawkner Private Hospital explored the possibility of providing education opportunities to up-skill their current Enrolled Nurses (ENs).

With the opportunity to partner with Career Australia, the hospital discussed the opportunity of running a pilot program for Enrolled Nurse Gap Training.

To ensure that there was sufficient interest from their ENs, a survey was sent out and 26 team members indicated that they would like to undertake the program.

As expected, there was a great variation in the years of experience and level of qualification of the students, which required each of the ENs to undertake a Recognition of Prior Learning (RPL) assessment to benchmark their level of skill and knowledge.

At the completion of the RPL process, the students undertook an orientation that outlined the requirements of their accredited course. After that they were ready to hit the books.

The students undertook their classes at Careers Australia, at the hospital and online, which proved a great learning mix as there was the ability for class interaction including time spent working together on group presentations along with individual learning opportunities for the students to work at their own pace.

Deb Dwyer, Director of Nursing, at John Fawkner Private Hospital said that the EN Gap Training was a fantastic opportunity for the ENs to broaden their knowledge and experience.

“A key competency of the course was for the students to complete a practical placement. Each of the students did this on a ward where they do not usually work so they were out of their comfort zone and focussed on new challenges,” said Deb.

The final placements were completed in November 2013 and the 13 staff have recently received their Diploma qualification.

Deb said “The students are now very eager to put their new skills and knowledge into practice.”

## Support Services Managers focus on Teamwork and Wellbeing

The striking QT Hotel in Surfers Paradise was the perfect backdrop to host the Support Services Managers Conference from the 24-25 March.

With the focus of the conference being on teamwork and wellbeing the 55 Support Services Managers from the 44 Healthscope hospitals had a full agenda to get through in 48 hours.

Leanne Taylor, National Support Services Manager and event organiser, explained that “The themes teamwork and wellbeing were the perfect topic to cover at this year’s conference as the majority of our Support Services Managers manage large teams in busy hospitals and focussing on the importance of teamwork and wellbeing is very important to achieve quality outcomes for our patients and Healthscope.”



Phillip, David and Mark with their masterclass innovation

The conference commenced with an opening address from Healthscope’s Managing Director and Executive Chairman, Robert Cooke who spoke about where Healthscope is at the present and future developments.

A number of presenters spoke to the group on the theme of

teamwork and wellbeing including an inspiring talk by David Harper, General Manager of Allamanda Private Hospital who spoke about the importance of teamwork in his hospital and Cathy Jones, National Quality and Compliance Manager who spoke about the importance of achieving quality health outcomes in hospitals.





Arti and Angela at the masquerade dinner

One of the standout breakout sessions was an interactive workshop delivered by the Corporate Workplace Health and Safety team and HR team consisting of David Savio, Christine Wolstenholme and Doss Duscher, which focussed on workplace wellbeing for you and your team.

Sean Taylor who is known as The Mentalist, received a great response as his session offered the opportunity for delegates to think outside the box when it came to working as a team and how they assessed their leadership skills.

Staying true to the conference themes, the surprise on the breakout sessions had the delegates undertake a mix of

relaxation and teamwork activities where the teams had to work together to assemble a child's bike in a certain amount of time.

The reason for the bike build was revealed by Leanne and Simon from Corporate Challenge who explained that the bikes that their team had built were being donated by Healthscope to children from Camp Quality, many of who are battling various stages of cancer.

Each of the children was presented with their bike and was able to personally thank the team that built it for them, 12 bikes in total. Each delegate was given a certificate and medal to take back to their hospital/department to display and explain what they had achieved as a team.



Natalia on her new bike

A delegate explained that "I still get emotional thinking about the Bikes for Tykes and being part of that. The depth that has touched me inside will stay with me forever, being able to meet the children was very powerful."

The final surprise had Leanne line all delegates up and ask them to get into their sports gear ready to head down to the beach for an afternoon of focussing on wellbeing.

There were 55 surprised delegates when they saw that Steve Willis aka Commando Steve was waiting for them. Steve told the delegates about the importance of exercise and nutrition.

He then chose two exercises to demonstrate and explain the importance of – the Squat and the Push Up. The delegates participated in the activities and continued on as a tropical storm hit.

Steve told the delegates to "Choose your pain – the pain of discipline (diet and exercise) or the pain of regret."

The delegates, exhausted but very happy summed up their experience at the conference as being "An incredible two days, where we were spoilt by not only the variety of learning opportunities that we can take back to our hospitals and our teams, but the opportunity to also undertake such a worthwhile project in giving back."

Leanne would like to acknowledge and thank our sponsors for attending our Conference, Bidvest, Veolia Environmental, Ecolab, Reward, Kimberly Clark, Soft Logic, Unilever,

SPC Ardmona, Rentokil Initial, Heinz, Bunzl, Spotless Linen, Riviana and Nestle.

All the 55 delegates want to recognise the tremendous effort from Leanne Taylor and her team, especially Krystina Wallis, in making this possible.

The conference was summed up with the following quote from Michael Jordan.

"Talent wins games but team work and intelligence wins championships."



The delegates with Steve "Commando" Willis.

## Sunnybank Private 'Closer than you think'

One of the most common things that staff at Sunnybank Private Hospital hear from patients and visitors is they can't believe how close the hospital is to the city. Situated just 13 kilometres southwest of Brisbane CBD, Sunnybank Private is situated in one of Queensland's biggest growth corridors.



Sunnybank bus on route

For 35 years, Sunnybank has been one of Brisbane's leading maternity and general surgery hospital with a number of local residents having been born at Sunnybank or undertaken a procedure there.

Working off the idea that Sunnybank wasn't that far from home or work, they came up with the Sunnybank Private Hospital, 'Closer than you think' campaign.

The campaign was designed to promote brand awareness and engagement for Sunnybank Private Hospital as well as the maternity and general surgery services.

Recognising that their target audience spent a large percentage of time travelling, the executive organised a media campaign that consisted of bus panels, bus stop posters and shopping centre panels all within a 20 kilometre radius of the hospital.

Katrina Ryan, General Manager of Sunnybank Private Hospital explains, "The 'Closer than you think' campaign is a great way to engage with our existing audience as well as our potential new patients who don't realise how close we really are."

The campaign has had much success with many staff and patients commenting on how they saw the bus drive past or they walked past the ads in their local shopping centre.

"We are in the very fortunate position of being situated so close to Brisbane but also right in the middle of the suburban expansion. The 'Closer than you think' campaign really speaks to our local residents to say that we are here, right on your doorstep," said Katrina.

## Healthscope diabetes masterclass

The Healthscope Diabetes Masterclass was held over the weekend of 5-6 April 2014 at the Watermark Resort on the Gold Coast.

The Masterclass, a tailored event for GPs and practice nurses with an established interest and knowledge in this area, built upon the previous diabetes education classes from 2012 and 2013.

The 60 Healthscope Medical Centre GPs and Nurses that were in attendance were treated to some interesting and thought provoking presentations from Dr Chrys Michaelides, a Healthscope GP with particular interest and expertise in diabetes, Dr Ted Wu, Head of the Diabetes Unit at RPAH in Sydney and Dr Stephen Yelland, another Healthscope GP with particular interest and expertise in wound management who spoke knowledgeably on the topic of the foot in diabetes.

Dr James Cookman, Medical Director of Healthscope Medical Centres, said that the burden of disease in diabetes

is large and growing and that General Practice needs to take the lead in management of this important condition.

"It's important that we expand the expertise of GPs in this area."

"We are extremely fortunate to have two such knowledgeable presenters from within the ranks of Healthscope GPs. But the opportunity to have Dr Ted Wu in attendance was fantastic. Having such an accomplished speaker and expert put the whole meeting on a higher level. We were also fortunate to have the highly experienced diabetes educator, Rita Barrett address the group," said Dr Cookman.

Another highlight of the weekend was Dr Michaelides' challenge of changing their approach by asking "What are you going to change tomorrow?"

Healthscope pays particular attention to diabetes and works with GPs within its network to achieve the best possible outcomes.



Dr Chris Michaelides and Dr Ted Wu

Dr Cookman said he was extremely pleased with the success of the masterclass and he looked forward to continued involvement in the battle against diabetes.

The event was supported by Healthscope, with assistance from Novo Nordisk which contributed generously with sponsorship and event expertise.

## Inaugural Family Fun Day a shining success

Typically an event is judged successful by the number of satisfied guests at the end of the festivities so it has to be said that the inaugural Family Fun Day at the Collingwood Children's Farm in early February was a resounding success. Not even the searing heat, dust or flies could detract from the fun for over 200 VMOs, hospital staff and their families.

Organised by the northern Melbourne cluster of hospitals, there was much fun to be had with guests having access to the entire farm so they could wander around meeting all the animals in residence. In a private paddock, there were a range of events for the children and the kids-at-heart to try their hand at, including milking a cow, pony and tractor rides and a wide range of

outdoor games including super-sized chess and lawn croquet.

For relief from the heat there were tents set up by Hudson's Coffee, who sponsored all the coffee, tea and thankfully very cold water for the day as well as the very popular Camp Australia tent that provided free face painting and coloured hair spray for the children as well as jewellery design and badge making.

*“It was a great opportunity to meet colleagues, staff and their families in a relaxed and social environment”*

Family Fun Day organiser Kieron Martin, General Manager of John Fawkner Private Hospital said “Given the 40C heat it was great to see so many of our staff and VMOs in attendance with their children and grandchildren. We received a number of lovely comments from our guests about the day and how much they enjoyed their day at the ‘country’.”

Mr Frank Incani, General Specialist at John Fawkner Private Hospital, said “It was a great opportunity to meet colleagues, staff and their families in a relaxed and social environment. I took my son and my grandchildren and they had a wonderful time.”

“Given the success of our inaugural event, plans are already underway to hold a similar event later in 2014 where we will be extending the invitations to the wider medical community in the northern suburbs.” said Kieron Martin.



Beating the heat with craft



Petting zoo



Time for a hay ride

# Star Spot

Lisa Talbot  
IT Projects Manager



Lisa Talbot

## *What is your current role at Healthscope?*

My current role is an IT projects manager based in Melbourne. In the future I see myself being more involved in improving the way in which Healthscope delivers care to its patients.

## *How long have you worked in the job?*

I have been in the role for nearly two years. I have over 15 years experience in Health IT and more specifically in integrated electronic medical records, for both inpatients and outpatients.

## *What do you like most about it?*

It is a really diverse and challenging role. I really enjoy getting out and visiting the people in the hospitals to find out how they are managing and what we can do better.

Each day presents me with the opportunity to turn something into a learning experience. Sometimes in a day there are far too many learning experiences!

## *What kind of services does your workplace provide?*

We try to make things better for hospitals by streamlining the collation, storage and sharing of information to enable better patient care. This helps hospitals, doctors and nurses, and more importantly it ultimately helps the patients. We do this by developing and implementing new IT solutions. Some of our projects have been K2 (obstetrics), WebPAS generated nursing discharge summary, Clinicals, and Trendcare.

We are currently implementing eAdmissions, Charm (oncology) and eCredentialing.

*“ Each day presents me with the opportunity to turn something into a learning experience. Sometimes in a day there are far too many learning experiences! ”*

## *What is the most interesting or unusual thing about it?*

We want to make a difference to how patient care is delivered in our hospitals. I want people to choose our hospitals because they know they will get the best health outcomes, and receive the care they need to get and stay healthy.

## *How many people work there and what do they do?*

In my current team we have six people that are based in Victoria, NSW and Queensland. It is a strong team and each brings a diverse set of skills such as teaching, front office administration, clinical and IT experience.

My philosophy on building a team is to develop accountability so that each person is responsible for their part on the project but they are also stretched past what they thought they were capable of doing.

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

This is a tough one, but it normally starts with “Have you done...”

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

My husband makes the best coffee, and I get it from my bedside table.

## *What are your facility's opening hours?*

I didn't think we ever closed! Because we work with hospitals we are available 24/7. However if you call me afterhours one of my kids has been known to answer the phone and they are not very helpful.

# Healthscope Snapshots...

## *Flinders Private Hospital supports the community at Christmas*

Recognising that the festive season is not always full of Christmas cheer, the team at Flinders Private Hospital undertook a Blue Christmas Tree initiative where staff, patients and visitors were invited to write a wish, hope or prayer and hang it on the tree. In return they were invited to take a bauble as a symbol of hope, new possibilities or lightness in a dark time. The response was overwhelming.

Staff also raised \$1,200 to contribute towards the book and toy collection in support of the Smith Family. Five bags each holding 240L of toys and books were donated.

A collection of non-perishable foods was also made on behalf of the Salvation Army, enabling them to distribute hampers to people who struggled to put food on their table at Christmas.



Blue Christmas tree

## *IT supports Cancer Council Victoria*

With a number of old mobile phones that were well passed their use by date, the Corporate IT department looked at alternate ways to dispose of them so they did not turn into landfill.

Through PhoneCycle, a company that provides lifecycle solutions for disused mobile phones by remarketing them for reuse, the Corporate IT department were able to ensure that the phones did not become landfill.

On behalf of the corporate IT department, PhoneCycle donated \$1,075.45 to the Cancer Council Victoria.



Old technology

## *Honours for Healthscope Doctor Pathology gets into the spirit*

Dr Howard Oxley of the Wyong Family Practice was recently the recipient of the Arts and Culture award at the Shire's Australia Day Honours.

Dr Oxley was recognised for his long standing service in the Arts with having appeared in over 50 local theatre productions as well as directing several plays.

In his role as president Dr Oxley has been the driving force in the establishment of a new Performing Arts Centre, which begins construction this year.

The team from Healthscope Pathology's Clayton laboratory got into the spirit of the festive season with a lunch that was attended by many famous faces including the Justice League, the Hulk who had dressed up as Santa and a special appearance was made by the Three Wise Men.

Fun was had by all those in attendance and it was great to see that many of the team got into the spirit of fancy dress.



Dr Howard Oxley



The three wise men

## Haemochromatosis – Australia’s most common genetic condition

**H**aemochromatosis, a disorder of iron accumulation is the nation’s most common genetic condition, affecting 1 in 200 Australians. If diagnosed early it can be effectively treated, however if left undiagnosed and untreated it can be fatal.

Keith Byron, Scientific Director at Healthscope Pathology, said that it is quite common for patients to attend one of Healthscope Pathology 530 collection centres requiring a blood test for a haemochromatosis.

“Healthscope Pathology tests approximately 10,000 patients per year, using Mass Spectrometry of DNA fragments to identify variation in the HFE gene,” said Keith.

Being a genetic disorder, family members of people with haemochromatosis are at higher risk but a simple blood test can detect the condition and if a patient is diagnosed early, effective treatment can be as simple as giving blood a couple of times each year.

An online educational module has been developed by Rural GP, Dr Katie Goot for doctors to help improve diagnosis and treatment.

‘Diagnosis and Management of Haemochromatosis’ is available through the online learning platform of Australian College of Rural and Remote Medicine RREMO.

“Elevations in specific blood tests for iron — the classic sign of haemochromatosis — can also have other causes, such as obesity, type 2 diabetes or daily alcohol intake,” Dr Goot explains. “Treating these other causes is obviously far different to treating haemochromatosis.”

A conference focusing on Haemochromatosis and Iron Overload is being held from 17-18 May at the Austin Hospital, Heidelberg, Melbourne. The conference will have parallel professional and consumer streams and enable the exchange of the latest ideas and knowledge between researchers, scientists specialising in iron metabolism, clinicians and primary care workers concerned with iron overload as well as people affected by inherited and secondary iron overload.

The Consumer Experience Workshop on day two will be an opportunity for people with haemochromatosis and their family members to share their experiences with health professionals. This will contribute to an understanding of the condition from the patient’s perspective and form the basis of future health policy priorities for Haemochromatosis Australia.

A GP resource page is also accessible at <http://haemochromatosis.org.au/gpresources/>

Karin Calford, the NSW contact for Haemochromatosis Australia said that “Haemochromatosis: Your Questions Answered” is very popular - GPs and other allied health professionals request this, to provide to patients and their families. It is available by emailing [publications@ha.org.au](mailto:publications@ha.org.au)

For further information about Haemochromatosis, please contact the info line on 1300 019 028 or for information about testing contact Healthscope Pathology on 1300 453 688 for patients and 1300 134 111 for doctors.

*“Being a genetic disorder family members of people with haemochromatosis are at higher risk but a simple blood test can detect the condition”*

### Acknowledgement

Following on from our story in the summer edition, Double Blessings delivered at Prince of Wales Private Hospital we would like to acknowledge the team effort that assisted Prakash and Lalitha Thimmappa deliver their healthy twin boys Aditya and Arya.

The dedicated team included: Dr Mark Beale, Obstetrician and Gynaecologist, Dr Peter Campbell, Paediatrician, Wendy Rice, Nurse Unit Manager and her team: Myleen Bapora, Dinah Bingabing, Ofelia Magayaga,

Ingrid Gaillard, Kim Suttor, Gabriele Wagner, Alexandra Westoby, Elizabeth Campbell, Susan Walsh, Nancy Kwiatek, Nilima Gaunker and Katie Gaynor.

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