



Healthscope

the Pulse

Private Health Magazine Edition #1 2016

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In this issue of
thePulse



Holmesglen Private
Hospital under construction
in Moorabbin



Northpark Private
Hospital set to build
emergency department



Norwest anniversary
marks significant growth

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Life changing surgery at the Mount Private Hospital

Having suffered horrific burns as children from kerosene lamp accidents, the chance for two Indonesian teenagers to fly to Perth to undergo corrective surgery was life changing.

An accident six years ago resulted in the left side of 13 year old Jumiyati Inna's face being fused to her neck and shoulder, with part of her nose having melted into her cheek. Her fingers also sustained severe burns.

Ingky Rudianto, now 16, suffered extensive injuries to his lower face which due to the extreme heat was moulded to his chest preventing him from being able to close his mouth as well as making it extremely difficult to eat and drink.

For the pair, their life changing surgery came by the way of the John Fawcett Foundation which flew the children from their hometowns to Perth to undergo surgery.


The Mount Hospital, in partnership with local plastic and reconstructive surgeons, Dr Mark Duncan-Smith and Dr Tim Cooper as well as anaesthetist Dr Simon Zidar, donated their services to the John Fawcett Foundation to facilitate the surgery.

General Manager of Mount Hospital, Jade Phelan, explained that when hearing about the teens' story, her team knew that they had to help.

"Jumiyati and Ingky are incredible, facing such hardship early on in their lives. Being able to play a small part in changing their lives has just been remarkable for our whole team," explains Jade.

Both Jumiyati and Ingky have been incredibly brave and positive throughout their stay at the Mount Hospital.

"Both teens will require further surgery and we look forward to watching their progress," said Jade.



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Message from MD

Australia's health system is the envy of many countries, and the success of the system is based on the public and private sectors operating to deliver quality and accessible health care services.

The Federal government has announced reviews into Private Health Insurance, the Medicare Benefits Schedule, and Primary Care as well as funding arrangements between federal and state governments. Healthscope is an active participant in these reviews and in promoting the benefits of the efficient private health care sector.

As a country, Australia faces a number of economic and social challenges to meet the ever increasing need and demand for health care services. In 1990, 15 cents of every dollar collected through taxes was spent on healthcare. Today that figure is 24 cents and rising, mostly due

to an ageing population and new medical technologies. This month, Australia's population has reached 24 million – 17 years earlier than officials predicted a decade ago. The private health care sector performs over 70% of some elective surgery procedures.

To meet the increasing demand, Healthscope continues to invest heavily in its facilities, equipment and people. In the next 24 months, we will open our new Gold Coast Private Hospital, Holmesglen Private Hospital and the Northern Beaches Hospital.

We are also expanding many of our existing facilities including (but not limited to) Knox, Norwest, National Capital, Newcastle, John Fawkner and Sunnybank. Whilst policy review always brings a degree of uncertainty, health care is unlike most other industries in that it is an essential service. Healthscope is well positioned for the future.



Robert Cooke

Nominate Australia's top nurses for national honours

If you know an outstanding nurse or midwife who deserves to be honoured, now is the time to nominate them for the 10th annual HESTA Australian Nursing Awards.

The annual Awards recognise graduates, individuals and teams for their professionalism, innovation and care, across a range of health settings.

Nominations are being sought from colleagues, patients and employers and are open until 11 March 2016.

HESTA CEO, Debby Blakey, said the Awards shine a spotlight on the vital work carried out by nursing professionals, often in difficult circumstances.

“Every year I’m inspired by the nominations we receive that detail the amazing work of nursing professionals that are making a difference to the lives of so many Australians,” Ms Blakey said.

“The Awards are a way of acknowledging individuals and teams who provide exceptional care, and are also an opportunity to highlight innovations that lead to improvements in clinical practice and improved patient care.”

ME are a longstanding Awards-supporter, with the bank generously providing the \$30,000 prize pool, to be divided among the winners in three award categories – Nurse of the Year, Outstanding Graduate and Team Excellence.

Winners will receive \$10,000 in a ME Everyday Transaction account towards further education or team development.

The Team Excellence Award winner will receive a \$10,000 development grant to take their program or initiative to the next level.

The 2016 finalists will be announced in April and interstate finalists will be flown to Melbourne for the Awards dinner on 12 May – International Nurses’ Day. Make a nomination or learn more at hestaawards.com.au

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Holmesglen Private Hospital under construction in Moorabbin

Holmesglen Private Hospital will herald a new era in healthcare for patients in Melbourne's southern and bayside suburbs, in a new partnership with Holmesglen Institute, the first of its kind in Australia.

The hospital, set to open in early 2017, is located on the original site of the Holmesglen Institute of TAFE Hemisphere Conference Centre at its South Road Moorabbin Campus.

Kingston Council approved the site development earlier this year and construction is underway on the multimillion dollar hospital, which will boost the economy and local jobs in the area.

Robert Cooke, Healthcove Managing Director and CEO, The Hon Steve Herbert, Minister for Training and Skills, Cr Tamsin Bearsley, Mayor of the City of Kingston and Mary Faraone, CEO of Holmesglen Institute were recently on site to view the progress of building works. Minister Herbert also announced a redevelopment and upgrade of student facilities at Holmesglen Institute.

Robert Cooke explained that the development will provide a comprehensive, acute healthcare service for the residents of the southern suburbs.

“Holmesglen Private Hospital will comprise of 147 medical and surgical beds, state of the art Intensive Care and Coronary Care Units, as well as seven integrated operating suites, Cardiac Catheter Laboratory, a Day Oncology and significantly an Emergency Department”, said Robert.

The hospital will also include a comprehensive radiology department, pathology services, pharmacy and café, as well as a number of specialist consulting suites.

Cr Tamsin Bearsley commented “The new hospital will be a valuable asset for the local community. This development will mean local families will have access to important health services, closer to home.”

The development of Holmesglen Private Hospital has been greeted with much enthusiasm and excitement from the local medical and health communities.



Holmesglen Private Hospital is under construction

“There has been a great deal of interest from our current doctors at Como Private Hospital, as well as new doctors that are keen to consult and perform surgery close to where their patients live.

The availability of critical care services at the hospital means that patients will no longer need to travel into the city to undergo more complex surgery” explained Robert.

Como Private Hospital will expand its rehabilitation facilities once its medical and surgical services transfer to Holmesglen Private Hospital.

Cockram Construction is overseeing the development, which commenced in June this year, and will provide employment opportunities in the construction industry.



Planning development



Robert Cooke, Mary Faraone and The Hon. Steve Herbert

One month in: Wellington SCL

Wellington SCL staff recently celebrated their first month anniversary since opening the new pathology service on 1 November 2015.

As part of the Healthscope International Pathology division, Wellington SCL commenced operations across four testing laboratories and 28 collection centres in the Capital & Coast, Hutt Valley and Wairarapa District Health Board (DHB) regions.

General Manager Chris Davey explains that this was a significant undertaking involving the construction of stage one of the new regional laboratory on the Wellington Hospital site.

“The new laboratory now processes all the community referred tests previously done at Aotea Pathology as well as all Wellington Hospital patient testing” says Chris.

Chris also explains that the preceding laboratories based in Hutt, Wairarapa and Kenepuru Hospitals are still operational.

The new laboratory has a combined workforce of previous Aotea Pathology and Wellington Hospital staff.

The laboratory service across the region has over 400 staff working in the four sites.

Anoop Singh, General Manager International Pathology, states “This is the biggest laboratory services integration project ever undertaken in New Zealand and our team has delivered an outstanding result in successfully establishing a brand new facility, seamlessly merging the hospital and community pathology services and are now performing over 18,000 pathology tests a day”.

Stage two of construction of the Wellington laboratory commenced on 30 November and will see the old DHB laboratory transformed into a state-of-the-art Histology, Cytology, Microbiology and Molecular Biology laboratory, which is due for completion in August 2016.

Vale Maureen Eddison (née Houlihan) CNS

Staff and doctors across several Healthscope hospitals are mourning the sudden and untimely loss of Maureen Eddison who passed away on 1 January 2016.

Nursing was a huge part of Maureen's life for more than 37 years, in a variety of settings and specialties.

Maureen commenced her nursing training at The Alfred, Melbourne, becoming a qualified perioperative nurse and midwife.

Maureen's versatility in clinical care and management took her through all perioperative specialties to become Theatre NUM and Director of Nursing and back again to the role she loved the most, nursing in Anaesthetics & Recovery.

Maureen worked for Healthscope for 10 years, the majority of that time at Prince of Wales Private Hospital in Sydney and more recently at Como and Cotham Hospitals when Maureen and her husband Simon relocated to Melbourne three months ago.

Maureen assisted Healthscope in NSW with two lengthy secondments to manage the operating theatres at Sydney South West and Brisbane Waters.

Maureen was recognised for Individual Teamwork at Healthscope with the STAR Award in 2010.

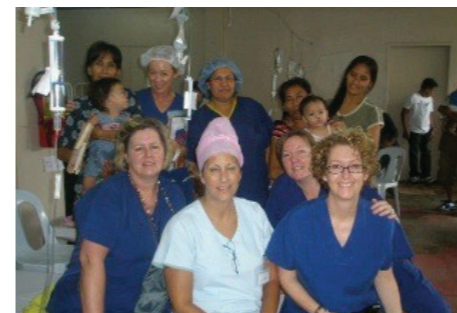
Maureen devoted much of her career to improving the lives of underprivileged Filipino children born with cleft lip and palate.

As director and mission leader with Operation Restore Hope, Maureen went annually for 20 years to Cebu with a team, many of whom work at Prince of Wales Private Hospital.

In 2014, she was awarded a Medal of the Order of Australia (OAM) for service to the international community.

Receiving an OAM was a proud and humbling moment for Maureen and her family.

Maureen loved to travel and one of the highlights in her life was a trip to Africa last year. Maureen's other passions were cooking and good wine and she loved to share these with friends, along with a good story and a giggle.



Maureen and her team



Maureen receiving her Order of Australia medal from Marie Bashir

A good friend and colleague succinctly posted her sudden death "as an incredible loss for all of humanity and her energy, love of life and generous giving nature touched us all". Indeed she did.

Sincere condolences to Maureen's husband Simon and her family.

Award Winning Northern Beaches Hospital

It's still three years until Northern Beaches Hospital in Sydney opens, yet the project team has already taken home a 2015 NSW Premier Award.

The award was presented in November by NSW Premier Mike Baird to Healthscope and Health Infrastructure in the category 'Making NSW a better place to live'.

The project was awarded the accolade in recognition of the innovative partnership between Healthscope and NSW Health, which has resulted in the redesign of health services on the Northern Beaches.

The contract is the first of its kind in NSW which will deliver services to private as well as public patients on behalf of the NSW Government.

It will enable reduced facility and service duplication in a single integrated hospital, improving clinical outcomes for patients and managing health service demand. The contracting process is the first injection of private sector funding into major health infrastructure.

Northern Beaches Hospital Project Director Deborah Latta said "I'm confident that this award will be the first of many as we're focussed on making this a world class hospital; with exceptional services, quality and care for public and private patients."

The hospital is on schedule to open in late 2018. For more information email enquiries@northernbeacheshospital.com.au



Northern Beaches Hospital Project Director Deborah Latta (second from right) next to the NSW Premier

Northpark Private Hospital set to build emergency department

Northpark Private Hospital received VCAT approval to undertake construction of a brand new Emergency Department.

Simon Keating, General Manager of Northpark Private Hospital explains the long awaited development has been met with much delight from the hospital team who, over the past years, have noticed the increasing demand for the critical service.

"We see first hand the demand placed on our local health services and as one of the largest growth corridors in Melbourne, we understand that this demand is going to steadily increase. Our inability to not accept Emergency Department admissions has seen patients having to travel further to seek medical attention," explains Simon.

"Northpark Private is situated in a key location in Bundoora and our Emergency Department will assist in relieving the strain on the local public health system and Metropolitan Ambulance Service," explains Simon.

The state of the art Emergency Department will accommodate for both low and high acuity patients, with transfers being made directly into Northpark and La Trobe Private where required.

"The construction of the Emergency Department, situated at the front of the hospital, will commence in March 2016 and is expected to be completed in October 2016," explains Simon.

It is expected with the development of the new department many local employment opportunities will be created for doctors, nurses and support staff.

"Our team look forward to providing our local community with this much needed critical health service," says Simon.



Northpark introduces Emergency Department development

Hospital food designed to change long term eating habits

Brisbane Private Hospital has introduced a dietary initiative that is designed to educate and ultimately change patients' eating habits after they have been discharged from hospital, helping them improve their overall health and wellbeing.

The initiative seeks to provide patients with information on menu items, highlighting the approximate number of teaspoons of carbohydrates in each food.

Brisbane Private Hospital General Manager, Mairi McNeill, said she hoped that by pointing out the amount of carbohydrates in foods, patients would make lifestyle changes that would lead to the prevention of health issues down the track.

"All healthcare providers should be focussing on prevention, not just treatment," she said.

"What we eat has an enormous impact on our overall health and wellbeing so Brisbane Private has made this a focus for staff and patients.

"By highlighting the nutritional information on our menus, we hope people will make informed choices both during their hospital stay and after they are discharged."

Ms McNeill said Brisbane Private Hospital had created a nutrition committee which developed programs and reviewed menus for both patients and staff.

"The committee looks at the food and beverage options available from all outlets including patient menus, vending machines and staff cafeteria to ensure there is a good balance of nutritious foods," she said.

"Ultimately, the goal is to not only provide healthy options, but to educate staff, patients and visitors on what they are eating and how it impacts their health."

Hospital chefs and kitchen staff have worked with dietitians to develop menu options designed to offer a balanced diet of fresh food that minimises the intake of sugar and starches.

The menu offers low fat options and also identifies low carb options for those wanting to limit their carbohydrate intake.

Brisbane Private Hospital nutrition committee chair, Dr David Johnson, said it was important to decrease sugar and starch intake as it can lead to increased blood sugar levels, chronic hyper-insulinaemia and ultimately insulin resistance.

"When we eat foods with sugar and starch, also known as carbohydrates, they are broken down into their simplest form, commonly glucose and fructose, and then absorbed into the blood stream raising blood sugar levels," he said.

"This increases the production of the hormone insulin, the body's fat storing hormone.

"When we are young we generally digest carbohydrates well, but when we eat large amounts over a long period of time, many of us become insulin resistant, meaning

the insulin becomes less effective and our pancreas needs to secrete more insulin to do the same job.

"Eventually the pancreas can't keep up with the body's demand for insulin and our blood sugars remain higher and obesity and many other metabolic aberrations occur."

Dr Johnson said historically, our eating habits changed quite dramatically around the 1970's and 1980's after a "low fat" foods were marketed in developed countries as healthy options.

"There was a major shift toward reducing fat consumption, particularly of saturated fat, and a massive increase in the consumption of polyunsaturated fats and oils and concurrently a huge and steady increase in carbohydrate consumption," he said.

"Scientifically this ties in well with the steadily increasing and now epidemic rates of obesity we see in the developed world including Australia."

Brisbane Private Hospital dietitian, Leanne Wagner, said many of the foods consumed today contained hidden sugars, and that low fat and diet foods often contained extra sugar to improve their taste.

"Many people have no idea how much sugar and starch is present in some of the regular foods that they eat," she said.

"Foods like ready-made soups and sauces, fruit juices, cereals and biscuits often contain added sugar.

"I think our carbohydrate teaspoon indicator on menus will come as a bit of a surprise for many people when they realise exactly how much sugar is in some of their favourite foods."

Melbourne Private Hospital celebrates 20th anniversary

Since first opening their doors to patients in October 1995, Melbourne Private Hospital has grown to be one of the most in demand private hospitals within the Greater Melbourne area.

In celebration of their 20 year milestone the Melbourne Private Hospital team hosted a gala dinner on 10 October, for current and past staff, which offered a retrospective on how far the hospital has come as well as looking at plans for the hospital's future.



Melbourne Private Hospital celebrates 20 years

General Manager of Melbourne Private Hospital, Leanne Umstad explains that the gala dinner was a way to thank the past and present team that has made the hospital what it is today.

“Our staff, past and present together with our partners and the broader Melbourne Health community, are the DNA of the hospital and have upheld the commitment to providing the highest level of quality healthcare to our patients, the ethos embedded with the opening of the hospital 20 years ago,” said Leanne.

Co-located with Royal Melbourne Hospital in Parkville, Melbourne Private Hospital contributes to the provision of services to the local community, rural referral networks, and other regional and suburban health services in Victoria, as well as to interstate and international patients.

Leanne explains that the hospital has a strong teaching ethos and believes this is the foundation for providing safe, high quality clinical care.

“We are proud supporters of innovation and strive to provide the latest technology to enable our Visiting Medical Officers to be leaders in their field,” said Leanne

“In the past 20 years there have been rapid changes in the provision and innovation of healthcare, I am proud to say that this is a key focus at Melbourne Private Hospital. The hospital continually looks to provide modern solutions to age old health issues. A key reason why doctors and patients alike seek out Melbourne Private,” explains Dr Peter Morley, Chairperson of Melbourne Private Hospital's Medical Advisory Committee.

“Moving forward our vision is to partner within the Parkville Precinct and continue to deliver outstanding patient care and experience for the next 20 years and beyond,” explains Leanne.



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Pictured: Warren, living well with pacemaker therapy since 2013

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Norwest Anniversary Marks Significant Growth

Norwest Private Hospital in North-Western Sydney turned six in September, marking some significant milestones since opening in 2009.

During the six years, 160,215 people have been admitted to the hospital for treatment, 109,466 surgical operations performed, over 86,000 presentations to the Emergency Department and 11,551 babies were born in the maternity unit.



Celebrating six years

Over the six year period, there has been continuous expansion of facilities and services at Norwest, with the hospital now offering 216 beds, 13 operating theatres, a 12 bed Intensive Care Unit and a world class Endoscopy and Day Surgery Unit.

To accommodate the growing demand of the community, further expansion is currently in progress. With the completion of all building works in 2016, there will be an additional 54 surgical beds, seven intensive care beds and five operating theatres.

This will increase capacity of Norwest to 277 beds and 19 theatres.

Hospital employee numbers have almost doubled from 450 staff in 2009 to 850 today. Staff numbers are expected to increase to over 1,000 when the new wing opens.

At the birthday celebration, Deborah Fogarty, General Manager of Norwest Private thanked the staff for their contribution to the ongoing success of Norwest.

“I’m proud to say that I work at Norwest with such a dedicated and hard working group of staff that make a difference to people’s lives” said Deborah Fogarty.

It was a very special day for Norwest. Not only celebrating turning six, but it was also the start of a new tradition, recognising the service of long standing employees at Norwest.

A total of 116 awards were presented to staff who had achieved milestones of five, 10, 15, 25, 30 and 35 years of service with Healthscope.

It was notably a “family affair”, with two generations from one family recognised for their years of service – Chris Anley (35 years), Helen Bracken (30 years), Rebecca Bracken (five years) and Melanie Bracken (5 years). Also, two of the recipients of awards were a husband and wife team working in the Intensive Care Unit, Hon Chee and Emma Chee who both received 25 years of service awards.

When the years of service of all the award recipients were added together, the total represented over 1000 years of service. This remarkable record is a testament to the experience and dedication of staff at Norwest Private.



Celebrating years of service milestones



The team celebrating

New robotic surgical system puts Allamanda at the forefront

Allamanda now has the latest in robotic technology to assist in surgery for a range of health issues after acquiring the next generation da Vinci Xi Surgical System.

The \$3 million system can be used across a spectrum of minimally invasive surgical procedures and has been optimised for multi-quadrant surgeries in the areas of gynaecology, urology, thoracic, cardiac and general surgery.

Allamanda General Manager David Harper said it had always been the hospital's plan to provide patients and doctors with robotic technology and now that the evidence was there to support this latest system he was thrilled to be the first on the Gold Coast to secure it.

"Over the past decade there has been significant advances in surgical treatment procedures and it has always been Allamanda's goal to provide patients with minimally invasive surgical options through robotics," he said.

"This latest system has broader capabilities than prior generations of the da Vinci, allowing surgeons to operate with enhanced vision, precision, dexterity and control."

"We are pleased to be a leader in this field and believe the introduction of the da Vinci Xi Surgical System will greatly benefit our doctors and patients."

The system enables efficient access through the abdomen or chest, more precise movements through its intuitive motion and ergonomic design, and a highly magnified view, virtually extending surgeons' eyes and hands.

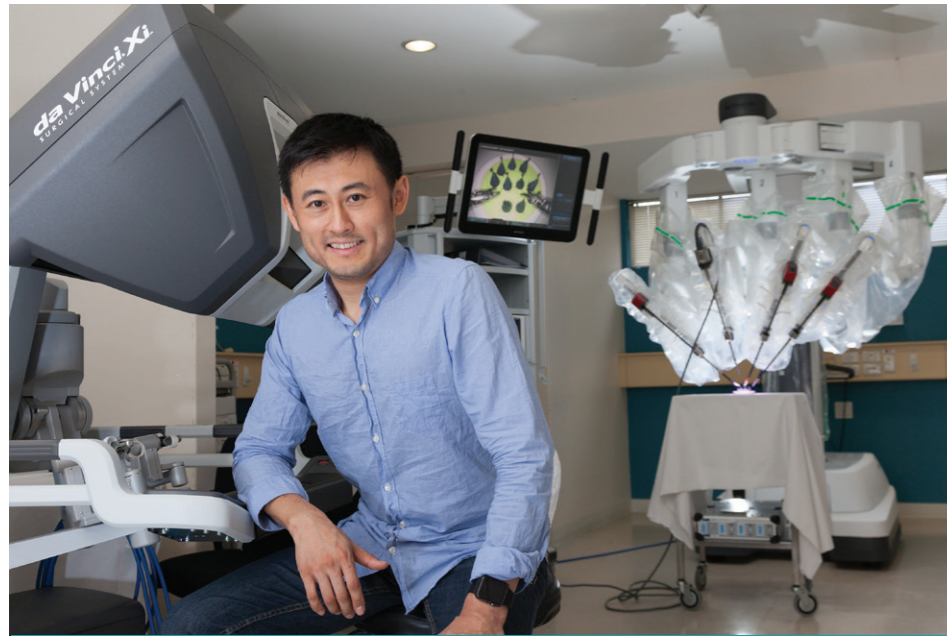
"While our doctors remain 100 per cent in control of the surgery, the robots have small wrist instruments that bend and rotate far greater than the human wrist and the software can minimise the effects of a surgeon's hand tremors on instrument movements," Mr Harper said.

"The system is an expandable technology platform that is designed to accommodate and seamlessly integrate a range of technologies, as well as future innovations, in areas such as imaging, advanced instruments and anatomical access.

"By investing in an adaptable system, Allamanda will continue to provide its doctors and patients with the latest in robotic technology now and into the future."

Key features of the new system:

- A new overhead instrument arm, architecture designed to facilitate anatomical access from virtually any position.
- A new endoscope digital architecture that creates a simpler, more compact design with improved vision definition and clarity.
- An ability to attach the endoscope to any arm, providing flexibility for visualising the surgical site.
- Smaller and thinner arms with newly designed joints that offer a greater range of motion that even before.
- Longer instrument shafts designed to give surgeons greater operative reach.



Dr Sun with the new robotic surgery system



Ready to operate

It's getting hairy at Northpark Private Hospital

When hospital talk between colleagues shifts to the topics of the length and speed of growth of facial hair, you know that it soon will be Movember.

For the past two years Northpark Private Hospital has supported the Movember Foundation with team members competing to grow the best 'mo'.

The Movember Foundation is a global charity committed to men living happier, healthier, longer lives. Since 2003, millions have joined the men's health movement, raising \$685 million and funding over 1,000 projects focusing on prostate cancer, testicular cancer, poor mental health and physical inactivity.

The focus of Movember this year was around men taking control of their health, both physically and mentally.

Marc Diocera, a Urology Nurse at Northpark Private, acknowledges that more can be done to improve men's health.

"In our line of work we will see hundreds of patients every year and can directly see the impact of Movember generating awareness for men's health," explains Marc.

Supporting Movember for the second year, the hospital held a number of external fundraising and awareness campaigns.

Marc explains that they had a MO theme for fundraising, including a MO'ring tea that focussed on little desserts tackling little issues with big effects as well as a MO-BBQ where the Mo Bro's manned the sizzle.

A MO'cktail event was held in celebration for the Mo Bro's and the end of Movember.

"We get a lot of support from our team, patients and visitors, our events and our Mo's certainly are a talking point. Our Mo team includes our General Manager, a Northpark Obstetrician/Gynaecologist, Consulting Suites Manager, Theatre and Ward staff, an Urology Nurse and our Hudson's café owner," explains Marc.

Over the past two years Northpark Private has raised over \$7,500 for the Movember Foundation.

"We have now achieved a platinum award for our sponsorship efforts over the past two years, it's been a great effort. We are sure to recruit more willing recruits to the MO team next year," explains Marc.



The Mo Bros

Congratulations Jenny Rance on 35 years of service

The year is 1980, Malcolm Fraser was the Prime Minister, the Moscow Olympics were boycotted, Azaria Chamberlain disappeared and John Lennon was shot.



Jenny Rance and Cathy Jones

It was also year that communication was revolutionised by the fax machine, Pacman was eating his way through everything, the Rubik's Cube was launched to the bafflement of the world and camcorders and post-it notes were invented.

It was also the year that Jenny Rance started working for the company that would one day become Healthscope.

Starting as a nurse, Jenny has undertaken a number of roles throughout her 35 years' service including Director of Nursing, Quality Manager and today as the country's foremost accreditation expert, working with all of Healthscope's 46 hospitals nationally.

Healthscope's National Quality Manager, Cathy Jones presented Jenny with her 35 year service award at a recent lunch held in her honour.

"Jenny has managed the superhuman effort of working for Healthscope for 35 years given that the company has only been in existence for 30 years.

"We sincerely thank Jenny for her outstanding contribution to Healthscope, as one its most longstanding employees," said Cathy.

Much has changed in the past 35 years, especially within the health sector and Jenny has certainly seen it all.

Celebrating our patients at Como Private



Congratulations Yvonne and Barry

Como Private Hospital staff often go above and beyond for their patients and here is a good news story from our local community.

The day surgery team recently threw a surprise Diamond 60th wedding anniversary party for one of our fond infusion patients, Yvonne and her husband Barry.

As a regular monthly patient to our service the team has grown quite fond of Yvonne and Barry over the years. Barry comes and sits with Yvonne for each infusion which takes six hours.

Nurse Manager Glynis Tudor felt it would be a nice touch to celebrate their wonderful milestone event.

Well done and congratulations to them both.

Como Private has eyes on the future

With an eye to the future, Como Private Hospital recently installed a new state of the art ophthalmic surgery imaging system, the Zeiss Opmi Lumera 700 and Zeiss Callisto eye.

The system will allow Como Private cataract surgeons the advantages of unsurpassed optical quality with the finest anatomical details being clearly visible, allowing the most minute detail, even under difficult situations.

General Manager of Como Private Hospital, Petrina Adams explains that the investment in the Zeiss system will allow not only improved patients outcomes but also workflow efficiencies.

Dr Alpins explains that for him these functions ensure optimal support during surgery and aim to provide better outcomes for patients.

“With our main focus on patient safety and recovery, together both products work as a system to provide safe and effective cataract surgery. Callisto eye offers functions that assist with the capsulorhexis, LRI incisions, IOL centration and toric IOL alignment in patients undergoing eye surgery,” explains Petrina.

Como Private Hospital Ophthalmic surgeon Dr Noel Alpins, was a key driver in the new microscope trials and subsequent acquisition.

“The Zeiss Callisto eye computer assisted cataract surgery has a touchscreen that acts as a central interface to control the surgical microscope and view OR images,” explains Dr Alpins.

An Option Reference Image (ORI) of the patient’s eye is taken in the clinic during pre-op testing on the Zeiss IOL Master Biometer when determining implant power required.

This image is transferred to the Zeiss Callisto eye and used to match with the patients live image so the eye is tracked in real time for implant precise placement.

The information needed by the Ophthalmologist is projected down the eye piece as well as on the screen in real time to promote precision at the incisional step of the surgery including toric IOL alignment.

“The ability to have the seamless transition from clinic to surgery eliminates the need for pre- and intra-operative eye marking,” said Dr Alpins.

The new microscope has been in operation for over a month and over 40 IOL implant patients have benefited from this new advanced treatment at Como Private Hospital.



The Zeiss Opmi Lumera 700 and Zeiss Callisto eye have recently been installed at Como Private Hospital

Boris the bear goes missing at Cotham Private Hospital

There is nothing more comforting to a four year old than a cuddle from their favourite teddy bear friend after undergoing surgery.

Boris the bear fulfilled his role admirably post the tonsillectomy of his beloved owner, giving cuddles on demand and being the trusted advisor in all levels of care post operation.

Unbeknownst to Boris and his owner, disaster would strike soon after discharge, with the two becoming separated and his owner leaving the hospital without him.

A call from suitably worried parents to the hospital, resulted in a thorough search of the ward, but to no avail, it seemed Boris was well and truly lost.

Another call by the now suitably anxious parents, as Boris' owner had been up all night grief stricken, resulted in Nurse Unit Manager Karen Gillieron springing into action and formalising a plan to 'Find Boris'.

Recognising that there was a strong possibility that Boris could have gotten mixed up in the linen, Karen recruited Housekeeping Manager Mary Tormac to her quest, both sorting through linen bags.

A total of 24 dirty linen bags were sorted through, before victory, Boris was found.

Boris was quickly collected by his very relieved and thankful owner.

Karen explained that as a grandmother herself, she couldn't bear the thought of a child losing their most trusted friend.

“At Cotham Private, patient care, no matter what, comes first,” said Karen.



Nurse Unit Manager Karen Gillieron with Boris

Healthscope Medical Centres launch myhealthytravel.com.au

It won't come as a surprise that Australian's love to travel. From the obligatory yearly trips to seek the sun in Bali, the rite of passage trips to Europe for school leavers to the family trips to New Zealand in the school holidays. Australians love to travel.

According to Tourism Research Australia, the number of Australians taking overseas holidays continues to increase with departures up 6% to 5.5 million during 2014.

Data from the Australian Bureau of Statistics shows that in February 2015, there were 551,500 short-term resident departures and in January 2015, there were 686,600 short-term resident departures.

Travel medicine is a huge growth area in Australia. The more adventurous Australian's get as travellers, the more they require medical assistance

for immunisations and other travel based healthcare.

So much so, that the Healthscope Medical Centres team recently developed a travel medicine website www.myhealthytravel.com.au that is designed to assist soon to be travellers book GP appointments across the majority of the 46 Healthscope Medical Centres.

Recognising that the majority of travel is researched and purchased online myhealthtravel.com.au will work across the digital platform to be the 'go to site' for travellers to understand what immunisations they need to obtain before they leave and which medical centre they can book an appointment with.

The travellers will have all the requisite information in one or two clicks and be on their healthy way.



Introducing myhealthtravel.com.au

Consumer Approved Publication (CAP)

Consumer advocates play an integral role in each of Healthscope's 46 hospitals, working with each of the executive teams to provide representation on the behalf of all patients.

The Healthscope National Consumer committee have developed, in conjunction with consumer advocates, The Consumer Approved Publication (CAP), a consumer driven strategy that ensures the review of Healthscope publications intended for patient use.

Carol Moore, National Quality Manager – Patient Centred Care explains that the CAP program ensures the review of Healthscope publications intended for patient use from a Consumer's perspective before the publication is presented to patients, consumers and staff.

“CAP meets all the requirements highlighted recently by the Australian Commission on Safety and Quality in Healthcare and the Clinical Excellence Commission on Health Literacy,” explains Carol.

Guidelines were developed to provide direction to hospitals and medical centres on how to review publications.

A logo icon was designed to be stamped on any publication following consumer approval.

In order to make publications user-friendly and easy to understand, the CAP process checks that they are:

- Readable and understandable
- Have positive language
- Meets Healthscope's standards for publications; font, color, branding and date
- Collaborative and relevant
- Up – to – date (best practice) information; references are noted
- Grammatically correct
- Approved by at least two Consumer Consultants (however named).

A presentation on the Consumer Approved Publication (CAP) process was delivered during the National Quality Manager

Conference – April 2015 by John Doull - Consumer Consultant, who has been instrumental in the development and implementation of this consumer engagement project.

Healthscope Hospitals and Medical Centres have been involved with the consultation process, alongside consumer groups, both at hospital and corporate level.

“A number of hospitals have trialled the system to ensure the final product is robust and user friendly, meeting all the requirements that encompass Patient Centred Care and Australian Commission on Safety and Quality in Healthcare (ACSQHC) National Standards 2: Partnering with Consumers,” said Carol.

The resources available to implement the CAP include a policy, formal logo, brochure and consumer feedback checklist.

“This process ensures that all publications produced by Healthscope have been reviewed by patients to ensure they are easily understood,” said Carol.



Consumer Approved Publication Logo

North Canberra Family Practice introduces PicoSure laser



Advertising the Picosure Service at North Canberra Family Practice

As tattoos have increased in popularity over the years, there has been a noticeable increase in the demand for laser removal, be it from a decision made in the haste of youth, a misspelt word, or the requirement to free skin for another design.

Often perceived as a painful procedure, laser removal has come a long way in a short number of years, with tattoo's now being removed in half the time due to a new, single focussed laser.

North Canberra Family Practice, part of Healthscope Medical Centres has recently introduced a PicoSure laser as part of the services.

Rob Mooney, State Manager NSW & ACT Medical Centres, explains that the introduction of the PicoSure laser is the first such tattoo removal service in the Canberra area.

“We saw a demand for the service and North Canberra Family Practice is the perfect location, many of our patients had previously asked for a similar service in the past,” explains Rob.

The laser is renowned for being able to remove colours with pigment such as red, blue, green and orange which have traditionally required a large number of laser treatments to remove and in some cases only partially removed.

“Previously there was nothing worse for a patient who underwent the removal process only to get near completion and still have a noticeable tattoo. They are now genuinely shocked when they are told they will have a great success rate with less amount of treatments, on a tattoo that has previously been treated before,” explains Rob.

The PicoSure laser is not only used for tattoo removal but also for skin revitalisation.

Recognised for its benefits in treating acne scars, pigmented lesions as well as age, dark and sun spots, freckles and wrinkles.

“The laser treatment is a non-surgical, non-invasive treatment and is delicate enough to work on sensitive areas such as skin, face, hands legs, chest or décolletage,” said Rob.

Rob states that since offering the service in late 2015, North Canberra Family Practice has had a number of patients comment on the results they got, in such a short time.

“Our patients have been delighted with the results, most seeing changes within the first couple of visits. It certainly is changing their lives,” said Rob.

For more information visit
www.northcanberrafamilypractice.com.au

Sarah believes everybody deserves respect, including the homeless.

She fights for their rights to quality health care.

She becomes a familiar face for those that need help.

Do you know
someone like Sarah?

Nominate them for the 2016
HESTA Australian Nursing Awards

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Sarah Ravine
Community Nurse,
HESTA Awards winner



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