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# the news

SPRING 2017

## A MESSAGE FROM **STEVE ATKINS,** CEO

Without doubt, 2017 has been a milestone year in the history of Healthe Care! Our acquisition of established, reputable private health care facilities in communities with demand, has seen us virtually double in size.

Our 37-strong hospital and day surgery portfolio across Australia and in New Zealand now includes some 7,000 staff and 2,500 beds. To our extended Healthe Care family, welcome.

With new people comes new ideas, engaged discussion and the opportunity to evaluate our strategic direction. We are committed to being the

private health care provider of choice, and continue to foster relationships with health funds and stakeholders to ensure our best practice clinical care is widely accessible. We embrace the importance of patient experience and outcomes, and look forward to sharing relevant, critical data on key performance measures that not only exceed

industry standards, but are also critical to help us further improve our delivery of care. We are pleased to share some of this data in this edition of The News.

On behalf of Healthe Care I wish you, your family, loved ones and teams a safe and happy holiday.

Bring on 2018, 'Love Your Work!'

## Epping expansion underway

Healthe Care has a 12 year track record of investing in high quality private hospital services in communities with high levels of demand. Further cementing our commitment, we are proud to announce plans for a major private hospital at Epping in Melbourne's north.



Our newest hospital, Epping Private Hospital will provide specialist medical and surgical services located only 250 metres from the public's Northern Hospital. It is a key addition to the region's growing health precinct to address population growth projections.

2018. Further plans are underway to create an integrated health campus with a major private hospital.

The site is located in the Whittlesea-Wallan Local Government Area (LGA) – the third fastest growing in Victoria with a population projected to grow by 64% in the 20 years to 2036 (333,702). Long term population growth forecasts for the region support this private hospital development now, so we are fast tracking the project.

We are delighted to have the support of the local community and health professionals. At this stage, Epping Private Hospital's specialty mix are expected to include Ear, Nose and Throat (ENT), Gastroenterology, General Surgery, Gynaecology, Urology, Orthopaedics and Plastic Surgery.

Further, being only 250 metres from the public hospital and without any significant private hospital in the immediate vicinity,



**2,500** beds



**75** operating theatres, day surgery theatres and catheterisation labs

Epping Private Hospital is poised to become the co-located private hospital in Melbourne's north.

Health Care's Victorian portfolio also includes Brunswick Private Hospital (126 beds), South Eastern Private Hospital (155 beds), The Valley Private Hospital (226 beds), as well as Hobson Healthcare Endoscopy and Day Surgery Centres (Altona, Sydenham and Werribee) acquired in May 2017.

### The project will see a multi-stage approach to development

Epping Private Hospital will see a multi-stage approach to development and will create some 500 nursing and administrative jobs over the life of the project.

Stage One includes fitout of the existing medical centre already onsite, to comprise four operating theatres and 24 inpatient beds, fully operational in the first half of

# Let's Talk Sex, Drugs and Other Stimulants

On October 21, more than 100 delegates gathered at Crown Plaza in Terrigal for a mental health conference hosted by Brisbane Waters Private Hospital.

Psychiatrists and GPs from Taree to Sydney gathered to hear key topics presented by renowned Psychiatrists across New South Wales, addressing current and emerging mental health issues on the Central Coast.

**"One in five Australians are affected by mental illness, yet many don't seek help because of stigma"**

Topics including – The Ice Age: The Methamphetamine Epidemic; Sexual Health and Depression; and Understanding the difference between Adjustment Disorder

and Post Traumatic Stress Disorder – were just some of the presentations with the most relevance to the Central Coast community.

Hospital CEO, Kathy Beverley says, "One in five Australians are affected by mental illness, yet many don't seek help because of stigma. Our team at Brisbane Waters Private is dedicated to doing more for the community and helping to shed a more positive light on mental health."

"This was a unique opportunity to host such a large group of mental health professionals and feedback is, they want more events like these", says Kathy.

The conference coincided with the launch of Brisbane Waters' Dialectical Behaviour Therapy Skills (DBT) Program, making it the first hospital in the Central Coast region to offer the program.

"Currently patients have to travel off the Coast to access these types of services.

We are also launching our Post Traumatic Stress Disorder Day Program, that we know will cater to a large number of locals who currently don't have access to those resources on the Coast," Kathy says.

Special thanks to Dr James Telfer, Dr Margaret Redelman, Dr Greg Pearson, Dr Son Nguyen, Dr Su Kalava and Joseph Tighe for their presentations.



**BRISBANE WATERS**

What did we do well?

**"The individual attention bestowed on me by all the staff"**

Our **Community Care** business provides critical **community nursing** and **home care services** to help people stay at home with the necessary supports to maintain their lifestyle and independence, while also supporting family and carers to continue in their role.



## Meet Grant Roulstone

Coordinator of Supports, Hunter Nursing

### When did you join Health Care Hunter Nursing?

I joined Hunter Nursing in January 2017 as Coordinator of Supports (COS). Prior to this, I have had many years' experience working in the disability sector.

### What Health Care values do you align yourself with?

I resonate with the value 'People Above All Else' – inspiration to be the best people can be.

### What is your favourite part of your role?

I most enjoy the opportunity to seek out the best outcomes for our participants and their families.

We have over 30 participants in the National Disability Insurance Scheme (NDIS) COS program, from eight to 60 years old. They live with disabilities such as MS, quadriplegia, spina bifida, intellectual disabilities, guillain barre, stroke and many more.

I get great satisfaction helping participants themselves, or their family or carers to navigate the NDIS portal, access core support services they may need, provide education regarding NDIS plans and attending plan reviews, discussing ways forward with budgets and contacting service providers when needed to ensure they receive the care and support they need. This includes accessing the community, daily living activities, seeking employment or socialisation, transportation and clinical care needs.

I play a strong advocacy role and it can be very challenging, but rewarding to get the help or resources our clients need in a timely manner. Community engagement is critical, so I attend community forums, networking, dinners, and meetings internally and externally to promote Hunter Nursing as well the COS role to seek best outcomes for our clients.

I enjoy my role at Hunter Nursing, working within a driven team, all striving to meet a common goal. That is, the goals of our participants!

# Patricia and Charlie's Success Story

By Nicole Doley

4<sup>th</sup> Year Social Work Student with Hunter Nursing

"I could not do it without Hunter Nursing's support."

**These are the words** of Charlie Mallett, 82 who is the fulltime carer to his very dear friend of 17 years, Patricia Langdon aged 79. Today, Patricia has great difficulty in communicating however this has not deterred Charlie, he continues to stay by her side. Every morning between 7:00am and 7:30am Charlie arrives at Patricia's home to assist with household chores, cooking, shopping and transport to appointments.

"It was five years ago when things changed for Patricia, and it was very difficult to witness" Charlie says.

Patricia had always been a very active person, loved being around people and keeping her mind busy.

**"I could not do it without Hunter Nursing's support".**

Previously Patricia worked in the television industry where she was the assistant to the producer of many programs. She had many stories to share. Today Patricia still watches the midday movies, and has jigsaw puzzles she made of movie scenes hanging on her wall. Patricia's favourite, pointed out by Charlie is the Yellow Brick Road from the classic, The Wizard of Oz.

Already Patricia was suffering from depression, hypertension, osteoarthritis, chronic obstructive pulmonary disease and cardiovascular disease. But fracturing both hips and her recent diagnosis of osteoporosis changed her way of living. That is when Hunter Nursing became involved.

Charlie says he is very fortunate to have this support, which gives him a sense of relief, "Hunter Nursing makes all things possible for Patricia."



She now has access to two registered nurses daily, a dietician, occupational therapist and doctors.

While life is simpler for Patricia these days, she is comfortable and still living in her own home, which Charlie believes is due to Hunter Nursing and its philosophy of person centred care.

"That is exactly what they do!" Charlie exclaims. "I am very impressed with their service and the dedication of their staff". Patricia has also completed modifications to her home, and mobility aids allow her to remain somewhat independent.

Patricia and Charlie still occasionally go out for lunch at the local RSL. Charlie recounts

how Patricia's face brightens up when she plays the poker machines or scratches her favourite crossword scratchie and wins. "It doesn't matter how much, but it makes her day", smiles Charlie.

Despite life being very different for Patricia now, according to Charlie, "Patricia is still there, she may not speak out as much, but she is still the same person. My hopes and dreams as her carer is to be as good a person as I can be, to help people and serve".

Charlie hopes for Patricia to continue living the life she is now.

"Patricia is just happy with her cups of tea and flicking through her favourite books and magazines."

Right now everything is working for her, and that is because of the services and support provided by Hunter Nursing.



Patricia and Charlie (right) receive much needed support from Hunter Nursing

**PREMS** 'CLEANLINESS AND SAFETY'

**91%** of 6,579 patients surveyed felt their treatment and care was provided safely

# Walk for Wardy

Michael Ward is walking 723km to help to raise money and awareness about youth suicide



**Michael Ward**, husband of Karen Ward, Nurse Unit Manager at The Valley Private is walking 723km from Adelaide to Melbourne to raise awareness about youth suicide.

He is walking for Mind Blank, a charity focused on reducing youth suicide.

Michael says he is completing the walk because his brother took his own life at a young age.

"In 2005 my brother, while serving for the Royal Marines, took his life at the age of 21."

"That was 12 years ago and I just feel as if the stigma that was around suicide then hasn't

changed now. I just want to get people to start talking about it."

"It's okay to ask for help. I feel me doing this walk is raising as many funds as I can and hopefully I can do that."

He says the walk has been difficult with ups and downs - but it didn't compare to what people fighting mental health issues were feeling.

"I've met the most fantastic people. I've stayed in some hotels, BnBs as well as campsites and they've all given them for free... It's been amazing."

"A truck driver stopped, he saw my T-shirt and found out what the cause was. Suicide

also took someone close to his heart, and he donated too."

Michael says people wanting to donate to his cause can visit his Facebook page, called Walk for Wardy, or go to mycause.com.au and look for Wardys Walk.

He started his walk on October 30, and has raised over \$47,000 to date. A further \$10,000 will be donated by the Commonwealth.

Michael and Karen moved from the UK to Australia in 2011 with their young family. Karen joined Health Care five years ago, first at South Eastern Private before relocating to The Valley Private.

# Robotics in Spinal Surgery

**Increasing life expectancy** brings a parallel need for innovative health care solutions, none more pertinent than meeting the growing demand for surgery among older residents.

According to Hurstville Private Hospital's Orthopaedic Spine Surgeon, Dr Geoffrey Rosenberg, a significant number of people aged 65 and over are seeking to improve their quality of life, with many contemplating surgery.

"Spinal surgery has undergone significant advances with regard to safety and favourable outcomes. Now, with safer anaesthetics, improved monitoring and the advent of robotic technology, people who were previously ineligible, are perfect spinal surgery candidates," Dr Rosenberg says.

To meet the increasing need for spinal correction operations, typically resulting from age-onset arthritis, slipped discs or spinal disease, Hurstville Private Hospital's new Spinal Surgery Centre of Excellence, is bringing leading global advances to the local community.

"The latest spinal robotic surgery technology is paving the way to significantly improved outcomes. Not only does it allow far more accurate placement of surgical screws and rods than ever before, it enables us to operate in a much more timely manner, with far less trauma to surrounding body tissues, including nerves, and less blood loss, which is extremely important for older patients", says Dr Rosenberg.



**"Spinal surgery has undergone significant advances with regard to safety and favourable outcomes."**

Described as a targeting device, the Mazor Renaissance Robot does not actually carry out the surgery, rather, it assesses a patient's anatomy in 3D and along three different plains, allowing surgeons to pre-plan operations even before entering the operating suite. Once in theatre, the robot matches pre-operative CT scans with X-rays taken while the patient is on the operating table.

The guidance system is so meticulous, it prevents a surgeon from placing any screw, if it falls outside of a pinpoint precise 1.3 millimetre parameter. The robot allows for a highly personalised, intricate human and machine collaboration.

While Dr Rosenberg is typically referred 'difficult' spinal correction cases, he believes robotics will soon become standard of care for most complex spinal operations.

"Even experienced surgeons can misdirect a screw, catching a nerve, and the robot potentially gets rid of these issues. It makes a good surgeon even better."

One of only a handful of spinal Orthopaedic Surgeons in Southern Sydney, Dr Rosenberg says despite the advances of robotics, a collective approach is best when it comes to managing patients with complex spinal problems.

"Patients at our Spinal Surgery Centre of Excellence benefit from a highly trained, local multidisciplinary team, ensuring effective world class patient management in their own environment", he says.



# Hip NEW replacement program

Gosford Private Hospital on the Central Coast is giving Total Hip Replacement Surgery patients the opportunity to donate their hip bones to give other patients a better chance at life. All 12 of the hospital's leading Orthopaedic Surgeons are taking part in a not-for-profit femoral head donation program run by the Hunter New England Bone Bank, which collects the removed bone pieces for transplant purposes. The hospital is set to become one of the Bone Bank's top three femoral head donation sites, with over 70 hip bones donated over the past 12 months.

Orthopaedic Surgeon, Dr Stuart Gray, said the femoral head or ball part of the hip joint which was routinely removed during surgery was actually in high demand by surgeons.

"It has a lot of uses to assist people who need procedures such as spinal surgery, hip

and knee revisions, bone tumours and repair of bone defects. All patients who come in to Gosford Private Hospital for Total Hip Replacement Surgery have the choice to donate their femoral head bone to help people needing these vital bone graft procedures. Bone donation is completely voluntary and there is no age limit for donors, just a screening process to determine if the bone is suitable", says Dr Gray.

Registered Nurse, Amy Maguire has been the driving force behind this project which she says is all about helping others.

"I thought it was such a shame to be throwing something away that has so much potential and so many uses which will be life changing for some people," Amy says.



Amy Maguire has been the driving force behind the project

attendance. Maureen made a short speech at their wedding, telling guests that the couple would have made more progress with their rehab programs had they spent more time exercising and less time flirting in the pool.

The happy couple are honeymooning in Canada. The team at Maitland Private wish them every success for the future.

Maitland Private Rehab Assistant Maureen Gallagher (centre) with newlyweds John and Vanessa.



On October 15 John Baker and Vanessa Main celebrated two important dates, the two year anniversary of the completion of their day programs at Maitland Private Hospital and their wedding day!

The love birds met at Maitland Private Day Rehab two years ago when Vanessa was unable to get herself home, so John offered her a lift. They stopped for a coffee on the way home where they discovered they had a lot in common.

The morning wedding took place at Vanessa's father's house with Maureen Gallagher, Maitland Private Day Rehab Assistant in

**PREMs** 'CARING FOR YOU' 89% of 6,579 patients surveyed were confident they were the first priority

## Patient Reported Experience Measures (PREMs)

Since trialling the Cemplicity Feedback System at five sites earlier this year, patients at 13 Healthe Care hospitals can now provide timely feedback on their hospital experience. Data collected from our Patient Reported Experience Measures, otherwise known as 'PREMs', helps us to understand what we do well and where we can improve by evaluating six Domains of Care:

- Communication
- Involvement in patient care
- Caring for patients
- Meeting patients' physical needs
- Cleanliness and safety
- Coordination of care

Out of 6,579 patients surveyed, our data reveals 83% would recommend a Healthe Care hospital.

PREMs is now a core element of Healthe Care's commitment to offer the highest possible standard of health care to all patients. It will be introduced across more of our hospitals during 2018.

# Preventing Falls is Key

Each year, 1 in 3 people aged over 65 experience a fall. Figures reveal that this statistic increases with age, and a large percentage of hip fractures are falls related.

Andrew Blyth, South Eastern Private Hospital CEO says that in an effort to improve these statistics, the hospital remains focused on falls prevention education, both in the hospital and the community.

"This past year we have actively engaged key representatives including PROBUS, Rotary and the RSL in Melbourne's south east to educate the broader community. We've held

seven presentations in various locations for more than 50 people each time to educate people on falls statistics, common reasons for falls and how to prevent a fall by using simple strategies", he says.

Andrew says the success of these presentations has resulted in increased interest and referrals to South Eastern Private's Falls Prevention Day Program, which provides education about falls prevention and exercise including the benefits of maintaining joint range of movement and muscle strength.

The program's multidisciplinary approach includes physiotherapy, occupational therapy, psychology, dietetics and pharmacy. Sessions begin with an education topic including basic anatomy, medications and falls, footwear, nutrition and falls, relaxation and stress management, followed by a gentle strengthening and mobility exercise session.

Participants are scored on various outcomes including Berg Balance Scale, Falls Efficacy Scale, DASS 21, and Modified Falls Efficacy Scale (MFES), taken at the start and the end of the program to evaluate outcomes.



Alex Lan, Physiotherapist and Hannah Wood, Occupational Therapist run South Eastern Private's Falls Prevention Program

South Eastern Private Hospital

Noble Park VIC

155

Specialties: rehabilitation, mental health, oncology, medical, palliative



## WHAT OUR PATIENTS ARE SAYING

"Staff had great rapport with people in the group."  
 "A great program, very beneficial."  
 "I am encouraged to continue with my exercise program."  
**Discussions on available community help for people who have no other family supports**  
 "Very helpful."  
 "Excellent program."

# South Coast Private asks, "R U OK?"



Chris Mahoney presented useful tips and ideas to support mental health and above right; one of the beautifully themed cakes served for morning tea.

On September 14, South Coast Private Hospital marked R U OK Day with some 80 patients, staff and community members over morning tea. By reaching out to patients past and present, as well as staff, South Coast Private had the opportunity to check in to ensure attendees were equipped with coping strategies to support their mental health.

Guests enjoyed a beautiful cake created by the hospital's resident chef, as well as scones, biscuits and refreshments. South Coast Private

CEO, Kim Capp welcomed guests while Clinical Program Manager, Chris Mahoney and his team discussed helpful ideas and tips to stay well.

Kim says the profile of R U OK Day ensured a highly successful event, with many positive outcomes already underway at the hospital.

"This was a fantastic opportunity to touch base with patients, staff and community representatives to see how we can further improve ongoing mental wellness."

"For our patients, we are now considering an annual mental health 'check up' for those who we've not seen this past year, among other initiatives."

"We also appreciate that working within a mental health hospital can be challenging. The wellbeing of our staff is extremely important so we continue to hold education events for our teams", says Kim.

Consumer carer partners, ARAFMI; the hospital's Consumer and Carer Advisory Group and neighbours from New South Wales Health were also in attendance.





# New Equipment and Increased Services at Lingard Private



Lingard Private Hospital's state-of-the-art Olympus technology is a first in the Hunter Region

As Lingard Private Hospital continues to expand, so too does its investment in new medical equipment leading to an increase in services and procedures.

It follows the clinical team's evaluation of current and future equipment needs, identifying areas in need of equipment upgrade and expansion. One such area identified was their urology department, that now features state-of-the-art Olympus technology including:

- New endoscopy scopes and processors to upgrade to 190 series scopes. The changes in this fleet give improved clarity and increase the number of cases that can be covered.
- The new dual lumen scope is used for a new procedure for endoscopic weight loss surgery - previously not available at Lingard Private.
- Olympus rigid instrumentation - the kits cover all of the basic cases performed in endourology, are highly regarded by the urologists and replace the dated ureterorenoscopes. The flexible scopes provide the best possible vision for

surgeons treating renal calculi (stones) or collecting biopsies of cancers.

- Utilising new Bipolar TURP technology, the Olympus equipment is also used for cystoscopy, treatment of calculi, treatment of tumours, diagnostics and treatment of continence problems.

Lingard Private CEO, Warwick Crosby is thrilled with the hospital's new investment.

"The investment in new equipment helps support our delivery of a comprehensive range of services for the community. It's just another way that we are leading with innovation in the Hunter Region", says Warwick.

In addition to its Olympus technology investment, Lingard Private has also completed their first total knee replacement using the recently acquired Mako robotic arm. The Mako, installed in September, successfully completed its first total knee replacement in October, operated by Orthopaedic Surgeons, Dr Jorgen Hellman and Dr Stuart Mackenzie.

Lingard Private is the first hospital in the Newcastle region to acquire this technology.

## AUSTRALIAN FIRST TECHNOLOGY INTRODUCED AT LINGARD PRIVATE

Dr Marc Russo from the Hunter Pain Clinic has begun using cutting edge wireless technology to treat patients' pain at Lingard Private Hospital.

In an Australian first, Dr Russo is utilising the Stimwave FreedomNeuro Neurostimulation System to help patients treat their chronic pain. The device delivers electronic pulses directly to nerve endings to help treat symptoms, and can be inserted under the skin during a relatively straight forward day surgery procedure.

"The wireless stimulator doesn't require a large internal battery to be inserted under the skin, thus ensuring maximum patient comfort over the long term," says Dr Russo.

Due to its small size and advanced technology, the Stimwave system can be trialled in patients for up to 90 days, compared to only 5-10 days with older technology. As the stimulator is wireless, software can be upgraded as it is available without having to remove the device.

"The Stimwave is MRI compatible at 1.5 and 3 Tesla magnet strengths, giving both patient and clinician greater clinical flexibility in the real world," says Dr Russo.

For more information about the Stimwave device, visit [stimwave.com](http://stimwave.com)

## DUBBO PRIVATE

What did we do well?

"This is probably the third time or so I have been in Dubbo Private Hospital and have always been satisfied. Thanks again"

# Congratulations Rosie Lockwood



A passion for patient-centred care inspired Rosie to pursue a PhD in Venous Thromboembolism

A big **Health Care congratulations** to Maitland Private Hospital's Director of Clinical Services, Rosie Lockwood who recently completed her thesis: Nurse-led Venous Thromboembolism (VTE) prevention program, with hip and knee arthroplasty patients.

Rosie's journey with the thesis began a decade ago when she performed a published research project with Orthopaedic Surgeon Dr Bruce Caldwell: Early mobilisation after conventional knee replacement may reduce the risk of postoperative venous thromboembolism, published in the UK Bone and Joint Journal. (<http://bj.boneandjoint.org.uk/content/89-B/3/316>)

Following their findings, Rosie identified the potential impact of a nurse-led Venous Thromboembolism (VTE) intervention program for post surgical hip and knee arthroplasty patients. Her passion for patient centred care inspired her to commence a PhD.

While Rosie's thesis focused on nurse-led interventions, she believes that hospital acquired VTE prevention is a team effort. For the best patient outcomes, all clinicians, patients and carers need to work in partnership with simple strategies implemented at the bedside.

Rosie's thesis has been peer reviewed and published in the Journal of Clinical Nursing (UK). Now that she has finished studying, she believes that she will keep busy in her new role as DCS at Maitland Private Hospital and in her new hobby of making rose oil. Well done Rosie!

# Marcé Conference

From October 26 to 28, the Australasian Chapter of the Marcé Society for Perinatal Mental Health held its biennial conference in Brisbane.

Here, delegates networked and learnt together through lectures, symposia and vibrant discussions about interpersonal violence, substance use and abuse in pregnancy, assisted reproductive technology, fatherhood and perinatal loss.

Themed 'When the Bough bends, Resilience in the Perinatal Period', the conference brought together some of the brightest minds in perinatal mental health care and research from Australia and abroad.

Dr Lyndall White, President of the Marcé Society Australian Chapter and Belmont Private Consultant Psychiatrist was in attendance, along with Belmont Private Hospital's Brisbane Centre for Postnatal Disorders (BCPND) staff.

Belmont Private CEO, Joanne Levin says attendance as event sponsor was a fantastic opportunity to further profile its leading private perinatal mental health services.

"Over three days, we spoke with society members, medical professionals and academics with a keen interest in perinatal mental health. They were very interested to hear about our service offering", says Joanne.

The Brisbane Centre for Postnatal Disorders is Queensland's only dedicated private inpatient mother and baby unit. Established in 1991, it is a specialised ten bed unit providing treatment and support to women experiencing mood disorders including anxiety and depression, in both pregnancy and postnatally.

In CY2017, the unit managed 137 inpatient admissions and 1,660 day patient attendances.



Belmont's Jo Levin (above far right), Dr Lyndall White (above third left) and BCPND's Mary Williams (below right) with Belmont staff and conference attendees.



**137** Belmont Private Hospital BCPND inpatient admissions (CY 2016)



# Townsville Private supports Defence and Veterans communities

Since opening its doors two years ago, Townsville Private Clinic has made a positive impact on the lives of many in its community.

As the city's only private inpatient acute mental health service, it offers quality inpatient, day patient and outpatient mental health services that provide education and support to help people on their road to recovery. It has also provided local GP practices a simple pathway to escalate the care of patients who present to them with mental health issues.

Townsville Private's CEO, Patrick McGurrin says its treatment options are comprehensive and tailored to the individual needs of each

patient, with specific treatment also for the needs of the Defence and Veterans communities in North Queensland.

"Several of our programs are Department of Veterans' Affairs (DVA) approved, and we also provide access that is quick and easy for serving and ex-serving Defence members. Access to local and specialised private services minimises the impact on individuals who previously, would have had to travel to Brisbane or Cairns for treatment", says Patrick.

"This means that they are not separated from their family, carers and their community during treatment, which is a key component in their recovery pathway."

In October, Townsville Private Clinic successfully completed its inaugural Trauma Recovery Day Program for current serving military and veterans with PTSD. A twelve week program of 'moderate intensity', it is facilitated by experienced clinicians in a safe and supportive environment.

"It helps to gain a better understanding of living with PTSD, the skills to manage it more effectively, and its impact on the individual, their family, friends and loved ones. Partner sessions are also included as ultimately, it is about improving quality of life for all involved", says Patrick.

# Forensic clean by our Mayo team

Mayo Home Nursing has provided community and home care services to New South Wales' mid north coast since 1997. Helping residents from Bulahdelah in the south, Port Macquarie in the north, and to Gloucester in the west, they are known as the "go to" provider of services in more difficult situations, with support for people facing independence and wellbeing challenges.

Mayo Home Nursing Regional Manager, Margaret Adams recounts a recent October morning in Port Macquarie, when the team provided assistance "not uncommon" in the course of their work.

"I remember, it was overcast when we arrived at the caravan park in protective gear, skip bin in place and ready to do battle with cockroaches, beer bottles and mountains of rubbish."

The team had been called in for a 'forensic clean' of a cabin owned by a gentleman at risk of eviction.

"Neighbours had complained to the park manager of an intolerable stench and vermin out of control. With summer fast approaching it was imperative this situation be addressed", she says.

Margaret attests that throughout the region, Mayo is well recognised for the support it provides all clients, irrespective of their situation.

"Our specialty is complex clients, particularly those with very high needs and clearly, this gentleman was in desperate need."

"He greeted us from his balcony, removed his valuables and retired to his friend's cabin across the road to keep an eye on things. For our cleanup to take place, it had taken many months to gain his trust", recalls Margaret.

Soon after, a steady stream of rubbish bags were removed. These housed more than three hundred long neck beer bottles, and hundreds of used takeaway food containers strewn throughout the living room, kitchen and bedroom.

"The fridge supported a totally separate ecosystem. The milk was nearly twelve months old, and other items were unidentifiable. The carpet was badly soiled by vermin, and little wrigglers were clearly visible on plates and food containers."

"The stench was unbelievable and we all wondered how he had continued to live there. Most of us would never witness this squalor, but unfortunately it is out there in the community.



There is one thing about community nursing, you just never know what you are going to find when you walk into someone's home. No two days are ever the same."

They toiled away for nearly eight hours, removing rubbish, scrubbing, steam cleaning and creating a clean and safe environment, with grit and good humour – all trademarks of the Mayo team.

"At the end of the day the gentleman returned to his property and thanked everyone. He was looking forward to enjoying a beer in his home, confident in the fact that he would not be evicted."

Margaret says when Mayo's staff volunteered for this project, they were fully aware of what they were in for.

"We have great staff here at Mayo. We are always prepared to help those, who other services turn away."

"It is a great reminder that community nursing is not always about keeping a person company and providing cups of tea. It is about meeting each of our clients at their point of need, regardless of what that need may be, and without judgement", she says.

# Meet Alana Perry Health Care Analyst

Across our network of hospitals, we understand the important role health funds play in providing patients access to the best practice private health care services we provide. So too does Alana Perry, Health Care Analyst who is a very important part of our Health Fund team.



## What are your key responsibilities?

Health fund negotiations, data analysis, health fund audit coordination across the group, health fund contract interpretation and support for the Health Care group.

## When did you join Healthe Care?

I was Chief Financial Officer for Continuum Healthcare since 2010, the previous owner of Hurstville Private Hospital. When Healthe Care purchased Hurstville Private in 2012, I became Finance Director at Hurstville. In 2013 I joined the Health Fund team and moved into our Head Office.

## What are your likes and hobbies?

I love to play soccer during summer and winter. I also enjoy any outdoor activities and especially love adrenaline sports such as bungy jumping, sky diving, snow skiing and much more, and my kids are actively following in my footsteps.

## Tell us one thing your colleagues don't know about you.

I am an avid horse lover and hope to own my own horse one day – a dream which I have had since a very young girl.



## What is the best thing about working at Healthe Care?

Healthe Care is a fast paced dynamic company and I like the challenge of keeping up with the numerous changes that we are faced with every day. I also really like the interaction with the various Health Funds and I find the process of contract renegotiations stimulating and challenging.

# Out and About

During October, Healthe Care had the pleasure of hosting some of our health fund providers along with hospital management, doctors and partners for a relaxing day at Everest Race Day, Randwick.

(L-R): Paul Simpson Regional Manager HCF; Jeremy Hose Head of Hospital and Medical Benefits HCF; Bozica Rendulic-Lochtie Provider Relations Manager AHSA; Paul Haratsis Healthe Care National Manager Health Funds and Paul's wife Anita Haratsis; Marek Klein Hospital Contract & Relationship Manager, Hospital Contracting – NIB



## Healthe Care now has 37 hospitals and day surgeries

across 5 states, 4 capital cities and major regional areas in Australia and 1 in New Zealand



# National Mental Health Week in Review

Each year Australia marks Mental Health Week to raise awareness about the importance of mental health and the wellbeing of ourselves, loved ones, friends and colleagues. This year, from October 8 to 14, our hospitals with mental health services marked this important event across the nation, with activities and events in their local communities.

## Art Show at Toronto Private

Toronto Private Hospital hosted the Share the Journey Art Show, encouraging individuals with a current or past mental health disorder to focus on self exploration and to capture those things, places, people or moments through 2D art.

After witnessing the achievements of patients who attended the hospital's therapy classes, Jason Thomas, Toronto Private CEO wanted to offer this therapy to the wider community.

"Self exploration through creative expression often leads people to insightful conclusions about themselves. Our art show encourages members of

the community who are currently or have in the past, lived with a mental health disorder, to explore what inspires them through the use of art and creative expression", says Jason.

The winner, selected by Jason Thomas and Jenni Ross, was Coby McAllister who took home the first prize of \$300. With his entry inspired by lessons learnt in his own journey, Coby says, "I have learnt that even though a day may be dim and lonely, there is always tomorrow. The sun may set at the end of a day but it always rises again."

Katrina McLardy took out the People's Choice award and also took home \$300.



The winning artwork by Coby McAllister

Thanks to all of the entrants for making the 2017 art show another great success!



Anna Styles-Tape and Kate Cross talk mental health on ABC 97.1 Gold Coast

## CPD events mark World Mental Health Day

**World Mental Health Day**, observed annually on October 10, was the perfect opportunity for many of our mental health hospitals to host CPD educational events for health professionals.

With so many in attendance, what better way to promote open, interactive and informed discussion than 'Speed Psychiatry'!

Robina Private and Currumbin Clinic on the Gold Coast joined forces with Primary Health Network, hosting some 50 attendees to talk about our eating disorders and addictive disorders expertise. Special thanks to Dr Vinay Garbharran, Dr Kim Hurst,

Dr Tim MacDonald and Dr Wole Akosile for their presentations.

In Melbourne, South Eastern Private also hosted some 40 GPs, Psychologists and mental health professionals to discuss the hospital's dedicated 60 bed mental health unit, day patient and outpatient services.

Our thanks to Dr Peter Farnbach, Dr Chris Plakiotis, Dr Alan Gallogly and Dr Vinay Kumar for discussing Repetitive Transcranial Magnetic Stimulation, depression and psychosis in later life, multidisciplinary wellness programs and antidepressant medication treatment, respectively.

## Walk in My Shoes

On October 6, management and staff from the Marian Centre in Perth gathered with patients for a community walk around Lake Monger.

The walk, aptly named 'Walk in My Shoes' signified the importance of compassion and understanding for people with mental health concerns.

Marian Centre CEO, Dale Nelligan says, "amid the stresses and pace of everyday life, it's quite easy to overlook what others are dealing with, or why they behave the way they do. Taking time out to walk around Lake Monger without distraction was a wonderful way to reflect on the mental health of others."

All participants were supplied T-shirts, wrist bands and stress balls, and enjoyed a delicious morning tea and coffee cart to complete the walk.



Marian Centre staff and patients took part in the Walk in My Shoes event

PREMS

### 'COMMUNICATION'

**80%** of 6,579 patients surveyed say their treating Doctor ensured they understood the effects of their treatment



**10,500** mental health inpatient admissions (FY 2016)

## For Art's Sake



Also recognising the importance of art as an expressive therapy to improve and maintain mental health and wellbeing is Currumbin Clinic. The hospital hosted its own art show to exhibit patient work and concluded the event with a patient and community barbecue onsite.

Hospital CEO, Kate Cross says art therapy has been an integral part of Currumbin Clinic's program offering for many years.

"It is well recognised that for many, art can be more beneficial than talking therapy. Most of the pieces displayed are collective works that patients have worked on individually and then put together into a piece. They all represent recovery, hope, mental health and wellbeing."

"The works have been completed under the facilitation of various therapists at Currumbin Clinic, and coordinated and directed by Deb Marks, our mental health social worker who also facilitates our Art Therapy day programs. A huge thanks to Deb and everyone involved", says Kate.



### GOSFORD PRIVATE

What did we do well?

"I felt that I was in a safe environment with top professionals attending to my physical and emotional needs. It means that future necessary hospital care holds no fear or concern. Along with a good café (I think it worthy of a mention), it makes attending Gosford Private Hospital, as a patient or visitor, a pleasure"



# Mental Health support without discrimination

Belmont Private Hospital gathered with patients and community for a barbecue to discuss mental health lived experiences.

Hospital CEO, Joanne Levin says, "We also talked about much needed support provided by loved ones, our extended community and mental health service providers such as Belmont Private Hospital. Throughout the day, we all agreed that regardless of one's profile, background or history of mental health concerns, support is needed. That support should be offered without discrimination."

"We are honoured Matthew Ames (quadruple amputee as a result of a streptococcal toxic shock and member of Balmoral Rotary and author of Will to Live), Jade Edmestone (Australian Title National Breast Stroke Champion, trialled for Olympics and author of Fish Out of Water), Jess Shaw (Business owner and designer

of Loving Loudly) and Nikole Horan (Get Real) attended and supported our event as guest speakers. They are public figures in their own rights, which encourages us all to speak out and seek help."

"It's rewarding to see the stigma around mental health is disappearing but there is still much work to be done on creating community acceptance and safe space for people to reach out for treatment and support. All of our guest speakers have been through very challenging experiences, and actively sought help beyond their existing support network", say Joanne.

Special thanks to Balmoral Rotary who supported our event, along with Belmont Private staff hosting a barbecue for all guest, raising approximately \$900. All proceeds have been donated to Rotary for National Mental Health Research program.



The Belmont Private team and community representatives gather with Matthew Ames (front left), Jess Shaw (6<sup>th</sup> from left), Nikole Horan (front right) and Jade Edmestone (far right)



**15** mental health hospital locations across Australia

## Townsville Private encourages the conversation

Townsville Private Clinic was actively involved in Mental Health Week, helping raise awareness about mental health issues and getting the conversation out of the shadows in their community. Joining locals at their sausage sizzle fundraiser at City Oasis Café, the Clinic raised a total \$434 with all monies donated to Inspire Clubhouse. Special thanks to City Oasis for their renowned pancakes, boosting donations a further \$80.

Clinic CEO, Patrick McGurrin says the community rallied behind Mental Health Week, as it always does.

"We also had a display at our city's Family Fun Day in Heatley Park. This was a fantastic opportunity to meet and talk with many locals about our private mental health services, over our fishbowl of lollies", Patrick says.

Representatives from the Clinic also attended the #GRIT @ TOWNSVILLE breakfast event at The Ville, where keynote speaker Shane Webcke was very popular.

A huge thank you to all Townsville Private Clinic staff for their help and support throughout the week!

PREMS

'COMMUNICATION'  
**80%** of 6,579 patients surveyed say their views and concerns were listened to, always



Matt Kelly and Kathy Beverley (pictured) help raise over \$10,800 for the Westpac Rescue Helicopter.

# Leap of faith for charity



**Our very own** Geoff Sam (Director and Executive General Manager – Clinical Governance, Risk and Quality), Matt Kelly (Regional Manager – Central Coast) and Kathy Beverley (CEO – Brisbane Waters Private Hospital) recently took a massive leap for charity.

All three bravely abseiled down the side of the Crowne Plaza Hotel in Terrigal, NSW to raise money for the Westpac Rescue Helicopter, a seven storey drop! To be eligible to participate, each had to raise over \$3,000 and between them they raised over \$10,800!

The Leaders Leap has become an annual event on the Central Coast, getting local business leaders to raise money for this worthy cause. Westpac Rescue Helicopter conducts approximately 1,000 missions each year and they rely heavily on donations. The service costs over \$12m each year to run, including the \$3,500 per hour that it costs to keep the helicopter in the air.

All three successfully completed the leap, and the day saw over \$54,000 raised.



Matt Kelly, Kathy Beverley and Geoff Sam with their Leaders Leap medals



# Queensland day procedures service launched



**Demonstrating our continued commitment** to private health services on the Gold Coast, in October we opened a brand new day procedures facility at Robina Private Hospital. A milestone for Healthe Care, it is our first surgical offering in Queensland.

Our 90 bed private hospital, co-located alongside the public's Robina Hospital, now provides much needed interventional pain procedures, endoscopy and oral maxillofacial surgery.

The purpose built facility includes reception, an admissions office and change rooms as well as a pre-operative holding bay, procedure room, four bed first stage

recovery room, discharge lounge and sterilizing unit.

The unit is staffed by experienced nursing and technical staff, and is supported by Robina Private's other services including its 30 bed general medical ward.

Hospital CEO, Anna Styles-Tape says that in addition to procedures currently provided by our team of highly skilled specialists, plans are already underway to introduce other specialties in the near future.

## Healthe Care: SUPPORTING THE HEALTH NEEDS OF GOLD COASTERS

The opening follows Healthe Care's agreement to lease the former Gold Coast Surgical Hospital to Gold Coast Health, to deliver more efficient public elective surgery to the Gold Coast community.

Healthe Care Chief Operating Officer Sub Acute, Julia Strickland-Bellamy says since acquiring the hospital as part of our Pulse Health 13 hospital portfolio deal in May, Healthe Care had been in strategic discussions around opportunities to re-purpose the site to support the ever increasing health needs of Gold Coasters.

"At Healthe Care we understand the importance of both public and private health care services to support communities where there is demand."

"We are delighted that Gold Coast Health is committed to expanding in the area. It is encouraging to see that this good, purpose built facility will go to meeting vital public health service demand, and that Healthe Care Australia is able to continue to provide choice in private surgical services at our new Robina day procedures suite", says Julia.

Healthe Care's Gold Coast portfolio includes Robina Private Hospital (90 beds) and Currumbin Clinic (104 beds). With a combined 164 mental health beds, we are the largest private mental health provider on the Gold Coast.

## The purpose built facility includes a procedure room, four bed first stage recovery room, discharge lounge and sterilizing unit

"Although we have just recently opened, referrer and patient feedback has been extremely positive. There is clear demand for the procedural services we currently offer, and those we plan to introduce", says Anna.



Dr Allen Lim, Gastroenterologist (left); Dr Philip Lo, Anaesthetist (4<sup>th</sup> from left); and Anna-Styles Tape (5<sup>th</sup> from left) with the Robina Private day procedural team.