

ACHA News

Summer 2017 / 2018



Investing in our future, caring for our patients.

ACHA News

ACHA announces \$67 million upgrade to Ashford Hospital and The Memorial Hospital

Safety and Quality in Focus

Medical Advisory Committee endorses new Pharmaceutical Benefits Scheme (PBS) Hospital Medication Chart

Ashford Hospital

Outlines the details of exciting new development

Flinders Private Hospital

Converts procedure room to a full operating theatre

The Memorial Hospital

Commits \$34 million to upgrading hospital facilities

INVESTING IN OUR FUTURE, CARING FOR OUR PATIENTS

Exciting new developments, commencing in early 2018



The Ashford Hospital development project includes:

- More than doubling in size and upgrade of Day Procedure Unit from 14 chairs to 30 chairs
- New additional operating theatre and refurbishment of the patient recovery area
- New six bed Chest Pain Clinic
- Refurbishment of main entrance with new cafe, pharmacy and reception
- Refurbishment of patient accommodation and wards
- Significant infrastructure and support services upgrades



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



The Memorial Hospital development project includes:

- New additional operating theatre and expansion of an existing operating theatre
- New Paediatric Day Stay Unit
- Refurbishment of patient accommodation and wards
- Refurbishment of reception
- New staff amenities
- Significant infrastructure and support services upgrades

The Memorial Hospital

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.



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“The \$67 million development is a substantial investment in our future and further demonstrates our commitment to quality clinical outcomes and extraordinary patient care.”

I welcome you to the Summer 2017 / 2018 edition of the ACHA News

I am excited to outline the development plan recently announced at Ashford Hospital and The Memorial Hospital. The \$67 million development is a substantial investment in our future and further demonstrates our commitment to quality clinical outcomes and extraordinary patient care. This follows significant investment across the ACHA group, with robotic technologies now established at both Ashford Hospital and The Memorial Hospital and recent theatre developments at Flinders Private Hospital (page 14). In addition, we have made huge improvements to our IT systems across all three sites (page 7). The planning for the development of both Ashford Hospital and The Memorial Hospital has been extensive and the commencement of the project in early 2018 will create much excitement amongst our Visiting Medical Officers (VMOs), staff and volunteers. Details of the plans are outlined further, on subsequent pages (Ashford Hospital page 11 and The Memorial Hospital page 19). We recognise it is important to inform the public of these exciting plans. Our advertisement from The Advertiser (16 December 2017) and the Sunday Mail (17 December 2017) is displayed within this edition on the inside front cover.

After six years of building, the new \$2.3 billion Royal Adelaide Hospital (nRAH) opened on 4 September 2017. ACHA worked closely with SA Health during the state wide ramp-down and supported the transition by accepting patients as part of the public hospitals, ‘See, Treat and Transfer’ process. We sincerely thank the VMOs who assisted during this time.

ACHA’s collaboration with SA Health continues as Southern Adelaide Local Health Network (SALHN) completed the closure of the Repatriation General Hospital (RGH), with the transfer of a number of services

to Flinders Medical Centre (FMC) and Noarlunga Hospital. Flinders Private Hospital continues to work closely with FMC, providing support during this period, with capacity challenged in the public hospital.

I am delighted to congratulate Prof David David, Craniofacial Surgeon and loyal VMO of The Memorial Hospital, who was announced as the 2018 South Australian of the Year (page 18). I am also proud to acknowledge our ACHA / Healthscope STAR Award winners, Ms Kirsty Grant from Ashford Hospital (page 10) and Mr Nick Tauati from Flinders Private Hospital (page 15) who were both recognised at a ceremony in Melbourne on 13 September 2017. I also recognise the Allied Health team at The Memorial Hospital, represented by Mr Dustin Willis who were finalists (page 20). We are incredibly proud of our staff and were delighted to have multiple members of our team identified on a national level, through many nominations.

As always, we are grateful to the VMOs who support ACHA through their participation on the Medical Advisory Committee (MAC), the Clinical Review Committee (CRC) and other MAC sub-committees. As a thank you to our VMOs, ACHA hosted an ACHA MAC and Clinical Advisor Dinner on 14 November 2017. The dinner was held at Botanic Gardens Restaurant, with Conjoint Professor Anne Duggan, Chair of the Atlas Advisory Group, attending as the guest speaker.

Lastly, I thank you for your continued support of our hospitals and dedication to patient care and wish you a safe and prosperous festive season.

ALAN LANE
CEO, Hospital Operations



Safety and Quality in Focus

MEDICAL ADVISORY COMMITTEE (MAC)

The past nine to twelve months have been a busy period for the MAC with the major priorities including:

- eCredentiaing process and development of reports for MAC
- Scope of clinical practice
 - Dental Surgery
 - Oral Maxillofacial Surgery
- New interventional procedures
- Robotic Surgery at Ashford Hospital and The Memorial Hospital
 - Establishment of the minimum credentialing requirements
 - Proctorship program
 - Development of a clinical audit process
- Clinical Advisors
 - Inclusion of Robotics Clinical Advisors
- Medication Safety
- Introduction of the new Pharmaceutical Benefits Scheme (PBS) Hospital Medication Chart
- Implementation of International Medication Name Changes
- Opening of the nRAH
- Trans-vaginal Mesh Implants
- Amendments to the SA Health Mental Health Act

Clinical Advisors

A number of ACHA Clinical Advisory positions became available and nominations were sought in October 2017. The main role of a Clinical Advisor is to:

- Advise the MAC, or any MAC sub-committees and management on the quality of medical care at ACHA and on activities to review clinical performance
- Assist the formulation and approval of objective clinical criteria for the ongoing monitoring of patient care
- Advise the MAC or any MAC sub-committees and management on the appropriate criteria for delineation

of clinical scope of practice, and the assignment and retention of Accreditation for Medical and Dental Practitioners and employed medical officers pertinent to the Clinical Advisor's clinical discipline

The craft groups due for re-election for a two year term were:

- Anaesthetics
- Neurology
- Bariatric Surgery
- Neurosurgery
- Cardiology
- Ophthalmology
- Cardiothoracic Surgery
- Orthopaedic Surgery
- Emergency Medicine
- Paediatric Medicine / Neonatology
- Endocrinology
- ENT Surgery
- General Medicine
- Radiology
- Gastroenterology
- Rehabilitation Medicine
- General Surgery
- Infectious Diseases
- Respiratory and Sleep Medicine
- Intensive Care
- Urology
- Medical Oncology
- Vascular Surgery

Up to three VMOs may be appointed as joint Clinical Advisors for the same specialty. Self-nomination is permitted. The nomination process for the above specialties commenced in October 2017, with confirmation of several appointments in November 2017.

Vacancies still exist in a number of specialities, if any VMO would like to nominate for a position as a Clinical Advisor please direct your enquiries to the General Managers.



Amendments – SA Health Mental Health Care Act

On the 24 July 2017 the Chief Psychiatrist from SA Health informed all hospitals of the amendments to the Mental Health Act 2009 (Act).

The purpose of the amendments are to facilitate the assessment and / or treatment of a person who appears to have, or has, a mental illness and is at risk.

The major amendments to the Act is with the role of the Authorised Officers and their responsibilities, detailed below.

Medical Practitioners are now Authorised Officers and have certain powers and responsibilities under the Act, section 56 (s56):

- Authorised Officer – is a person authorised by the Act, an Authorised Officer includes:
 - Emergency department medical practitioners
 - Medical practitioners practicing in South Australia
- s56 – of the Act describes the responsibilities and powers of Authorised Officers, these include:
 - Take a person into care and control
 - Transport a person from place to place
 - Restrain a person using force (if reasonably required)
 - Restrain a person using medication – if authorised to do so under the Controlled Substances Act (if reasonably required)
 - Search a person and remove items that may be harmful
- Authorised Officers can only use these powers during their working hours
- Authorised Officers invoke s56 powers – based on clinical circumstances, risk assessment, workplace health and safety and the skills and capacity of the staff available
- Recording the use of s56 powers must include:
 - Authorised Officers must keep a record of the powers exercised
 - The records must be made within 24 hours, or as soon as practicable afterwards

- Records must be made in the progress notes of the patients medical record or case notes, which can be paper-based or electronic

- The patient / person subject to s56 powers – has the right to:
 - Be informed of what is happening and to support
 - Communication (as reasonable in the circumstances) and
 - Be given a copy of Statement of Rights as soon as practicable

The Statement of Rights and further information can be obtained from Chief Psychiatrist - SA Health website chiefpsychiatrist.sa.gov.au

PBS Hospital Medication Chart

The Australian Commission on Safety and Quality in Healthcare (ACSQHC) has developed a scriptless medication chart. The PBS Hospital Medication Chart is a national medication chart that allows the prescribing, administration, claiming and supply of PBS and non-PBS medicines directly from the chart without the need for a separate paper prescription. It is supported by the Australian Government and state and territory legislation. It is a requirement that all hospitals nationally will use the ACSQHC PBS Hospital Medication Chart to meet accreditation requirements. Therefore, the existing medication chart used in ACHA hospitals will no longer be supported.

The new PBS Hospital Medication Chart was endorsed by MAC and was introduced on 4 December 2017.

The key differences between the current medication chart and the new chart are displayed on [page 5](#).

If you have any questions or concerns please direct your enquiries to the General Managers.



NEW VISITING MEDICAL OFFICERS (VMOs)

We welcome the following new VMOs to ACHA (since July 2017):

- Dr Jir Ping Boey**, Haematologist
- Dr Amanda Brewster**, Anaesthetist
- Dr Abigail Cheung**, Paediatric Physician
- Dr Ashani Couchman**, Urological Surgeon
- Dr Himani Joshi**, ENT Surgeon
- Dr Sarika Kumar**, Anaesthetist
- Dr Anna Mislav**, Medical Oncologist
- Dr Satish Pillai**, General Physician
- Dr Samuel Rice**, Gastroenterologist
- Dr James Roberts**, General Surgeon
- Dr Ravi Ruberu**, General Physician
- Dr Anthony Samson**, Orthopaedic Surgeon
- Dr Jordana Scharnberg**, Obstetrician & Gynaecologist
- Dr James Slattery**, Ophthalmologist
- Dr Vamsee Thalluri**, Gynaecologist
- Dr Tsung Woo**, Geriatrician
- Dr Philip Worley**, General Surgeon

NEW STAFF MEDICAL OFFICERS (SMOs) / DUTY MEDICAL OFFICERS (DMOs)

We welcome the following new SMOs / DMOs to ACHA (since July 2017):

- Dr Thomas Eldredge**
- Dr Vimal Sekhar**
- Dr Sangev Subramaniam**
- Dr Zoe Wylie**

WORK HEALTH AND SAFETY AT ACHA

Spotlight on Safety - "Take 5"

October 2017 was National Safe Work Month and ACHA encouraged staff to, "Take 5". Many of the injuries we

have seen to staff of late are due to a lack of planning before carrying out the task. There are many variable factors that contribute to a staff member not planning before carrying out a task but on the most part after an injury most staff believe that they could have achieved the outcome of the task without hurting themselves. A good example is ensuring the right equipment, such as a transfer mat, is available before attempting a lateral transfer of a heavy patient.

The simple message of, "Take 5" is:

1. **Stop and Think** about what you are about to do
2. **Look** for the potential hazards in the task
3. **Assess the Risk** of the hazards
4. **Manage the Risks** - What do you need to do to eliminate or manage those hazards?
5. **Perform the Task Safely**

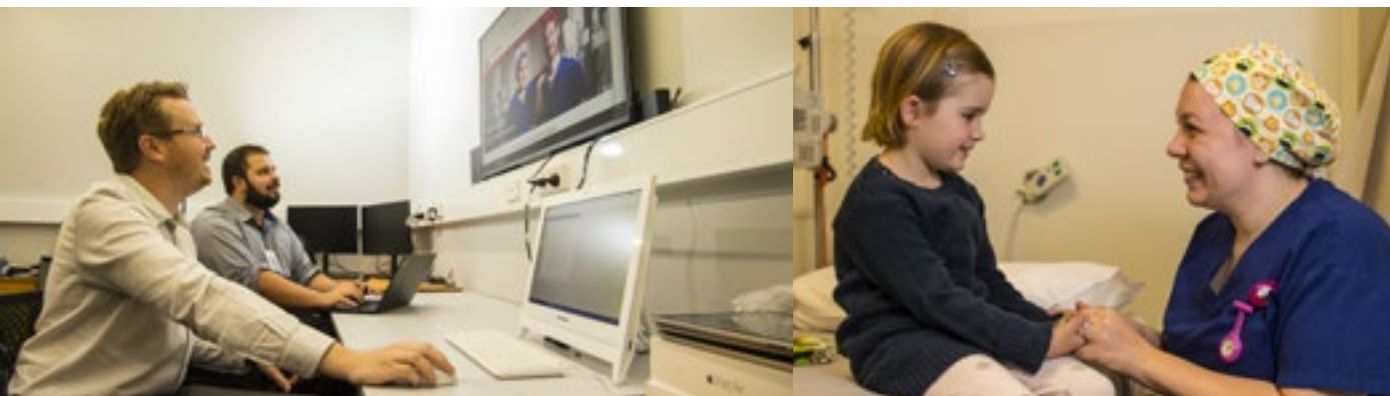
Self-Insurance Evaluation

During the month of November 2017, ACHA had ReturnToWorkSA (RTWSA) Self-Insurance Evaluators on-site conducting a review of ACHA's compliance to the Self-Insurance Performance Standards. The RTWSA Evaluators audit both ACHA's Work Health and Safety systems and Injury Management processes. In addition, the Evaluators met with various stakeholders of the business including injured workers, Health and Safety representatives, Union representatives, Managers, employees, and contractors.

At this stage only informal feedback has been received but it was extremely positive with ACHA performing particularly well for a relatively new Self-Insured Employer. It was pleasing to receive feedback that stated the employees felt supported and consulted in both safety and injury management. ACHA expects to receive formal feedback in the coming weeks.

BLOOD AND BLOOD PRODUCTS

Blood and blood products are a vital resource. While the use of blood and blood products can be lifesaving, there are also risks associated with their administration.



The Australian Commission on Safety and Quality in Healthcare (ACSQHC) has developed National Safety and Quality Health Service (NSQHS) Standards. One of the ten standards focuses on blood and blood products (Standard 7). These standards are mandatory for hospitals.

In order to meet National Standard 7 – Blood and Blood Products, ACHA has a Blood and Blood Products Prescription & Transfusion form – ACHA 069.

This form sets out the decision to transfuse, obtaining of consent, indications for transfusion and transfusion history. The form is required to be completed by the patients VMO.

INFORMATION TECHNOLOGY (IT) IMPROVEMENTS

ACHA's focus on high quality IT systems to support our VMOs, staff and patients remains strong with recent improvements made to support the growing demand for eHealth applications. The improvements include:

- New phone systems
- Data network upgrades
- Enhanced mesh Wi-Fi network
- Significant increase in our bandwidth

To ensure that our systems stay online in the event of an outage, we have also increased our redundant data links and uninterruptible power supplies.

Our cyber security systems remain our highest priority and have been upgraded, with an increased investment in the monitoring of our links and eHealth systems.

ACHA WEBSITES

The new website for Flinders Private Hospital went 'live' on 1 September 2017, completing the ACHA-wide websites upgrade project.

The websites are mobile / device optimised and include comprehensive up-to-date content for stakeholders, patients and visitors.

The hospital websites include user-friendly features such as a Specialist Search function, an eCredentialing pathway, eAdmissions portal and a Patient Finder application (app).

Please take the time to have a look at the sites via the following links:

acha.org.au

ashfordhospital.org.au

flindersprivatehospital.org.au

thememorialhospital.org.au

If you would like any further information regarding our websites please contact your site representative displayed on page 21.

ACHA eADMISSIONS

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

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

We appreciate your ongoing assistance with this process and hope this option for online completion of admission forms continues to provide convenience and benefit to your patients.

ACHA PATIENT FINDER

Designed for family and friends to track the location of a patient during their stay, Patient Finder was rolled out across ACHA in September 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 an 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

SUNDAY MAIL CITY-BAY FUN RUN

ACHA was pleased to again support our VMOs and staff to participate in the 2017 Sunday Mail City-Bay Fun Run, held on 17 September 2017. With the total number of ACHA entrants nearing 200, this year was our largest team yet.

The teams participated in their choice of a:

- 12km (run / walk) from King William Street, Adelaide
- 6km (run / walk) from Anzac Highway, Kurrulta Park
- 3km (run / walk) from Anzac Highway, Camden Park

Congratulations to all participants.

ACHA VISION

ACHA Vision, an annual information evening for new Specialists and Senior Trainees regarding private practice, was held on 21 November 2017 at the Adelaide Oval. The event is designed to increase attendees knowledge of the benefits and considerations involved in private practice and to provide an opportunity to network with experts in the private health industry. Speakers included established Specialists, financial advisors and a digital marketing expert from Healthscope.

If you would like any further information, or would like to register your interest in future events please contact:

Kelli Blakely
P 08 8375 5285
E kelli.blakely@acha.org.au

SURGEONS v PHYSICIANS TWENTY20 CRICKET MATCH

Due to player availability the Surgeons v Physicians Twenty20 Cricket Match has been postponed until March 2018. The date, location of the cricket ground and further details will be communicated to the players closer to the date.

The team captains will be:

- Physicians team – Dr Randall Faulk
- Surgeons team – Dr John Miller

If you would like any further information, or if you are interested in playing please contact:

Kelli Blakely
P 08 8375 5285
E kelli.blakely@acha.org.au



ASHFORD
Hospital

“This development project will represent a significant milestone in the hospital’s history and paves the way to ensure that we remain at the forefront of private healthcare in the future.”

PAUL EVANS - GENERAL MANAGER



FROM THE GENERAL MANAGER

Ashford Hospital has undergone an extensive planning, review and consultation exercise for redevelopment and I am thrilled to be able to outline the details of the much anticipated Ashford Hospital development plan.

With construction expected to commence early in 2018 Ashford Hospital will undergo works valued at over \$33 million including a new Day Procedure Unit, new operating theatre and a major refurbishment of the main entrance and patient accommodation. These upgrades will significantly improve our efficiencies and achieve a streamlined patient journey.

The development project will represent a significant milestone in the hospital's history and paves the way to ensure that we remain at the forefront of private healthcare in the future. Plans and concept drawings are available for review and further details are outlined on [page 11](#). Importantly, the project is not expected to cause any significant business interruption, hospital operations will be maintained throughout. The project is expected to take about 18 months to complete.

On 16 November 2017 we held a presentation for our Service Recognition Program to recognise and thank the Ashford staff that are celebrating a milestone in years of service at Ashford Hospital / ACHA. The staff were presented with a certificate, service pin and a gift of their choice in recognition of their loyalty and service to ACHA. The Service Recognition Program will be conducted annually.

Staff engagement remains a focus at Ashford Hospital and we continue to support our teams to participate in various health promoting community events, such as the Sunday Mail City-Bay Fun Run. This year we had 103 VMOs and staff representing Ashford Hospital, it was our biggest team yet.

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 and for your ongoing commitment to Ashford Hospital.

I wish you a safe, healthy and joyous holiday season.

PAUL EVANS

General Manager

ACHA / HEALTHSCOPE STAR AWARD

Congratulations to Ms Kirsty Grant who was awarded the ACHA / Healthscope national winner for the individual category, 'Responsibility' at the awards ceremony in Melbourne on 13 September 2017.

Kirsty developed a Finance Management module for Nurse Unit Managers that describe complex financial terms with simple and easy to follow guidelines. Kirsty has presented the module across Healthscope and ACHA hospitals and as a result hundreds of managers now have the necessary financial skills and confidence to manage their department and teams more efficiently.

VMO RETIREMENTS & FAREWELLS

Dr Tom Wilson (Hepatobiliary Surgery)

Dr Tom Wilson has announced his plan to retire from private practice at the end of this year. Dr Wilson intends to continue with his public position at Flinders Medical Centre.

Dr Wilson has had a long and distinguished career at Ashford Hospital providing a General / Hepatobiliary Surgery service. Dr Wilson has also provided support on a number of ACHA committees, including as Chair of the ACHA Infection Control and Prevention Committee.

We thank Dr Wilson for his contribution to Ashford Hospital / ACHA over many years and wish him well in the future.



INVESTING IN OUR FUTURE, CARING FOR OUR PATIENTS



DEVELOPMENT PLAN

The Ashford Hospital development project has been approved and will include:

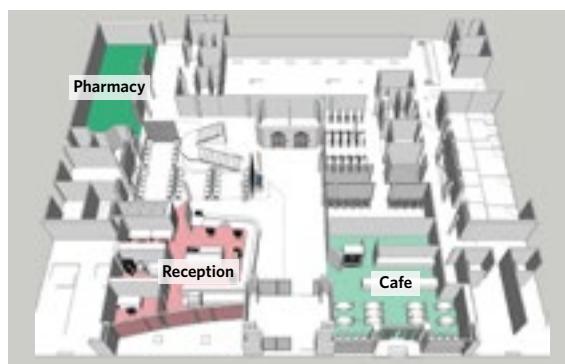
- More than doubling in size and upgrade of the Day Procedure Unit from 14 chairs to 30 chairs
- New additional operating theatre in the Reid theatre complex and refurbishment of the patient recovery area
- Relocation of Acute Cardiac Unit (ACU) from ground floor to first floor alongside the existing Cardiac Surgical Unit, creating one Cardiac Unit (all single rooms with ensuites)
- New six bed Chest Pain Clinic
- Relocation of Marion Ward to ground floor into larger single room accommodation, with access to the courtyard and garden
- Refurbishment of patient accommodation in Marion Wing and Anzac Ward (including new ensuites)
- Reconfiguration of wards on first floor to create a new 24 bed surgical ward
- Refurbishment of main entrance with new cafe, pharmacy and reception
- Creation of a "mezzanine deck" to include the Sacred Space, Chaplain office and clerical support
- Significant infrastructure and support services upgrades including:
 - New chillers
 - New emergency generator
 - New PABX communication system
 - New steam boiler
 - New transformers
 - Upgraded domestic hot water system
 - Upgraded electrical switchboard

The development project is expected to commence early in 2018 and take approximately 18 months to complete. Hospital operations will continue throughout the build.

Following a lengthy planning process, the commencement of this project will create much excitement. The input already received from VMOs during the planning stage has

been much appreciated and we look forward to continuing to collaborate with our key stakeholders throughout the construction process. Further plans and concept drawings are available for review.

Please contact Paul Evans on 08 8375 5262 if you have any questions regarding the development project.



Ground floor / reception - concept model



Ground floor / reception - concept image



Patient accommodation - concept image



TRANSCATHETER AORTIC VALVE IMPLANTATION (TAVI) AT ASHFORD

Congratulations to the VMOs and staff who undertook Ashford Hospital's first Transcatheter Aortic Valve Implantation (TAVI) on 24 November 2017.

TAVI is a minimally invasive procedure that repairs a damaged aortic valve, performed on patients who are at higher risk of complications in traditional aortic valve replacement surgery. With the recent listing of the procedure on the Medical Benefits Scheme (MBS), Ashford Hospital has been recognised as a clinically suitable hospital to undertake TAVIs.

A/Prof Ajay Sinhal, Dr Sam Lehman and A/Prof Jayme Bennetts were the proceduralists involved in the first case and they were ably assisted by the Ashford Hospital Angiography staff.

The introduction of this procedure at Ashford Hospital required the upskilling and collaboration of a number of departments, including, Angiography, Cardiac Theatre, Critical Care and the Acute Cardiac Unit.

Congratulations to all involved.



STAFF RETIREMENTS & FAREWELLS

Ashford Hospital would like to recognise the contributions of the following senior managers:

Ms Sue Fuller – Assistant Director of Nursing (ADON)

After almost 12 years at Ashford Hospital Sue Fuller has retired; her last day was 3 November 2017. Sue worked in various positions across the hospital, including management positions in Intensive Care, Patient Safety Manager, Quality and Safety Manager, and for the past eight years as ADON.

Sue provided senior leadership and was central to driving many quality improvements across the hospital.

We sincerely thank Sue for her contributions and wish her well in retirement.

Ms Beth Hooper - Nurse Unit Manager (NUM), Perioperative Services

Beth resigned from her position as NUM in Perioperative Services to take on new opportunities. We wish to thank Beth for her commitment to quality patient care and for her 12 years of service to Ashford Hospital.

We are pleased to welcome Clinical Nurses Mr James Cartwright and Ms Meegan Rogers who have been job-sharing the Acting NUM position throughout the recruitment process. James and Meegan can be contacted on 08 8375 5231.

Ms Min McDonald - NUM, Maternity Services

Min resigned from her position as NUM in Maternity Services and has relocated to Geelong. Min worked at Ashford Hospital for 12 years in numerous roles across the hospital and provided senior leadership throughout that time. We wish to thank Min for her significant contribution to the maternity services and Ashford Hospital.

Congratulations to Ms Christine Lindsay who has been appointed NUM of Maternity Services. Christine, previously a Clinical Nurse in Labour Ward, has acted into the NUM role on a number of occasions and brings a wealth of experience. Christine can be contacted on 08 8375 5688.

Ms Peta Ryan - Support Services Manager

Our Support Services Manager, Peta Ryan, has also recently retired. Her last day was 1 December 2017. Peta has worked at Ashford Hospital for the past 11 years and across ACHA / Healthscope she has devoted an amazing 32 years of service.

Peta was an integral member of our leadership team. We wish her well and thank her for her commitment.

We are pleased to welcome Ms Narelle Fraser who has been acting into the manager role during the recruitment process. Narelle can be contacted on 08 8375 5983.



FLINDERS
PRIVATE
HOSPITAL

"Staff engagement and positive working culture assist our staff to provide positive patient outcomes and excellence in all that we do."

ANGELA McCABE - GENERAL MANAGER



FROM THE GENERAL MANAGER

The past few months have seen the culmination of years of transformation and change in the public health landscape for Adelaide, with the transfer of the Royal Adelaide Hospital to the new state-of-the-art facility on 4 September 2017. The changes continue in our own backyard, as Southern Adelaide Local Health Network (SALHN) completed the closure of the Repatriation General Hospital (RGH) and transferred a number of services to Flinders Medical Centre (FMC) and Noarlunga Hospital.

Flinders Private Hospital is adding to the services we provide for SALHN, commencing the Arthroplasty lists transferred from RGH on 23 October 2017. To meet this commitment we have invested \$1 million to convert a procedure room to a full operating theatre which will provide greater efficiency in the ability for Surgeons to use this space for either small procedures or complex surgeries. Included in this building development is over \$1.1m for associated scopes and orthopaedic equipment, a re-furnished theatre VMO dining room and early in 2018, the procedure room processing area will be upgraded and improved to meet new industry standards. We thank all our VMOs for their understanding and patience during this short building process.

Staff engagement and a positive working culture assist our staff to provide positive patient outcomes and excellence in all that we do. This extends to our Consumer group, who are involved in staff meetings, staff forums and the review of all Flinders Private Hospital patient information and brochures. Our staff are kept informed of ongoing hospital events through regular ward meetings, monthly staff forums, ACHA Bulletin Board and the Flinders Private Hospital Facebook page (closed page). At the staff forums we announce two monthly awards, the Patient Centred Care Service Award (nominated by patients) and the Staff Recognition Award. These awards acknowledge the caring work that our staff continually do for our patients and each other.

Flinders Private Hospital is a proud community hospital and this year we have increased our marketing to ensure the community is aware of our services and that they

recognise Flinders Private Hospital as their “Go-To” hospital. We continue to advertise our Specialty Clinics:

- Chest Pain Centre
- Rapid Access Hip, Knee and Shoulder Clinic
- Rapid Access Urology Clinic
- Rapid Access Cardiac Assessment Clinic
- Southside Kids

On 1 November 2017, the Commonwealth Department of Health listed an MBS item number for the TAVI procedure where the patient is symptomatic, with severe aortic stenosis, who are deemed to be at high risk for surgical aortic valve replacement or are inoperable. As of November 2017 our private patients are now able to use their private health insurance for this procedure and benefit from the expertise of the Interventional Cardiologists, Cardiothoracic Surgeons and the Angiography team. Flinders Private Hospital continues at the forefront of innovation in Cardiac Care having completed the first TAVI in South Australia in 2009. Since this time our team of Cardiologists and Cardiothoracic Surgeons, led by A/Prof Ajay Sinhal and A/Prof Jayme Bennetts have completed over 40 TAVI procedures a year, the first 100 cases by 2012.

On 24 November 2017, we opened the Adelaide Hip Centre, a specialist Orthopaedic clinic for the exclusive treatment of hip disorders. The primary focus is the Direct Anterior Approach to Hip Replacement surgery.

We appreciate the additional time our VMOs provide for education events offered to our local and country General Practitioners (GPs), Allied Health and other service providers.

We would like to thank all who were involved in the successful Healthcare Infection Control Management Resources (HICMR) audit in April 2017 and look forward to the next audit in April 2019.

I would like to take this opportunity to thank all our VMOs for their ongoing commitment to Flinders Private Hospital. Merry Christmas to all and we look forward to growing our services with you in 2018.

ANGELA McCABE
General Manager



AWARDS

Flinders Private Hospital would like to acknowledge the following staff / teams who have been recognised with significant awards:

ACHA / Healthscope STAR Award 2017

Congratulations Mr Nick Tauati (Manager, CSSD) who was announced as the ACHA / Healthscope national winner for the individual category, 'Teamwork and Integrity' at the awards night in Melbourne on 13 September 2017.

Southern Adelaide Local Health Network (SALHN) Excellence Award

Congratulations to the Flinders Medical Centre Angiography team of Cardiologists and Flinders Private Hospital staff who placed runner up in the SALHN 2017 Excellence Awards, awarded for Medical Excellence, on 8 September 2017.

Flinders Private Hospital is at the forefront of innovative Cardiac Care in South Australia. Being co-located with FMC, our cardiac facilities continue to undertake the majority of interventional life-saving procedures in the southern region.

Our Cardiologists are committed to providing high quality state-of-the-art evidence based practice incorporating clinical trials and innovative interventions, which means our patients receive the highest level of expertise and care.

On 18 October 2017, Flinders Private Hospital hosted the Transradial Masterclass which beams our Cardiologists performing the radial artery approach of an interventional procedure, 15,000 kilometres away in the United Kingdom. This was the second time we have hosted this educational event. It is credit to the Department of Cardiology to be invited to showcase the work being undertaken at Flinders Private Hospital and further strengthens ties between Flinders Private Hospital's Cardiologists and the Interventional Cardiology community in the UK, who fund a fellowship program for a young Cardiologist to come to Flinders each year for training, to share ideas and techniques.

NEW CLINIC - ADELAIDE HIP CENTRE

Adelaide Hip Centre

One Specialty, One Focus.



Recently opened, 24 November 2017, conveniently located in Suite 200, in the front foyer of Flinders Private Hospital.

The clinic specialises in the treatment of hip disorders:

- Direct Anterior Approach Hip Replacement
- Hip Arthroscopy
- Revision Hip Replacement
- Hip Trauma

For more information on this new clinic please call 08 8275 3791 or refer to our web page at:

flindersprivatehospital.org.au/services/ortho

MAKO™ ORTHOPAEDIC ROBOTIC-ARM SYSTEM

Flinders Private Hospital has purchased a Mako Orthopaedic Robotic-Arm System available for Total Knee Replacement and Hip Replacement surgery. The system uses haptic technology to enable the surgeons to execute surgical procedures with a high level of accuracy and reproducibility. It allows surgeons to potentially tackle more challenging procedures with higher comfort level, and potentially provides a less painful treatment option to those patients with more common hip and knee diseases.

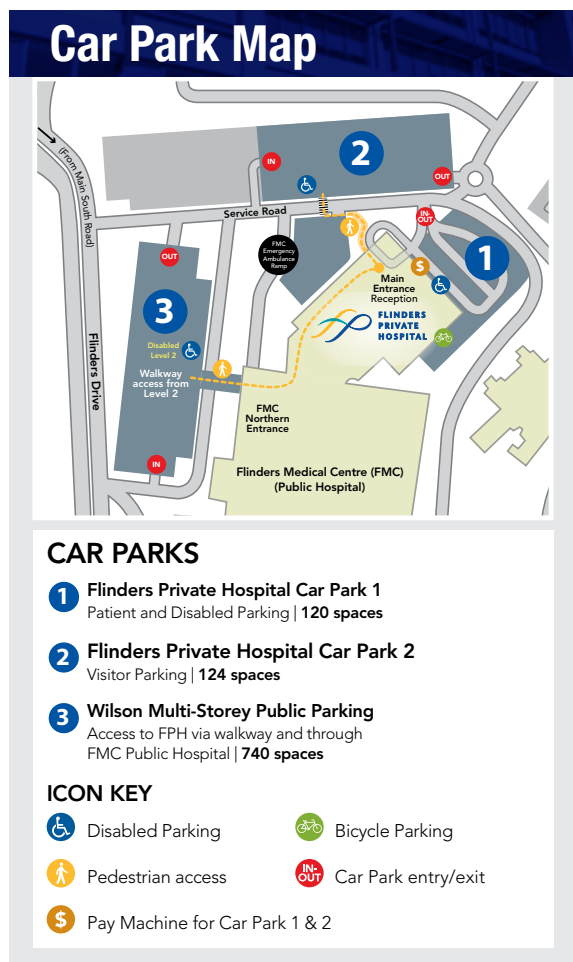
We expect the equipment to arrive early in 2018; please contact Mandy Burnett on 08 8275 3718 or mandy.burnett@acha.org.au if you are interested in more information regarding the Flinders Private Hospital robotic program.

™Mako is a trademark of Stryker



CAR PARKING

There are a number of changes to car parking on the Flinders campus, significantly for our patients and visitors.



SALHN Changes: The new SALHN Southern Car Park (Flinders Drive) opened on 23 September 2017, providing 1,820 car parks for FMC patients, visitors and staff. The Southern Car Park provides the opportunity to reconfigure the allocation of car parking across the Flinders campus. A primary objective through the reconfiguration is improving access for patients and visitors to our health facilities.

FMC staff have been transferred from the Wilson Multi-storey Car Park on Flinders Drive to the Southern

Car Park, increasing public access in the Multi-storey Car Park by over 300 parks. Flinders Private Hospital patients and visitors have access to the Multi-storey Car Park.

Flinders Private Hospital Changes: Flinders Private Hospital will provide a further 134 dedicated car parks for our private patients and visitors which will double our current dedicated car parking capacity. To achieve this, the following changes have been implemented:

1. Flinders Private Hospital staff transferred from the Northern Car Park (FPH Car Park 2. Refer Map) to the Flinders University of South Australia (FUSA) Oval Car Park, directly behind Car Park 2
2. Northern Car Park (FPH Car Park 2. Refer Map) have dedicated marked spaces (134) for Flinders Private Hospital visitors on the ground floor, undercover
3. Pedestrian crossing across Service Road, at the front of Flinders Private Hospital to be installed, date to be confirmed
4. Flinders Private Hospital will continue to have a car parking attendant to facilitate all of our customers including our VMOs in the Doctors' Car Park, our patients, visitors and our staff

For more information on car parking please view our web page flindersprivatehospital.org.au/internal-page/new-parking

VMO SPRING MENU - VMO APP

A new Spring Menu was introduced on 4 September 2017, providing a broad selection of healthy options as we move into warmer weather. In our recent VMO Menu Survey there were a number of comments regarding the menu ordering process and requests to have this improved. Flinders Private Hospital now have a customised food ordering app easily accessed on your smartphone.

Simply download the Flinders Private Hospital VMO app.

- Enter 'flinders private hospital vmo'
- Download the app and register your details
- Orders can be placed up to five days in advance with options to save your favorites, making ordering even easier

Mark Shevlin, Support Services Manager, can be contacted on 08 8275 3756 to explain the process.



The Memorial Hospital

“... the development will see \$34 million spent which will allow us to invest in the future of our hospital and provide an improved platform to enhance the entire patient experience.”

JANET JONGENEEL - GENERAL MANAGER



FROM THE GENERAL MANAGER

The Memorial Hospital has had the final plans for the upcoming development approved and I am very excited to outline the project in more detail on [page 19](#). Works are expected to commence in early 2018 and the development will see \$34 million spent which will allow us to invest in the future of our hospital and provide an improved platform to enhance the entire patient experience. The works are expected to take approximately two years and we will keep you updated during the process.

The hospital continued to fundraise for various causes throughout the year, including Cancer Council Australia's major fundraiser, Australia's Biggest Morning Tea[®]. We also had some very competitive staff participate in Steptember[®] raising money for Cerebral Palsy. Perry ward excelled in their fundraising and stepping efforts amongst the hospital teams.

We continue to host GP and staff education events. If you are interested in presenting at either, please let Kelly Smith, Business Development Manager know on either 08 8366 3898 or kelly.smith@acha.org.au. These education events provide an opportunity to engage with both referrers and staff on an individual basis.

The Memorial Hospital held a presentation for our Service Recognition Program on Thursday, 19 October 2017 to formally congratulate staff on reaching milestones within The Memorial Hospital / ACHA. We have implemented a new and improved format, including staff being able to choose their own gifts in recognition of their ongoing service and commitment to The Memorial Hospital / ACHA.

The success of our hospital depends on the commitment, professional integrity and passion of our people and I would like to sincerely thank all VMOs, staff and volunteers for your ongoing contributions.

On a personal note, I have appreciated all of your support, concerns and messages during my recent diagnosis and subsequent surgery. I am now back to work in full capacity and look forward to leading the hospital through the exciting chapter that lies ahead.

JANET JONGENEEL

General Manager

SOUTH AUSTRALIAN OF THE YEAR - PROF DAVID DAVID

On 30 October 2017, Prof David David, Craniofacial Surgeon, was recognised as the 2018 South Australian of the Year. For 45 years Prof David has dedicated his life helping to correct over 17,000 patient facial deformities, and improving their quality of life.

Prof David will be the state's entrant in the 2018 Australian of the Year Awards.

Congratulations from The Memorial Hospital and all of ACHA on a much deserved award.

STAFF RETIREMENTS & FAREWELLS

Ms Marilyn Gerlach - Administration Manager

It is with sadness and sincere gratitude for her invaluable service that we farewell Marilyn, Administration Manager, into retirement on 2 November 2017. Marilyn commenced at The Memorial Hospital in 2004 and has dedicated 20 years of service to ACHA / Healthscope in total. Marilyn will be dearly missed, we thank her for her significant contribution and wish her well.

We welcomed Ms Amanda Hill on 17 October 2017 to the position of Administration Manager. Amanda comes to us from not for profit organisation, Riding for the Disabled, where in the role of Service Delivery Manager she managed 13 sites across SA, as well as 600 volunteers of the organisation. Amanda can be contacted on 08 8366 3816 or amanda.hill@acha.org.au.

© 2017 Australia's Biggest Morning Tea

® Steptember is a registered trademark of Cerebral Palsy Alliance



INVESTING IN OUR FUTURE, CARING FOR OUR PATIENTS

The Memorial Hospital

DEVELOPMENT PLAN

The Memorial Hospital's development plan will see \$34 million invested to improve our facilities. It includes, in commencement order:

- Expansion of theatre 1
 - Expected completion in early February 2018
- Relocation of consulting suite
 - To increase footprint of north western corner of hospital
- Reconfiguration of kitchen
 - Required in order to facilitate CSSD upgrade
- Expansion and upgrade of CSSD
 - To comply with new AS/NZS 4187 Standards
- Expansion of Pennington Terrace storage
 - Required in order to facilitate CSSD upgrade
- Construction of a dedicated Paediatric Day Stay Unit*
 - Increasing from 7 to 15 bays
- Relocation of level 2 staff amenities*
 - Including staff tea room
- Additional operating theatre*
 - Located adjacent theatre 5 on level 4
- Refurbishment of reception
 - Modern make over improving flow for patients
- Refurbishment of patient accommodation
 - Upgraded in line with Clarke ward and Perry ward
- Infrastructure works will include:
 - New chillers
 - New emergency generator
 - New PABX communication system
 - New transformers
 - Upgraded domestic hot water system
 - Upgraded electrical switchboard
 - Upgraded lifts

*A new three level building to expand footprint on the north western corner of the hospital



Expansion of footprint - concept image



Consulting suite - concept image



Pennington Terrace storage - concept image



Patient accommodation - concept image



HOSPITAL UPGRADES

We continue to work on upgrading The Memorial Hospital and currently have exciting projects completed / underway:

- New wallpaper in reception
- New swipe access for medication fridges and staff entry
- Upgrading Perry ward balcony
- Upgrading Leahurst ward toy room and paediatric accommodation upgrade (room 223)

GP EDUCATION

The Memorial Hospital held an all day ENT workshop in August 2017. As well as formal presentations from six VMOs, there were three interactive sessions interspersed throughout the day. 40 RACGP CPD points were awarded to GPs who attended. The day was such a success that an all day orthopaedic workshop followed in November 2017 with the same structure. Feedback from GPs was very positive and further events are being planned.

ACHA / HEALTHSCOPE STAR AWARD

The STAR Award celebrations were held in Melbourne on 13 September 2017. The Memorial Hospital were very excited to have the Allied Health Department as a finalist in the, 'Teamwork & Integrity' category, represented by Mr Dustin Willis (Allied Health Manager). Although they were not the winners of the award, they are winners in their day to day efforts and we are very proud of their ongoing commitment and appreciate all of their hard work.

STAFF EDUCATION

The Memorial Hospital is committed to providing ongoing professional development for staff including that provided by our on-site education team and external providers.

Education that has been conducted over the last quarter includes:

- Code Black training presented to staff by Sergeant Peter Winter from SAPOL
- Various in-services including topics such as nursing care of ureteric patients, rapid rhino procedures and facet joint injections


A professional development day held in August 2017 was booked out with staff eager to listen to a combination of VMOs and nursing staff sharing their expertise on topics such as paediatric emergencies, neck dissection complications, Mitrofanoff procedures and ureteric drains, Coroner's Inquests and negative pressure wound therapy.

DAY REHABILITATION MILESTONE

August 2017 marked 10 years of Day Rehabilitation at The Memorial Hospital. We celebrated this achievement and the ongoing success with a morning tea in the boardroom on 30 August 2017.

- Day Rehabilitation has evolved from a small program with an intimate Allied Health team to now being a significant - but still close knit department with staffing of up to two Physicians, three Physiotherapists, two Allied Health Assistants, an Occupational Therapist, Speech Pathologist, Dietician and Nurses
- The service now caters for orthopaedic, neurological and restorative presentations such as cardiac, respiratory, pain management and arthritis management
- The service has also been a leader in establishing a comprehensive program to combat cancer related fatigue through intervention, education, management and therapy
- With 1-2 sessions per day, Day Rehabilitation now caters for patients across 20+ groups

We're determined to grow to meet the clinical demands of our clients and to continue filling gaps in healthcare day programs more broadly in the community.



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

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