



Healthscope

the Pulse

Private Health Magazine / Spring 2012



In this
Issue

EXCITING OPPORTUNITIES FOR ENROLLED NURSES AT HEALTHSCOPE HOSPITALS
NEWCASTLE PRIVATE HOSPITAL UNVEILS MAJOR EXPANSION PLANS
HEALTHSCOPE MEDICAL CENTRES ANNOUNCE INTEGRATED HEALTHCARE CENTRE
MELBOURNE PRIVATE HOSPITAL RATES HIGHLY IN ACCREDITATION
MULTI-DISCIPLINARY APPROACH TO LUNG CANCER
TREATMENT AT ALLAMANDA PRIVATE HOSPITAL
HEALTHSCOPE INDEPENDENCE SERVICES EXPANDS TO ALBURY

Take us with you wherever you work

Taking your super account with you to a new job is easy. As long as your new employer offers choice of fund, you can simply ask them to contribute to First State Super (including the Health Super division) for you.

Why stay with us?

- › You pay very low fees and all profits go to members
- › You have access to commission free financial advice
- › Great choices for your investment and insurance options

➔ Call 1300 650 873
 Visit www.firststatesuper.com.au
 Email enquiries@firststatesuper.com.au



supporting your community

This advertisement contains general information only and is issued by FSS Trustee Corporation (ABN 11 118 202 672, AFSL 293340) as Trustee of the First State Superannuation Scheme (ABN 53 226 460 365). Any advice it contains does not take into account your specific objectives, financial situation or needs. Consider the Product Disclosure Statement available at www.firststatesuper.com.au or by calling 1300 650 873 before making a decision in relation to your membership. Financial planning services are provided by Health Super Financial Services Pty Ltd (HSFS) (ABN 37 096 452 318, AFSL 240019) trading as FSS Financial Planning (FSSFP) which is wholly owned by the FSS Trustee Corporation. HSFS is responsible for the advice they provide.

In this issue of *thePulse*

Look@MyBaby makes life easier



Single incision improves recovery



Pacific Private Hospital holistic approach



Contents

Exciting opportunities for Enrolled Nurses at Healthscope hospitals	4
Working in partnership to provide high quality care	8
Look@MyBaby makes life easier for parents of premature babies	10
Supporting Leaders 2012	12
Multi-disciplinary approach to lung cancer treatment	14
Newcastle Private Hospital unveils major expansion plans	16
Healthscope Medical Centres announce plans for integrated healthcare centre	17
New premises for The Melbourne Clinic Day Programs	18
Brisbane Private Hospital nurse shares specialised knowledge with DANA	20
Healthscope Independence Services expand to Albury	22
Healthscope Pathologist Simon Nazaretian goes back to school	23
John Fawkner Private Hospital Community Engagement Program promotes health careers	24
Insulin pump therapy for diabetes at Como Private Hospital	25
Pacific Private Hospital offers holistic approach to cancer patients	26
Kindness counts at The Hills Private Hospital	28
Norwest Private Hospital hosts orthopaedic education conference	30
Healthscope Hospitals ask R U OK?	31
Single incision laparoscopic procedure improves recovery	32
A night on call in Kalkarinji	34
Melbourne Private Hospital rated highly in accreditation	36
Star Spot	38
Healthscope Snapshots...	40
Have you seen Dan?	42

The Pulse is a seasonal Healthscope publication. © Healthscope 2012
 Healthscope Head Office: 312 St Kilda Road, Melbourne, Vic 3004
 Edited by Kellie Furey, Healthscope.
 Tel: +61 3 9926 7500 www.healthscope.com.au
 Design and art direction by Utility Creative, Melbourne.
 Advertising enquiries: Tel: +61 3 9419 9911

Exciting opportunities for Enrolled Nurses at Healthscope hospitals

Healthscope Hospitals around Australia are helping Enrolled Nurses to kick start their careers with exciting opportunities in acute care.

Enrolled Nurses or ENs hold a Diploma of Enrolled Nursing and work under the supervision of a registered nurse.



John Fawkner Private Hospital
Enrolled Nurse Sarah Vosti

Many Healthscope Hospitals offer Graduate Nurse Programs for ENs.

Sarah Vosti joined the 2011 Graduate Nurse Program for ENs at John Fawkner Private Hospital.

The Graduate Nurse Program gave Sarah six months experience with the Day Procedure Unit, specialising in the endoscopy suite.

Sarah recently completed the second half of her graduate training in the Peri-operative Fundamentals Program.

Now trained as an operating theatre scrub/scout nurse, Sarah's responsibilities include sterilising and passing surgical instruments to the surgeon during procedures.

Sarah trained first as a personal care assistant and enjoys looking after people. She was further motivated to complete the Diploma of Enrolled Nursing by her mother's nursing career.

She hopes to eventually divide her time between operating theatres and the wards so she can continue to interact with patients.

In addition to Graduate Nurse Programs, Healthscope hospitals are helping enrolled nurses to advance their skills with on the job training.

Prince of Wales Private Hospital Enrolled Nurse, Maryann Byrnes was also inspired by her family to pursue a nursing career.

"Nursing is in the family. My grandmother, mother and sister are all nurses," said Maryann.

Maryann joined the Prince of Wales Private Hospital accounts department as a biller in 2009.

Last year, she successfully applied for a Board of Vocational Education and Training scholarship to complete the Diploma in Enrolled Nursing.

"I had been thinking about a career change for a while and finally worked up the courage to make the change. I was very lucky - it all worked out perfectly," Maryann said.

While studying, Maryann was supported by the accounts department manager and allowed to work flexible shifts.

She completed a few clinical placements at Prince of Wales Private Hospital.

Halfway through her course, Maryann applied for a position as Assistant in Nursing on one of the hospital's surgical wards to consolidate theory with practical experience.

After completing the Diploma in Nursing, Maryann successfully applied for a full-time position on the same surgical ward.

"I chose the 6 North surgical ward because it is a friendly, supportive environment with excellent teamwork. The ward has an educator and good clinical support, so there is always someone to answer questions," she said.

Maryann's new role is very different to billing, but she is enjoying the challenge.

She plans to resume study next year, to become either a Registered Nurse or Midwife.

For the first time this year, Allamanda Private Hospital invited an Enrolled Nurse to join the small, skilled Cardiac Catheterization Laboratory team.

Director of Nursing Maryann McBean suggested the idea to Cardiac Catheterization Laboratory Nurse Unit Manager, David Millen.

David worked with TAFE Queensland to select the right graduate to fill the role.

He said it was vital to find an Enrolled Nurse trained in IV medications, with a suitable preceptor to guide the transition from student to nurse.

"It comes down to the selection of the nurse. You need the right nurse, the right preceptor and the right environment. That's what has made it possible," said David.



Prince of Wales Private Hospital
Enrolled Nurse Maryann Byrnes

Enrolled Nurse Patrlyn Wong came highly recommended by her teachers at TAFE and seemed to David like the right fit.

For Patrlyn, the decision to accept the offer was partly motivated by her family's own experience of cardiac care.

"My ten year old daughter has had three open heart surgery procedures so cardiology was an area that I had been exposed to," said Patrlyn.

“I wanted to learn more and expand my knowledge in the cardiac care area and this position has allowed me to do that,” she said.

Patrlyn said the role has been challenging but very rewarding. She credits David Millen and her preceptor Rhoel Ong for supporting her throughout.

“Although it has been challenging, I have learnt so much already and really enjoy being part of the team in this environment,” said Patrlyn.

“I am looking forward to expanding my knowledge even more,” she said.

Norwest Private Hospital has also committed to train Endorsed Enrolled Nurses in critical care.

In partnership with TAFE NSW Northern Sydney Institute, Norwest Private Hospital submitted a funding application to train Enrolled Nurses through the Australian Government’s Strategic Skills Program.



Allamanda Private Hospital’s Rhoel Ong, David Millen, Patrlyn Wong

The resulting Advanced Diploma for Enrolled Nursing – Critical Care Stream has been tailored specifically for Norwest Private Hospital.

The course is designed to provide training in critical care, and support Enrolled Nurses to enhance their skills with patients requiring a higher level of care.

The inaugural 12 month training course is due to finish in 2013.

For more information about career opportunities for Enrolled Nurses, visit www.healthscopehospitals.com.au

HIP members benefit from great insurance



HIP works hard to offer members better income protection and death cover.

Improved policy benefits include:

- increased death cover up to a total of \$618,240* without the need to supply a medical report
- a 20% increase in the benefit of each unit of death cover
- \$6,000** per month of income protection for four units of cover.

How good is your super? Find out more about HIP today

HIP is a national industry superannuation fund for health and associated industries, offering low fees, no commissions, great insurance, super pensions, plus much more – run for the benefit of members.

Contact HIP 1300 654 099 hipsuper.com.au

This information from Health Industry Plan contains general advice only. It is not specific to your personal financial situation, objectives or needs. Get the facts (including a Product Disclosure Statement) from www.hipsuper.com.au or talk to a financial advisor before making any super decisions. The Trustee of HIP ABN 50 030 598 247 is Private Hospitals Superannuation Pty Ltd ABN 59 006 792 749, AFSL 247063.
* This calculation is based on members aged between 16-36 at four units of cover, and only if members apply for an additional three units of cover within 60 days of joining the Fund. Insurance benefit is reduced each subsequent year. Please refer to the HIP Insurance Booklet or PDS for full details.
** Subject to a maximum monthly benefit of 75% of the member’s monthly income. Please refer to the HIP Insurance Booklet or PDS for full details.

Working in partnership to provide high quality care

Partnerships are an extraordinarily important aspect of healthcare.

Healthscope's most fundamental partnerships exist between our staff, our patients and their carers', and our accredited doctors.

Every day, our nurses, allied health specialists and non-clinical staff work in close partnership with patients and doctors to ensure appropriate care plans are in place.

Staff and doctors also constantly review the way care is provided to ensure the best possible outcomes for patients.

These partnerships are periodically assessed by independent bodies such as the Australian Council on Healthcare Standards (ACHS).

During a recent survey at one Healthscope hospital, the ACHS surveyor recorded that: "High quality care is planned and delivered by the multidisciplinary team according to the patient's identified needs."

Our partnerships go well beyond the frontline of care. Behind the scenes partnerships are also important and ultimately impact the way we deliver care in a sustainable way.

That's why Healthscope has adopted a partnership approach with our suppliers, as well as universities, government and private health funds.

In September, Healthscope organised a Health Fund Symposium to discuss recent developments and some of the issues affecting our industry.

The Symposium provided a forum to highlight Healthscope's approach to quality care delivery.

Importantly we discussed the missing link between quality outcomes and funding, and how various industry issues might be addressed.



Robert Cooke

Healthscope and the broader private hospital sector also work in partnership with the public sector to ensure healthcare services are accessible to Australians.

The Australian Bureau of Statistics recently released its publication, *Private Hospitals 2010-11*.

The publication highlights the vital role of the private healthcare sector in the overall provision of health services to Australians with the following facts:

- There are 285 private hospitals and 303 private free-standing day hospitals in Australia. This is nearly 44 per cent of all hospitals in Australia.
- The private hospital sector (both private hospitals and private day hospitals) provide a total of 27,748 beds. This accounts for nearly 33 per cent of all hospital beds in Australia.
- Private hospitals treat 40 per cent of all patients in Australia.
- In 2010-11, private hospitals admitted 3.57 million patients. This is a 3.2 per cent increase since 2009-10.
- From 2006-07 to 2010-11, the number of patients admitted to private hospitals rose by 5 per cent. Over the same period the number of patients admitted to public hospitals rose by 3.2 per cent.
- The majority of elective surgery (1,279,501 admissions or 65.6 per cent) in Australia is performed in private hospitals.
- Public hospitals received nearly \$682 million in benefits from private health insurance funds in 2010-11, an increase of 10.4 per cent from 2009-10.

Every effort and contribution we make as individuals and team members has an underlying goal – to ensure Healthscope is a preferred partner of choice in Australian healthcare.

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.

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



Look@MyBaby makes life easier for parents of premmies

Healthscope hospitals are offering a unique service that has proven especially helpful for parents of premature babies.



Born six weeks premature, baby Jordan Hill at Prince of Wales Private Hospital

Look@MyBaby provides secure, live video of newborns via a small camera attached to the baby's hospital crib.

The video can be instantly viewed on a mobile phone, iPad or desktop computer at any time of the day or night.

Marianna Hill's son Jordan was born six weeks early at Prince of Wales Private Hospital in Sydney.

Jordan spent three weeks in the Special Care Nursery but Marianna was discharged from hospital a week after giving birth.

Marianna was able to check on baby Jordan anytime with Look@MyBaby, which made the separation less traumatic.

"When I had to go home I didn't have to endure the trauma that most mothers of premmies go through leaving their little one behind," said Marianna.

Marianna said she found the service particularly helpful when she regularly expressed milk for baby Jordan.

Look@MyBaby also allowed family and friends to connect with Jordan.



Jordan aged 10 months with older sister Josie, 9 years

"Because my son was in special care, family and friends were unable to come in and see him," said Marianna.

"For them to be able to just log in on their phones, computers and iPads was such a huge weight off my mind," she said.

It was common for friends and family to have emotional response as they watched live video of Jordan.

"I even started getting phone calls letting me know when he had gotten his hand out of his wrap or had dropped his dummy!" said Marianna.

"I am so grateful to Look@MyBaby for providing a service that was just priceless to us," she said.

Another Sydney mum, Sally Pozzobon had not heard of Look@MyBaby until her baby son Max was admitted to Norwest Private Hospital.

Max was born premature, at just 29 weeks, and spent eight weeks in hospital.

"This was a pretty scary time for us and something we had not been expecting at all," said Sally.

When baby Max was transferred to the Special Care Nursery at Norwest Private Hospital, Sally was also caring for two older children, aged just two and four.

A group of friends set up Look@MyBaby as a gift to the Pozzobon family.

"After all the worry when we couldn't be with him, countless phone calls to the nursery to check on him, it was so amazing to see him whenever we wanted," said Sally.

"My husband loved being able to show him off at work live on his phone."

"The kids and I would make sure he was always on the computer screen when we were at home. I remember the kids even kissing him goodnight on the computer!" she said.

Look@MyBaby enabled the Pozzobon's friends and extended family to watch baby Max from a safe distance.

"Once we had the camera set up, our relatives and friends were finally able to meet Max, and would often leave little written messages for him on the Look@MyBaby site," said Sally.

Two years later, Max is doing well.

"I am very thankful to Look@MyBaby who made our experience much easier to manage," said Sally.

Look@MyBaby is also available at Hobart Private Hospital, Newcastle Private Hospital, Knox Private Hospital and Northpark Private Hospital.

The service is offered to all new parents with family living interstate or abroad.

It helps to minimise the number of people who visit the hospital, allowing more time for parents to bond with their baby.

Look@MyBaby is an Australian creation. According to its founder, Clayton Neilson, approximately 2,000 families have benefited from the service so far.



Sally Pozzobon with husband Paul holding Maz while 4yo Jack and 2yo Lucy look on

"Our service first became available in 2010 and we are about to announce our 100,000th virtual baby visitor," said Clayton.

"Families and visitors from all states of Australia and more than 100 countries have seen newborns they may not otherwise have been able to.

"This includes new fathers who are currently serving in Afghanistan with the Australian Defence Force," he said.

For more information or to book Look@MyBaby ask Healthscope hospital maternity staff or visit www.lookatmybaby.net

Supporting Leaders 2012

Fifteen participants from across Australia completed Healthscope's unique Supporting Leaders Program in July 2012.

Supporting Leaders is designed to assist executives gain strategies for managing the common challenges experienced in leadership roles.

Through a series of workshops, the participants sharpened their skills in financial and business management, human resources, quality and clinical governance, and marketing.



The group also gained insight into their own leadership approach, and learnt ways to build on their strengths.

One advantage of the Supporting Leaders program is that participants are able to learn from Healthscope's own senior managers, as well as external experts.

Gavan Lim-Joon, Healthscope eHealth Manager, said a highlight of the program was having access to Healthscope executives from different divisions.

"It provided participants with an excellent understanding of our integrated healthcare company as a whole," said Gavan.

"Also valuable were insights from other participants. It is a unique education that can't be replicated externally," he said.

The Supporting Leaders participants were also required to complete a significant workplace project.

Gavan took the opportunity to develop a pilot social media campaign promoting the Healthscope hospital maternity services.

He created Facebook pages, YouTube videos, and brochures

for the maternity services at Sunnybank Private Hospital and Prince of Wales Private Hospital.

Fellow program participant Claire Walker, General Manager of Mosman Private Hospital, also focused on social media for her workplace project.

Claire tested the social media platform as a marketing tool for Mosman Private Hospital's mental health services.

"Social media can be used, not only for patient engagement, but for all consumers and staff," said Claire.

Nepean Private Hospital Director of Nursing Jenny Yates also participated in Supporting Leaders 2012.

Jenny took the opportunity to improve the hospital's admissions process for her workplace project.

As part of the project, an Assistant in Nursing (AIN) was recruited to manage admissions in a dedicated centre, allowing nurses on wards to focus entirely on patient care.

"The aim was to have skilled staff admit patients efficiently, the wards could then complete discharges," said Jenny.



"The outcome was greater satisfaction for nursing staff on the wards and patients not feeling rushed on discharge," she said.

Jenny said she also enjoyed having an opportunity to learn from the approaches taken at other Healthscope facilities.

"The highlight was coming together with colleagues, being able to share and discuss issues, and what we are doing well," said Jenny.

"It is also fantastic to have exposure to the State Managers and other company executives," she said.



Like us on facebook to receive a **FREE MUM GIFT PACK***

<http://facebook.com/SunnybankPrivateHospitalMaternity>



Multi-disciplinary approach to lung cancer treatment



Allamanda Private Hospital Radiologist Dr Umesh Patel addresses the multi-disciplinary team of specialists

A group of specialists at Allamanda Private Hospital is taking a collaborative approach to lung cancer treatment.

Cases of individual lung cancer patients are reviewed fortnightly by the chest physicians, medical and radiation oncologists, a cardiothoracic surgeon and radiologists.

The multi-disciplinary meetings create a forum for each of the specialists to bring their own expertise to the diagnosis, treatment and care of the patients.

The meetings results in a co-ordinated care plan with contributions from up to eight specialists.

Radiologist Dr Umesh Patel said the meetings are dedicated to the discussion of lung cancer patients and the best way to manage care.

“Each lung cancer case and patient is unique so we need to approach them individually,” said Dr Patel.

“These meetings are designed to discuss the best approach from all medical angles for each patient, in terms of diagnosis, staging, treatment and management, including surgery, radiotherapy, chemotherapy or a combination of treatments,” said Dr Patel.

Dr Patel said the regularity of the meetings results in better outcomes for the patient.

“This is an efficient way for a patient’s clinical case to be discussed and

a treatment plan put in place in a relatively short time,” he said.

Allamanda Private Hospital oncologist Dr Keith Horwood is another key contributor to the meetings.

Dr Horwood said the approach represents the expected standard for managing lung cancer patients.

“Because opinions can be obtained for a number of specialists at the one time, the process of diagnosis, staging and treatment of our lung cancer patients becomes much more efficient,” said Dr Horwood.

“This should help to reduce the anxiety of our patients and their families by ensuring that they can commence the best treatment for their lung cancer faster,” he said.

Don't give your money away, roll over!

You've earned your super so, when the time comes, make sure that you get to enjoy every cent of it. This means making the most of what you have.

One of the ways you can do this is to make sure you have only one super account. That's because super funds charge fees. So, the more accounts you have, the more fees you're likely to be paying.

And if like the average working Australian, you have extra super accounts, the multiple fees could be eroding your retirement nest egg.

Plus, you're losing the chance to earn future compound interest (interest earned on interest) on any fees saved, which helps grow your super over time.

So, rolling over — or consolidating — your super into one account makes sense and it could mean more money to retire on.

Simply follow these simple steps!

1. Find your lost super

One in two Australians have lost super with billions of dollars just waiting to be claimed.

It's worth doing a quick check at ato.gov.au/superseeker and unclaimedsuper.com.au if you've ever had more than one job, changed your name or address.

2. Gather your super account details

Find statements for all your super accounts or call each of the funds you're with and ask for your member number and account details.

3. Know your benefits

While you're talking to each fund ask them what benefits — such as insurance — you're receiving through them. Compare the benefits and fees to work out which fund suits your needs best.

4. Fill in the form

Download a rollover form at hesta.com.au/consolidate or free call 1800 813 327 for a copy.

Complete one form for each account you'd like to roll into HESTA, along with a copy of certified identification (ID) documents for each fund you want to rollover. We'll get things moving, although your other fund(s) may contact you to confirm the rollover.

5. Get your ID certified

All copied pages of original proof of ID documents need to be certified as true and correct copies. This is very important to protect your super account(s) and to ensure that there isn't a delay in processing your request.

Details about acceptable ID and those people who are authorised to certify documents are outlined in the rollover form.

For more information on HESTA, your health and community services industry super fund, visit hesta.com.au or free call 1800 813 327.



Newcastle Private Hospital unveils major expansion plans

Newcastle Private Hospital has announced plans for the addition of a new campus to be co-located with John Hunter Hospital.

Marking the announcement, community volunteer Margaret McNaughton AM turned the first sod on the proposed site of the new campus in July.

“Newcastle Private Hospital currently provides the most comprehensive private cancer service in the region, led by five medical oncologists”

The multi-million dollar development is expected to include facilities for comprehensive cancer treatment and onsite clinical trials.

The new campus will also include patient accommodation, specialist consulting and treatment rooms, additional operating theatres and undercover parking.

“Newcastle Private Hospital currently provides the most comprehensive private cancer service in the region, led by five medical oncologists,” said General Manager Michael Mitchell.

“Our goal is to create a cancer centre of excellence that will be complemented by Newcastle Private Hospital’s advanced surgical services,” said Michael.



Newcastle Private Hospital Director of Nursing Barbara Durrant with Margaret McNaughton AM

Healthscope Medical Centres announce plans for integrated healthcare centre

Healthscope Medical Centres has announced an exciting new development in Melbourne’s eastern suburbs.

Plans have been approved for a new, purpose built two storey building, to house an integrated Healthscope medical centre and specialist suites.

The existing Croydon Family Practice will relocate to the new facility, together with Knox Private Hospital specialist consulting suites.

Croydon Family Practice currently sees 35,000 patients per year, with that number expected to grow.

The medical centre will provide comprehensive patient care including psychology, travel medicine, occupational health, and diabetes risk assessments all in a purpose built facility.

The new facility will be conveniently located close to the existing Croydon Family Practice and just 10 kilometres from Knox Private Hospital.

The new site is also in close proximity to a planned new shopping centre development.

The integrated medical centre and specialist suites will occupy the entire building.

Knox Private Hospital specialists offer a broad range of acute services, in over 25 areas including cardiac care, obstetrics, neurosurgery, orthopaedics, urology, plastics and vascular surgery.

National Manager of Healthscope Medical Centres, Lou Pascuzzi said construction of the new development is due to be completed in September 2013.



Artists impression of the integrated medical centre and specialist suites

“The integration of the medical centre and specialist suites promotes opportunities for patient referrals, and exposes Knox Private Hospital medical specialists to existing Croydon Family Practice patients,” said Lou.

New premises for The Melbourne Clinic Day Programs

As part of a major redevelopment, The Melbourne Clinic has opened dedicated new premises for its Day Programs.

Therapy Manager Lily Shatkhin said the new centre was purpose built to accommodate existing services, and allow the introduction of a range of new programs.

Day Programs are facilitated in group sessions by mental health professionals, for the treatment of psychiatric conditions.

The new Day Program centre, located a short walk from The Melbourne Clinic, includes group and interview rooms.

"This is our new home where the whole team can be together, with our own receptionist, patient services and medical

records. It is the place where day program participants will be welcomed," said Lily.

"We are already large and there is opportunity for growth," she said.

Healthy Body Healthy Mind

One program recently introduced, *Healthy Body Healthy Mind* is overseen by The Melbourne Clinic's General Practitioner, Dr Jenny Magennis.

"Research suggests that people who are treated with medication for mental health conditions may also experience obesity, diabetes and other metabolic health issues," said Dr Magennis.

"The program educates participants about the effects of obesity on their body, their brain, their life and longevity," she said.



The Melbourne Clinic Therapy Manager Lily Shatkhin

The eight-week program is not psychology based, but rather provides participants with practical tools.

Participants learn to incorporate good nutrition and fitness regimes as a way of preventing or reducing obesity and chronic illness.

"The emphasis is on acquiring knowledge and making small sustainable changes to nutrition and lifestyle which the patients will be able to maintain in the very long term," said Dr Magennis.

Monthly follow up sessions help participants maintain changes permanently.

"The focus is not so much on losing weight, the program is more about adopting a healthier lifestyle, changing the attitude towards wellness and overcoming barriers," said Lily.

Full time exercise physiologist Clinton Wain works closely with Dr Magennis to coordinate the program.

"It's about understanding they can sit on a chair and exercise, they don't necessarily have to join a gym," said Lily.

Dieticians also contribute to the program, teaching participants to be conscious of the food they consume.

"For example they learn to read food labels, check what's in season and produced locally," said Lily.

Trauma Treatment Program

The new *Trauma Treatment Program* is designed for people who have experienced major trauma resulting in significant ongoing emotional and interpersonal difficulties.

The *Trauma Treatment Program* is made up of two components that must be completed consecutively.

"The program helps people process the meaning of the trauma in their life, the effect it has on their ability to function and their established beliefs about the trauma," said Lily.

"There is a lot of grief and self-blame associated with trauma. It is about letting go of unhelpful beliefs, bettering relationships, establishing connections with people, helping to improve sense of self," she said.

The Trauma Treatment Program is a good next step for people who have already completed the dialectical behaviour therapy (DBT) program.

"Once we've given them skills in the DBT program and they are more psychologically resilient, they are better placed to process the trauma," said Lily.

ADHD and Related Disorders

The *ADHD and Related Disorders Treatment program*

is specifically for people affected by poor concentration, impulsiveness and hyperactivity.

Medical Director of The Melbourne Clinic, Professor Izaak (Izzy) Schweitzer has driven development of the program.

"I don't think there is any program in Melbourne that is specifically tailored for the needs of ADHD sufferers," said Lily.

"This dedicated program gives the sense of belonging, knowing they are not alone and not being compared," said Lily.

Psychologist Astra King who has specialised in ADHD for 16 years is closely involved in program delivery.

The *ADHD and Related Disorders Treatment program* is based on Cognitive Behaviour Therapy and aims to improve participants' skills for managing emotions, behaviour, relationships, time and program solving.

For information and referrals, contact The Melbourne Clinic Day Programs Intake Clinician on 03 9421 2325.

Brisbane Private Hospital nurse shares specialised knowledge with DANA

Clinical Nurse Colleen Blums from Brisbane Private Hospital was elected President of Drug and Alcohol Nurses of Australasia (DANA) in June.

Colleen has been with Damascus Health Services at Brisbane Private Hospital since 2003.

Damascus Health Services assists patients that are dependent on alcohol, prescribed and over-the-counter drugs.

As DANA's new President, Colleen will share her vast knowledge and experience of working with patients dependent on substances.

DANA is the peak organisation for nurses and midwives with a professional interest in alcohol, tobacco and other drugs.

Members of DANA include specialty drug and alcohol nurses, nurse practitioners, as well as nurses working in a variety of other clinical settings.

DANA members also work in a variety of professional settings including teaching, research, policy-making, prisons and court liaison.

"Nurses working in mental health, maternal health, accident and emergency departments, medical and surgical settings often take the lead in assisting patients who misuse substances," said Colleen.

Colleen added that substance misuse and dependence is encountered by nurses working in a variety of clinical settings.

"Every nurse needs to be aware of issues around substance misuse, regardless of where they work," said Colleen.

"It is widespread in our community and may complicate the outcome of other medical treatment," she said.

Colleen said DANA members often work with patients affected by chronic pain, Hepatitis C, blood borne viruses, and those with complications resulting from ongoing substance dependence.

DANA provides professional development, education and mentoring for members.

"We promote evidence-informed practice and an active involvement in research," said Colleen.



Clinical Nurse Colleen Blums from Damascus Health Services at Brisbane Private Hospital

DANA facilitates networking and professional development meetings for members across Australia and New Zealand, including those in remote communities.

"One of the ways our members learn is by sharing ideas and developing relationships with colleagues who work in different clinical areas," said Colleen.

Recently, DANA members collaborated to develop a framework of standards and competencies relevant to drug and alcohol nursing in any professional setting.

"This framework will form the basis of our next major project which will see DANA develop a process of professional validation or credentialing," said Colleen.

"This project will help us better articulate the skills we have to offer organisations and this complex range of patients," she said.

Through a series of meetings and forums, DANA is consulting with drug and alcohol nurses and other specialist nursing groups across Australia and New Zealand.

"Drug and alcohol nursing provides some very interesting career paths, so it's important we have a clear understanding of the set of skills required by nurses to undertake this work," said Colleen.

"We aim to determine firstly if a credentialing scheme would meet this need and then how it could be structured and implemented," she said.

DANA's annual conference in Auckland, New Zealand will take place in June 2013 and is likely to attract up to 500 delegates.

"Not only is it DANA's first offshore conference, it is also the first combined Australasian addiction and mental health nursing conference," said Colleen.

For more information visit www.danaonline.org, follow DANA on Twitter @DANANews1.

Healthscope Independence Services expand to Albury

Healthscope Independence Services has announced plans for a purpose built community house in Albury.

The Albury house will offer supported accommodation and personal care services to eight younger people with acquired brain injury.

Healthscope Independence Services provides accommodation and in-home care for people with acquired brain injuries (ABI), other disabilities or recovering from serious illness.

Its three core services, residential, post-hospital and attendant care, are designed to help clients achieve and maintain maximum independence.

Healthscope Independence Services manage 18 houses in Melbourne, rural Victoria and Darwin, providing residential care to clients with a range of needs.

The houses offer a social and interactive environment and, for some younger residents with ABI and other disabilities, an alternative to nursing homes.

“This house will be the first Healthscope Independence Services community house in New South Wales,” said General Manager Debbie Beeton.

“It is a positive development for Healthscope and more importantly for the people of Albury, who need the specialist care our services so ably provide,” said Debbie.

The house will be specifically designed for clients with particular needs to ensure a comfortable environment.

“The new house will be wheelchair accessible while retaining the homely, welcoming style that is an important part of Healthscope Independence Services culture,” said Debbie.

“The design can also be replicated on other interstate sites where there is demand,” she said.

The Albury house will accommodate clients who need respite care, short term care and those who have long term rehabilitation goals.

Debbie said a strong partnership has developed with the South West Brain Injury Rehabilitation Service (SWBIRS) in preparation for the new service.

“The support and encouragement of the SWBIR team has been instrumental in Healthscope initiating a service of this type in Albury,” said Debbie.

Construction will start once plans have been approved. The Albury house is expected to open in mid-2013.

Healthscope Pathologist Simon Nazaretian goes back to school

Anatomical Pathologist Dr Simon Nazaretian recently spent an afternoon teaching young students the importance of sun sense.

Dr Nazaretian is an adjunct senior lecturer at Monash University, and received the Outstanding Teaching Award 2011 from the Royal College of Pathologists Australasia.

Adding another feather to his teaching cap, Dr Nazaretian delivered an interactive presentation to prep students at the local Carnegie Primary School.

As part of the school's People in the Community program, local professionals are invited to visit the class and talk about their job.

Dr Nazaretian was joined by a local police officer, SES volunteer, fire fighter, landscape gardener, carpenter and veterinarian.

During his presentation, Dr Nazaretian reinforced the primary school's Sunsmart program.

Dr Nazaretian showed students the Cancer Council Australia's Slip Slop Slap Seek Slide sun protection campaign featuring Sid the Seagull.

“I spoke about how doctors and pathologists work to diagnose and prevent sun-spots,” said Dr Nazaretian.

The students were also invited to look through a microscope.

Using the microscope, Dr Nazaretian showed students normal skin tissue as well as sun spot samples.

“The children were fabulous and eager to learn,” said Dr Nazaretian.

“The microscopes fascinated the children. They were thrilled to be actively involved in the specialty of pathology,” he said.

The following week, Dr Nazaretian received numerous thank you letters from the children, including a nice drawing.



Dr Simon Nazaretian from Healthscope Pathology spends an afternoon with a local Prep class

Dear Simon,
Thank you for coming
to our school to
teach us about how
to help people

John Fawkner Private Hospital Community Engagement Program promotes health careers

General Manager of John Fawkner Private Hospital, Kieron Martin became Principal of the local high school, Mercy College, in August.

But Kieron was only Principal for a Day, part of the hospital's Community Engagement Program.

"This event has been developed in association with the Inner Northern Local Learning and Enterprise Network," said Kieron.

The Principal for a Day initiative was coordinated with Mercy College Coburg Principal, Dr Michelle Cotter.

"It provided us with an excellent opportunity to connect with a significant community leader who is interested in and committed to contributing to improving the outcomes of education in our community," said Dr Cotter.

"The principal for a day program

saw Kieron sharing his business expertise, modelling positive citizenship at the local level and forming meaningful school and business relationships so our young women at Mercy can see opportunities beyond their familiar school and home environments," she said.

Kieron's duties as acting Principal included speaking to the Year 11 Business Management Class, and sharing morning tea with students interested in a healthcare career.

"The idea is that students will have an opportunity to learn about leadership, management, business and jobs in healthcare," said Kieron.

"The best part of the day for me was the Year 7 science practical, it reminded me of my chemistry lessons many years ago," he said.

The Principal for a Day initiative provided an opportunity for Kieron



Dr Michelle Cotter and Kieron Martin at Mercy College Coburg

to promote John Fawkner Private Hospital as a potential future employer.

The hospital's Community Engagement Program includes numerous activities to promote careers in health.

Local school teachers were invited to attend the hospital and learn about health industry career opportunities that may interest their students.

Year 9 students from two local colleges will also visit John Fawkner Private Hospital on the School Careers Advice Day.

"We'll make it a fun day with activities to engage the kids including practising on the resuscitation doll," said Kieron.

In addition, the Real Industry Job Interview program gives local Year 10 students a chance to practice with a real employer.

"It's really putting us on the education map," said Kieron.

Insulin pump therapy for diabetes at Como Private Hospital

Como Private Hospital recently introduced a therapy with increased benefits for patients with Type 1 diabetes.

Insulin pump therapy provides a simple and effective alternative to conventional methods of insulin administration.

Insulin pumps are small, portable, battery-operated electronic devices that deliver insulin through a tube placed under the skin.

General Manager of Como Private Hospital Katarina Drazumeric said there were a range of benefits for sufferers of Type 1 diabetes.

"Insulin pump therapy allows people with diabetes to go about their daily activities, without having to administer insulin through the traditional syringe or insulin pens," said Katarina.

The insulin pump is the size of an MP3 player making it easy to wear on a belt or inside clothing.

The pump may be worn around the clock and programmed to automatically deliver insulin as needed.

Como Private Hospital Diabetes Educator Fadwa Hassan said insulin pump therapy is particularly helpful for people with Type 1 diabetes who experience severe and frequent hypoglycaemia.

"The insulin pump provides more flexibility for people with Type 1 diabetes, as the ability to program insulin delivery can reduce large fluctuations in blood glucose levels," said Fadwa.

"Insulin pump therapy allows people with diabetes to go about their daily activities, without having to administer insulin through the traditional syringe or insulin pens"



Hypnotherapist Lisa Keeley with oncology day patient Sharon Allen

Pacific Private Hospital offers holistic approach to cancer patients

Pacific Private Hospital has appointed a different kind of specialist to care for the mental wellbeing of oncology patients.

Hypnotherapist Lisa Keeley is working with patients undergoing cancer treatment to teach methods for relaxation and stress management.

Clinical hypnotherapy and Neuro-Linguistic Programming (NLP) are offered in combination with stress management techniques.

General Manager David Harper said Lisa's appointment was driven by the desire to help Pacific Private Hospital oncology patients cope with a serious diagnosis.

"We have excellent doctors and nurses who do a brilliant job of caring for our patients' physical wellbeing, but we also want to offer professional help for our patients' mental wellbeing," said David.

"We want to go above and beyond expectations of a hospital by providing our patients the most rounded and comprehensive care that we can."

"Many patients in oncology have already shown tremendous results since Lisa's appointment to the unit," he said.

Lisa said her role is to help patients cope with the emotional journey and stressors associated with their diagnosis.

"Many patients with a serious medical condition such as cancer feel they have lost control in their lives," said Lisa.

She said panic, anxiety, fear, anger and sadness are commonly associated with a serious health diagnosis.

"We practice deep relaxation, visualisation and breathing techniques to help the individual reduce their stress levels and to stay in control of their emotions," said Lisa.

"Studies have shown these easily learnt modalities also aid the immune system," she said.

Lisa also uses hypnotherapy and NLP to help with nausea and pain.

"Many patients in oncology have already shown tremendous results since Lisa's appointment to the unit"

She said Allamanda Private Hospital and Pacific Private Day Hospital are leading the way on the Gold Coast by offering patients complimentary therapies.

"My services in the oncology unit are at no cost to the patient thanks to ongoing support from Healthscope, Allamanda Private Hospital and Pacific Private Day Hospital," said Lisa.

"Healthscope and Allamanda Private Hospital are displaying a very modern and open approach to treatments," she said.

Kindness counts at The Hills Private Hospital

The Hills Private Hospital has introduced a project to promote the importance of kindness to general wellbeing.

“The practice of caring for strangers has immense healing benefits,” said General Manager of The Hills Private Hospital, Michelle Stares.

“The health benefits and sense of wellbeing return for hours or even days when an act of kindness is remembered,” said Michelle.

Banners and posters displayed around the hospital are constant reminders of the importance of kindness.

“Posters are displayed to create awareness of the project and encourage simple acts of kindness, as well as promoting why they matter,” said Michelle.

Special Kindness Cards are available to everyone who enters the hospital.

The Kindness Cards can be given away, used to write a message of encouragement, or to share a personal response to an act of kindness.

The laminated cards are then hung on the hospital’s Kindness Tree.

“A Kindness Tree stands in front of the hospital sharing stories of kindness and inviting the community to share their own stories,” said Michelle.

Another Kindness Tree stands in the hospital reception.

“It is our intention that everyone is positively impacted by this project including patients, doctors, staff, management, suppliers, visitors and our local community,” said Michelle.

Michelle said community engagement is an important part of the Kindness Project.

“It is our intention to build a sense of community from inside the hospital, and extend that outside the hospital walls,” said Michelle.

“One way we are achieving this is through our partnership with St Michaels Family Centre which provides accommodation for women and children experiencing domestic violence,” she said.

The Hills Private Hospital is making an effort to connect with other community groups that offer support services.

Staff will also participate in Kindness Celebration Day in October.

Guests, staff, past and present patients will share their own stories of kindness. There will also be live music, good food and giveaways.

“We believe that kindness can definitely change an environment,” said Michelle.

“It is our intention that everyone is positively impacted by this project including patients, doctors, staff, management, suppliers, visitors and our local community”

Studies have found that acts of kindness result in significant health benefits, physically, emotionally, and mentally.

According to the studies, kindness may:

- contribute to the maintenance of good health, and may diminish the effect of diseases and disorders, serious and minor, psychological and physical
- improve stress-related health issues such as depression, by increasing social contact, and decreasing feelings of hostility and isolation
- enhance feelings of joy, emotional resilience, vigour, and reduce the sense of isolation
- lead to a decrease in the intensity of physical pain
- reduce the incidence of hostility, and
- increase the sense of self-worth, happiness, and optimism, as well as a decrease feelings of helplessness and depression.

Ref: Thanks to the Niagara Wellness Council, Niagara Fall, NY, for compiling this list from The Healing Power of Doing Good: The Health and Spiritual Benefits of Helping Others. Luks, Allan. New York: iUniverse.com,2001.

Norwest Private Hospital hosts orthopaedic education conference

Norwest Private Hospital held the orthopaedic education conference on 25th August 2012.

Over 220 people attended the annual conference including hospital staff, orthopaedic specialists and local general practitioners.

Lucy Richardson, Nurse Unit Manager of Theatre Orthopaedics, has been organising the conference for two years.

Lucy said the conference had grown considerably in that time, and a bigger venue was needed this year due to overwhelming interest.

Several Norwest Private Hospital orthopaedic surgeons presented on topics relating to shoulder, spine, foot, ankle and major joint surgery.

Dr Stuart Kirkham spoke about lateral epicondylitis, more commonly known as tennis elbow.

Fellow orthopaedic surgeon, Dr Roger Brighton spoke about Shapematch 3D imaging technology now available for knee replacement surgery.

Guest presenter Sharon Bryce from Australian BioTechnologies spoke about femoral head donation.

“The femoral head is the ball part of the hip joint, and is normally removed during hip replacement surgery,” said Lucy.

“With patient consent, this bone can be donated and stored for transplant,” she said.

The conference is sponsored by orthopaedics supply companies.

“Norwest Private Hospital is fortunate to have a great relationship with orthopaedic



Lucy Richardson, Registered Nurse Enza Sanders, with Kate Ferrari and Chris Mason from Synthes

company representatives, many of whom support this conference,” said Lucy.

“This gives orthopaedic specialists and staff an opportunity to learn about new products on the market or ask questions about existing products,” she said.

Plans are now underway for the 2013 conference which will celebrate 25 years.

Healthscope Hospitals ask R U OK?

Pat de Gelder from National Capital Private Hospital promoted an important community issue on R U OK? Day.

R U OK? Day takes place on the second Thursday of every September, inspiring people to ask each other, are you ok?

The day is also about finding the courage to start a conversation and speak up when you're not okay. It is about preventing suicide.

Pat was inspired to promote R U OK? Day by her son Paul de Gelder, who is an ambassador for the cause.

Paul de Gelder is perhaps best known for overcoming a devastating shark attack in 2009.

Navy diver Paul was testing new sonar equipment in Sydney Harbour when he was attacked by a shark and pulled from the water, barely alive.

Paul lost two limbs but was determined to adapt and recover. He now shares his experiences as a motivational speaker and mentor.

In the lead up to R U OK? Day, Pat read up on suicide prevention so she

could share the information with staff.

“It is so devastating when a friend, family member or even just an acquaintance feels that there is no way out and takes this path,” said Pat.

“It was not about raising money but awareness - that it could happen to anyone,” she said.

Pat ordered printed information to display around the hospital and asked Hotel Services staff to provide a morning tea.

The Hotel Services team proudly wore official t-shirts with an important message: R U OK? A conversation could change a life.

“Staff started to ask what was on our t-shirts and what it meant. We explained that we were promoting suicide awareness and asked were they ok,” said Pat.

The team asked staff patients and doctors if they were ok, and gave out cuddles.

“One of the doctors saw us so we asked if he was ok. He was fine,



L-R Jenny Carroll, Trish Perryman (holding sign), Simon Stacker, Pat de Gelder, Fai Masters, Mardi Twaddell (with sign)

he just wanted a cuddle. Amazing what a cuddle can do,” said Pat.

“This was all fun but it really is a serious issue. A few words can save someone,” she said.

Other Healthscope hospitals supported R U OK? Day, including Brisbane Private Hospital, The Sydney Clinic and The Geelong Clinic.

Brisbane Private Hospital staff and patients were invited to participate in Mindfulness, Tai Chi and relaxation classes.

For more information visit www.ruokday.com

Single incision laparoscopic procedure improves recovery

Ashford Hospital surgeon Dr Fabira Willison is revolutionising the way laparoscopic procedures are performed in gynaecology, and improving recovery for patients.

Dr Willison led research on single incision laparoscopy surgery in gynaecology, which was published in the *Australian & New Zealand Journal of Obstetrics and Gynaecology* in August 2012.

According to the publication, single incision laparoscopic surgery (SILS) represents the latest advancement in minimally invasive procedures.

“SILS combines the benefits of conventional laparoscopic surgery, especially less pain and faster recovery, while leaving virtually no scar,” said Dr Willison.

While the technique has been widely researched in general surgery and urology, there are few studies on SILS in gynaecology.

Dr Willison decided to conduct the research after performing major surgery on a patient with a prolapsed womb using a single incision.

“I did a laparoscopic single incision lifting the pelvic floor up abdominally via the laparoscope,” said Dr Willison.

“Basically she had major surgery with a single incision. After two years it is still a total cure,” she said.

It was the first time a sacrohysteropexy (surgical procedure to correct uterine prolapse) had been done with a single incision.

“I thought if I can do a level 6 case such as sacrohysteropexy with a single incision, then I should also be able to perform the less complex procedures,” said Dr Willison.



Dr Fabira Willison

“Then I started to do hysterectomy, cyst removal, endometriosis and other procedures via single incision,” she said.

“It is a very good outcome. Patients are having better quality of life because of this surgery,”

Endometriosis is a common condition affecting up to 10 per cent of the female population. It is often found in women with infertility.

Performing a laparoscopy allows surgeons to see inside the abdominal cavity with a camera, the most accurate way to diagnose endometriosis.

However, many patients experience symptoms for years before a laparoscopy is recommended by their doctor.

Some patients also choose to delay undergoing conventional laparoscopy to avoid visible scarring.

“I have a lot of dancers or models who would prefer not to have surgery because it impacts their income,” said Dr Willison.

The research showed that a single incision laparoscopy resulted in less pain, faster recovery and minimal scarring.

Dr Willison said more patients were willing to consider single incision laparoscopy to investigate the possibility of endometriosis as a result.

“After three months you can’t see the scar because it becomes part of the crease inside the umbilicus. After 12 months it disappears,” she said.

Younger patients experiencing symptoms of endometriosis were less fearful of the single incision procedure according to Dr Willison.

“The biggest benefit is a reduced complication rate,” said Dr Willison.

“With conventional laparoscopy you have three to four incisions and each incision can have infection, bleeding, hernia.

“Since the publication, I have done over 100 cases of single incision laparoscopy.

“It is a very good outcome. Patients are having better quality of life because of this surgery,” she said.

For more information about single incision laparoscopy visit: www.fbwgynplus.com or fb.com/forwomenbywomenplus

A night on call in Kalkarinji

John Fawkner Private Hospital Discharge Coordinator, Maree White does regular clinical placements in Kalkarinji, an outback town 500 kilometres south of Katherine.

Kalkarinji has a population of approximately 700 people, of which 95 per cent are Indigenous Australians. It is a community fringed by cattle station.

Maree wrote about one of her experiences in Kalkarinji.

It was Friday night following a busy week in the clinic. I settled in for the evening, hoping for a quiet on-call shift. This was not to be.

Then a call came: "Sister I have stood on a snake and been bitten, its dark, I am on my own."

I immediately went to Carpa (the remote nursing bible) read up on snake bites and made my way to the clinic.

I heard persistent knocking on the door, they had arrived - not only the patient but what seemed like the whole community.

I bandaged the patient's leg from toe to groin examining the foot for bite marks.

I inserted an intravenous line in each arm and took blood.

According to Carpa, she was displaying no symptoms so I started to relax a little.

I called the District Medical Officer in Darwin, its 'white man law' to evacuate all snake bite patients to hospital.

The patient was not happy - she had a young baby still on the breast and would need an escort to Darwin to care for the baby.

The CareFlight's estimated time of arrival was 1am. It was going to be a long night.

I was familiarised with the air strip landing lights. With the air strip alight, the plane approached the runway.

The community folk were raucous with laughter as the plane approached and took off again - evidently there were donkeys on the runway.

The challenges continued.

There was a struggle to get the stretcher out of the ambulance - but thanks to a moonlit night, brute strength and much laughter from the family, we finally got the patient and stretcher out.

We transported her over a very rocky path opened the gates, finally the plane landed.



John Fawkner Private Hospital Discharge Coordinator Maree White in Kalkarinji



Maree with a local community member

Then, a call came from local policeman Greg to say there had been a man run over at 'The Grid'.

The Grid is seven kilometres from the community; it's where people can drink.

On arrival at The Grid, I was greeted by Greg and many distressed folk.

Greg informed me the gentleman was deceased and that I was required to pronounce him dead.

Immediately the mourning and wailing mobs took over.

We made our way back to the clinic accompanied by very distressed family.

Word had spread through the community. They were there in droves to mourn. Greg and I removed ourselves while this took place.

I contacted Katherine Funerals; they would be out in the morning stating a five hour drive.

The mourning ritual finished and relocated to a house not far away.

It was a sad week in the community. The clinic and school closed for a day, a form of respect for the deceased.

Melbourne Private Hospital rated highly in accreditation

Melbourne Private Hospital rated highly in an Organisational Wide accreditation survey in May, achieving 28 Extensive Achievements (EAs).

“This is our best result to date for a hospital with high acuity,” said Jenny Rance, Healthscope National Quality & Compliance Officer - Hospitals.

“The proportion of EA ratings achieved by Melbourne Private Hospital at the accreditation survey is considerably higher than average,” said Jenny.

Accreditation involves a review of hospital quality and safety services by an independent team of expert health professionals.

Hospitals are measured and rated against over forty criteria including patient care planning, medication management, medical records, infection control and complaint management.

For hospitals accredited by the Australian Council on Healthcare Standards (ACHS), an EA is considered a high level of award.

Melbourne Private Hospital was awarded 28 EA ratings for criteria including risk management, falls prevention and management, staff learning and development.

The ACHS surveyors report included positive feedback for doctors, nursing staff and management.

“The surveyors found a very strong commitment to the provision of high quality healthcare across the Melbourne Private Specialties,” the report stated.

“This was evidenced in the high number of EA ratings assigned by the surveyors, notably in the clinical criteria.

“Comprehensive patient assessments with due emphasis on risk identification are impressive.

“High quality care is planned and delivered by the multidisciplinary team according to the patient’s identified needs.”

The report noted that processes were “very well coordinated and collaborated by the Access Manager with the visiting medical officers, nursing and AH (after hours) staff.”

The collaborative approach taken by doctors, staff and management was acknowledged in all aspects of patient care.

“The healthcare team demonstrates their dedication to quality and safe patient care.

“The surveyors found a very strong commitment to the provision of high quality healthcare across the Melbourne Private Specialties ”

“The best available evidence is sourced and used in assessing risk and providing all care and services,” the report said.

General Manager Leanne Umstad said Melbourne Private Hospital’s strong quality outcomes were the result of a whole team effort.

“The foundation of our excellent achievement is the collaborative partnerships that exist between our multi-disciplinary team and medical staff,” said Leanne.

“Each of us is committed to quality care delivery and work to continually improve,” she said.

Infection control at Melbourne Private Hospital also rated highly in the survey.

The survey report noted that the Five Moments for Hand Hygiene were used to measure compliance and consistently improve hand hygiene.

The Five Moments for Hand Hygiene identified by the World Health Organisation are highlighted on the MyHealthscope website.

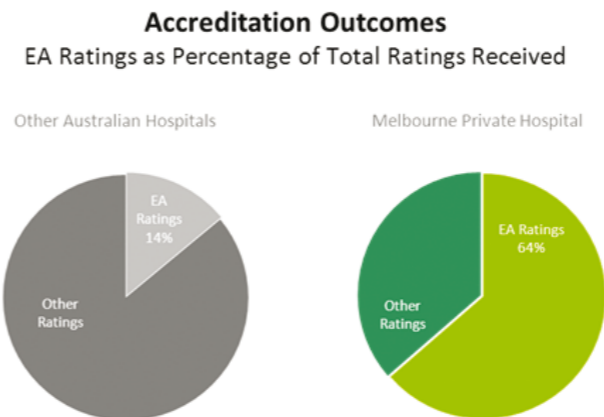
MyHealthscope provides the most comprehensive suite of quality performance data in the Australian private health sector, showing national and individual data from all Healthscope hospitals.

Healthscope was the first private hospital group in Australia to publish results reflecting the quality and safety of its network of 44 hospitals on a dedicated website.

The website is designed to help the public access clinically significant information relating to any Healthscope hospital.

For more information about the Melbourne Private Hospital accreditation results and the Five Moments of Hand Hygiene visit:

www.myhealthscope.com.au



Star Spot

Kevin Darling

General Manager, Gribbles Veterinary Pathology New Zealand, based in Palmerston North.

What is your current role at Healthscope?

As General Manager for Gribbles Veterinary Pathology New Zealand, I oversee the operation and strategic direction of five IANZ accredited (NATA equivalent) veterinary diagnostic laboratories located throughout the country.

Being one of Healthscope's smaller business units, it is a very hands-on role and, as a result, I am also heavily involved in the business development and marketing functions.

How long have you worked in the job?

I have been with Gribbles Veterinary for a little over five years now, and have spent approximately two years in my current role as General Manager.



General Manager, Gribbles Veterinary Pathology, Kevin Darling

I originally joined the company as Laboratory Manager (Palmerston North) and subsequently took on the role of National Marketing Manager before becoming General Manager.

What do you like most about it?

I am a trained zoologist and working in the animal health sector is hugely rewarding for me. The General Manager role is extremely varied, and this makes it both challenging and also very enjoyable. I am fortunate to work alongside a wonderful team of talented and highly dedicated staff.

What kind of services does your workplace provide?

As New Zealand's leading provider of veterinary diagnostic testing and pathology services, our laboratories provide a comprehensive range of tests to private veterinary practices, academic institutes, research organisations, pharmaceutical companies, government agencies and zoological parks. Disciplines include haematology, biochemistry, microbiology, parasitology, serology, molecular diagnostics, histology and cytology.

What is the most interesting or unusual thing about it?

Because of the nature of our business, we deal with a vast array of species and sample types. There is never a day that goes by when I'm not surprised by something that has come in to specimen reception for testing and, as disturbing as it may sound, I do still enjoy sitting in on the occasion post mortem!

How many people work there and what do they do?

Across our network of five laboratories we employ approximately 95 people, including clinical and anatomic pathologists, scientists, technicians, business development personnel, and a range of support and administrative staff. Together, they ensure that our clients (predominantly vets) are provided with the necessary information required to make a diagnosis and, ultimately, treat the sick animals in their care.

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

"Can you please approve....?"



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

I don't drink coffee and so get my daily caffeine-hit from Coca-Cola instead (only Coke will do and it's got to be 'full fat'!). I'm fortunate in that I have a small fridge in my office so I keep a regular supply of cold cans on hand at all times.

What are your facility's opening hours?

Our operating hours vary slightly between labs but we are typically open between 0800 and 1730 weekdays, and operate a limited service on Saturday mornings. We do not operate on Public Holidays.

Healthscope Snapshots...

The Happy Friday movement at Lady Davidson Private Hospital was started by Nurse Unit Manager Rose Dorrigan.

Hoping to inject positive energy into the last day of the working



Staff from Lady Davidson Private Hospital showing off their Happy Friday shirts

week, Rose asked staff to wear colourful socks every Friday.

Patients responded positively and wanted to participate, starting the Happy Friday groundswell.

Lady Davidson Private Hospital staff now celebrates every Friday by wearing a special happy shirt.

"The change in the demeanour of both staff and patients is evident, the hospital has very positive energy on Fridays," said Rose.

"Who knows this - could become an initiative across all Healthscope hospitals," she said.

Congratulations to Dr Graham Bell, who drew a line under his 47 year anaesthetics career in June 2012.

Dr Bell performed his last shift at Brisbane Private Hospital on 29th June.

Dr Bell studied medicine at the University of Queensland, graduating in 1965. He joined Brisbane Private Hospital, then known as Holy Spirit Hospital, as a consultant anaesthetist in 1976.

Dr Bell is looking forward to spending time with his wife, two children and four grandchildren. He also plans to dedicate more time to his favourite hobbies including cooking, painting, sculpture, gardening and wine tasting.



Dr Graham Bell retired from Brisbane Private Hospital in June

Gribbles Veterinary Pathology in New Zealand got into the spirit of the 2012 Olympic Games with some friendly competition.

Staff from the Gribbles Veterinary Pathology network of five laboratories took part in three Olympic themed competitions.

The teams were asked to create and display their own replica of the Olympic rings. Winners, the Christchurch laboratory, were complimented for the use of recycled materials.



Gribbles Veterinary Pathology staff Gen D'Amours and Lyndall Clarke show off their winning Wild Swan costumes

The second competition saw staff in fancy dress to represent their favourite Olympic event. The winning team of Wild Swans were Gen D'Amours and Lyndall Clarke from the Hamilton laboratory.

The Hamilton laboratory also won the creative medal tally per capita competition. Each lab adopted a country to support for the duration of the Olympic Games. The Hamilton lab with its adopted Jamaica, won with 4.2 medals per million residents.

A team of seventy staff represented Healthscope hospitals Queensland in the 2012 Bridge to Brisbane fun run.

The fun run took place on Sunday 2nd September. Participants had the option to complete a 5 or 10 kilometre course.

This year approximately 40,000 registrants took part in the event, helping to raise more than \$837,000.

The funds raised will go towards Kids Helpline and other selected charities.



Staff from Healthscope Hospitals in Queensland took part in the Bridge to Brisbane 2012

Have you seen Dan?

Healthscope Quality Administration Officer Ruth Nguyen participated in Run Melbourne on the 15th of July with her partner Loren O’Keeffe and a team of supporters.

The Dan Come Home team dedicated the 10km run to Loren’s brother Daniel O’Keeffe, who disappeared from the family home a year earlier.

With support from Ruth, Loren has given up work to search full time for her much loved brother.

Daniel, who was aged 24 at the time of his disappearance, is a successful sportsman and business owner. He also suffers from depression.

Following the only confirmed sighting in Ipswich, Loren believes Daniel may still be in Queensland. But given the sighting was close to a year ago, Daniel could be anywhere in Australia now.

Daniel is 180cm/6ft, with brown hair and hazel eyes. He is not carrying identification.

For more information, or to assist in the search for Daniel, please visit www.dancomehome.com



Daniel O’Keeffe

PreventionXpress - An Overview

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

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

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

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

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



pXs screens for the following health issues:

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

Benefits for workers:

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

Benefits to employers:

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

Find out more information at
www.preventionxpress.com

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





More people in health and community services choose HESTA than any other fund

Your super fund can make a lifetime of difference

- ✓ Run only to benefit members
- ✓ No commissions
- ✓ Low fees

hesta.com.au



Issued by H.E.S.T. Australia Ltd ABN 66 006 818 695 AFSL No. 235249 Trustee of Health Employees Superannuation Trust Australia (HESTA) ABN 64 971 749 321. Consider a Product Disclosure Statement before making a decision about HESTA products, call 1800 813 327 or visit our website for copies.