

St Vincent's Voice

*The latest staff and
community news from*
**ST VINCENT'S HEALTH
NETWORK SYDNEY**

OCTOBER 2016 — ISSUE 10



**St Vincent's
celebrates innovation
and excellence**

Inside this edition:
Urban Partnerships led by St Vincent's

Wellbeing focus at Caritas

A message from Anthony Schembri



CEO, ST VINCENT'S HEALTH NETWORK SYDNEY

In my role as CEO of St Vincent's Health Network, I have the great privilege of working with our people to seize opportunities for growth and change in our Hospitals to the benefit of both our community and our staff. In doing so, I am constantly witness to the continual improvement of our health services through the remarkable talent and dedication of our teams. But I am thrilled to see that what is always evident to me, is also being recognised by external assessors.

This edition of St Vincent's Voice is packed with stories capturing a variety of awards acknowledging our work across the St Vincent's Network from the extraordinary amount of our finalists at the SVHA Innovation & Excellence Awards, to our success at the NSW Health Nursing Awards, to the recent acknowledgment of our Pain Medicine department at the Ko Awatea Awards and the perfect pass rate of our basic physician trainees. These are all terrific endorsements from external perspectives of just how effectively we are serving something greater.

Please enjoy this edition of St Vincent's Voice and congratulations to all our recent award winners, the St Vincent's community are proud of your achievements.

Short & Sharp



Our new experts

St Vincent's is proud to present...your next generation of medical experts! Congratulations to our 20 Basic Physician Trainees, 100% of whom passed their clinical exams – the highest pass rate in the State! **Well done guys, we're very proud.**

St Joey's celebrates

St Joseph's Hospital celebrated Foundation Day this year on 4th of July, commemorating major milestones including 130 years of continuing service in compassionate healthcare. Long-service medals were presented to 34 staff in recognition of their years of service. HUGE congratulations to those long-serving staff members and **thank you for your amazing dedication to St Joseph's!**



Team effort wins regional award

Congratulations to the Pain Medicine department, together with ED, Geriatrics and Anaesthetics who won the Ko Awatea award for Excellence in Quality Improvement for a project on post trauma pain management in the elderly. The project involves injecting local anaesthetic around the fractured hip (Fascia Iliaca Block) which can be done by nurses and doctors in ED to avoid delirium and morphine use in the elderly. The FIB project is currently being rolled out to all hospitals in NSW through the ACI with St Vincent's taking a lead in training and supporting other hospitals in the state. **Well done team!**

Nursing excellence

Congratulations to Callie Noakes, one of our Registered Nurses on Xavier 9 South, our Bone Marrow Transplant / Haematology and Oncology Unit who won the "Excellence in Aboriginal & Torres Strait Islander Healthcare Award" for Excellence in Nursing and Midwifery 2016. Callie's award is in recognition of her excellence in practice and the significant contribution she has made to the nursing profession, her team and to the patients she cares for. **Well done Callie!**



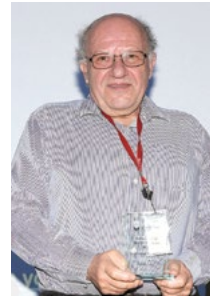
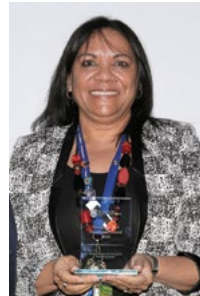
FRONT COVER: A/PROF ANTHONY SCHEMBRI PRESENTING THE CEO AWARD TO TIC TOC ROUNDS - DR SANDY BEVERIDGE, DR NICHOLAS MILLS AND AMANDA BURNS.



SEEING, SERVING AND STRIVING FOR SOMETHING GREATER



ABOVE: SVHA CEO TOBY HALL AND DEPUTY SECRETARY, NSW MINISTRY OF HEALTH SUSAN PEARCE PRESENTING TROPHY TO TAMRA LANGLEY.



ABOVE: (FROM TOP LEFT) PAULINE DEWEERD, DR SARAH MICHAEL, DR PETER FOLTYN, THE ST JOSEPH'S HOSPITAL TEAM.

St Vincent's Health Network Sydney excels in SVHA Innovation & Excellence Awards

The 2016 St Vincent's Health Australia (SVHA) Innovation and Excellence Awards sees a record number of finalists from the St Vincent's Public Hospitals' facilities. Of the 24 finalists across the SVHA group nationally, 10 are from the St Vincent's Health Network Sydney (SVHNS).

Prior to the SVHA Awards night in Brisbane on 15 September, the first SVHNS Innovation and Excellence Awards was held on 6 September to acknowledge and congratulate the record number of finalists and to recognise the hard work to promote innovation and excellence within the Network.

In acknowledging the achievements of the SVHNS finalists, A/Prof Anthony Schembri noted that "they all embody innovative approaches to respond to community need. You get a very strong sense that 175 years on, the mission and values of our founding Sisters resonate as strongly today as ever."

The ceremony served to acknowledge all the SVHNS Award entrants, showcase the work of all the finalists and awarded

the best poster award to the "Taking Care Of Our Seniors" project at St Joseph's Hospital which has used a multi-agency approach to engage local seniors who are vulnerable.

The CEO's Inspired To Care Award went to "Tic Toc Rounds" at St Vincent's Hospital which is a timely access to care improvement project focusing on inpatient multidisciplinary case conferencing, improved discharge planning and the transfer of care to community and ambulatory care services.

In addressing the audience, Anthony focused heavily on the role of the St Vincent's mission and values in driving these projects, "The projects straddle a vast cross-section of our endeavors from a web-based portal for our cardiac

patients so they can better understand their conditions and their treatment programs through to a dental service that is reaching out to marginalised groups including the homeless who previously did not have access to dental care. Some of these projects are complex, some of them very simple; but all of them united in the fact that they are mission-driven.

"Last year, St Vincent's Health Australia launched our strategic vision for the whole organisation; enVision 2025 which focuses on serving, seeing, and striving for something greater. These projects as well as all our entrants this year in the SVHA Innovation & Excellence Awards, give true meaning to our enVision 2025 mantra," Anthony noted.

SERVING SOMETHING GREATER

Unique new volunteer service for palliative care patients

Since late February, Huguette Burns and Nathalie Cathan from the Qi Centre in Crows Nest have been volunteering their time and skills to deliver Qi Therapy to palliative care inpatients at Sacred Heart Health Service.

Qi Therapy is based on the Eastern medicine concept that Qi, meaning energy, is the life force that flows through all living things. The treatment, which involves gentle acupressure and breathing promotes relaxation and relieves stress and anxiety.

"It's been extremely rewarding to see how terminally ill patients who are usually experiencing tremendous amounts of anxiety, stress, physical and emotional pain are feeling more calm and peaceful after a Qi treatment", said Huguette.



"The Qi healing treatment works on the physical and emotional level. The nature of this Qi energy is very gentle, calming and loving", explained Nathalie.

The feedback from patients receiving the treatment has been overwhelmingly positive with all participating patients reporting that they feel more relaxed and calm, and that they look forward to their next session. The Qi Therapy volunteers are at Sacred Heart on Mondays, 10am – 12pm.

STRIVING FOR SOMETHING GREATER

Accreditation success for St Vincent's Health Network

This year, St Vincent's Health Network took on two accreditation journeys – in April, St Vincent's Hospital and Sacred Heart Health Service were assessed on 10 mandatory standards and a voluntary additional five standards, while in June St Joseph's had their ACHS Periodic Survey and were awarded continuing accreditation.

For both St Vincent's and St Joseph's, it was a great opportunity to showcase our work, highlight our quality improvement processes and key achievements in providing exemplary patient care.

At St Vincent's, while the surveyors noted Hospital Policies and Committee Governance as areas for improvement, they were highly impressed by our departments and service delivery initiatives.

In particular, they made special mention of Cleaning Services; Work Health Safety; Code Black processes; Financial Management and Planning; Research;

VTE; Diabetes Services; Medication Management; Pressure Injuries; Falls Prevention; Nutrition initiatives; the Volunteer Program; mentoring junior clinicians; Tierney House; Primary Care Engagement; end of life care; Pastoral Care; Consumer Representation; Infection Prevention; Blood processes; Rounding; Care Coordinators; Primary Care engagement; and Aboriginal Health which one surveyor noted was "the pinnacle of impressiveness".

The two areas noted for additional work have since been re-assessed and the surveyors were impressed with our

improvements in these areas. A small team will visit the SVHS in December to check in progress with the implementation of recommendations following the Inquiry in Cancer Prescribing.

St Joseph's Hospital were awarded continuing accreditation, with the surveyors satisfied that SJH met the standards which were reviewed, receiving several commendations. In particular, the surveyors recognised the impressive work St Joseph's do in caring for the vulnerable, those with neuro-degenerative diseases and at the end of life in palliative care, in the tradition from the Sisters of Charity.

Wellbeing focus at Caritas

Since opening in 2010, the outdoor courtyard at Caritas, St Vincent's acute mental health unit, has been subjected to the elements of nature and natural wear and tear. In order to provide a soothing, welcoming space for our patients to seek respite, the Unit worked with St Vincent's Curran Foundation and local businesses to redevelop and refurbish the run-down spaces, providing a beautiful and tranquil space for some of some of our most vulnerable patients.

Businesses like Coco Republic, Grow Landscape and Design, Omni Build, Muur Graphics, Warwick Fabrics, Schulz Upholstery, Sydney Shade Sails and Resene Paints, donated their time, expertise and products to completely transform the space.

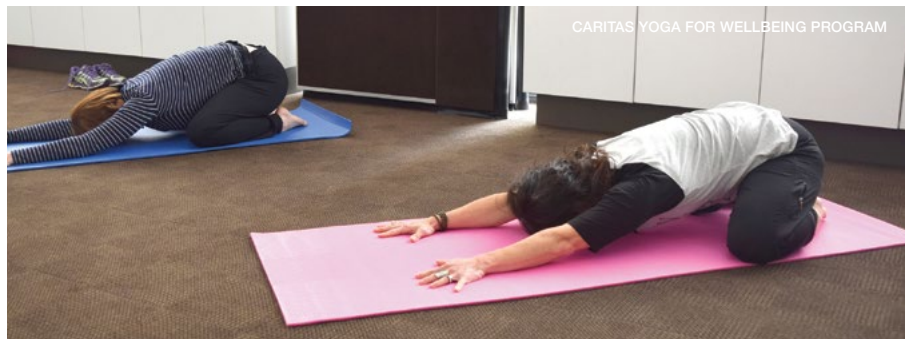
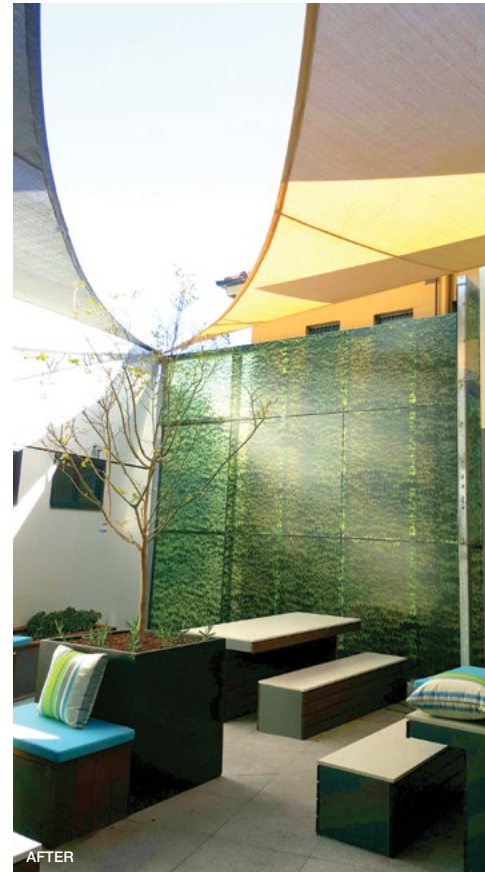
Adding to the tranquillity is the Caritas Yoga for Wellbeing Program, delivered by the Yoga Foundation. The program is designed for people recovering from a mental illness and provides participants with an opportunity to stretch, relax, and focus on their breath, body and wellbeing.

Running three classes per week for both inpatient and outpatient students, these optional classes are well attended and feedback from participants suggests a noticeable, positive impact on their overall mood after practicing. With the first 40 week program completed and the benefits to participants clear, the



Program has been extended a further 18 months, thanks again to St Vincent's Curran Foundation and an anonymous donor.

Both the new outdoor environment and the Yoga Project go a long way in promoting positive emotional and physiological changes, aiding the wellbeing and recovery of our mental health patients.



SERVING SOMETHING GREATER

MARIE SCOLLARD



A life dedicated to service

It's rare to find people with over 65 years' service to a community hospital, but Marie Scollard, at age 82, is still heavily involved with St Joseph's Hospital.

From 1951 until her retirement in 1990, she worked at St Joseph's in a variety of roles and departments – from nursing to the X-ray department, head of the Pharmacy, and as a board committee member. For the last 26 years, she's continued in a supportive role on hospital committees, chairing the Patient Safety and Quality Management Committee until 2015. She's still currently involved with this committee as a community representative and is also working on the Clinical Practice Improvement Program with staff at the hospital.

Having spent most of her life at service to St Joseph's, Marie has now moved in next door at St Joseph's Village in a self-care unit, where she finds it easy to move between the Village and her duties at the hospital. She says of her 65 years of service that she wanted to "contribute in a small way" and keep her "brain working".

SEEING SOMETHING GREATER

Aged Care Unit gets a make-over

With up to 2,000 admissions annually, the Aged Care Unit on Xavier 9 North was looking a bit tired and worn.

The living area was not very welcoming and the ward spaces cluttered and unconducive to proper management of patients with cognitive impairment, delirium and dementia. With the help of Prof Richard Fleming, a specialist in dementia friendly environments who provides complimentary consultations for hospitals, the Geriatrics team underwent a full assessment process with the aim of improving the



environment for our aged care patients, who tend to spend longer than the average stay in hospital.

As a result, the living/dining room has been completely transformed and is now a contemplative, relaxing space, allowing for small group interaction, quiet reflection or rest and a pleasant environment to eat meals, with the aim of increasing nutritional intake.

Additionally, the team also introduced

coloured toilet seats to help patients with cognitive impairment and poor visual perception; and the toilet and bathroom doors have been painted different colours to help patients distinguish between the two.

"Our aim is to provide a safe and welcoming space that provides patient centred care and improved outcomes", said Elizabeth Endean, CNC Xavier 9 North.

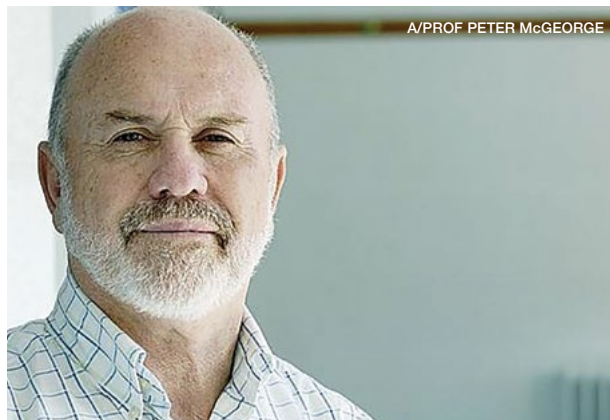
STRIVING FOR SOMETHING GREATER

The Urban Partnership

St Vincent's has embarked upon an ambitious collaborative initiative; the Inner Sydney Urban Partnership to establish an integrated care network of GP's, government agencies, NGO's, peer support workers, carers and hospital services. The Partnership aims to improve the quality and efficiency of care for vulnerable and marginalised clients residing in inner-city Sydney, an area characterised by a population with Australia's highest concentration of homelessness and social vulnerability.

The brainchild of former director of mental health services A/Prof Peter McGeorge who will continue to lead the project, the initiative will see St Vincent's partner with the Central Eastern Suburbs Primary Health Network, Family and Community Services, 22 inner city NGO's (such as St Vincent de Paul, NEAMI, Wesley Mission, Mission Australia, the Salvation Army) and local government agencies to offer an enhanced care delivery system to consumers with high and complex needs associated with mental illness, addictions and homelessness.

Utilising community based interventions and support, it aims to decrease rates of morbidity and mortality of



A/PROF PETER McGEORGE

this population, reduce presentations to the St Vincent's Emergency Department, and improve their quality of life. The model of care derives from national and international work that describes the challenges of the increasing number of people who live in urban inner city environs under extremely adverse circumstances and who have trouble accessing housing, clinical and social services and whose care when they receive it, is often fragmented and less than optimal.

The Urban Partnership will formalise these partnerships and support joint ventures to facilitate stabilised living and housing arrangements, greater engagement with families and local communities and improved physical health in a way that enables rehabilitation, social connectivity and personal recovery of those requiring services.

In essence, the new coalition of care providers will ensure patients are linked to relevant agencies, ensuring ongoing access to community care and partnering with external NGOs to provide crisis housing and health care, which will in turn alleviate reliance on hospital emergency services.

SEEING SOMETHING GREATER



FATHER DOMINIC WITH POPPY AND SYBIL

Visit with Pope Francis

In July, St Vincent's sponsored two nurses, Sybil Sarte and Poppy Crawford, to attend the 31st World Youth Day in Krakow, Poland, together with Pope Francis and two million other young Catholics from around the world.

The campus chaplain, Fr Dominic Nguyen also attended the event, which serves to bring together young people from all over the world to celebrate a common faith and purpose.



FEATURE INTERVIEW

KNOW YOUR PRODUCT

Interview with Liesl Tesch



We caught up with Liesl Tesch AM – wheelchair basketball player, sailor, gold medal paralympian, and high school geography teacher for Diversity Health Day at St Vincent's campus.

How can we, as an organisation provide better care for patients with a disability?

We're just patients, but we also have diverse needs so just ask about what we need and what makes us comfortable. And not being scared of us, don't be scared of our disability – we're not going to bite!

Do you have a favourite out of teaching, sailing and basketball?

I've had lots of opportunities to do other things, but I choose to stay in teaching. I could be travelling around the world working with people with disabilities – I've got an aide organisation, called SportMatters.org.au so in my holidays I spend a lot of time overseas, but doing that made me realise that I love teaching.

What do you love the most about what you do?

Being outside. I love being outside and being in nature. The challenge of sailing is being outside and responding to what nature gives you so you've got to be intuitive and responsive to what nature delivers, which is something that we don't usually live with every day. It's almost meditative.

How many Paralympic medals have you won in your career?

I've won 2 silver (2000), another silver (2004), bronze (2008) and gold in (2012). Liesl had just won gold in the Rio 2016 Paralympics as we went to print.

Where did your motivation come from, and what drives you on a daily basis?

I could have died when I had my accident. If I were in another country I possibly would have died. Our health structure in Australia is so amazing and to live in a country that is so open, even though there are challenges with people with disabilities being included in society, it makes it easy to live to your full potential with a disability – so I do.

What is your proudest moment, professionally speaking?

Winning that gold. It makes me cry just thinking about it. My mum passed away on the first day of sailing in London (London Paralympics 2012). Winning the gold in spite of that made me realise that it was the most beautiful gift in the world – that we can do anything we want if we put our minds to it. It's not about your physical disability, it's about what you choose to do with your mind.

Facts & Figures

CITY2SURF

\$83,000

Raised for St Vincent's via City2Surf

DRY JULY

\$22,500

Donated to St Vincent's during Dry July



\$27.5 M

Raised by the St Vincent's Curran Foundation for St Vincent's Hospitals and facilities in NSW during the 15/16 financial year



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