

# ACHA News

Spring 2019



## We work together for better care

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### **Ashford Hospital**

Celebrates development  
project milestones

### **Flinders Private Hospital**

Welcomes new staff  
to the team

### **The Memorial Hospital**

Commences next stage of  
building works

ACHA News is circulated as an interactive PDF via email. Please contact your hospital site representative if you would like to obtain a hard copy.

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PAUL EVANS

**"There is a palpable sense of pride amongst our staff as much anticipated new services and facilities are commissioned for use in the development projects..."**

## I welcome you to the 2019 Spring edition of ACHA News

2019 has thus far been a productive year across Adelaide Community Healthcare Alliance Incorporated (ACHA). There is a palpable sense of pride amongst our staff as much anticipated new services and facilities are commissioned for use in the development projects across Ashford Hospital and The Memorial Hospital.

Recent months have seen some changes within nursing leadership across ACHA. We have farewelled Sue Leimann, Director of Nursing / Operations Manager, Ashford Hospital, Yasmin Jordan Director of Nursing, The Memorial Hospital and Lee-Anne Crew, Assistant Director of Nursing, Flinders Private Hospital. We thank them for their leadership and significant contribution to our hospitals. We are looking forward to new appointments in nursing leadership roles across our sites.

We have recently been reaccredited for 3 years with the Australian Council on Healthcare Standards.

The accreditation process involves a rigorous review across all aspects of our service. We are very thankful to staff, Visiting Medical Officers (VMOs), volunteers, patients and consumer representatives for their participation in showcasing our hospitals. More details are provided on page 6.

Ensuring we meet the needs of our patients continues to be a key focus. As such, ACHA has embraced a new and innovative menu. The Standard Approach Menu has been launched at Flinders Private Hospital and Ashford Hospital to positive feedback from our patients. The menu will commence at The Memorial Hospital at the end of this month.

I take this opportunity to congratulate the individual staff and teams who have been nominated for an ACHA / Healthscope STAR Awards. The STAR Awards recognise and celebrate the exceptional individuals and teams

that go above and beyond their day to day responsibilities, to deliver on our commitment to care. Further details regarding our ACHA finalists are included on page 9.

We know that our people are not only the foundation of our organisation, but are the reason that we consistently achieve excellence in healthcare delivery. I wish to pay special tribute to all of our people, from our VMOs, dedicated nurses and allied health staff, to our support personnel and all of our volunteers at each of our hospitals.

Thank you for your continual support of ACHA.

**PAUL EVANS**  
CEO, Hospital Operations





## ACHA NEWS

### ACHA BOARD – retirement of Dr Phil Munt / Appointment of Associate Professor Peter Cundy

We would like to acknowledge and thank Dr Phil Munt who is retiring from the ACHA Board after almost 20 years. Dr Munt has been instrumental in overseeing significant change across ACHA, in his capacity as Chairman of the ACHA Medical Advisory Committee, ACHA Medical Director and Deputy Chairman of ACHA.

His retirement has led to an opening on the ACHA Board. We wish to welcome Associate Professor Peter Cundy to the role. A/Prof Cundy is an eminent Orthopaedic Surgeon, highly regarded on both the national and international stage for his expertise in paediatric and general orthopaedics.



DR PHIL MUNT



A/PROF PETER CUNDY

### NEW VISITING MEDICAL OFFICERS (VMOs)

We welcome the following VMOs to ACHA (since January 2019):

- Dr Gilberto Arenas**, Anaesthesia
- Dr Samuel Benveniste**, Orthopaedic Surgery
- Dr Bavand Bikdeli**, Internal Medicine
- Dr Rachel Chang**, Medical Oncology
- Dr Elizabeth Christou**, Dermatology
- Dr Gareth Crouch**, Cardiothoracic Surgery
- Dr Richard Emmerson**, Anaesthesia
- Dr Ray Farley**, Paediatrics
- Dr Kate Gowling**, Obstetrics and Gynaecology
- Dr Elena Hotinski**, Dental Surgery
- A/Prof Mary Hull**, Gynaecology

- Dr Mathonsi Jila**, Anaesthesia
- Dr Rohit Joshi**, Oncology
- Dr Arman Kahokehr**, Urology
- Dr Janina Kazmarczyk**, General Surgery
- Dr Kashif Khohkar**, Cardiology
- Dr Monica Kwan**, Endocrinology
- Dr Yu Chao Lee**, Orthopaedic Surgery
- Dr Ana McCarthy**, Endocrinology
- Prof Kim Moretti**, Urology
- Dr Gao Jing Ong**, Cardiology
- Dr Mahdi Panahkhahi**, Anaesthesia
- Dr Charlotte Paull**, Obstetrics and Gynaecology
- Dr Laura Petroff**, Dental Surgery
- Dr Hayley-Fleur Plummer**, Obstetrics and Gynaecology
- Dr Vani Prasad Atluri**, Plastics and Reconstructive Surgery
- Dr Parama Sarkar**, Respiratory Medicine
- Dr Zoe Scounos**, Respiratory Medicine
- Dr Swati Sethi**, Anaesthesia
- Dr Abdul Sheikh**, Cardiology
- Dr Tiong Cheng Sia**, Colorectal and General Surgery
- Dr Gayle Silveira**, Orthopaedic Surgery
- Dr Ji Siew**, General Medicine
- Dr Monika Skubisz**, Obstetrics and Gynaecology
- Dr Aaron Stevenson**, Orthopaedic Surgery
- Dr Jennifer Roy**, Plastics and Reconstructive Surgery
- Dr Michelle Tan**, Respiratory Medicine
- Dr Quinnie Tan**, Anaesthesia
- Dr Alia Vemuri**, Obstetrics and Gynaecology
- Dr Courtney Williams**, Anaesthesia
- Dr John Wood**, ENT Surgery
- Dr Christopher Wong**, Cardiology

### New Staff Medical Officers (SMOs)

We welcome the following SMOs/DMOs to ACHA (since January 2019):

- Dr Zaki Hamarneh**
- Dr Dan Huynh**
- Dr Simon Rocheleau**
- Dr Ruby Subrahmanyam**
- Dr Lucinda Van de Ven**



## WORK HEALTH AND SAFETY (WHS) AT ACHA

### Needlestick Incidents

ACHA continues to see a high frequency of sharps injuries in procedural areas. Over 70% of the needlestick incidents reported involve a VMO, with incidents often occurring when sharps are being passed from VMOs to nursing staff or not disposed of correctly.

We encourage our VMOs to be aware of this risk and to be vigilant when using sharps.

### September

September® is a charity event, hosted by Cerebral Palsy (CP) Alliance, which challenges people to take 10,000 steps a day for 28 consecutive days. Every step is made easier knowing in addition to being great for the participants health and wellbeing, it is supporting a worthy cause. Funds raised support research for improved treatment options for people with Cerebral Palsy as well as funding equipment and therapy.

ACHA was proud to again support this event, this year we had 34 teams participating in September. We raised over \$6,250 for the Cerebral Palsy Alliance and walked over 28,500Km! The stand out ACHA team, raising over \$1300, was the 4 Wheel Walkers from Unley Ward at Ashford Hospital. Well done to team members Jessica Gardiner, Djarah Catulong, Tegan Fitzpatrick and Lisa Brooks.

The teams with the with the most steps taken were:

- Not Fast but Furious - The Memorial Hospital
- Defibrillators - Ashford Hospital
- Shift Walkers - Flinders Private Hospital

Congratulations to all participants.

™R U OK? is a trademark of R U OK? Limited

®September is a registered trademark of Cerebral Palsy Alliance

## R U OK? Day

R U OK?™ Day is a day dedicated to raising mental health awareness by encouraging the community to connect with people around them and support others who may be struggling. At ACHA we aim to create a culture where people feel confident to ask someone if they are ok. This simple yet important question can make a real difference to someone going through a tough time.

At ACHA, R U OK? Day forms an important part of our strategy in creating this culture. On Thursday 12 September 2019, staff enjoyed R U OK? Day themed cupcakes to help promote the importance of this day.

## Safework Month

October is National Safework month, which is an important part of the ACHA calendar. The theme for this October's National Safe Work Month is 'Be a Safety Champion', which demonstrates that anyone, both employers and employees from any occupation or industry can be and should be a champion for work, health and safety. Everyone can support a safety culture at their workplace and promote best practice work, health and safety initiatives. At ACHA we hope that everyone strives to 'Be a Safety Champion' at work. Keep an eye out for promotions throughout the month.

## ACCREDITATION SUMMARY

In early September 2019, ACHA saw a visit from the Australian Council on Healthcare Standards, whereby 6 assessors undertook an independent external peer review of all aspects of our service against the National Safety and Quality Health Service Standards.

Across ACHA we take quality and safety seriously and we are delighted to have again achieved full accreditation status for the maximum term of three years.

We thank all staff who contributed to showcasing the work we undertake across ACHA, which demonstrates that we truly personify our purpose - 'we work together for better care.'



## RECONCILIATION ACTION PLAN

ACHA is proud to have launched a Reconciliation Action Plan during August 2019. Reconciliation is about building strong relationships with Aboriginal and Torres Strait Islander peoples and the wider Australian community, for the benefit of all Australians.

At the entrances to our hospitals we have installed artworks and plaques which acknowledge the Traditional Owners of the Lands upon which we operate. This is an important recognition of the continuing connection to land, waters and community of Australia's First Peoples and their Elders, past, present and future.

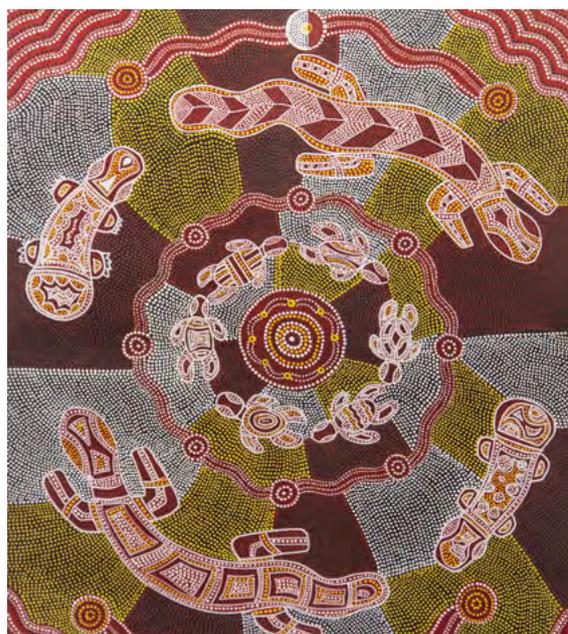
Our Acknowledgement of Country artwork titled 'Coming Together' was developed by Stan Yarramunua, a Wathaurong man from Geelong and Bacchus Marsh.

The artwork is Stan's response to hearing about our purpose 'To work together for better care' and the breadth, scale and diversity of our organisation which we are seeking to leverage as we continue our reconciliation journey.

The inner circle represents people coming together, a fundamental platform of reconciliation journey, and important to facilitate the sharing of knowledge.

The goanna represents our reconciliation journey. The platypus represents the wisdom we gain from working with Aboriginal and Torres Strait Islander Elders, community members, organisations and businesses, as well as our community partners. And the turtle represents love and caring.

The dotted white arcs in the middle of the painting represent water. The painting depicts a coming together to protect the water, because without water we are nothing.



## SOCIAL MEDIA - DIGITAL COMMUNICATION

Ashford Hospital, Flinders Private Hospital and The Memorial Hospital all have active Facebook® pages, which enable us to keep our patients, visitors and staff up to date and showcase our hospitals to the broader community.

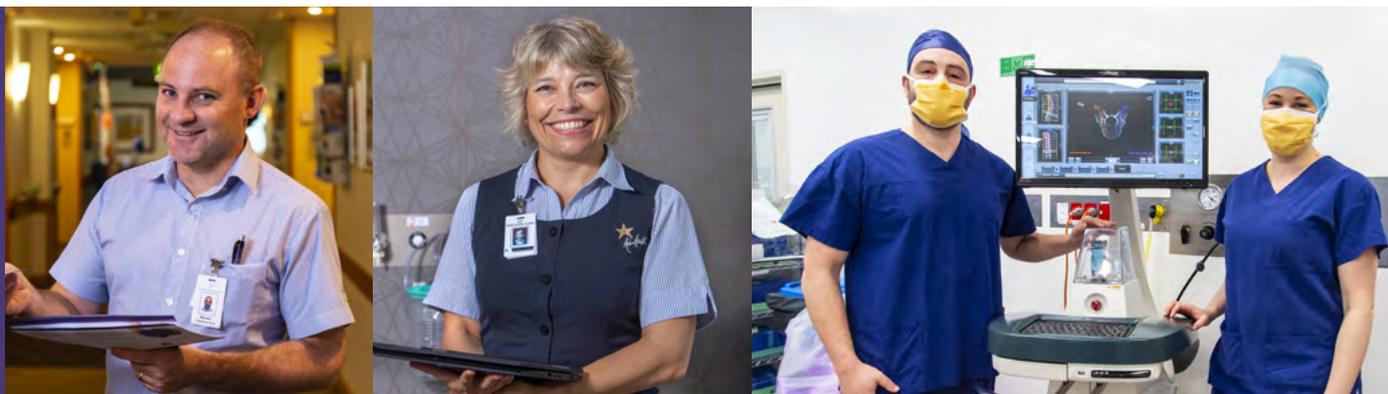
You can access the pages here:

-  [facebook.com/AshfordHospital/](https://facebook.com/AshfordHospital/)
-  [facebook.com/FlindersPrivateHospital/](https://facebook.com/FlindersPrivateHospital/)
-  [facebook.com/thememorialhospital/](https://facebook.com/thememorialhospital/)

We have also recently launched an ACHA Health YouTube® Channel, providing a central location for our patients to access all our latest videos and information. The YouTube channel can be viewed here:

**[youtube.com/channel/UC0q0a8NcEdti8cv3jDY6SZg/](https://youtube.com/channel/UC0q0a8NcEdti8cv3jDY6SZg/)**  
**featured**

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®Facebook is a registered trademark of Facebook, Incorporated



### ACHA eADMISSIONS

ACHA eAdmissions was first launched during 2016 and there has been considerable participation rates from our patients.

The portal allows patients to complete and submit their Patient Registration and Patient Health History forms electronically. The online admission forms provide patients with the convenience of being able to complete their admission forms in their own time, via a user friendly web based portal available at [acha.eadmissions.org.au](http://acha.eadmissions.org.au).

### PATIENT EXPERIENCE FEEDBACK

Patient feedback is important to us!

Across ACHA, we believe that the patients are at the centre of why we do what we do, and patient feedback can help us to improve the services and care we provide.

After discharge, all patients that have provided an email address, will be invited to complete a feedback survey. The feedback is immediately accessible by our department managers via our Patient Experience Dashboard and provides an opportunity for our teams to share positive feedback and make improvements.

Please note - patient email addresses will only be used for survey purposes and nothing else.

### ACHA PATIENT FINDER

Designed for family and friends to track the location of a patient during their stay, the Patient Finder app was rolled out across ACHA in 2016. The app provides updates on location information of the patient through theatre, recovery and return to the ward. The use of the app is controlled primarily by the patient who can forward their unique code to the Patient Finder app to their family and friends.

The patient's location details including ward names, room number and in some cases phone extension are included within the Patient Finder app. If a patient changes ward or rooms during their hospital stay, Patient Finder will immediately update all location information.

#### There are two simple ways to access Patient Finder.

1. In most cases prior to the hospital admission, a SMS is sent to the registered mobile number with a unique link to the Patient Finder app. The patient simply forwards this SMS to all desired family and friends. When the link in the SMS is clicked, the Patient Finder app will open on any device and display all key location details.

#### OR

2. The hospital reception team will supply each patient with a Patient Finder card that includes their admission number as well as a web address and QR code that can be used to gain access to the app. The patient can give this card or pass on the admission number and web address to all family and friends to track the patient throughout their hospital stay.

Patients can access further information via [achaassist.org.au/patientfinder.asp](http://achaassist.org.au/patientfinder.asp)

### EVENTS

#### Westpac City-Bay Fun Run 2019

Sunday, 15 September 2019 saw ACHA support over 250 of our hospital's community participate in the Westpac City-Bay Fun Run™ 2019.

Our teams were easy to spot along the track, wearing their site specific tops. The teams participated in their Fun-Run of choice. We were delighted to have participants in all categories of the event, from the 3km walk through to the Sub60 and Half Marathon. Congratulations to all participants.

™ City-Bay Fun Run is a trademark of City Bay Fun Run Committee Incorporated



## ACHA Vision 2019

ACHA is pleased to again be hosting 'ACHA Vision', our annual information evening for new Specialists and Senior Trainees regarding private practice, to be held on Thursday 21 November 2019 at the Adelaide Oval. The event is designed to provide insight into the benefits and considerations involved in private practice, in addition to providing an opportunity for networking with private healthcare sector experts.

Speakers include established specialists, financial advisors and a digital marketing expert.

If you would like any further information, please contact Kelli Blakely on 08 8375 5285 or [kelli.blakely@acha.org.au](mailto:kelli.blakely@acha.org.au)

## STAR AWARDS

We congratulate the individuals and teams who have been nominated for this year's ACHA / Healthscope STAR Awards.

The STAR Awards are an opportunity to formally recognise, thank and celebrate the exceptional staff across our organisation for their outstanding contribution to the workplace, who embody the STAR values and consistently 'go the extra mile'.

### The STAR values are:

- Service Excellence
- Teamwork and Integrity
- Aspiration
- Responsibility

Values are an integral part of any organisation. They are the foundation for the way we operate, embodying the culture, setting the standards and guiding us as we live our Purpose 'we work together for better care' each and every day.

Saying thank you regularly and showing that the effort, dedication and commitment of our extraordinary teams and individuals is valued and appreciated is an important part of the culture that we continue to build.

Across ACHA we received a staggering 77 nominations which is a testament to our people.

We especially congratulate the following individuals who have been selected as finalists:

- Ms Kate Cocks, Support Services Manager / Ashford Hospital – Responsibility (Individual)
- Ms Stefanie Carapetis Physiotherapist / Flinders Private Hospital – Service Excellence (Individual)

Finalists will be recognised at a presentation at Gold Coast Private Hospital later this month.

We are incredibly proud of all of our staff and delighted to have multiple members of our team identified on a national level, through many nominations.

## STANDARD APPROACH MENU

Flinders Private Hospital was proud to be the first South Australian hospital to introduce the new Standard Approach Menu, setting a new standard for hospital food and patient experience. This collaborative project initiated by Leanne Taylor (National Support Services Manager, Healthscope) and Executive Chef John O'Shea (Gold Coast Private Hospital) was launched at Flinders Private Hospital in September 2019. The menu offers a selection of gourmet dishes and powerful 'superfoods' that are typically found in cafes and restaurants, as well as traditional, home-style meals. It strikes a balance between modern dishes - like Buddha bowls and Acai bowls - and classic comfort food like roast beef with hassle back potato and Yorkshire pudding, to ensure there's something for everybody. The menu has since been introduced at Ashford Hospital.

Food and nutrition are vital ingredients in a patient's recovery to full health. Good food not only lifts our patient's spirits, it supports their mental and emotional wellbeing. Initial feedback from patients at Flinders Private Hospital and Ashford Hospital is overwhelmingly positive. This menu will be introduced at The Memorial Hospital later this month.



**SPECIAL EDITORIAL**

**Arn's Angel, Marika, is the Pride of Ashford Hospital**

Arnold Fraser never considered he was having a heart attack. A fit, healthy and active 66 year old, he thought the pain he was experiencing during his usual walk was muscular. But when the pain got worse Arnold chose to knock on the nearest door to ask for help.

He's glad he did. Arnold is alive today because inside that house he found his "angel".

Ashford Hospital Registered Nurse, Marika Capurso, had just returned home when her father Vince answered Arnold's knock at the door. When she got up to see who the visitor was, Arnold collapsed and she immediately began CPR, while her dad called an ambulance.

Marika continued CPR for about eight minutes until the ambulance arrived and continued to assist paramedics.

Miraculously, after an extensive resuscitation process, including multiple shocks with the defibrillator, Arnold's pulse returned and he was rushed to the Royal Adelaide Hospital (RAH) for further treatment.

Following the insertion of a cardiac stent at the RAH, a period of rehabilitation at Griffith Rehabilitation Hospital and commencement of the cardiac rehabilitation program at Ashford Hospital, Arnold has recovered remarkably well and now wants to share his story and recognise Marika, whom his family now refer to as 'Arn's Angel'.

Arnold and his wife Lette have reunited with Marika and her family and have nominated her for a Pride of Australia award.

"I nominated Marika because her selfless, immediate and outstanding actions certainly saved my life - a stranger whom she had never met. She performed CPR to the point of exhaustion and kept me in a state of life, capable for defibrillation," Arnold said.

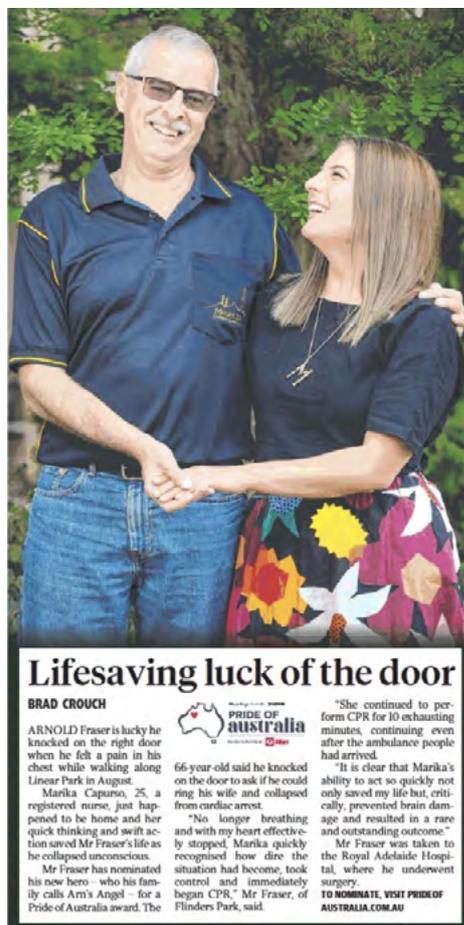
"If I hadn't knocked on that door, there is no doubt I wouldn't be here".

Arnold also returned to Ashford Hospital this week to see Marika recognised with a Staff Excellence Award.

"She doesn't want to take any accolades or credit for any of this but I am rapt to see her rewarded. With her quick action and confidence, she undoubtedly saved my life," he said.

Ashford Hospital General Manager Paul Evans said Marika is a "hard working, skilful and caring nurse who is highly respected by her peers".

"We are incredibly proud of Marika and thrilled to be able to support Mr Fraser's recovery and share this amazing story".





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**“The Ashford Hospital development project is progressing well, with a number of significant project milestones achieved ...”**

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PAUL EVANS - GENERAL MANAGER



## FROM THE GENERAL MANAGER

The Ashford Hospital development project is progressing well, with a number of significant project milestones achieved this year, including opening of our new Day Procedure Unit (DPU) and new 24 bed ward Unley Ward.

The development was designed to expand clinical services and facilities and to improve the patient experience. We are delighted that the opening of these new areas has been positively received by staff, specialists and patients. We sincerely thank you all for your patience and cooperation throughout the project.

Ashford Hospital values the contribution of all of our VMOs, staff and volunteers. I thank you for the quality of care you provide to our patients, your support and for your ongoing commitment to Ashford Hospital.

### PAUL EVANS

General Manager

## DEVELOPMENT PLAN

Ashford Hospital has celebrated a number of exciting project milestones this year:

### Day Procedure Unit (DPU)

DPU includes 30 patient chairs / bays, patient admission and discharge lounges, a large working station, private interview rooms, change rooms and staff-patient amenities. It is a modern, light filled and spacious environment and is providing a first class experience for our patients.

### Sacred Space

The Sacred Space is available for patients, visitors and our staff on the first floor, adjacent to the main lift. It is a peaceful space to pray, pause, ponder, meditate, wait and hope.

It's for people of all faiths and no faith.

Feel free to use this space next time you are at Ashford Hospital.

## Unley Ward

Ashford Hospital's development project includes significant upgrades to patient accommodation. The area, previously known as the "Marion wing" has been completely rebuilt. The new 24 bed ward has been named Unley ward bringing back one of the hospitals original ward names that recognises the involvement of Unley Council in the development of Ashford Private Hospital in the 1950s.

Unley ward opened during May 2019 predominantly caring for our Orthopaedic and Urology patients. The staff that previously managed these specialties in Mitcham have transferred to Unley ward ensuring that these patients are cared for by the same experienced team.

Following the opening of Unley ward the medical patients on Anzac ward relocated to Mitcham ward, securing a 32 bed ward for our medical patients, in a more suitable environment. The medical, nursing and Allied Health team have also transferred into Mitcham ward.

I also take this opportunity to recognise the contribution of all our staff during the opening of these two areas.

The building works continue with this next stage including:

- Anzac wing patient accommodation upgrades
- A new external facade along Anzac Highway and Marlestone Avenue

The entire development is expected to be complete by March 2020.





## STAFF APPOINTMENTS, RETIREMENTS AND FAREWELLS

### Director of Nursing - Ms Sue Leimann

In July 2019, we farewelled Sue Leimann, Director of Nursing / Operations Manager. We take this opportunity to acknowledge and thank Sue for her contributions to both ACHA and Healthscope over the past 20 years. During this time, Sue has held multiple roles across three states including General Manager, Director of Nursing and corporate office roles.

ACHA and in particular Ashford Hospital has benefited from Sue's leadership and commitment to our patients, staff, VMOs and volunteers. In recent times, Sue has been the driving force behind the Ashford development project, and this is evidenced by the changes we see taking place throughout the hospital today.

In the interim, **Ms Kirsty Grant** is the Acting Director of Nursing whilst a recruitment process is undertaken, Kirsty can be contacted on 08 8375 5294 or [kirsty.grant@acha.org.au](mailto:kirsty.grant@acha.org.au)

### Dr Ross Philpot - Infectious Diseases

Earlier this year we farewelled Dr Ross Philpot who has partially retired from private practice, whilst continuing to provide service in the public sector.

Ross has provided enormous support to ACHA and Ashford Hospital, with many years of service on various committees including ACHA Medical Advisory Committee and the Infection Control Committee.

We wish Ross all the very best in this step towards retirement and thank him for his contribution to Ashford Hospital.

## RECONCILIATION ACTION PLAN - HEALING PLACE

As part of our Reconciliation Action Plan we were thrilled to engage artist Toy-Toy Rigney to create a feature piece of art for our main foyer. Toy-Toy Rigney is a proud Ngarrindjeri, Paakantji, Latji-Latji, Yorta Yorta, Palawan and Kurna woman. She is a self-taught artist inspired by beloved Uncle Peter Clarke (RIP) and Yolunga artists of her adopted NT family.

The piece that Toy-Toy created is called 'Healing Place'.

*When we are out on country it is a place of healing where people have a connection to the land and water that gives us peace and heals us physically, mentally and spiritually.*

'Healing Place' is on display in our foyer, next to the main lifts.





## SERVICE RECOGNITION PROGRAM

Each year we take great pleasure in recognising our staff via our Service Recognition Program celebrating a milestone in years of service at Ashford Hospital / ACHA. On 16 May 2019 we were especially thrilled to recognise a group of staff that have worked as part of our team for over 30 years, an extraordinary achievement. The staff were presented with a certificate, service pin and gift of their choice in recognition of their loyalty and service to ACHA. Our next recognition evening is scheduled for 31 October 2019.



## STAFF ENGAGEMENT

Staff engagement remains a focus at Ashford Hospital and we recently completed an annual staff satisfaction survey "Your Voice Counts". We were pleased to see areas of significant improvement since our last survey period, particularly around the impact quality initiatives has had on our delivery of sound clinical care. We appreciate staff taking the time to provide constructive feedback and look forward to implementing our action plan, to further meet the needs of our staff, particularly around communication of key organisational goals to all stakeholders.

We continue to support our teams to participate in various health promoting community events activities, including City-Bay as previously outlined within ACHA articles.

On 16 June 2019 a group of over 60 Ashford Hospital and Schiavello Construction staff took the stomp to Leukemia in **Stadium Stomp®** at Adelaide Oval, in support of the Leukemia Foundation. We are incredibly proud to have raised \$6,500.00.

On 9 May 2019, Ashford Hospital were proud sponsors of the Heart Foundation's '**Heart of the Matter**' breakfast at the Adelaide Hilton Hotel. Hosted by Dr Nicky Vincent, South Australian Commissioner for Equal Opportunities, the breakfast shared the launch of the Heart foundation's community engagement campaign encouraging Heart Health Checks.

We were also pleased to support the Cancer Council by hosting **Australia's Biggest Morning Tea** on 23 May 2019, in conjunction with Hudsons Coffee. An amazing effort, with \$780.00 raised.



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FLINDERS  
PRIVATE  
HOSPITAL

**“Flinders Private Hospital is part of the Flinders Campus, affiliated with Flinders Medical Centre and Flinders University of South Australia. Together we are building an exciting future in health for the South, sharing knowledge and creating innovative solutions.”**

ANGELA McCABE - GENERAL MANAGER



### FROM THE GENERAL MANAGER

I feel honored to be writing this message as General Manager of Flinders Private Hospital.

2019 has seen a significant milestone in our hospital's history, the 20th anniversary of Flinders Private Hospital. Opening on 4 January 1999, Flinders Private Hospital has spent the past 2 decades growing our services, building the ACHA brand, which has now become synonymous with our commitment to support our patients, staff and dedicated VMOs. The high tea celebration was attended by many founding staff members and VMOs who were pivotal in the opening of Flinders Private Hospital at the opening and remain a current VMO or have since retired.

Prof David Wattchow, General Surgeon celebrated this event after recently retiring from Flinders Private Hospital. Professor Wattchow's commitment to Flinders Private Hospital since its opening has greatly benefited our community and we trust that the General Surgeons he has trained and supported will strive to follow his standards. Professor Wattchow's contribution to positive patient care and outcomes, plus his interactions with staff will be sorely missed at Flinders Private Hospital.

Flinders Private Hospital is part of the Flinders Campus, affiliated with Flinders Medical Centre and Flinders University of South Australia. Together we are building an exciting future in health for the South, sharing knowledge and creating innovative solutions. Key stakeholders - SALHN, Flinders University and Flinders Private Hospital participate in regular partnership meetings, to plan goals around Education and Research, future Workforce planning and Infrastructure, across the Flinders Campus.

The world around us is changing rapidly including health economies and the choice for consumers in private health insurance. In March 2019, Flinders Private Hospital announced the closure of the Obstetric and Maternity Service, this was a difficult decision based on the reduction in the number of deliveries in recent years. Despite all efforts, we were no longer able to reach an outcome that ensured the ongoing viability of the

Obstetric service. As a member of ACHA, Ashford Hospital is the leading private obstetric service provider in SA, with both the facilities and capacity to accommodate obstetric patients. This has been a challenging time for all parties, we would like to sincerely thank all their patients, staff and doctors for their support over the past 20 years. We will always be proud to have delivered over 10,000 babies.

I would personally like to thank all our valued VMOs for their continuous support and dedication - we are able to do what we do because of the tremendous level of commitment to Flinders Private Hospital from all of you. I also would like to thank the team at Flinders Private Hospital for all the hard work and incredible levels of care and service ensuring that our patients get the best from us every day.

**ANGELA McCABE**  
General Manager

### STAFF APPOINTMENTS AND FAREWELLS

#### **Ms Lee-Anne Crew - Assistant Director of Nursing**

We have farewelled Lee-Anne Crew, who has accepted the position of General Manager / Director of Nursing at Tennyson Centre - Day Hospital. Lee-Anne has been a pivotal part of the Executive team over the past 3 years and we would like to thank her for her engaging professionalism and leadership. Lee-Anne has been pivotal in driving quality, engaging with clinical teams and managing patient feedback.

Lee-Anne will be dearly missed and we wish her every success with her future career.

**Ms Lisa Denton** has accepted the position of Acting Assistant Director of Nursing of Flinders Private Hospital for 3 months from 18 September 2019 and **Ms Manogary Thangavelu (Rheena)** will replace Lisa as Acting Nurse Unit Manager of 4 North.

#### **Ms Amy Wells - Finance Manager**

We are pleased to announce that Amy Wells has



accepted the position of Flinders Private Hospital Finance Manager, commencing 1 October 2019. Amy has been integral to the management teams at both Parkwynd Private Hospital and Griffith Rehabilitation Hospital.

#### **Mr Steve Thompson - Chaplain**

We welcome our new Chaplain, Steve Thompson. Steve has been in the ministry for over 26 years and also has background in nursing. Steve is at Flinders Private Hospital on Mondays, Wednesdays and Thursdays. He is available to support our patients and their families, in addition to our staff through illness, anxiety, distress, debriefing, advocacy, conflict resolution and change. The Chaplain's office is located on Level 3 next to the entrance of the Day Procedure Unit.

Steve can be contacted on  
08 8275 3496 / 0428 032 274  
or email: [steve.thompson@acha.org.au](mailto:steve.thompson@acha.org.au)

#### **Mr Daniel Cullen - Administration Manager**

We are pleased to advise that Daniel Cullen has been appointed to the new role of Administration Manager across both Flinders Private and The Memorial Hospitals. Daniel has extensive administration management experience both within and external to ACHA.

Daniel will work full days at each site and days will vary according to operational needs.

Daniel can be contacted on 08 8275 3333 (FPH) or 08 8366 3800 (TMH) and email [daniel.cullen@acha.org.au](mailto:daniel.cullen@acha.org.au)

#### **RAPID ACCESS PR BLEED CLINIC**

The Rapid Access PR Bleed Clinic provides a streamlined service for patients requiring diagnostic investigations associated with PR bleeding. The fast track referral system for patients with suspected bowel cancer is designed to shorten the time to diagnosis and treatment for patients with lower gastrointestinal malignancy. The clinic offers flexible sigmoidoscopy and colonoscopy and patients are triaged appropriately to meet their needs.

This might be to the direct admission to procedure pathway or referral to appointment prior to procedure, for the more complex patient.

Referral is made by the General Practitioner to the Colorectal Specialist Group, phone 08 8371 3077.

#### **ORTHOPAEDIC FRACTURE CLINIC**

Due to the success of the Flinders Private Hospital Private Orthopaedic Fracture Clinic, we have expanded this referral service to the Emergency Departments at South Coast District Hospital in Victor Harbor and Noarlunga Hospital. The popular service connects private patients to an Orthopaedic Consultant within 48 hours.

For any enquiries, please contact Ms Mandy Burnett (Business Manager) at [mandy.burnett@acha.org.au](mailto:mandy.burnett@acha.org.au) or phone 08 8275 3718.

#### **EVENTS**

##### **ACHA Reconciliation Action Plan**

14 August 2019, we celebrated the launch of the ACHA / FPH Reconciliation Action Plan and the Acknowledgement of Country ACHA Artwork titled "Coming Together", developed by Stan Yarramunua, a Walthaurong man from Geelong and Bacchus Marsh.

The celebration was opened by Aunty Suzanne, a Kurna Elder with a teaching and law background who has worked alongside the State Government in drafting policy around the needs of the Aboriginal and Torres Strait Islander (ATSI) population. Aunty Suzanne is the ACHA advisor for our ATSI community and has consulted on staff education and awareness of cultural needs, the Reconciliation Action Plan, and has conducted Acknowledgement of Country at key meetings and forums. A bush tucker themed lunch was enjoyed by all staff. We are eagerly awaiting the completion of the Flinders Private Hospital mural.

##### **Heart Foundation - Heart of the Matter breakfast**

Flinders Private Hospital were proud sponsors of the Heart Foundation 2019 'Heart of the Matter' breakfast at the Adelaide Hilton Hotel.



Hosted by Dr Nicki Vincent, South Australian Commissioner for Equal Opportunities, the breakfast shared the launch of the Heart Foundation's community engagement campaign-Heart Health Check and had a focus on women's heart health.

**FPH sponsors Glenelg Football Club to a Win**

Flinders Private Hospital are proud sponsors of the Glenelg Football Club who took out the SANFL Final on 22 September 2019, the first time in 31 years! Flinders Private Hospital was lit up along the LED screens at Adelaide Football Oval to thousands of screaming fans. Flinders Private Hospital support a number of local sporting clubs contributing to the longevity of their centres and providing valuable exposure of our hospital and our many services to our community.

**Flinders Private Hospital Kid Zone at the Unley Gourmet Gala 2019**

Flinders Private Hospital sponsored the Unley Council to celebrate their 20th year producing this popular free community event. More than 20,000 people turned out to the event on King William Road in January 2019, enjoying the warm weather and gratefully accepting the icy Flinders Private Hospital water which was ferried up and down the street on bikes with large baskets.

The Flinders Private Hospital Kids Zone, was packed and very popular as the children enjoyed watching "Monski

Mouse", the drawing competition, face painting and a very popular GIF photo booth for the whole family.

Thank you to all involved, we were very pleased to see so many of our VMOs and staff attending this year.





The Memorial Hospital

**"As we lead into an exciting 2020, continuing our development, we will also be celebrating 100 years of caring for the South Australian community."**

JANET JONGENEEL - GENERAL MANAGER



## FROM THE GENERAL MANAGER

The Memorial Hospital has had a busy 2019 with the continuation of our development. Mossop Construction + Interiors have commenced stage 2 of the build, which includes an additional Operating Theatre, Paediatric Day Stay Unit, significant infrastructure works as well as the accommodation and ward refurbishments.

Whilst being fully operational during major development works offers challenges, our management team continue to show leadership to reduce the burden on all of our stakeholders. The Paediatric Day Stay Unit, opening in April 2020 will offer a dedicated space for our high turnover of paediatric day cases, and will facilitate additional overnight accommodation in Leahurst Ward. Further single room accommodation will be welcomed by both VMOs and patients alike.

As we lead into an exciting 2020, continuing our development, we will also be celebrating 100 years of caring for the South Australian community. Reaching our centenary milestone is the result of a pioneering vision, followed by subsequent hard work and dedication. We thank you for your contribution to make this possible and look forward to sharing this occasion with you in 2020.

I would like to thank our VMOs, staff and volunteers for their significant contribution and constant exceptional level of care that you provide to our patients at The Memorial Hospital. I look forward to the ongoing development and the platform that it will provide to enhance the patient experience. As always, I value any feedback and or suggestions you may have to offer.

### JANET JONGENEEL

General Manager

## DEVELOPMENT PLAN

The Memorial Hospital development is well underway with many projects already completed.

### Completed projects

- New staff amenities
- New Pennington Terrace Stores
- Kitchen upgrade
- Construction of three storey building

Mossop Construction continue to work on the next / final stages of the hospital's development. Our development has multiple stages and sub-stages, with some stages occurring concurrently.

### Projects still in progress:

- Infrastructure: November 2018 – April 2020
- Theatre / Recovery upgrades: November 2018 – January 2020
- New theatre: April 2020
- Paediatric Day Stay Unit (15 bays): November 2019 – April 2020
- CSSD upgrades: April 2019 – March 2020
- Patient accommodation refurbishment: July 2019 – February 2020



## STAFF APPOINTMENTS AND FAREWELLS

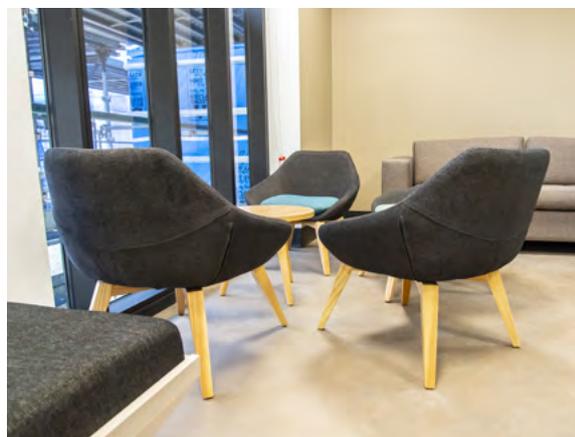
### Ms Yasmin Jordan, Director of Nursing

In September 2019 we farewelled Yasmin, after 15 years of dedicated service to The Memorial Hospital, the last 8 years as Director of Nursing. Yasmin has provided strength and compassionate leadership during her tenure. We wish her every success as she moves across to the public sector into a challenging new position. **Ms Kristen Feodoroff** will be acting in the role and can be contacted on 08 8366 3850 or [kristen.feodoroff@acha.org.au](mailto:kristen.feodoroff@acha.org.au)

## STAFF ENGAGEMENT

Working closely with our staff to maintain satisfaction remains a high priority. Recently we have completed the annual staff satisfaction survey "Your Voice Counts". We were delighted with the results, which indicated that we have both improved and maintained high levels of engagement with our staff. We embrace the opportunity to continue to develop this vital aspect of our practice.

In August 2019 we opened the new staff amenities suite on level 3, a dedicated fresh new space for staff which includes change rooms with shower facilities, lockers and a new dining room. The area has been welcomed and well received by all.



## RECONCILIATION ACTION PLAN

As part of The Memorial Hospital's work around the ACHA Reconciliation Action Plan, we were thrilled to engage acclaimed contemporary artist Tony Wilson, a proud Kurna, Ngarrindjeri and Nurungga man, to create a piece of feature art for our reception area.

The artwork, titled, 'Our Place of Healing' is an acknowledgement to Kurna Country where The Memorial Hospital is located.

It represents the impact hospitals have on their local community and the important roles all staff undertake, both collectively and individually to optimise patient care and well-being on their journey back to full health.

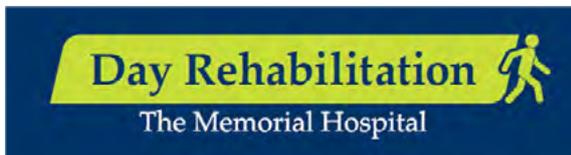
Tony is based in Adelaide, his works are heavily influenced by his cultural heritage, he is inspired by moments or things that make you pause stop and bring you into the present.



## DAY REHABILITATION

We have received an increase in enquiries regarding the Day Rehabilitation program. Patients can be referred by their General Practitioner or specialist to the General Physician led multidisciplinary team program, which is tailored to the needs of the individual. Privately insured patients can access the service with no gap. If you wish to have further information regarding how this service can assist your patients please contact Dustin Willis on 08 8366 3433 [dustin.williss@acha.org.au](mailto:dustin.williss@acha.org.au)

We are looking forward to a refurbishment of the area over the Christmas period, as well as the introduction of increased focus on socialisation for Day Rehabilitation Patients.



## STAFF RECOGNITION

Each year we reflect on the amazing group of staff that are dedicated to our hospital. In 2019 we acknowledged 52 staff who have reached a service milestone to The Memorial Hospital, ranging from 10-40 years. The sheer number of people we celebrate speaks to The Memorial Hospital family that we are fortunate enough to be a part of.

## CENTENARY CELEBRATIONS

As we work towards the significant milestone in the form of our centenary year in 2020, the dedicated Centenary Committee is raising funds towards a bronze sculpture to commemorate the occasion. Mrs Lan Le, wife of the Governor of South Australia, as the ambassador for this project, hosted a function at Government House to further understand the occasion. We are looking forward to acknowledging the history of our hospital, and its significance within the community of South Australia in 2020.



# Investing in our future, caring for your patients.



Our 2,200 staff care for the every need of your patients.



With our on-site Medical Officers and three Critical Care Units, we care about the safety of your patients.



We work with over 1,400 caring Doctors.



We care for your patients with the latest in medical technology.



With close to 500 beds, we care about the comfort of your patients.



Our 32 operating and procedural suites provide care across all surgical specialties.



24/7 Admissions 08 8375 5290  
24/7 Chest Pain Unit  
Emergency Department  
(open 8.00am - 10.00pm daily)

55 Anzac Highway, Ashford SA 5035  
Phone 08 8375 5222 | ashfordhospital.org.au



24/7 Admissions 08 8275 3704  
24/7 Chest Pain Centre  
Liaison Nurse 0437 003 496  
(can facilitate admissions from FMC Emergency Department)

1 Flinders Drive, Bedford Park SA 5042  
Phone 08 8275 3333 | flindersprivatehospital.org.au

The Memorial Hospital



24/7 Admissions 08 8366 3864  
Acute Medical / Surgical  
Rehabilitation Programs  
(Day / Inpatient)

Sir Edwin Smith Avenue, North Adelaide SA 5006  
Phone 08 8366 3800 | thememorialhospital.org.au



**Adelaide Community Healthcare Alliance Incorporated (ACHA)** is the largest private hospital group in South Australia, comprising Ashford Hospital, Flinders Private Hospital and The Memorial Hospital.



**ACHA Health  
Executive Office**

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**Ashford Hospital**

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**Flinders Private Hospital**

1 Flinders Drive  
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**The Memorial Hospital**

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[thememorialhospital.org.au](http://thememorialhospital.org.au)

**ACHA Health Foundation**

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Bedford Park SA 5042  
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[foundation@acha.org.au](mailto:foundation@acha.org.au)

