

# ACHA News

Autumn 2018



## Across Adelaide, we care for you

### **ACHA News**

\$67 million upgrade underway at Ashford Hospital and The Memorial Hospital

### **Safety and Quality in Focus**

Medical Advisory Committee welcomes new Visiting Medical Officers to ACHA

### **Ashford Hospital**

Outlines next stage of exciting new development

### **Flinders Private Hospital**

Introduces Orthopaedic Robotic-Arm Assisted System

### **The Memorial Hospital**

Completes first stage of development project, expansion of operating theatre

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.

**Ashford Hospital**

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ALAN LANE

**"This development project encapsulates the underlying principles by which ACHA functions and emphasises our focus on delivering quality clinical outcomes, providing exceptional patient care and supports ACHA's Vision to be the first choice for private health services for South Australians."**

## I welcome you to the Autumn 2018 edition of ACHA News

The development projects for Ashford Hospital and The Memorial Hospital are well underway and progressing to plan. The \$67 million project, entirely funded through the Australia and New Zealand Banking Group Limited (ANZ) by the Adelaide Community Healthcare Alliance Incorporated (ACHA), is a substantial investment in the future of our organisation. ACHA is proudly community-based and a not-for-profit organisation. This development project encapsulates the underlying principles by which ACHA functions and emphasises our focus on delivering quality clinical outcomes, providing exceptional patient care and supports ACHA's Vision to be the first choice for private health services for South Australians.

The upgrades include the addition of new operating theatres, creation of new and expanded clinical facilities such as the Day Procedure Unit (Ashford Hospital) and the Paediatric Day Stay Unit (The Memorial Hospital), refurbishment of 130 patient rooms and ensuites and many other improvements across the two hospitals. This project will provide an improved and contemporary platform that will support and enhance the hospital experience for our Visiting Medical Officers (VMOs), staff and patients. Details of the plans are outlined further, on subsequent pages (Ashford Hospital page 14 and The Memorial Hospital page 23).

Flinders Private Hospital have also completed a number of exciting projects including the conversion of a procedure room to an operating theatre, the addition of more car parking spaces for patients and visitors and the relocation of the Executive Offices to Level 4 (page 19).

The current investment in improving our hospitals extends to more than just our facilities. We continue to invest in the latest in medical technology across ACHA, with robotic systems already established at both Ashford Hospital and The Memorial Hospital and recently introduced at Flinders Private Hospital. The addition of the Mako™ Orthopaedic

Robotic-Arm Assisted System to Flinders Private Hospital in March 2018 (page 19) firmly establishes our commitment to provide our VMOs and patients with access to the latest technologies.

ACHA is extremely proud to work with over 1,400 VMOs and to employ over 2,200 staff. The experience and loyalty of our VMOs and staff is a strength as we continue to work collaboratively to provide the best quality care to our patients. We acknowledge the loyal and long serving members of our extraordinary teams through the regular Service Recognition Programs held at each site.

We also welcome new faces and changes to the organisation. In this edition we welcome a number of new VMOs to our hospitals (page 6) and introduce you to new key staff that have recently been appointed into management roles at Ashford Hospital (page 12) and Flinders Private Hospital (page 18).

As always, we especially recognise the VMOs who support ACHA through their participation on the Medical Advisory Committee (MAC), the Clinical Review Committee (CRC) and the other crucially important MAC sub-committees (page 3 - 4). We also thank those that provided feedback in the 2017 Doctors Satisfaction Survey (page 7 - 8).

Lastly, I thank you for your continued support of our hospitals, commitment to quality clinical outcomes and provision of exceptional patient care and support for our VMOs.

**ALAN LANE**  
CEO, Hospital Operations

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## Safety and Quality – in Focus

### MEDICAL ADVISORY COMMITTEE (MAC)

The MAC welcomed two new members and Clinical Advisors in late 2017:

- Dr Alistair Begg (Cardiology)
- Dr Anthony Michael (Anaesthesia)

A number of Clinical Advisory positions whose terms had expired became available and nominations / re-nominations were sought in October 2017 for a two year appointment for the Scope of Practice:

- Anaesthesia
- Bariatric Surgery
- Cardiology
- Cardiothoracic Surgery
- Emergency Medicine
- Endocrinology
- General Medicine
- Gastroenterology
- General Surgery
- Gynaecology Oncology
- Immunology / Allergy
- Infectious Diseases
- Intensive Care
- Medical Oncology
- Neurology
- Neurosurgery
- Obstetrics
- Ophthalmology
- Orthopaedic Surgery
- Otorhinolaryngology
- Paediatric Medicine / Neonatology
- Radiology
- Rehabilitation Medicine
- Respiratory and Sleep Medicine

- Robotic Surgery
- Urology
- Vascular Surgery

The MAC welcomes a number of newly appointed Clinical Advisors:

- Dr Steven Galluccio (Intensivist)
- Dr Armitesh Roy (Medical Oncology)
- Dr Simon Sandler (Neurosurgery)
- Dr Vinod Ayyappan (Respiratory / Sleep Medicine)
- Dr Peter Penkoff (Urology / Robotic Surgery)

The MAC acknowledges a number of members who have re-applied and been re-appointed:

- A/Prof Lilian Kow (Bariatric Surgery)
- Dr Sam Lehman (Cardiology)
- Dr Jayme Bennetts (Cardiothoracic Surgery)
- Dr Enrico Quaini (Emergency Medicine)
- Dr Deepal Lecamwasam (General Medicine)
- Dr Richard Heddle (Gastroenterology)
- Dr Jonathon Martin (Gastroenterology)
- Dr Ross Philpot (Infectious Diseases)
- Dr Andrew Holt (Intensivist), MAC Chairman \*
- Dr Carolyn Bampton (Medical Oncology)
- Dr Rey Casse (Neurology)
- Dr Alethea Grobler (Otorhinolaryngology)
- Dr Theodore (Theo) Athanasiadis (Otorhinolaryngology)
- Dr Sanjay Sinhal (Paediatric Medicine / Neonatology)
- Dr Sunil Gupta (Radiology)
- Dr Peter Anastassiadis (Rehabilitation Medicine)
- Dr Jeffery Bowden (Respiratory / Sleep Medicine)
- Dr Peter Subramaniam (Vascular Surgery)
- Dr Yew Toh Wong (Vascular Surgery)

\* We continue to be indebted to Dr Andrew Holt (Intensivist) for his extraordinary service as the Chairman of the MAC.



The MAC would like to thank the outgoing members and Clinical Advisors for their dedication and support during their tenure:

- Dr Richard Seminov (Anaesthesia)
- Dr Peter Waddy (Cardiology)
- Dr Hugh Cullen (Cardiothoracic Surgery)
- Dr James Edwards (Cardiothoracic Surgery)
- Dr Sudheer Puthiyaveetil (General Medicine)
- Dr Karen Rowland (Infectious Diseases)
- Dr Stephen Santoreneos (Neurosurgery)
- Dr Zahi Khouri (Oral and Maxillofacial Surgery / Dental Surgery)
- Dr Suresh Rajapaksa (Otorhinolaryngology)
- Dr Suzanne Saloniklis (Radiology)
- Associate Professor Solomon Yu (Rehabilitation Medicine)
- Dr Jimmy Lam (Robotic Surgery for the da Vinci® Xi™ Surgical System)
- Dr Kym Horsell (Urology)
- Dr Glen Benveniste (Vascular Surgery)

The past 12 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 and Oral and Maxillofacial Surgery
- New interventional procedures
- Robotic Surgery
  - Establishment of the minimum credentialing requirements
  - Proctorship programs
  - Establishment of clinical audit processes
- Ashford Hospital
  - da Vinci® Xi™ Surgical System
  - Mako™ Orthopaedic Robotic-Arm System

- Flinders Private Hospital
  - Mako™ Orthopaedic Robotic-Arm System
- The Memorial Hospital
  - Medrobotics Flex® Robotic System
- Clinical Advisors
  - Finalisation of appointments for vacant positions
- Antimicrobial Resistance Strategy 2015 - 2019
- Australian Medical Association Code of Ethics - Revised
- Atlas of Healthcare Variation 2nd Edition
- SA Health Mental Health Act - Amendments
- SA Health Consent To Medical Treatment Act - Review
- Day Surgery Standards - Review
- Pharmaceutical Benefit Scheme (PBS) Hospital Medication Chart
- Hospital Acquired Complications
- Trans-vaginal Mesh
- Heater-cooler Units

### Credentialing and Defining the Scope of Clinical Practice

During 2017, the ACHA MAC has:

- Reviewed the scope of practice in Paediatric Anaesthesia, General Dentistry and Dental Surgery
- Conducted a clinical practice audit of Bariatric Surgery. Four VMOs were audited across the 10 specialities and 669 procedures, which showed 100% compliance of procedures performed against the approved scope of clinical practice, for the VMOs audited.

During 2017, the MAC considered 509 applications from VMOs, of which:

- 196 were applications for initial credentialing
- 313 were renewal applications for re-credentialing

The MAC would like to sincerely thank the over 1,400 VMOs accredited at the ACHA hospitals, for their ongoing support and contribution.

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### New Interventional Procedures

A New Interventional Procedure is defined as a procedure not previously performed within that particular ACHA facility. This will include variations on an existing procedure and treatment where a new device, equipment or medication is introduced and which employs a significantly different technique or technology to those previously used.

During 2017, the MAC considered the following applications for the conducting of new interventional procedures:

- VPULSE® Cold Compression and Deep Vein Thrombosis Therapy Device
- Percutaneous Bunion Surgery

The New Interventional Procedures policy and application form can be obtained from any ACHA hospital. As much prior notification that is able to be provided to the hospital General Manager would be appreciated.

### Clinical Review Committee (CRC)

The CRC, chaired by Dr Jeffrey Bowden, is the only ACHA Committee to be authorised as a Quality Activity under Section 64 South Australian Health Care Act 2008; and therefore attracts Statutory Privilege. The CRC routinely reviews morbidity, mortality and sentinel events within the ACHA group of hospitals. The Committee's terms of reference authorise it to analyse information with respect to healthcare and medical practice and outcomes, with the objective of recommending quality improvement initiatives.

In 2017, the CRC reviewed a total of 449 cases, which consisted of:

- 85% of cases underwent level 1 review - cases reported to the committee which were considered to have been appropriately managed and no further action was required
- 8% level 2 review - cases where the review progressed to a review of the clinical record and the committee considered to have been appropriately managed and no further action was required

- 7% level 3 review - cases where following a review of the clinical record, the committee has sought further information from the treating VMO(s), Clinical Advisors, Coroner, etc and / or taken action and / or made a recommendation

Case reviews during 2017 have resulted in the CRC making a number of recommendations to practitioners and ACHA, including:

- Time out for anaesthetic blocks be noted on the Surgical Safety Checklist and Count Sheet, and Anaesthetists and Surgeons are informed of the process
- Full assessment of febrile Neonates is carried out by nursing and medical clinicians regarding Group B Streptococcus (GBS) infection
- Nurses are to utilise the MET system immediately, rather than seeking medical review by way of contacting the VMO or SMO directly
- The Therapeutic Goods Administration (TGA) are informed of a product failure at the time it occurs
- All volumes of patient medical records be made available to Surgeons and Anaesthetists for assessment of patient prior to surgery

The committee continues to see cases where notifications to the coroner have not been made by the primary treating VMO, which in the view of the committee, should have been. The committee continues to raise this matter with individual VMOs on a case by case basis.

We recognise Dr Jeffrey Bowden for his exceptional contribution to ACHA as the CRC Chairman.

### Privacy Act 2017 - Notifiable Data Breach Scheme

On 13 February 2017 the Federal Parliament passed the Privacy Amendment - Notifiable Data Breaches into law. On 22 February 2018 the new law came into operation and applies to most Australian government agencies,

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all private-sector and not-for-profit organisations with a turnover of more than \$3 million, and all healthcare organisations.

Under the new law, all organisations subject to the Privacy Act that incurs an 'eligible data breach', is required to alert the Office of the Australian Information Commissioner (OAIC) and the people whose data has been compromised.

The legislation considers a notifiable data breach to be eligible when both of the following conditions are met or the data is lost in circumstances when:

- There is unauthorised access to, or unauthorised disclosure of personal information
- The breach would lead a reasonable person to conclude that there is likely risk of serious harm to any of the individuals the breach information relates to

ACHA, along with our VMOs, have a responsibility to ensure personal data remains secure and private and is not shared with any unauthorised persons, and only shared with authorised persons when they absolutely need to know.

ACHA has an obligation to respond quickly to any suspected data breaches and report the breach to the OAIC if the above criteria is met. VMOs can assist us by complying with the above and by reporting any suspected breaches to the relevant General Manager.

Examples of personal data include:

- Health Information
- Employee Records
- Tax File Numbers
- Credit Information

ACHA has cyber security in place, which is supported and protected by ACHA / Healthscope information technology systems and carries its own insurance policy.

If you have any questions or require further information please contact the General Manager of the hospital you visit.

## ACHA NEWS

### NEW VISITING MEDICAL OFFICERS (VMOs)

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

- Dr Jesse Beumer**, General Surgeon
- Dr Brigid Brown**, Anaesthetist
- Dr Jonathan Cherry**, Cardiologist
- Dr Anna Freney**, Anaesthetist
- Dr Christy Graff**, Orthopaedic Surgeon
- Dr Anurag Gupta**, General Surgeon
- Dr Chelsea Hicks**, Anaesthetist
- Dr James Hunt**, Gastroenterologist
- Dr Christine Lai**, General Surgeon
- Dr Philippa Lane**, Anaesthetist
- Dr Naila Mouratova**, Plastic and Reconstructive Surgeon
- Dr Christopher Nirmal**, General Physician
- Dr Adeloisa Pajaro**, General Physician
- Dr Asha Short**, Obstetrician and Gynaecologist
- Dr Navin Sinhal**, Cardiologist
- Dr Mike Smith**, Orthopaedic Surgeon
- Dr Paul Spizzo**, Gastroenterologist
- Dr Luigi Sposato**, General and Colorectal Surgeon
- Dr Su Ling Tee**, Cardiologist
- Dr Peter Webb**, Anaesthetist
- Dr John Wood**, Otorhinolaryngology
- Dr Kwok Fai Yip**, Radiologist
- Dr Jack Zoumaras**, Plastic and Reconstructive Surgeon

### NEW STAFF MEDICAL OFFICERS (SMOs) / DUTY MEDICAL OFFICERS (DMOS)

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

- Dr Basil Almehdawy**
- Dr Yassmin Khadra**
- Dr Abby McArthur**
- Dr James Milosh**
- Dr Adam Nelson**
- Dr Bret Power**
- Dr Carmel Toms**





### WORK HEALTH AND SAFETY (WHS) AND INJURY MANAGEMENT (IM) AT ACHA

The ACHA WHS and IM team are currently focusing on further improving our systems to ensure our contractors meet ACHA's work, health and safety obligations. Improvements include the ability for contractors to complete online inductions before arriving on-site and being able to electronically sign in and out. Further information on this will be coming in the next few months.

#### Self-Insurance Evaluation

ACHA has received the formal report from ReturnToWorkSA (RTWSA, formerly WorkCover SA) for the Self-insurance Evaluation conducted in November 2017. Pleasingly the RTWSA Evaluators have recommended that ACHA receive the maximum renewal term of five years. This was a fantastic achievement by ACHA only two years after achieving self-insurance status in September 2015. This acknowledges that ACHA's WHS and IM systems meet or exceed all required standards.

### DOCTORS SATISFACTION SURVEY

Thank you to the VMOs that provided feedback in the 2017 Doctors Satisfaction Survey. This survey is conducted annually and was distributed to a representative number of VMOs at each hospital site during November 2017.

We value your input and are committed to continually improve our services and facilities. Overall the feedback received was extremely positive and reflects the collaborative relationship we share with our VMOs. Constructive feedback will be addressed at an individual hospital level.

A summary of the results is presented on page 8. If you would like to review further details please contact your hospital site representative (displayed on the inner front cover).

### SUPPORT FOR OUR VMOs AND CLINICAL SERVICES

Across ACHA, we continue to invest in our equipment and facilities to ensure we provide the best possible outcomes for our patients and meet our VMO requirements. A summary of new equipment purchased and other hospital improvements made this financial year are displayed on page 9.

### CREATING EXTRAORDINARY TEAMS

We are committed to the ongoing education and professional development of our staff and the creation of extraordinary teams.

Across ACHA, the senior managers from Perioperative Services and Angiography attended the Healthscope and ACHA Theatre Managers' conference in Melbourne, 15 - 16 March 2018. It was an opportunity for all participants to further develop their management skills, benchmark performance against other sites across Australia, network with colleagues and obtain new ideas.

We will continue to invest in the education of all of our staff and are offering the following opportunities:

- Diploma in Surgical Nursing
- Critical Care Certificate
- CSSD Sterilisation Certificate
- Conference attendances
- Mental Health education sessions
- Plus many clinical and non-clinical education and training sessions

### ACHA eADMISSIONS

ACHA eAdmissions was first launched during 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, via a user friendly web based portal which is available at [acha.eadmissions.org.au](http://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.



## DOCTORS SATISFACTION SURVEY - 2017 RESULTS

The Doctors Satisfaction Survey was distributed to a representative number of VMOs at each hospital during November 2017. A summary of the results for each site are presented below.

### Ashford Hospital

- Overall satisfaction rating of 84%
- 4% decrease in satisfaction from 2016 survey results (decrease in rating indicative of constructive feedback regarding hospital environment and facilities; being directly addressed via Ashford's current development project.)

#### Our VMOs commented positively on our:

- Clinical support from critical care, the Emergency Department and our SMOs
- Investment in our theatre equipment and in particular the robotic program
- Team approach and culture within the staff group across all areas of the hospital

#### Areas noted for improvement:

- Hospital environment and facilities especially patient accommodation and Day Ward
- Theatre – preparedness and consistency of staff for elective lists

### Flinders Private Hospital

- Overall satisfaction rating of 88%
- 4% increase in satisfaction from 2016 survey results

#### Our VMOs commented positively on our:

- Excellent facility with multiple specialties
- Convenient co-location with Flinders Medical Centre, with good symbiosis between Flinders Medical Centre (FMC) and Flinders Private Hospital that should be encouraged
- Ability to treat both children and adults with critical care back up

#### Areas noted for improvement:

- Access to radiology imaging in theatre
- Pre-admission process
- Transportation of patients throughout the hospital

### The Memorial Hospital

- Overall satisfaction rating 87%
- 7% increase in satisfaction from 2016 survey results

#### Our VMOs commented positively on our:

- Theatre staff and facilities
- Consistency and teamwork of nursing staff on the wards
- Pleasant working environment
- Provision of Paediatric care

#### Areas noted for improvement:

- Car parking
- Mobile phone reception in some areas
- Patient accommodation
- Access to radiology imaging in theatre



## SUPPORT FOR OUR VMOs AND CLINICAL SERVICES - INVESTMENTS

Across ACHA, we continue to invest in our equipment and facilities to ensure we provide the best possible outcomes for our patients and meet our VMO requirements. A summary of some key new equipment purchased and hospital improvements made this financial year are displayed below.

### Ashford Hospital

In addition to the works being undertaken and the equipment purchased as part of the development project, Ashford Hospital has invested in the following:

- 8 Camera Stack systems for operating theatres
- Heart-Lung machine for Cardiothoracic Surgery cases
- Total Knee Application software for Mako™ Orthopaedic Robotic-Arm Assisted System
- Ultrasound system for surgical procedures
- 3 Highflow oxygen devices for sedation anaesthesia
- Ultrasound system for vascular access – Angiography
- Electronic tourniquet machine for operating theatres
- Maquet© Heater-Cooler Unit
- Erbe® machine for Endoscopy
- Several mobile electric intravenous stands
- Ligasure™ vessel sealing system
- Security cameras throughout hospital
- Holding bay chairs for operating theatres

### Flinders Private Hospital

Flinders Private Hospital has invested in the following:

- Chemotherapy reception waiting area upgrade, Level 4 Atrium
- CSSD Batch washer and 3 x sterilisers installed, Sterrads x 2 for CSSD
- Theatre 9 conversion, improve efficiency for procedural to surgical lists
- Car park – Flinders University; patients / visitors x 150 parks
- Mako™ Orthopaedic Robotic-Arm System
- CryoConsole™ for Cryoablation for Cardiac Electrophysiology (EP)
- RHYTHMIA HDx™ 3D Mapping System for Cardiac EP
- Project Revolution for Prosthetics tracking
- Refurbished Theatre Change Rooms
- 4 bed high observation area for Paediatric post operative patients

### The Memorial Hospital

In addition to the works being undertaken and the equipment purchased as part of the development project, The Memorial Hospital has invested in the following:

- 3D software for the Medrobotics Flex® Robotic system
- A camera for FESS surgery
- Otorhinolaryngology instruments for FESS surgery
- 2 anaesthetic machines, one includes a transport monitor
- Vascular clamps for head and neck surgery
- 7 data logged medication fridges
- 2 electric cots to reduce manual handling
- New kitchen for level 3 theatres
- 2 portable screens for viewing scans in OT
- Several mobile electric intravenous stands
- Refurbished theatre change rooms

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### 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 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)

### SUNDAY MAIL CITY-BAY™ FUN RUN

ACHA will again be participating in the 2018 Sunday Mail City-Bay™ Fun Run, to be held on 16 September 2018.

If you are interested in joining an ACHA team please contact your hospital site representative displayed on the inner front cover of this newsletter.

### SURGEONS vs PHYSICIANS TWENTY20 CRICKET MATCH

This year's Surgeons vs Physicians Twenty20 Cricket Match was held on Sunday, 15 March 2018 at Immanuel College with the Surgeons team claiming a comfortable victory.

This Surgeons team, lead by Captain Dr John Miller, won the toss and elected to bat. They finished the first innings with a healthy total of 135 runs. Most valuable batting contributions came from Dr Ravi Khan, Dr Sandesh Satish and Dr Mark Inglis who all retired on 25 runs not out (no). Dr Mark Inglis attained his 25 runs by hitting a six and was awarded Best Batsman by a whisker.

The Physicians team, victors of the last match, battled at the crease to defend their title. Despite strong batting performances from Dr Stephen Worthley (retired on 25 runs no) and Dr Kurt Roberts-Thomson (21 runs) the Physicians fell just short with a total score of 116 runs. Dr Parind Vora was the winner of the Best Bowling award with his 1 wicket for 7 runs (off 2 overs).

The outstanding all-round performance of Dr Ravi Khan was acknowledged as the recipient of the Most Valuable Player with final stats of 25 runs no (retired) with the bat and 1 wicket for 5 runs (off 2 overs) with the ball.

The match was again umpired by Rev Dr Peter Ryan (retired Chaplain) and Alan Lane (CEO, Hospital Operations) and the trophy was presented to the Surgeons team by Dr Peter Byrne (retired General Surgeon).

This result takes the overall winning tally, since 2010, to:

- Physicians won x4 matches
- Surgeons won x3 matches

(The first match was held in 2010 and resulted in a draw)

Thank you to all who were involved in what was a very competitive and enjoyable day.

### NEW VEGETARIAN / VEGAN MENU

We understand the varying dietary requirements of our patients, which is why we have introduced a new vegan / vegetarian menu option. Some of these options include soups, casseroles, stir fries, salads and desserts.



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**“The Ashford Hospital development project was formally announced in December 2017 and is well underway with the first stage of the project, the early works, commencing on 27 December 2017”**

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PAUL EVANS - GENERAL MANAGER



## FROM THE GENERAL MANAGER

The Ashford Hospital development project was formally announced in December 2017 and is well underway with the first stage of the project, the early works, commencing on 27 December 2017.

The early works included:

- Additional operating theatre into Reid Theatre complex - "Theatre 1"
- Upgrade to existing operating theatres and recovery
- Theatre furniture, fixtures and equipment (FFE)
- Replacement of mechanical services (air conditioning)
- Upgrade to fire systems

This stage of the development is complete and we thank you for your patience during this time.

The next stage will commence in May 2018 and will include:

- Refurbishment of main entrance with new cafe, pharmacy and reception
- Expansion and upgrade of the Day Procedure Unit from 14 chairs to 30 chairs

This development project will represent a significant milestone in the hospital's history and we look forward to updating you on the project as we progress. Plans and concept drawings are available for review and further details are outlined on page 14.

Whilst the experience of our staff is a strength, we also welcome new personnel and changes to the organisation. I am pleased to congratulate Kirsty Grant who officially joined the Ashford Executive team during January 2018 as our Assistant Director of Nursing. Kirsty brings a strong clinical and management background and I am thrilled to have her as part of the Executive group. In addition to Kirsty's position, we have also made a number of other new appointments. There is a strengthened management structure in our Perioperative Services area and we also welcome some new faces to our ward management team. I congratulate these staff members on their new positions.

Staff engagement remains a focus at Ashford Hospital and we continue to support our teams to participate in various health promoting community activities. Our Chaplain, Liz Dyson, was brave enough to shave her head for the Leukaemia Foundation in the World's Greatest Shave™. This was undertaken at Ashford Hospital on 22 March 2018 and has raised almost \$2,500, well over her initial target of \$1,500.

We will also be supporting our staff to participate in other upcoming events such as Stadium Stomp© in May 2018 and the Sunday Mail City-Bay™ Fun Run in September 2018. We welcome your involvement in these events, please contact Kelli Blakely on 08 8375 5285 or [kelli.blakely@acha.org.au](mailto:kelli.blakely@acha.org.au) for further information.

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.

**PAUL EVANS**  
General Manager

## STAFF APPOINTMENTS

Ashford Hospital would like to announce the following new staff appointments:

**Ms Kirsty Grant**  
Assistant Director of Nursing

Kirsty was appointed as Assistant Director of Nursing during January 2018 and commenced in the position on 6 February 2018.

Many of you will know Kirsty as she has worked at Ashford Hospital in various clinical and management positions for 20 years. Most recently, Kirsty was the Nurse Unit Manager of Marleston Ward. She brings enthusiasm and a wealth of experience to the role.

Congratulations Kirsty.

Kirsty can be contacted on 08 8375 5862 or [kirsty.grant@acha.org.au](mailto:kirsty.grant@acha.org.au)

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## **Perioperative Services – New Structure**

To support the growth in surgical services at Ashford Hospital, a new Perioperative Services structure has recently been introduced.

Yvette Rogers remains as the Perioperative Services Manager and will continue to oversee all services pertaining to the surgical area including CSSD, Day Ward, Theatres, Procedure Room and Recovery / Anaesthetics.

Yvette will be supported by the following management positions:

### **Ms Meegan Rogers**

#### **Nurse Unit Manager / Day Ward**

##### **\* New position**

Meegan is an existing member of the Day Ward team and an experienced Day Ward Clinical Nurse. Meegan commenced her new role on 2 April 2018.

Meegan can be contacted on 08 8375 5203 or [meegan.rogers@acha.org.au](mailto:meegan.rogers@acha.org.au)

### **Ms Haylee Logan**

#### **Nurse Unit Manager / Perioperative**

##### **\* New position**

Haylee is an existing member of the Perioperative team and has acted into the Nurse Unit Manager role on a number of occasions. Haylee commenced her new role on 9 April 2018.

Haylee can be contacted on 08 8375 5802 or [haylee.logan@acha.org.au](mailto:haylee.logan@acha.org.au)

### **Ms Henrike (Rika) Grebneff**

#### **Nurse Unit Manager / Anaesthetics and Recovery**

##### **\* New staff member to Ashford Hospital**

Rika is an experienced Clinical Nurse who was already working within the ACHA group at The Memorial Hospital. Rika has post graduate qualifications in Anaesthetics and Critical Care Nursing. Rika commenced at Ashford Hospital on 30 April 2018.

Rika can be contacted on 08 8375 5231 or [henrike.grebneff@acha.org.au](mailto:henrike.grebneff@acha.org.au)

## **CSSD Manager**

Renee Pringle continues in her role as CSSD Manager.

Renee can be contacted on 08 8375 5643 or [renee.pringle@acha.org.au](mailto:renee.pringle@acha.org.au)

We wish to sincerely thank James Cartwright for acting in the Anaesthetic and Recovery Nurse Unit Manager role over the last few months.

## **Ms Kate Cocks**

### **Support Services Manager**

Kate Cocks has been seconded from her WHS Coordinator role for a 6 month period to act as the Support Services Manager following the retirement of Peta Ryan in January 2018 and while the service structure is reviewed.

Kate commenced in the role on 29 January 2018.

Kate can be contacted on 08 8375 5983 or [kate.cocks@acha.org.au](mailto:kate.cocks@acha.org.au)

## **Ms Sarah Schultz**

### **Nurse Unit Manager / Marlestone Ward**

#### **\* New staff member to Ashford Hospital**

We welcome Sarah who has been appointed to the role of Nurse Unit Manager in Marlestone Ward.

Sarah is an experienced surgical ward manager with post graduate qualifications in management and a Masters of Business Administration. Sarah commenced at Ashford on 7 May 2018.

Sarah can be contacted on 08 8375 5210 or [sarah.schultz@acha.org.au](mailto:sarah.schultz@acha.org.au)

We wish to sincerely thank Karyn Aworth and Melissa Paprota for acting in the Marlestone Ward Nurse Unit Manager role over the last few months.



## DEVELOPMENT PLAN

The ca \$33 million development of Ashford Hospital commenced on 27 December 2017 and includes:

- More than doubling in size and upgrade of the Day Procedure Unit from 14 chairs to 30 chairs
- New additional operating theatre and refurbishment of the patient recovery area (completed April 2018)
- New six bed Chest Pain Unit
- Refurbishment of patient accommodation and wards
- Refurbishment of main entrance with new cafe, pharmacy and reception
- Significant infrastructure and support services upgrades

The planning for the Ashford Hospital development has been extensive and the commencement of the project has created much excitement amongst our VMOs, staff and volunteers.

The addition of a new operating theatre and the doubling of our Day Procedure Unit will significantly improve our efficiencies and achieve a streamlined patient journey. The upgrades to the patient accommodation and wards will also enhance the entire patient experience.

In addition to the expansion of clinical services and improvement of patient facilities this project will also include significant infrastructure upgrades that will greatly assist the ongoing energy security at the hospital.

We appreciate your patience and flexibility during this project. Works are expected to take approximately 18 months to complete.



Ground floor / reception - concept model



Chest Pain Unit - concept image

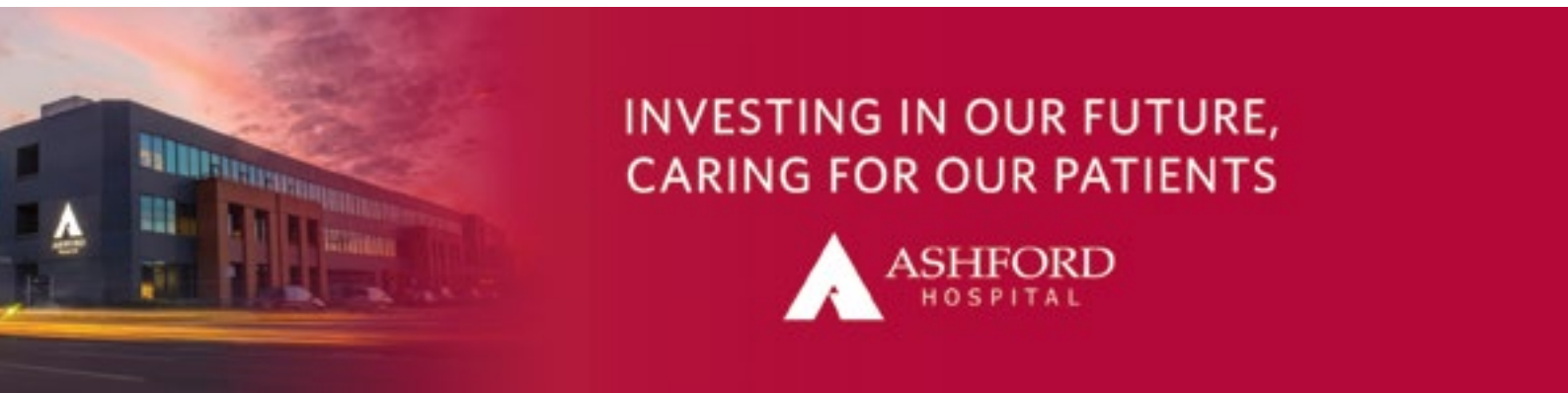


Ground floor / reception - concept image



Patient accommodation - concept image





Main entrance (Marlestone Avenue) - concept image



Day Procedure Unit - concept image



## MAKO™ ORTHOPAEDIC ROBOTIC-ARM ASSISTED SYSTEM TOTAL KNEE APPLICATION SOFTWARE



Ashford Hospital have introduced new software for the Mako™ Orthopaedic Robotic-Arm Assisted System to enable credentialed Surgeons to undertake Robotic-Arm Assisted Total Knee Replacements. This is in addition to the existing procedures already being undertaken, Total Hip Replacements and Partial Knee Replacements. The first Mako™ Total Knee Replacement, performed at Ashford Hospital, was undertaken by Dr Daniel Mandziak on 26 March 2018.

With the Mako™ Orthopaedic Robotic-Arm, Surgeons are able to offer an innovative treatment option for suitable patients requiring Total Hip Replacement or Partial and Total Knee Replacements.

Robotic Surgery utilises computer-assisted planning combined with a robotic arm guided by the Surgeon, as a means to insert a joint replacement prostheses. It is an advancement of a current technology using computer navigation to assist positioning of a joint replacement implant.

Please contact Kelli Blakely on 08 8375 5285 or [kelli.blakely@acha.org.au](mailto:kelli.blakely@acha.org.au) if you are interested in more information regarding the Ashford Hospital Robotic program.

## SERVICE RECOGNITION PROGRAM

On 12 April 2018 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. This event is held annually and 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.

## EVENTS

On 22 March 2018 Ashford Hospital hosted a **Transcatheter Aortic Valve Implantation (TAVI) Education Session** with over 40 clinical staff attending. Dr Sam Lehman (Interventional Cardiologist) presented at the session and provided an overview of the procedure as well as explaining the rigorous pre admission screening process and intra operative and post operative guidelines for the care of the TAVI patient.

In conjunction with a number of the Robotic General Surgeons and Device Technologies, Ashford Hospital were pleased to host the third edition of the **Robotic General Surgery Workshop**. Held over two days, 6 - 7 April 2018, the workshop provides future Robotic Surgeons with expert presentations and hands-on experience with Ashford Hospitals da Vinci® Xi™ robotic system. The course is presented by Ashford Surgeons including Dr Jimmy Eteuati, Dr Alex Karatassas, Dr Darren Tonkin, Dr Chris McDonald, A/Prof Lilian Kow and Dr Jacob Chisholm. This year's guest speaker was Mr Chris Hensman who is a Melbourne based Surgeon with interests in General, Bariatric and Robotic Surgery.

Our team of midwives recently represented Ashford Hospital at the **2018 Pregnancy Babies and Children's Expo** held on 7 - 8 April 2018 at the Adelaide Showgrounds. This annual event provides a platform to showcase the wonderful maternity service that we offer and gives the general public direct access to our experienced team of midwives.



FLINDERS  
PRIVATE  
HOSPITAL

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**“We continue to provide  
excellence in clinical care  
for our patients and work  
with our VMOs to ensure  
we meet all expectations.”**

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ANGELA McCABE - GENERAL MANAGER



## FROM THE GENERAL MANAGER

The New Year started with a flurry of activity after a quiet holiday period. This allowed many of our staff to spend time with their families and enjoy a well-earned break.

This year we have faced many challenges which is expected to continue into the next financial year. We continue to provide excellence in clinical care for our patients and work with our VMOs to ensure we meet all expectations.

Staff engagement continues to be a focus at Flinders Private Hospital. The Flinders Private Hospital Staff Recognition Night was held on 20 February 2018, an occasion to congratulate all staff reaching significant years of service at Flinders Private Hospital and ACHA.

We would like to thank our VMOs for contributing to our clinical staff education program. This is a significant commitment and is always very well attended and gratefully received by all who attend. The people who benefit the most are our patients as they receive the best possible outcomes and care. We continue to invest in equipment that is innovative and provide the most up-to-date technology to support our VMOs and their patients.

As a reminder to all VMOs, our Chaplain, Robyn Caldicott is available on 08 8275 3498 for your patients or their relatives. Robyn can offer a 'listening ear and support in times of decision making or grief'. Robyn also offers a Justice of the Peace (JP) service to the hospital community.

The success of Flinders Private Hospital is a tribute to the professional integrity of our staff, consumer representatives and volunteers. Thank you to all our VMOs who work across all sites, Flinders Medical Centre, Flinders Private Hospital and ACHA for your ongoing contribution to safe quality care.

**ANGELA McCABE**  
General Manager

## STAFF APPOINTMENTS

Management changes have occurred in our Maternity Service, as Mr Ken Schoemaker has stepped down from his role as Nurse Unit Manager, choosing to return to his Clinical Nurse position in Labour and Birthing Suite at Flinders Private Hospital. We are pleased to announce the following appointments within our Maternity Service.

### **Ms Lisa Denton** **Nurse Unit Manager / Maternity Services**

Lisa has previously undertaken the role of Clinical Nurse in 4 North for several years and more recently has acted as Level 3 After Hours Co-ordinator and Emergency Department (Flinders Medical Centre) Liaison Nurse for two years.

Lisa brings many years of experience and leadership qualities to this role and can be contacted on 08 8275 3346 or [lisa.denton@acha.org.au](mailto:lisa.denton@acha.org.au)

### **Ms Tracey-Ann Cameron** **Clinical Nurse / Special Care Nursery**

Tracey has been a valued member of the Maternity Service for more than ten years and we are pleased to announce her appointment as Clinical Nurse of the Special Care Nursery, having spent the majority of her career consolidating her skills in this specialty area.

Tracey can be contacted on 08 8275 3481 or [tracey-ann.cameron@acha.org.au](mailto:tracey-ann.cameron@acha.org.au)

Lisa and Tracey are supported by Vanessa Robb, Clinical Nurse Labour and Birthing Unit and Ken Shoemaker, Clinical Nurse Ward 4 North. We wish to thank Ken Schoemaker and Kerry Chevis for their contribution to the Maternity Nurse Unit Manager role over the past 18 months.



### FLINDERS PRIVATE HOSPITAL EXECUTIVE SUITE RE-LOCATED TO LEVEL 4

Flinders Private Hospital Executive team has moved into new offices on Level 4, in the Atrium (directly opposite the main lifts). All are welcome to come and visit us as we are now conveniently located closer to the clinical floors where our staff and VMOs have easier access.

The Executive team includes:

- Angela McCabe, General Manager  
P 08 8275 3719  
E [angela.mccabe@acha.org.au](mailto:angela.mccabe@acha.org.au)
- Donna Bentley, Director of Nursing  
P 08 8275 3721  
E [donna.bentley@acha.org.au](mailto:donna.bentley@acha.org.au)
- Lee-Anne Crew, Assistant Director of Nursing  
P 08 8275 3760  
E [lee-anne.crew@acha.org.au](mailto:lee-anne.crew@acha.org.au)
- Mandy Burnett, Business Manager  
P 08 8275 3718  
E [mandy.burnett@acha.org.au](mailto:mandy.burnett@acha.org.au)
- Kerry May Nelson, Executive Secretary  
P 08 8275 3719  
E [kerrymay.nelson@acha.org.au](mailto:kerrymay.nelson@acha.org.au)

### MAKO™ ORTHOPAEDIC ROBOTIC-ARM ASSISTED SYSTEM

Flinders Private Hospital took delivery of a Mako™ Orthopaedic Robotic-Arm Assisted System on 9 March 2018 and the first two cases were performed by Dr Chris Wilson on 20 March 2018 (both Total Knee Replacements).

With the Mako™ Orthopaedic Robotic-Arm Surgeons are able to offer an innovative treatment option for suitable patients requiring Total Hip Replacement or Total Knee Replacement.

Robotic Surgery utilises computer-assisted planning combined with a robotic arm guided by the Surgeon, as a

means to insert a joint replacement prostheses. It is an advancement of a current technology using computer navigation to assist positioning of a joint replacement implant.

If you are interested in more information regarding the Flinders Private Hospital Robotic program, please contact Mandy Burnett at [mandy.burnett@acha.org.au](mailto:mandy.burnett@acha.org.au).



### 4K ENT SURGICAL SYSTEM

On 13 - 14 April 2018, Dr Theo Athanasiadis and Flinders Private Hospital hosted a demonstration of the Olympus® 4K ENT System which is the first system installed in South Australia.

The new surgical system delivers four times the detail of current high-definition imaging systems, providing surgeons with the image quality needed to operate with precision and safety. In addition, the colour reproduction is remarkable allowing greater accuracy, speed and precision. The enhanced resolution enables smaller ports to be used without compromising vision.

The introduction of new surgical equipment that improves safety and accuracy is of high priority to Flinders Private Hospital. We have made significant investment in our surgical technology and facilities over recent years to ensure that patients in the region receive the very latest surgical treatment available.

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## EDUCATION AND TRAINING

Flinders Private Hospital continues to support General Practitioners through the provision of various General Practitioner education evenings and regular lunch appointments with our VMOs and General Practitioner Clinics.

On 27 February 2018, Flinders Private Hospital supported three VMOs who presented “What’s New in Cardiology, General Surgery and Orthopaedic Surgery” to 18 General Practitioners from the Southern Fleurieu Region. It was well received by all General Practitioners and was an excellent opportunity to network with the southern cohort of Doctors.

Flinders Private Hospital also provided a Cardiac Education Evening, Transcatheter Aortic Valve Implantation and Valvular Heart Disease on 20 March 2018. It was well attended by medical, nursing and allied health staff, with more than 60 people attending on the night.

Thank you to all VMOs who contributed to these and other sessions, we appreciate your ongoing commitment to Flinders Private Hospital.

Please contact Mandy Burnett at [mandy.burnett@acha.org.au](mailto:mandy.burnett@acha.org.au) if you are interested in presenting at General Practitioner events or meeting General Practitioners in their Clinics over a lunch appointment.



## EVENTS

Flinders Private Hospital sponsored the **Unley Gourmet Gala**, celebrating 20 years of the Santos Tour Down Under, held on 16 January 2018.

More than 20,000 people turned out to the event on King William Road, 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* (Boffa St) was packed and very popular as the children enjoyed watching the “Drumming Monkeys”, the drawing competition, face painting and a massive photo booth for the whole family to play in.

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





The Memorial Hospital

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**“The Memorial Hospital started 2018 with the exciting commencement of the development which will allow us to invest in the future of our hospital and provide ongoing care to our patients.”**

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JANET JONGENEEL - GENERAL MANAGER



## FROM THE GENERAL MANAGER

The Memorial Hospital started 2018 with the exciting commencement of the development which will allow us to invest in the future of our hospital and provide ongoing care to our patients. The works are underway and the theatre 1 expansion was completed on 5 February 2018.

On 21 March 2018, the next stage of the development (new consulting suite) commenced, with expected completion by July 2018. Three car parks (in front of the new consulting suite) are unavailable during construction. If you need to park in the multi storey car park, please contact Jo Davies (Executive Assistant, on 08 8366 3851 or joanne.davies@acha.org.au) or the theatre floor coordinator for a prepaid car park exit ticket. A temporary pedestrian footpath is available for entry into the hospital / Day Rehabilitation / Radiology SA. A hospital staff member will be assisting with traffic management at the front of the hospital as required.

Following completion of the consulting suite, the next stage of the development will commence. We will keep you updated during the process and I am more than happy to discuss plans / works with you as they progress.

The Memorial Hospital continue to invest in our VMOs and were very happy to see the Medrobotics Flex® Robotic System upgraded with new 3D software enabling superior visuals. If you require any equipment that will assist your clinical outcomes, we will always endeavor to accommodate your request.

General Practitioner and staff education events continue, they are held both on and off site and are a great way to engage with staff and referrers on an individual basis. If you are interested in presenting at either, please let Kelly Smith, Business Development Manager on 08 8366 3898 or kelly.smith@acha.org.au

We continue to fundraise for various charities and foundations and we were thrilled to be able to raise money via the Poppy Appeal©, an initiative of the Returned and Services League (RSL) of South Australia, a pancake morning tea for Uniting Care and National Wear Red Day for Heart Research Australia™.

I would like to thank all of our VMOs, staff and volunteers for your ongoing contribution and constant exceptional level of care that you provide to our patients at The Memorial Hospital. I look forward to another exciting and rewarding year working with you and value any feedback and / or suggestions you may have to offer.

## JANET JONGENEEL

General Manager

## HOSPITAL UPGRADES

We continue to work on upgrading The Memorial Hospital and currently have scaffolding in place for the painting and repairs work to the southern end of the Leahurst building. We have also painted and upgraded the paediatric play room and accommodation (room 223) and have purchased new visitor chairs for patient rooms.



## GENERAL PRACTITIONER EDUCATION

Various General Practitioner education sessions have been planned / presented in 2018.

On Thursday, 15 February 2018, The Memorial Hospital hosted a General Practitioner education evening at Blues Restaurant, Victor Harbor, which included three The Memorial Hospital VMOs (Otorhinolaryngology, Plastic and Reconstructive Surgery and Ophthalmology). The evening was attended by 18 General Practitioners from the Victor Harbor catchment area and feedback from the night was very positive.





## INVESTING IN OUR FUTURE, CARING FOR OUR PATIENTS

### The Memorial Hospital

#### DEVELOPMENT PLAN

The Memorial Hospital development has commenced. The expansion of theatre 1 is complete and we have appreciated the positive feedback about the extra space. The build of the consulting suite at the main entrance is currently underway and we are expecting completion in July 2018.

The development plan also includes:

- Construction of a dedicated Paediatric Day Stay Unit
- Central Sterile Supply Department (CSSD) upgrade
- Expansion of Pennington Terrace storage
- New additional operating theatre, theatre storage and staff amenities
- New reconfigured kitchen
- Reception upgrade
- Ward refurbishment throughout

We have invested in the technology of the hospital and Infrastructure upgrades during the development include:

- New chillers
- New emergency generator
- New PABX communication system
- New transformers
- Upgraded hot water system
- Upgraded electrical switchboard
- Upgraded lifts

This project will allow us to provide an improved platform for our VMOs, staff and volunteers and will enhance the entire patient experience.

We have an extensive history of providing exceptional paediatric care and the new Paediatric Day Stay Unit will enable us to continue to provide optimal care in a purpose built environment, ensuring that our young patients will love their hospital experience.

The development will take approximately 18 months to complete. We welcome any feedback and thank you for your patience during the process.



Consulting suite - concept image



Pennington Terrace - concept image



Paediatric Day Stay Unit - concept image



## MEDROBOTICS FLEX® ROBOTIC SYSTEM - NEW SOFTWARE UPGRADE

The Memorial Hospital is proud to be the only hospital in Australasia to offer the Medrobotics Flex® Robotic System.

In February 2018, The Memorial Hospital upgraded the Medrobotics Flex® Robotic System with 3D software. This technology enables the surgeon to view the anatomy with high definition 3D graphics, providing superior visuals and the ability to accommodate smaller instruments.

This state of the art equipment will ensure The Memorial Hospital remains at the forefront of Otorhinolaryngology in Adelaide.

Please contact Kelly Smith on 08 8366 3898 or [kelly.smith@acha.org.au](mailto:kelly.smith@acha.org.au) if you are interested in more information regarding the Medrobotics Flex® Robotic System.



## 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:

- Corneal Grafts evening seminar presented by The Memorial Hospital VMOs
- Biopatch education as a strategy for prevention of infection related to PICC lines included in Mandatory Training Days
- BUPA Wellness education seminar *Back on Track: Managing People with Mental Health Issues* was attended by 20 Managers including three from Ashford Hospital
- Negative Pressure Wound Therapy super User training was provided on Monday, 19 February 2018 by Smith and Nephew
- Paediatric Advanced Life Support education and assessment held in March 2018
- 16 new staff attended Hospital Orientation, including 10 Graduate Registered Nurses

## CAR PARKING, SWIPE CARD ACCESS AND PRESCRIBER STAMPS

On Monday, 30 April 2018, the newly introduced security swipe system became operational. This swipe card allows access to the VMO car park as well as the operating theatre entrance on level 3. If you are yet to collect your swipe card, please collect from Jo Davies.

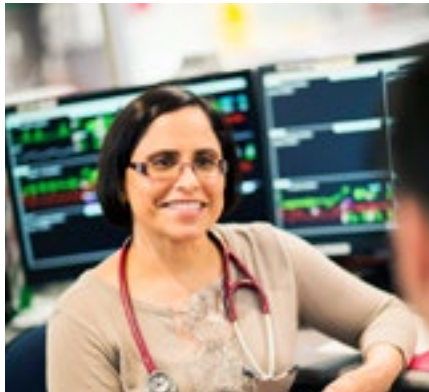
We are also trialing stamps with VMO name and prescriber number. Those VMOs that have used the stamps have provided positive feedback.

If you are interested in a personalised stamp, please contact Jo Davies on 08 8366 3851 or [joanne.davies@acha.org.au](mailto:joanne.davies@acha.org.au), provide your prescriber number and we will order one for you.

# Across Adelaide, we care 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.



The Memorial Hospital



24/7 Admissions 08 8375 5290  
24/7 Chest Pain Centre  
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  
(facilitate admissions from FMC Emergency Department)  
1 Flinders Drive, Bedford Park SA 5042  
Phone 08 8275 3333 | flindersprivatehospital.org.au



24/7 Admissions 08 8366 3964  
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 1 Flinders Drive, Bedford Park SA 5042 | Phone 08 8275 3587 | acha.org.au



**ACHA Health  
Executive Office**

1 Flinders Drive  
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Enquiries 08 8275 3587  
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55 Anzac Highway  
Ashford SA 5035  
Enquiries 08 8375 5222  
[ashfordhospital.org.au](http://ashfordhospital.org.au)

**Flinders Private Hospital**

1 Flinders Drive  
Bedford Park SA 5042  
Enquiries 08 8275 3333  
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**The Memorial Hospital**

Sir Edwin Smith Avenue  
North Adelaide SA 5006  
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**ACHA Health Foundation**

1 Flinders Drive  
Bedford Park SA 5042  
Enquiries 08 8275 3587  
[foundation@acha.org.au](mailto:foundation@acha.org.au)

