



ST VINCENT'S
PRIVATE HOSPITAL
MELBOURNE



2023 Quality of Care

A year in review

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Cover image: Shirley Gernhoefer - "Life is different but it's still good."

This page: Dr Ini Thevathasan, on #WorldPrematurityDay 2023. Ini is an obstetrician and fetal medicine specialist who has additional training looking after women and their babies who may need additional support through pregnancy and birth.



CEO Message

I wish to thank our dedicated team at St Vincent's Private Hospital Melbourne for their unwavering commitment to the life and work of our four hospitals in East Melbourne, Fitzroy, Kew and Werribee. While the trials of the pandemic now seem a distant memory, the challenges of 2023 were met head-on as our team navigated through another demanding year with resilience and determination.

The evolution of the twelve-storey redevelopment in Fitzroy has been a source of great excitement for us, as each level was added. Additionally, through the benevolence of the community and our valued donors, we successfully implemented MAKO robotic technology at St Vincent's Private Werribee. This marks the incorporation of the fourth robot within our Melbourne private hospital operating theatres.

Our compassionate care extended to 62,827 inpatients including many patients from public hospital waiting lists, reflecting our commitment to the well-being of our community. We supported families as 2094 babies were delivered and introduced the innovative BabyCam into our operating rooms at Fitzroy. This ground-breaking addition allows mothers undergoing uncomplicated caesarean births to witness their baby's initial moments of care on a large television screen.

In the midst of bidding farewell to cherished retiring members of our medical staff, we warmly welcomed a cadre of new staff, ensuring the continuity of St Vincent's Health Australia's healing ministry. For a third consecutive year, we were rated the number 1 Private Hospital in Australia by Medibank Private patients nation wide, an outstanding achievement.

I am immensely proud of our exceptional team including the many Volunteers and Consumer Representatives that make up our extended St Vincent's Private Hospital family. As you delve into the pages of the 2023 Quality of Care Report, I hope you enjoy the stories that reflect a snapshot of our collective journey over the past year.



Janine Loader
Regional CEO
St Vincent's Private
Hospital Melbourne



St Vincent's Health Australia

St Vincent's Health Australia is the nation's largest Catholic not-for-profit health and aged care provider.

Our services comprise 28 facilities along the East Coast of Australia including:

- 6 public hospitals
- 10 private hospitals
- 13 aged care facilities, including independent living and residential care facilities
- 4 co-located research institutes (Victor Chang Cardiac Institute, Garvan Institute of Medical Research, O'Brien Institute and St Vincent's Institute of Medical Research)

St Vincent's Health Australia operates more than:

- 2,500 hospital beds
- 1,100 aged care beds
- employs over 16,000 staff
- works with over 2,500 medical practitioners
- draws on the talents of over 1,300 generous volunteers and consumer representatives.

Each year we provide care to more than 250,000 inpatients and over a million episodes of ambulatory care through our outpatient services.

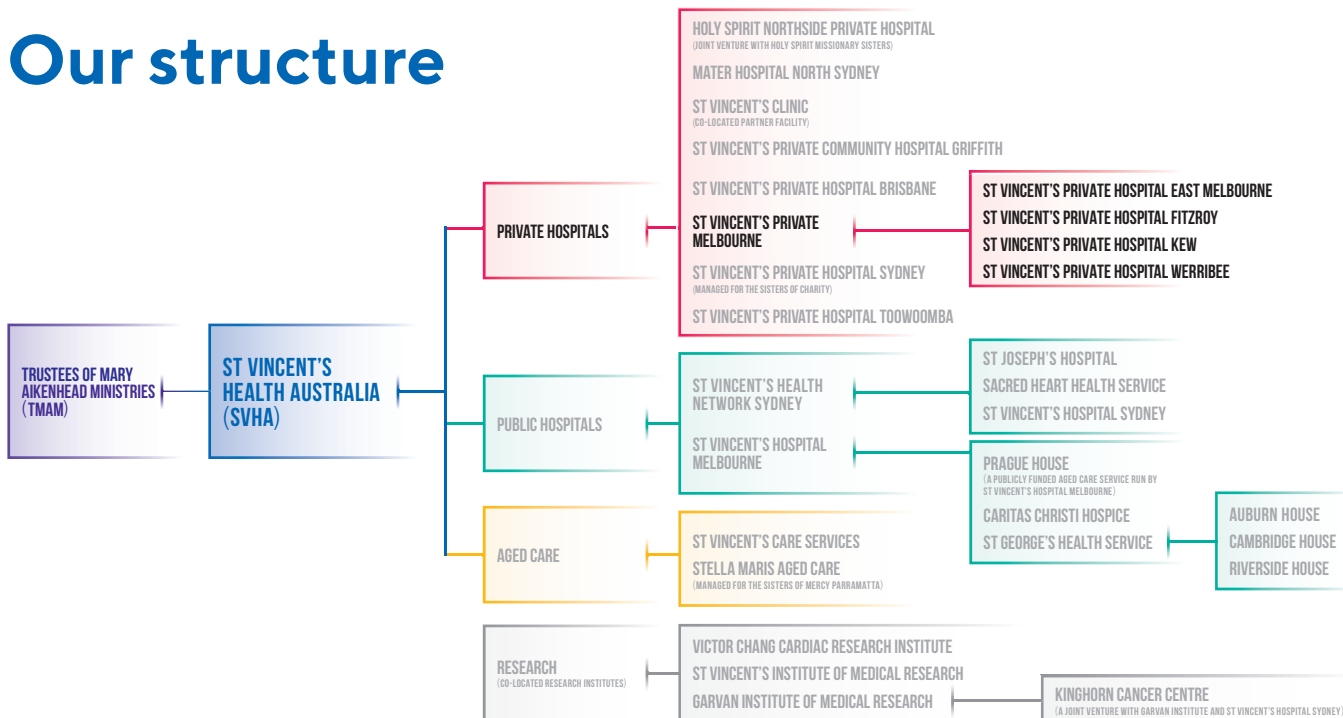
Our Heritage

Founded in 1857 by the Sisters of Charity in Sydney, St Vincent's Health Australia provides a diverse range of health services to the community. These include acute medical and surgical services, emergency and critical care, aged and sub-acute care, diagnostics, mental health, correctional health, palliative care, residential care, research and education. St Vincent's Health Australia is committed to providing compassionate, high-quality health and aged care to the community.

St Vincent's Private Hospital Melbourne

St Vincent's Private Hospital Melbourne is part of St Vincent's Health Australia. It operates under the direction of the Trustees of Mary Aikenhead Ministries, which was established by the Sisters of Charity of Australia on 1 July 2009, to continue their work in health, education and welfare services.

Our structure



St Vincent's Private Hospital Melbourne

St Vincent's Private Hospital Melbourne (SVPHM), a facility of St Vincent's Health Australia, is a not-for-profit, private, Catholic hospital which combines the highest quality healthcare with modern facilities and the latest technology. SVPHM is one of Melbourne's largest and busiest acute care hospitals with sites in Fitzroy, East Melbourne, Kew and Werribee.



62,827
Admissions



43,488
Operations



2,062
Staff EFT



580
Beds



2,094
Births



68
Volunteers



14
Consumer
Representatives

Our major specialties are orthopaedics, cardiac services, obstetric services, paediatrics, reconstructive plastic surgery and neurosciences. Other specialties include: ear, nose and throat, oral and faciomaxillary surgery, oncology, haematology, gynaecology, urology, thoracics and digestive diseases.

Our History

In 1998, Mercy Private Hospital and St Vincent's Private Hospital merged. For more than 70 years, the Sisters of Charity and the Sisters of Mercy, two separate religious congregations, ran the hospitals independently. In June 2008 the merged entity acquired Vimy Private to consolidate and expand its services to the community.

The Sisters founded the hospitals to serve the sick and disadvantaged in Melbourne. Their vision was to create the most well equipped hospitals in Australia and promote the Healing Ministry of Jesus.

Today, we are St Vincent's Private Hospital Melbourne and the mission of our founding Sisters remains at the heart of our organisation. In November 2017, after identifying a need for services in the western growth corridor of Melbourne, St Vincent's Private Hospital opened a new, purpose built private hospital site in Werribee taking us to 580 beds with 298 procedural areas over four hospitals.

We build our reputation on our history of leadership in compassionate care, healing and serving people with special needs.



From left: Werribee Private Hospital, Day Oncology and Infusion Services team members: Teenu Chacku, Rachel Simpson, Cindy Yuen.

We're Growing

St Vincent's Private Hospital Melbourne has been a trusted provider of exceptional healthcare for many generations, guided by the Sisters of Charity in Australia. Our dedicated team of highly skilled specialists, medical professionals, nurses, and support staff are committed to healing the sick and providing the best patient care.

St Vincent's Private Hospital Fitzroy is undergoing an exciting hospital transformation project, set to be completed in 2024. With a strong history of healthcare innovation, the hospital recognises the need for redevelopment to meet the growing needs of the community and deliver high-quality care. To address this, the hospital is investing \$180 million in constructing a 12-level tower. This expansion will not only increase capacity and enable the care of an additional 20,000 patients but also promote collaboration and knowledge-sharing with other healthcare institutions in the surrounding area.

To help fund this remarkable development, we have set an ambitious goal of raising \$20 million. We believe that with the support and generosity of our community, we can achieve this and continue our mission of providing the highest quality healthcare to those in need.

Since beginning construction in May 2022, significant progress has been made on the new hospital tower. The construction recently reached its highest point, which was celebrated with a traditional "Topping Out" ceremony hosted by Kane Constructions. The ceremony involved placing a tree on top of the building, symbolising success and good luck for all involved. The project is now entering the detailed fitting out phase, and the first stage of the hospital is expected to open in mid-2024.

We can't wait to share it with you all, but in the meantime, I'd love to give you a glimpse of what's to come:

The new hospital building has been designed to blend in with the surrounding urban and heritage environment. It will be a landmark on Victoria Parade and Brunswick Street, complimenting St Vincent's Precinct. The hospital will incorporate historical elements, such as the Saint Mary of the Cross McKillop Reflective Garden – inclusive of a Mary MacKillop memorial bust and rose bushes, and a plaque commemorating her birthplace. Overall, the goal of the new building is to create a special and enjoyable experience for patients, visitors, and staff.

Level One will have an enhanced Day of Surgery Unit to create a calming and private environment for patients. The unit includes wooden screens with plants to separate different areas and add visual appeal. Patient privacy is a priority, with comfortable seating facing greenery or outdoor views and lower partitions allowing natural light while maintaining privacy.

Level Two has enhanced its Operating Theatres and Post Anaesthetic Care Unit to meet the growing demand for surgical procedures and improve patient care. Advanced technology in the operating theatres will facilitate greater efficiency and cater to the rising popularity of robotic surgery.

The Third Floor will house our luxurious and spacious Birthing Suites for expectant parents as well as our new Special Care Nursery. The Birthing Suites are designed to be easily accessible and encourage movement and participation, with freestanding baby baths and dedicated equipment storage. The hospital's midwives and staff provide unwavering care and support throughout the birth experience. The Special Care Nursery is designed to create a comforting and safe environment for babies and their parents.

Level Four's Maternity Suite, including Perinatal Services and a courtyard garden will provide larger, more luxurious suites for parents to spend the first few days with their child in a relaxing and beautiful environment whilst being provided the highest in maternity care.

The Neurosciences floor on level five, will serve as a dedicated centre for Neurosurgery, Spine, and Neurology. Its primary focus will be on providing specialised care and introducing innovative surgical procedures to enhance the overall patient experience.

Level Six's Orthopaedics, Plastics and Vascular Surgery Unit aims to be a world leader in complex sarcoma surgery. The primary objective of the Orthopaedic Centre at the hospital is to enhance clinical care while incorporating cutting-edge technological advancements.

Level Seven will be home to our Digestive Diseases Centre, specialising in gastrointestinal, colorectal and urological disorders. They care for patients post advanced endoscopic procedures. They are part of our enhanced recovery program to ensure patient care is not limited to onsite treatment but provide follow up by clinicians as outpatients too. This includes our nurse led stomal therapy service.



The Level Eight Day Infusion Unit provides cancer treatment in a calming atmosphere with city views, where patients can be observed during their treatment in private pods. Situated with the infusion centre is our oncology and haematology ward, providing innovative trials to advance treatment for future generations. Holistic, patient focused treatment support patients and their families through all stages of their journey from admission education to remission or palliation.

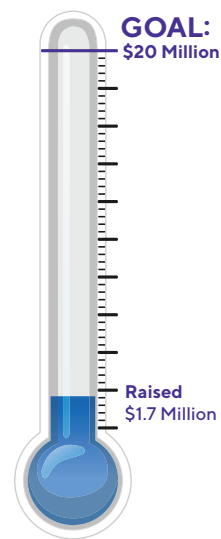
Level Nine will be home to both our new Intensive Care Unit (ICU) and Coronary Care Services. The enhanced ICU will feature twelve spacious rooms with floor-to-ceiling windows for an improved patient experience, and a waiting lounge and staff station zone will enhance visitor and staff navigation. To support our long history of caring for both urban and rural Victorian cardiac patients, the Cardiac Centre aims to quickly transfer private patients from the emergency department.

And our Level Ten rooftop will be a dedicated space for meeting rooms and consulting rooms, with an amazing city skyline view.

I am very excited to share this new building with our doctors, medical professionals, patients, and staff in 2024, shaping the future of healthcare at St Vincent’s Private Hospital Melbourne.

Please join us in shaping our future by backing the Capital Appeal for our new state of the art hospital 12-storey building. Whether it’s a large contribution or a small one, there are various ways you can get involved. Please visit our Capital Appeal website for more details:
www.stvfoundation.org.au/fitzroy-private-redevelopment

Janine Loader
Regional CEO
St Vincent’s Private Hospital Melbourne



Our Mission, Vision and Values

Over 175 years ago five Sisters of Charity endured a hazardous four month journey across thousands of miles of ocean to venture to an unknown land called Australia. They were compelled by the original vision of their founder, Mary Aikenhead – to care for the poor and vulnerable.

This sense of serving, of purpose, of mission has continued undiluted across the decades. The love of Christ urges us to continue striving to meet these needs.

That is both our heritage and our legacy – where we have come from and where we are committed to continue heading.

It is what urges us on, calls us to continually exceed our own expectations, to be better than we thought we ever could be. That’s why we call it a mission.

And mission is everything we do: from cleaning the rooms to providing cutting edge technology, from delivering highly complex surgical procedures to a meaningful conversation with a patient.

Our Values

St Vincent’s Health Australia’s four core values are:



Compassion

Our care is an act of love. We are present and accompany people when they are most in need.



Justice

To act with courage and speak in pursuit of what is right and just.



Integrity

Ensuring our actions and decisions are transparent.



Excellence

Our care is safe, evidence based and continually seeking to improve.



A life of service in our Hospital

SR FABIAN ELLIOTT RSC

In each of our Hospital lifts there is a photo of Sr Fabian in her white habit and looking directly ahead to all who enter the hospital. Sr Fabian was a Sister of Charity for 58 years, caring for the sick, the poor and the lonely.

She was a woman of faith, a determined and driven woman who made things happen at St Vincent's Private Hospital Melbourne.

When Sr Fabian died in 1998 the Herald Sun obituary noted that she was "one of the most loved, respected and influential women in the history of Victoria's health care system."

A dear friend of Sr Fabian says that in her last days she reflected on her life's work and said "I have spent my life serving the poor, and some of them were very wealthy". Sr Fabian had a very strong connection to people from all walks of life and an ability to know what people would need, and what they would want.

When she started the design for the current St Vincent's Private in Fitzroy in the 1960's she knew that people wanted privacy if they could afford it – so she commissioned the architects to design a hospital with private rooms and bathrooms. It was a model that is now desired and expected and at St Vincent's Private Fitzroy there are no shared wards, thanks to Sr Fabian's insight and good planning.

As with today, money was tight and the required loans were so large that no banks would underwrite the risk for the hospital. Sr Fabian consulted far and wide and eventually convinced the Premier of Victoria, Sir Henry Bolte, to create an Act of Parliament to guarantee the repayment of the necessary bank loans at a cost of \$5.75 million, all thanks to an Act of Parliament that also ensured the loan interest was capped at a safe and low rate. Sr Fabian was a remarkable business woman and at the same time a very generous Sister of Charity.

Sr Fabian was instrumental in having Mount St Evin's Private Hospital on Victoria Parade demolished and a new St Vincent's Private Hospital built. It was in December 1971 Sr Fabian realized her dream when she supervised the mothers and babies from the old St Vincent's Maternity Hospital being transferred across the road to the new St Vincent's Private Hospital.

Under Sr Fabian's leadership St Vincent's Private Hospital attracted some of the best medical and nursing teams in Melbourne. Her strong sense of professionalism and her insistence on very high standards built the Hospital's reputation as an outstanding health service. She was a strong and decisive leader with a keen eye and warm heart to quietly care for every staff member. She commanded great loyalty from her staff. Sr Fabian's healing ministry was evident in all that she did, and shared with so many.

Sr Fabian always made sure that women and families in need were given the kindest, discreet care, ensuring the dignity of each person was protected. She was also well known for her exquisite tapestries that she often stitched through the night as she sat at the bedside of the sick and dying.

Sr Fabian was a generous administrator, especially looking after our doctors and their families. She knew the long hours and enormous commitment the doctors gave to their devoted medical careers, and to the hospital, meant that their wives and families carried a big load at home. Sr Fabian made sure there was a Christmas treat for many of these loved and valued families every year on Christmas Day.

Sr Fabian Elliott might be looking to us, in the lift, from above, inspiring us to strive daily to continue her inspiring healing ministry.





BINDARI – A place on the hill

National Reconciliation Week is a time to learn and reflect on the histories, cultures, and achievements of First Nations communities. It’s also a time to pause and reflect on the unfinished business in Australia to achieve real and long-lasting reconciliation between Aboriginal and non-Aboriginal people.

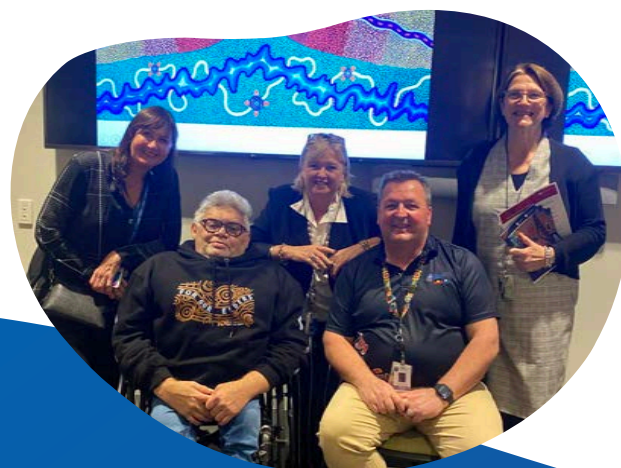
During National Reconciliation Week this year we were proud to officially unveil our recently commissioned beautiful artwork by St Vincent’s Health Victoria indigenous artist Chris Delamont. We asked Chris to paint a welcoming artwork that would feature in the entrance of each of our four private hospitals in Melbourne, so that First Nations patients and visitors feel a warm welcome that speaks to them as they arrive at the hospital.

“Bindari – A Place on the Hill” paints a unique Melbourne story interwoven with our St Vincent’s Private Hospital Melbourne history.

Chris shared with us some of the detail of his extraordinary painting and linked the local Melbourne indigenous history in the painting to the current day reconciliation initiatives we are working on. Uncle John Baxter, a recent hospital patient and newly recruited Consumer Representative, was honoured to be invited to join Chris unveil this special piece.

We thank Chris and John for their powerful words and presence amongst us during this special week.

A QR code is available alongside the painting for staff, patients and visitors to watch a 3 minute video as Chris describes his painting’s rich story.



Hip hip hooray!

A big well done, congratulations and thank-you to Prof. John O’Donnell who in June performed his final joint replacement surgery at St Vincent’s Private East Melbourne.

An incredibly well-respected Orthopaedic Surgeon specialising in hips, John has been operating with us at East Melbourne for 35 years, over this time delivering excellent clinical care to all of his patients.

A pioneer in his field, John was one of the first surgeons in Australia to perform arthroscopic hip surgery and anterior approach hip replacement. With a focus on minimally invasive techniques to help reduce pain and recovery time, he has also contributed significantly in the area of research and has been heavily involved in teaching the next generation of Orthopaedic Surgeons through his fellowship program.

A much-loved member of our hospital community, Perioperative Services Manager, Lisa, who has worked extensively alongside John for many years shared, “John has been part of the East Melbourne theatre family for many years. During this time, he has fostered a great team environment in his theatre and supported many learners during his journey. We congratulate John on his 3,000+ joint replacements and the difference he has made to these patients lives.”

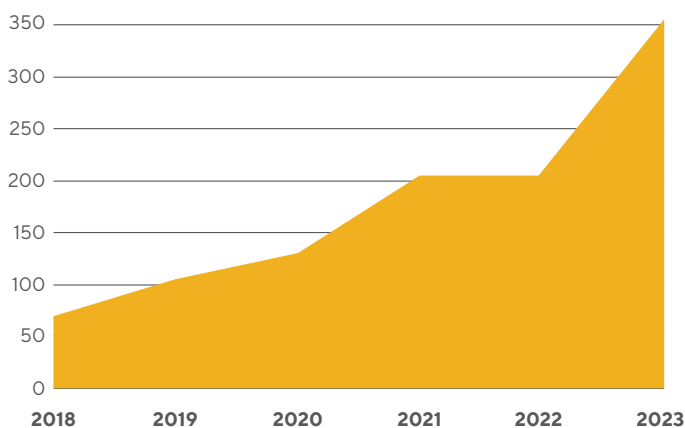
John celebrated his milestone achievement both in theatre and up on the ward – with cake! – including this incredible handmade creation by Nurse Unit Manager, Tess.

Thankfully we will still have the privilege of seeing John around East Melbourne, as he continues to perform hip arthroscopies moving forward.

From all of us here – a big thank-you and well done on an incredible career to date John. We hope you enjoy some well-deserved free time in amongst those arthroscopies.



Number of Indigenous patients admitted 2018–2023



Providing culturally safe care

The number of Indigenous patients attending St Vincent’s Private Hospital Melbourne has continued to grow as the graph to the left displays.

Cultural support processes are embedded and readily available for patients who require it.

Caring for one of our own

The room lights up walking into Mary's room and you only need to spend a short time with her to feel like you've found a new best friend. Mary is one of our own, a Mercy trained nurse working in St Vincent's Private East Melbourne Theatres, the hospital where she trained as a nurse back when it was known as Mercy Private.

Graduating in 1978, Mary has just ticked over 48 Years as a nurse and having "worked all over the place", she has been back in our fold once again since 2017. Walking to work early one August morning this year, a new story unfolded for Mary.

"I felt a sudden heavy weight on my chest but kept walking on to work. It was my turn to do the reflection for our team meeting and I wanted to do it. The day began, I got distracted with things and put the incident out of my mind. When the afternoon theatre session began, I mentioned to the Assistant surgeon about my strange chest pain on the way to work. Despite my objections, she and the surgeon insisted I be escorted by one of our nurses to the Emergency Department at St Vincent's public.

The initial tests were unremarkable and I felt like a fraud. Nevertheless I was moved across to St Vincent's Private Fitzroy where I was admitted for observation and further testing. A few days later, cardiac angiograms identified three of my five coronary arteries were 75 – 80% blocked and a fourth was 90% blocked. I went into shock and reflected on what I should do. Do I proceed with heart bypass grafts or let God take me? I thought about my family, and pondered if surgery was interfering with God's plan or was the trail of events leading me to my admission actually God looking after me. I was scared, I had sacraments and ultimately, I decided to take the advice of those caring for me and proceed to surgery.

The staff on the 9th floor cardiac unit have been amazing. I'm loving being in here and observing the nurses in action, going about their day. There are staff of all different nationalities and ages and everyone is striving to do their best.

You can absolutely see our values in action: there's compassion, justice, integrity and excellence everywhere, every day.

I asked one young nurse in her second year, "Do you ever get nervous?" She said she did and I told her that was ok and demonstrates that you want to be better, never hesitate to ask a colleague if you are unsure. Never lose your passion. After 48 years of nursing, I can honestly say that I am still learning new things every day.

I love the spiritual base of St Vincent's. It is a beautiful professional community; a centre of excellence and you can feel it. I'm working with some of the best nurses I've ever worked with. My job is a privilege, to look after people at their most vulnerable just as they are looking after me now.

I can't wait to get back to work!"



Our Mission in Action

St Vincent's Private Hospital Melbourne has a long and proud history of helping those most in need. "There are many times throughout the year when our Mission shines bright," explains Julie Wain, Mission Integration Manager. "The generosity of staff to those needing a lift up is truly inspiring and is a tangible demonstration that our healing ministry stretches well beyond the hospital walls."

Sammy's generous donation to those in need

Sammy Michailidies, an Enrolled Nurse at St Vincent's Private Kew, has been making a difference in the lives of the less fortunate for the past five years. Every Christmas, Sammy, along with her young family, generously donates backpacks filled with essential items and gifts to the St Vincent de Paul Homeless Unit in Fitzroy. This year, Sammy donated 10 backpacks, each filled with toiletries, chocolates and a handmade blanket. Sammy's act of charity offers a sense of dignity and thoughtfulness during what can be a difficult time of year. Her motivation for these annual donations is to teach her children about the importance of giving and helping those in need.



Nurse education in Fiji

Cyclone Mal didn't stop St Vincent's Private East Melbourne's Nurse Unit Manager Pip Tesselaar and RN Education Consultant Julie O'Donnell from volunteering with charity, Interplast, at Colonial War Memorial Hospital in Suva this year. "We presented two very full and valuable days teaching and also learnt from the local staff. Plastics/reconstruction and wound care was the focus and much knowledge was shared. This included an ingenious way of creating negative pressure wound therapy with basic wall suction and some Glad Wrap!



Partnering with our suppliers

How wonderful is this! Our hospital received an entire pallet of Kleenex toilet paper donated by Kimberley Clark for our Toilet Paper drive for the local homeless. Big thanks to Kimberley Clark for helping us to support the poor and vulnerable.

Left: Peter Jones with co-worker Ajay Kulhar

St Vincent's Private rated **Number 1 private hospital** for the third consecutive year by Medibank Private patients nationwide.



My views were listened to

I felt cared for

I received the pain relief I needed

My individual needs were met

I was involved as much as I wanted in decisions about my care

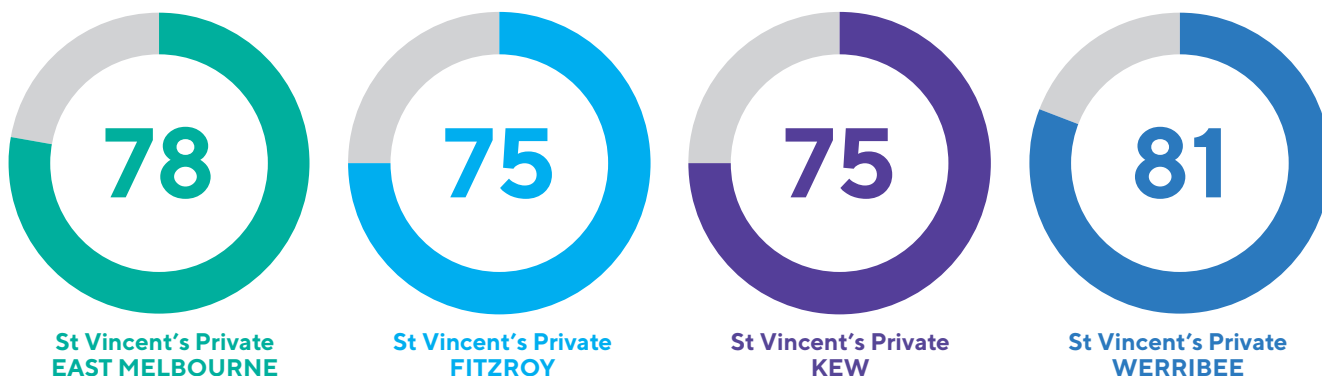
medibank
For Better Health

Providing safe care

At St Vincent's Private Hospital Melbourne we want every person to feel welcome, valued and safe in our care. We seek ongoing feedback from patients about their experience and use this feedback to improve our service.

Patient recommendation

Patients are asked if they would recommend the hospital to friends or family. The score is the percentage of people who said they would 'probably or definitely' recommend the hospital.

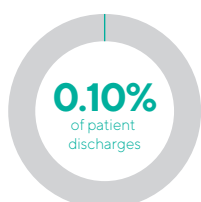


We closely monitor our performance on a wide variety of safety indicators and these help us to focus our improvement efforts. Listed below are some of the key safety performance results for the period July 2022 – June 2023 as a percentage of patients discharged from our hospitals.

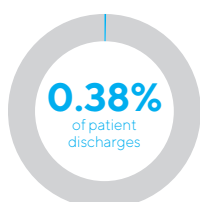


Infections in hospital

When people are unwell they can be more likely to get an infection. Hospitals have a range of procedures to reduce the chance of this happening. We also monitor any cases of rare but serious infections like Staphylococcus Aureus Bacteraemia (also known as ‘golden staph’).



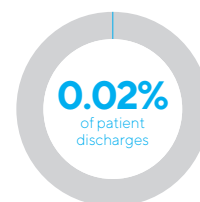
St Vincent’s Private EAST MELBOURNE



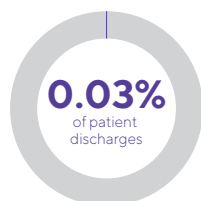
St Vincent’s Private FITZROY



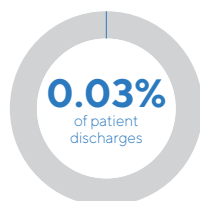
St Vincent’s Private EAST MELBOURNE



St Vincent’s Private FITZROY



St Vincent’s Private KEW



St Vincent’s Private WERRIBEE



St Vincent’s Private KEW



St Vincent’s Private WERRIBEE



Falls with harm

Hospitals are unfamiliar places and patients may be weak, dizzy, or less steady than they expect. A fall in hospital can delay a patient’s recovery. In older people, it can contribute to a loss of independence. We use a range of strategies and tools to reduce the risk.

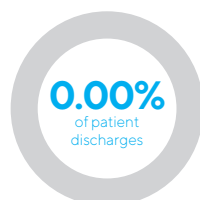


Medication-related deaths

Medicines are the most common healthcare treatment. Used correctly, they are an effective and important part of care. However, medication errors can cause harm and, in rare cases, death. We report and investigate these cases to help prevent future errors.



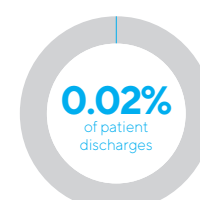
St Vincent’s Private EAST MELBOURNE



St Vincent’s Private FITZROY



St Vincent’s Private EAST MELBOURNE



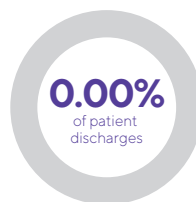
St Vincent’s Private FITZROY



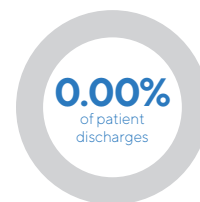
St Vincent’s Private KEW



St Vincent’s Private WERRIBEE



St Vincent’s Private KEW



St Vincent’s Private WERRIBEE



Pressure injuries

Anyone who needs to be in a bed or chair for a long time is at risk of developing a pressure injury, often referred to as ‘bedsores’. They are most common on bony parts of the body like the hip, tail bone, or heel. Hospitals use a range of approaches to prevent and treat pressure injuries.

“Life is different but it’s still good.”

“Life is different but it’s still good,” reflects Shirley Gernhoefer from her bed at St Vincent’s Private Kew where she has undergone a range of surgeries on her left hand.

Seventy-nine-year-old Shirley lost her husband 5 years ago and explains that “coming to hospital can be overwhelming at any time but living on my own and making the 65 kilometre trek from Kilmore for my operation was a tad scary. I had the trifecta my surgeon told me: trigger finger repair of middle/index fingers, carpal tunnel release and suspensionoplasty of my thumb.”

“I am a very lucky lady with a close network of family and friends. My beautiful young neighbour insisted on taking me to the surgeon for my initial consultation and then to the hospital when I was admitted two weeks later. She even gowned up and sat with me as I prepared to go into surgery. I was so very appreciative of her doing that for me but also that the hospital allowed her to.”

“I have loved it here at St Vincent’s Private. It really is personalised care, you’re not just a number. All of the theatre team were lovely yesterday and up here in the ward the care and attention has been constant. Sammy my nurse today is just delightful and has made sure that my pain is well managed. The Food staff too were very helpful, they noticed I’d had hand surgery and so set my meal up for me, opened containers and so on.”

“I have a feeling of being very safe in here and that makes me relaxed which I think helps with healing. If I could sum up the care in a few words I think it would be personalised and special” reports Shirley then a smile breaks out on her face “it’s like a five-star hotel, I really will be sorry to leave.”



ST VINCENT'S HEALTH AWARDS 2023

Individual Award Winner – Gail Tzounos

IMPROVING EXPERIENCE FOR PATIENTS WITH PROSTATE CANCER

In 2019, the introduction of the Da Vinci robot to St Vincent's Private Hospital Fitzroy proved to be a game-changer for the care of patients with prostate cancer and this award recognises Gail's outstanding achievements in prostate surgery nursing.

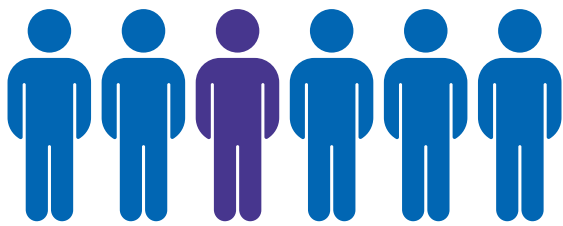
Gail's efforts were recognised when she successfully submitted a business proposal to the Prostate Cancer Foundation, securing crucial Commonwealth funding for the hospital.

She established a role focused on providing comprehensive care coordination and support for prostate cancer patients, including the establishment of survivorship clinics and a streamlined care pathway. Not stopping there, Gail also took initiative to ensure that public patients could access robotic surgery at the hospital.

The success of this role was undeniable and led to its transformation into a full-time position, which Gail now shares with another highly skilled nurse, Molly Trethewey. Together they have profoundly impacted the hospital by engaging with stakeholders and consistently delivering exceptional care across the board. They have introduced invaluable support groups, and their efforts also extend to the development of a nurse-led surveillance clinic. Their commitment to going above and beyond their duties is truly commendable.

Congratulations again to Gail for her incredible accomplishments, which have undoubtedly improved the lives of countless prostate cancer patients. We applaud her unwavering dedication.

1 in 6 Australian Males



face the risk of being diagnosed with prostate cancer by the age of 85.



**better
never
stops**

Delirium

The Australian Commission on Safety and Quality in Health Care launched a Delirium Clinical Care Standard in late 2021 with the aim to improve the prevention of delirium for patients at risk; and improve the diagnosis and treatment of patients with delirium so that the incidence, severity and duration of delirium are reduced.

What is Delirium?

Delirium is an acute disturbance in a person’s attention, awareness and cognition. Delirium can happen suddenly and fluctuate during the day. When delirium occurs people can be confused and agitated or quiet and drowsy. The onset of delirium is usually sudden. It can last a few days, or persist for longer.

What causes Delirium?

It is not always possible to find the cause of delirium, but various contributing factors can play a part. This can include infection, pain, dehydration/malnutrition, medications, alcohol consumption or withdrawal, multiple illnesses and a change of environment.

Who is at risk of developing Delirium?

Some people are at a higher risk of developing delirium. This can include people who:

- are over the age of 65 years
- have dementia or other pre-existing cognitive impairments or have experienced delirium before
- are having surgical procedures e.g. heart or hip surgery
- have poor vision or hearing
- are taking multiple medications

How is Delirium treated?

Any underlying medical illnesses will be treated, to reduce the risk of complications and symptoms of delirium.

Safety:

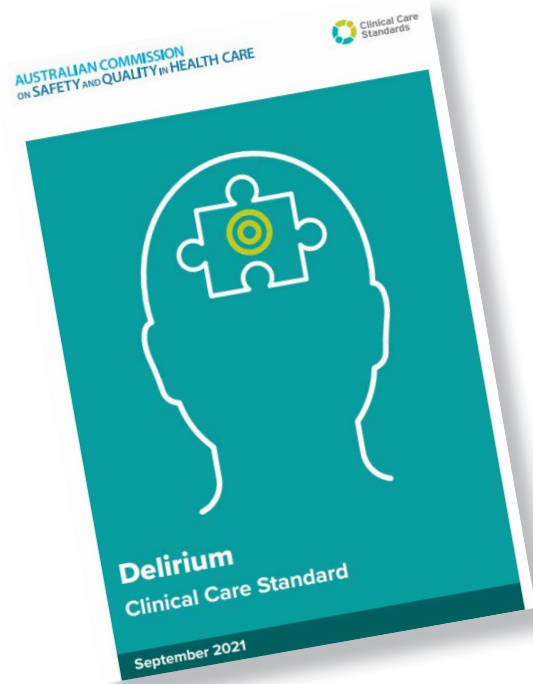
The medical team will focus on ensuring the patient’s safety, while providing therapeutic and meaningful care. Some usual practices include:

- Speaking with family regarding the patient’s interests, this will help ensure we are engaging in a meaningful way
- Assessing safety and risk factors to minimize falls
- Assigning the patient to a higher visibility room
- Minimizing hazards
- Encouraging day and night routines

Improving the detection and treatment of Delirium:

Despite being a serious condition, delirium has been poorly recognised in Australian hospitals and internationally. To help identify more patients who are at risk, or are having an episode of delirium, St Vincent’s Private Hospital Melbourne is trialling a new screening and prevention/management plan. If successful this trial will lead to implementation through all four St Vincent’s Private Melbourne hospitals.

About 10-18% of Australians aged 65 years or older have delirium at the time of admission to hospital, and a further 2-8% develop delirium during their hospital stay. (ACQSHC)



Have your healthcare rights been respected?

The Australian Charter describes healthcare rights and what patients can expect when receiving health care. These rights apply to all people in all locations where health care is provided across Australia.

"It is important that patients are aware of their healthcare rights and feel empowered to speak up if they have any concerns" explains Consumer Rep Sue Owens. The hospital provides information about healthcare rights in a number of touchpoints. For example, in the Preparing for Your Hospital Stay pre-admission eBook, on the website, through posters in admission areas and in the Welcome pack given to all patients at the time of admission.

In all of our interactions, St Vincent's aim is to ensure that patients feel welcome, valued and safe. "To help us monitor if we are meeting this aim, Consumer Representatives and Hospital Volunteers conduct surveys. We have Volunteer and Consumer Reps across all four sites who regularly visit current inpatients providing both a welcoming chat and, if the patient approves, the Rep will ask a range of questions which delve into each aspect of the Healthcare Rights Charter" explains Diana Smith - Quality Consultant, Consumer Engagement.

"This survey gets to the heart of patient perception of how hospital staff express healthcare rights through their everyday interactions. For me as a volunteer on the wards, it facilitates a caring discussion with patients that goes beyond Good Morning, is there anything I can do for you? and it is pleasing to know that patient rights are not only being respected, but often exceeded."

- Sue Owens, Consumer Representative



When harm happens

...What are the next steps?

When something happens and you or someone you care for experiences harm, you have a fundamental right to a full explanation.

At St Vincent's Private, we have embedded processes to review our performance and developed a strong culture of continuous improvement. In the event that an adverse incident does occur, we too want to understand fully why it occurred. This will enable us to provide patients with answers about what happened and if there were things that we could have done to reduce the harm caused. Further, investigation of the incident will help to identify any changes to our service that could improve the safety and quality of the care we provide moving forward.

The introduction of new Victorian duty of candour legislation in November 2022, means that hospitals and other health entities will be required to apologise to anyone seriously harmed while receiving care and to conduct a review of the incident that led to the harm.

Following the introduction of new laws, St Vincent's Private has refined its processes to further enhance transparency and incident investigation. This includes working with our staff and Consumer Representatives and making information about processes available to the public.



Farewell to one of our frequent flyers

Our team bid a very bittersweet farewell to one of our 'frequent flyer' patients at the East Melbourne Kids Ward

13-year-old Millie from Bendigo recently completed her final course of treatment for a congenital condition in which her legs grew too quickly, resulting in her leg muscles not growing at the same rate as her bones. Causing pain and foot deformities as a result of walking on her toes, Millie was missing a lot of school as a result of the condition, so the decision was made to undertake surgery.

First joining us in March 2023, Millie had a total of four operations at St Vincent's Kids over the course of a short three months. Her doctor, Mr Abhay Khot, performed each surgery, inserting pins in her toes to help correct her feet, lengthening her Achilles and undertaking a foot reconstruction on both legs.

With her legs now straight, Millie is out of pain and will undertake extensive rehab to get her back on her feet independently. She says she is most looking forward to going horse riding and playing football when she's fully recovered

Despite the joy of now having finished her surgeries, Mum Jaime says both she and Millie are saddened by the prospect of not having to visit the Kids team anymore.

"The whole Kids team was lovely and after our first visit, Millie had no hesitations about returning for her further surgeries. Each time, the girls would meet us at the door and walk us in, they really made us feel comfortable and at ease.

On our last visit, Millie made all of the team a handmade loom bracelet to show her appreciation and leave them with a little memento of her time. Once she's all recovered and walking independently, we can't wait to come back to visit the girls."

Millie, we are so proud of everything you have achieved and we feel privileged to have been able to play a role in your journey. Thank-you for all of the smiles, chats, laughs and bracelets and please do come back to visit us soon – as a friend only this time!





Pictured from left: Kaitlin Wilson, Thomas O'Sullivan, Ann Leonard, Caroline Scott and Emma Ning.

Life is better with a plan

To shine a light on the importance of Advance Care Planning, St Vincent's Private and Public Hospitals came together to listen to our Consumer Representative, Ann Leonard, talk about her lived experience with Advance Care Planning.

Following the unexpected death of her husband in 2018, former St Vincent's nurse Ann was lead to think about what her future health care wishes would be. "My husband didn't have an Advance Care Plan in place" explains Ann. "He was resuscitated when he actually didn't want that to occur."

Advance Care Planning is the process of planning for your future health whereby a person's values, beliefs and preferences are made known to the healthcare team and loved ones, guiding decision making at a future time, in the event decision making capacity is lost.

Ann spoke to her children and GP to put a plan in place and has encouraged her friends to do the same. "These conversations can be confrontational if they occur when you are in hospital. So now my children have a copy of my Advance Care Plan and I have appointed them as my Medical Treatment Decision makers. They each know what my treatment wishes are."

If you would like to learn more about Advance Care Planning, and appoint a Medical Treatment Decision Maker, please visit www.advancecareplanning.org.au

All male theatre team

For the first time in St Vincent's Private Hospital Werribee history, we had an all-male theatre team in a recent orthopaedics case.

With nursing historically being a female dominated career, it was quite the rare occasion.

Thank you to this talented bunch at Werribee who work tirelessly to support our patients each and every day.



Pictured from left: Richard, Registered Nurse; Dr Peter Keogh, Specialist Pain Medicine Physician and Specialist Anaesthetist; Marvin, Head Theatre Technician; Mr Arshad Barmare, Orthopaedic Surgeon; Dr Gabriel Franco Maia, Surgical Assistant; Don, Clinical Nurse Specialist.

SNAP! Accreditation ready

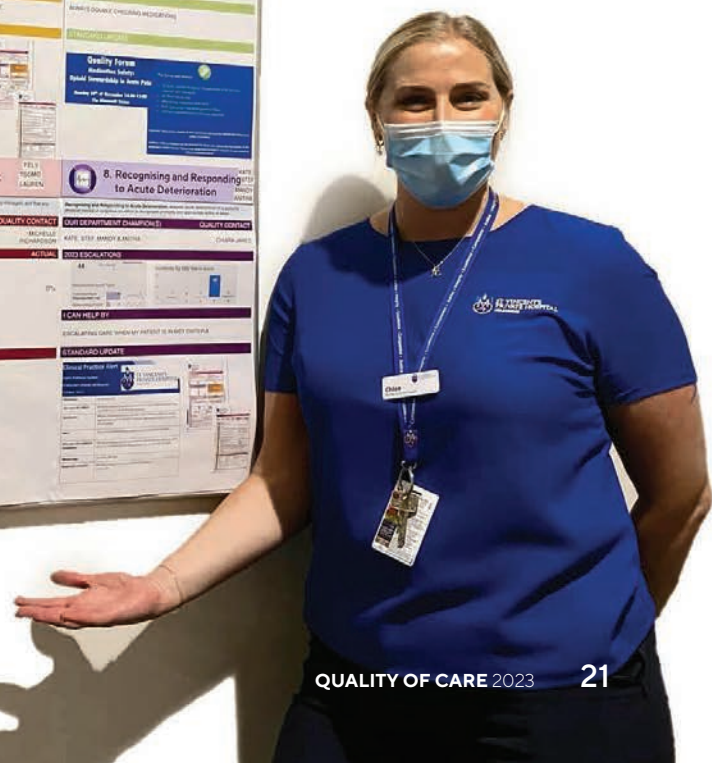
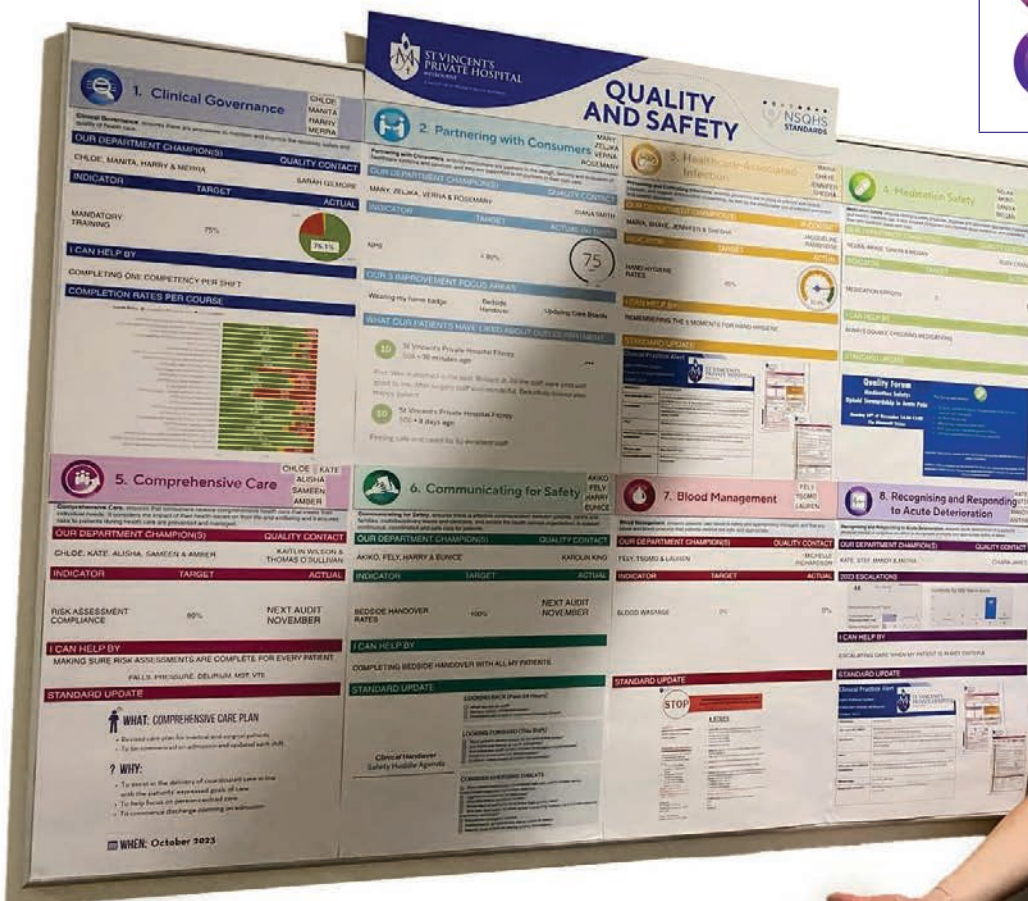
What is Accreditation?

Hospital accreditation is a process involving assessment of a health service by qualified external peer reviewers. The assessment is made against compliance with the National Safety and Quality Health Service Standards and is mandatory for all public and private hospitals within Australia.

“The focus is very much on ensuring and promoting safe, high-quality care” explains Quality and Risk Manager, Sarah Gilmore.

From July 1 this year, the accreditation process transitioned from a rostered three yearly event to S.N.A.P. – Short Notice Assessment Program. “A S.N.A.P. assessment could occur at any time during the three-year cycle with only 24 hours notice. Hospitals need to be accreditation ready at all times as no one will know when a S.N.A.P. review could occur” adds Sarah.

“St Vincent’s Private is proud of their long history of providing exceptional care and has worked hard to ensure that quality and safety are “business as usual.”



Right: Chloe Mirams, Nurse Unit Manager, beside the Fitzroy 6th Floors Quality Board

My journey from being helped to helping others

MARIA FERNANDEZ

In 2019, Maria Fernandez developed cervical and placental insufficiency during her twin pregnancy. “I had a cervical stich and was on strict bed rest at St Vincent’s Private Fitzroy for three months until my twin sons were born pre-term” explains Maria.

“I understand how overwhelmed patients who develop complications like mine or similar can feel when given this diagnosis. I went through emotional highs and lows during this time.”

“The care I received from the hospital team was nothing short of EXCEPTIONAL. This inspired me to give back and show my gratitude for the care, support and attention that helped me and my sons through a challenging time.”

Maria approached the hospital about becoming a Volunteer in the maternity unit. “During my time in hospital I was fortunate to be connected with a mother who had been through a similar journey in the past. Her peer support was invaluable and offered me relief, comfort, and motivation during a difficult time. I was keen to help other mothers in some way and volunteering on the maternity unit seemed the perfect fit. I take great pleasure in chatting with patients and believe that a genuine smile and a few kind words can brighten someone’s day and have a positive impact on their overall experience.”

As a Consumer Rep, Maria also regularly assists with gathering patient feedback through inpatient surveying. “The survey requires me to ask patients questions regarding how hospital staff respect each person’s health care rights: if they feel safe, welcome, involved in decisions about their care, empowered to speak up if they have concerns, etc. The surveying reaffirms my beliefs about the exceptional care provided by St Vincent’s Private.”



Why does St Vincent’s Private have Consumer Reps?

“Consumer Reps help us to improve the delivery of health services, the experience for patients and their carer’s and they also positively impact health outcomes” explains Diana Smith, Quality Consultant – Consumer Engagement. “Their perspective is quite unique, they have a lived experience that helps us to design facilities and processes that best meet their needs. They help us see the forest through the trees.”



Twins Max and Jonas at birth and now 4 years old.

In November this year, the hospital celebrated Kindness Week and Maria participated in a Kindness Conversation Roundtable to talk about her experience. Through the lens of her own experience, Maria discussed the kindness she experienced from staff at all levels during her three month hospitalisation.

“I was feeling very vulnerable during the time I was hospitalised. I’m from Colombia and I have no family here. My husband was working all day. The kindness from all hospital staff, midwives, cleaners, food delivery staff, was very important to me. The staff here became my family, and I really appreciated the moments when midwives came and talked with me for 10 minutes here and there throughout their busy day. Their extra effort and compassion brightened up my days and made me feel appreciated. It helped me keep my motivation up and to develop the strength to battle my pregnancy challenges.”

“Everyone genuinely wanted to contribute to making my long stay pleasant and safe. I felt understood. I felt validated. The kindness shown to me is why I am back here now as a Volunteer Consumer Rep, I’m returning the kindness.”

Earlier this year Maria also participated in review of the Room Service Menu. “A number of less sought-after options were being replaced and together with other Consumer Reps, the Head Chef, Food Service Manager and Dietician, I was involved in taste testing a range of replacement menu options. It was a really interesting process and I was impressed by the dedication of the Food Service team to deliver healthy, appealing and tasty meals to patients.”

At this point we are wondering how a mum with young twin boys can fit so much into her week yet Maria also manages to volunteer at the Multiple Birth Association offering support to other expectant mothers as well as seeing patient referrals from a few SVPHM obstetricians. “I am available to answer questions and share my own journey, offering insights and emotional support.”

Thank you Maria for the comfort and nurturing connections you make every week in our maternity unit and for sharing your experience to provide insight at a governance level.

If you are interested in becoming a hospital volunteer, please contact our Volunteer Coordinator, Deanna Finn, on 9928 6938 or email deanna.finn@svha.org.au



Celebrating exceptional care

Our staff are special and on special days, we stop to acknowledge just how extraordinary they are. We reflect on the significant role they all play to ensure every patient has an exceptional experience during their time with us. Of the many occasions we celebrate; here are a few.

Peri-operative Nurses Week

Highly skilled and experienced, the Perioperative team play a pivotal role in assisting our surgeons and surgical teams to care for our patients before, during and after surgery. Often seeing patients at their most anxious, stressed and vulnerable, our team do an incredible job of not just assisting patients medically, but doing so in a manner which encompasses great compassion and empathy, so as to help alleviate their concerns, worries and pain.



Above: Perioperative Services Team at Kew;
Below: Our Environmental Services team at East Melbourne on Thank You Cleaner Day.

Thank your Cleaner Day

Our Environmental Services team play a critical role in upholding the standards of care within our Hospitals. Our Environmental Support Services are paramount to ensuring the clean, safe facilities, protecting the wellbeing of all who enter our Hospitals.

We are very lucky to have such dedicated and hard-working environmental services staff and thank them for their wonderful contribution to providing exceptional experience across our sites.



Patient Experience Week

In April each year during Patient Experience Week, we thank all of our staff and acknowledge the role every person plays in contributing to the experience of patients.

Together...we are the patient experience.



Training and support for our Consumer Rep's

St Vincent's Private Hospital boasts a rich and proud history of collaboration with consumers. Fourteen Consumer Representatives participate as valued members across nine hospital committees with six Reps making up the majority of the Partnering with Consumers Committee.

Diana Smith, Quality Consultant – Consumer Engagement, emphasizes the crucial role Consumer Representatives play in shaping the design of facilities, systems, and processes at a governance level. “Consumer Reps contribute a valuable patient and carer perspective,” she notes. “At St Vincent's Private, we enhance collaboration by providing comprehensive orientation for new Consumer Representatives engaged with us at a governance level. Furthermore, we extend opportunities for continuous development through specialized training programs offered by external providers. Our commitment to fostering meaningful partnerships underscores our dedication to enhancing the healthcare experience through informed and diverse perspectives.”

In August of this year, we were delighted to host our annual Consumer Rep Training Forum, a long-awaited event that had been postponed due to the pandemic. This annual gathering serves as an invaluable opportunity for all our Consumer Representatives to come together, providing a platform to share insights into their roles on various hospital committees and enhancing their skills across a spectrum of topics.

During the forum, participants are not only briefed on significant hospital developments but also gain valuable insights into departments and services that may be less familiar to them as patients or through their specific committee roles.

For instance, they have been given guided tours of clinical areas such as the Sterilizing department and the Day Oncology Unit.

This year, our Consumer Reps were treated to a unique roof-top perspective of the Fitzroy redevelopment, complete with an update from the Project Manager overseeing the construction.

One of the noteworthy presentations included a thoughtful discussion on infant loss, shedding light on how the Pastoral Care team provides support to affected patients and their families.

Highlighting a commitment to continuous improvement, six of our dedicated representatives have embraced the opportunity to undergo Serious Incident Investigation training, facilitated by Safer Care Victoria, an office of the Department of Health.

This specialized training equips our Reps with a comprehensive understanding of the investigation process when incidents or errors occur. Consequently, they can confidently contribute to local investigations, offering a unique and invaluable patient perspective.

The Consumer Rep Forum and other training opportunities stand as a testament to SVPHM's ongoing commitment to empowering Consumer Representatives, fostering collaboration and ensuring they are well-prepared and informed advocates.

Below: Consumer Reps enjoy a bird's eye view of the Fitzroy redevelopment.



“We thought we knew what we were in for”



You would not guess it now, but Ruby spent the first 10 days of her life in our Special Care Nursery. To celebrate her birthday and thank our magnificent team that cared for her, Ruby, her mum Abbey, dad Michael, and big sister Evelyn returned with cookies and a beautiful, heartfelt card. Read on to hear from Abbey about her experience, the extraordinary difference our Special Care Nursery team made to their lives, and their indelible bond.

The special care unit is somewhere you never expect or hope your baby will end up in. For us, it was somewhere we had heard friends and family talk about as they told stories of sick babies needing extra care. When you hear these stories, you never for a second think you will end up there with one of your own babies.

Ruby surprised us by arriving at 35 weeks with a pretty spectacular entrance. Being that little bit too early to enter the world Ruby required extra assistance with breathing and feeding so was taken to the special care unit.

Ruby was our second baby so we thought we knew what we were in for, however we were suddenly thrown into the terrifying world of the unknown.

Walking in for the first time and seeing your baby hooked up to breathing tubes and other chords is the most confronting thing you will ever see. You remember the beeps of the machines and the smell of the antiseptic wipes from when they had to prick their little feet to get blood out for tests.

And while these memories are strong in our minds, the stronger memories are those of the faces of the staff who work there. The team becomes an extension of your family as you trust them to care for your baby in ways you cannot. Each of the nurses took their time getting to know Mike and I. They learnt about who we were outside of being Ruby’s parents, our interests, and what we planned on doing on our first day out of care with Ruby. They let us FaceTime loved ones while we introduced them to Ruby as she lay in her crib attached to tubes.

They literally held our hands as we stood by helplessly while the doctors tried to work out why certain things were happening.

They gave us knitted blankets and teddy bears as keepsakes for Ruby to remember them by.

And on the heartbreaking day when it was time for Mike and I to go home and leave Ruby in their care, they reassured us. As we left the hospital that day in tears, we felt like we were leaving Ruby with family. The nurses texted us photos and updates of her while we were apart, and every single act of kindness like this made what we were going through so much easier.

On the day it came for Ruby to leave the Special Care Unit, it felt like we were saying goodbye to family. We will be forever grateful for the care and support every single member of the team gave us. Ruby will grow up hearing stories of her adventures in St Vincent’s Private Hospitals special care and how incredibly lucky she was to have made such special friends so early on in her life.

As we approached Ruby turning one, we felt it was only right to celebrate this massive milestone with the friends we made in the special care unit.



The Mako commences first surgery at Werribee

With the generous support of donors and local community, St Vincent's Private Hospital Werribee has commenced surgery with the latest robotic orthopaedic technology. A 4th MAKO is now in use across our Melbourne private hospitals with two at St Vincent's Private East Melbourne, one at St Vincent's Private Fitzroy and now one at Werribee.

Our team was filled with excitement as they began working with the long-awaited Mako SmartRobotics technology, following their specialised training.

"It's exciting to offer patients in the West of Melbourne advanced knee replacement technology through St Vincent's acquirement of Mako SmartRobotics knee platform. We completed our first case in 45 minutes with great success. It is a privilege to work at St Vincent's Private Hospital Werribee, which is at the forefront of delivering improved outcomes for patients" said A/Prof Siva Chandrasekaran.

Pictured are A/Prof Siva Chandrasekaran, Orthopaedic Surgeon, and his patient Grant, the first surgeon and patient to use the Mako SmartRobotics at Werribee. We are grateful to our amazing community, philanthropists, and St Vincent's Private Foundation who made getting this technology possible.



BabyCam

St Vincent's Private Fitzroy unveiled the BabyCam in our operating theatres this October, marking a significant stride in enhancing the birthing experience.

This cutting-edge technology empowers new mothers undergoing uncomplicated caesarean births, offering them a front-row seat to their baby's initial moments of care through a spacious TV screen.

The introduction of the BabyCam has revolutionized the connection between mothers and their newborns, allowing them to forge a bond much earlier in the process. Witnessing those precious first moments, from the delicate touch of little fingers to the wriggling of tiny toes, brings an unparalleled sense of reassurance. This experience is shared, creating a unique connection as mothers can now intimately observe the same details that their partner or support person witnesses.

Moreover, the BabyCam serves as a captivating focal point for mothers during the final stages of their surgery, offering a delightful distraction. St. Vincent's Private Fitzroy is proud to pioneer this innovative approach, promoting a more enriching and emotionally satisfying childbirth experience for our valued patients.

Dr Fiona Cowell, St Vincent's Private Obstetrician, performed the first caesarean using the new Baby Cam. "Utilising the camera for the first time to perform a caesarean section was so exciting. Providing my patients with the ability to observe their newborn baby on a screen during the brief period of time as important health checks are being conducted, before bubs is returned to the mum for skin-to-skin care, not only alleviates their worries, but also enhances their sense of involvement and connection with their new baby whilst enabling me to focus on carrying out the surgery."

We are grateful to St Vincent's Foundation for their support in providing this important technology to our hospital.

Easing the burden of public hospital waiting lists



Tess Young, Care Navigator

St Vincent's Private Hospital Melbourne is collaborating with the Royal Melbourne Hospital (RMH) to help ease the burden of public hospital waiting lists.

"The aim is arrange for 400 patients to have their surgery at St Vincent's Private" explains Tess Young, Care Navigator. "These are all people who have been waiting for joint surgery at the RMH, many for several years."

"My role is to liaise with both patients and surgeons to ensure that admissions are coordinated, patients are well informed and have a great experience with us. The role is for twelve months and in addition to organising admissions, I visit the patients post-operatively in our wards if time allows and arrange rehabilitation as required. It's lovely for me to put a face to the voice and the patients really appreciate it too."





From left to right: Peter McNeill, Frank Lyons, Peter Stanley, Tim Bennett and John Salmon. Inset: Michael Murphy with Anthony Poon, Chairman of the MAC.



GP Symposium

We were delighted to host the St Vincent’s Private Hospitals Melbourne Annual GP Symposium in October this year. Held at the Marriot, Docklands, the event was attended by over 90 GP’s from all corners of Melbourne.

The symposium aimed to educate and provide networking opportunities, with this year’s theme, “A Journey through the Ages” guiding the day’s discussions on various important specialties and their relevance throughout one’s lifetime.

We were very grateful to have St Vincent’s Private Hospital Melbourne Specialists covering a range of common topics in each specialty. These highly skilled, experienced, and diverse doctors volunteered their time to present in their respective areas of expertise. Special thanks to Dr Ini Thevathesan and Dr Lionel Steinberg (Obstetrics), Dr Ramanan Daniel and Claire Iseli (Paediatric ENT), Mr David Sime, A/Prov Siva Chandrasekaran and Mr Osama Elsewaisy (Orthopaedics), Mr Andrew Gogos, Dr David Oehme, and Mr Bryden Dawes (Neurosurgery), Mr Adam Boyt, Dr Cori Behrenbruch and Mr Nicholas Smith (Digestive Diseases) and Mr Mark Krawczynszyn, Prof Andrew Wilson and Prof Peter Barlis (Cardiology).

We would also like to thank our sponsors, Cochlear, Globus Medical, Pfizer, and Zedmed Medical Software Solutions, for their generous support in making the event possible.



Special thanks to much loved retiring doctors

This year we bid farewell to a number of dearly loved retiring medical staff. Pictured above are Peter McNeill, Frank Lyons, Peter Stanley, Tim Bennett and John Salmon. To their right is another retiring surgeon Michael Murphy pictured with outgoing Chair of our Medical Advisory Committee (but not retiring) Anthony Poon.

We thank them for their dedication and support of St Vincent’s Private Hospital Melbourne over a number of decades. Their collegiality in future proofing the health service through mentoring and support of emerging medical staff is their legacy for the the next generation of doctors. We wish them all a well deserved retirement.



Celebrating 24 years with hand surgeon Tim Bennett

Well renowned for his plastic and reconstructive hand surgery, Dr Tim Bennett has been a popular presence at both Fitzroy and Kew for 24 years. We wish him happiness in his retirement.

Tim Bennett pictured on the right with long time Scrub Nurse Mitch Andrades.

Unsung hero

ELISHA RAYMER

Thank you to our many generous donors who have collectively contributed \$70,000 to nursing scholarships in 2023.

Described by a colleague as an **unsung hero**, it is fitting that we shine a spotlight on Education Consultant, Elisha Raymer. Elisha graduated from nursing 27 years ago and has spent the last five working for St Vincent’s Private Hospital.

“I’m based at Werribee and started here soon after St Vincent’s Private Werribee opened” explains Elisha. Self-described as a western suburb’s girl, Elisha grew up in the Deer Park area and now lives an easy twenty-minute drive to work. “It’s been great to be part of the growth of St Vincent’s Private Werribee, to have been here pretty much from the start and know firsthand what an asset it is for the local community. What I enjoy most about working here is that it has a small hospital feel but you are actually part of the larger St Vincent’s Private Hospital Melbourne group with all the advantages that provides.”

In her role as an Education Consultant, Elisha oversees learners. “This includes graduate nurses, those on specialty programs and also learners in post graduate studies” explains Elisha. “I supervise these learners in both the ward and theatre areas at Werribee and one day a week I also perform the role of Clinical Product Advisor. The Clinical Products role was particularly busy over the pandemic when PPE product supplies were scarce and we needed to source alternative products and suppliers.”

Another aspect of Elisha’s role is that of Education Lead for National Standard 8 education programs for SVPHM.

“This involves annual training for staff in Advanced Life Support, Paediatric Advanced Life Support and Management of the Deteriorating Patient across all four St Vincent’s Private hospitals.”

“The interaction among all the units here at Werribee creates a dynamic environment that’s truly palpable and I genuinely appreciate the camaraderie with my colleagues. I consider myself fortunate to not only collaborate with the dedicated team here but also to have the opportunity to engage with clinical teams across all four sites” Elisha reports and it’s evident she envisions a long and fulfilling tenure here.




What is National Standard 8?

The National Safety and Quality Health Service (NSQHS) Standards in Australia consist of eight standards that aim to improve the quality and safety of healthcare services. Standard 8 specifically focuses on



Recognising and Responding to Acute Deterioration.

Revolutionary robotic navigated spine surgery

St Vincent's Private Hospital, Fitzroy spinal patients now have access to revolutionary robotic navigated spine surgery, utilising the Globus ExcelsiusGPS. The platform assists surgeons to accurately insert screws into spinal bone, to immobilise the spine to allow fusion of the bones and accurately insert interbody devices which sit between the spinal bones to promote fusion and restore spinal alignment. All of which are critical to achieving successful patient outcomes for complex spinal surgery.

"St Vincent's Private Hospital, Fitzroy is proud to be the first hospital in central Melbourne to offer the Globus ExcelsiusGPS spinal robot navigation platform with the capability to navigate interbody instruments and implants," said Ms Jenny Gozdzik, General Manager/Director Clinical Services. "This state-of-the-art technology assists our neurosurgeons in performing safer and more precise spinal surgery, improving our patient's quality of life post-surgery."

Mr David Oehme, Neurosurgeon and Spine Surgeon, who performed the first surgeries using the device, said, "The Globus ExcelsiusGPS is cutting-edge technology that combines advanced robotics and navigation capabilities to assist spine surgeons in performing more accurate and minimally invasive procedures. It allows surgeons to plan and execute spinal surgeries with more precision and control."

"ExcelsiusGPS empowers surgeons by combining advanced technology with their expertise, ultimately resulting in improved patient outcomes, reduced surgical risks, and higher patient satisfaction."

Adjunct Professor Janine Loader, CEO of St Vincent's Private Hospital, Melbourne, said, "This acquisition is a testament to our commitment to pioneering new technologies, continually enhancing our surgical and medical skill capabilities, providing our patients with excellent care and transforming lives."





East Melbourne's Oncology Nurse Practitioner

MARISA STEVENS

Meet Marisa, East Melbourne's Oncology Nurse Practitioner, who works predominantly with patients affected by Breast Cancer in the curative and metastatic setting.

Marisa serves as the primary contact for around 155 oncology patients annually. She provides pre-treatment education, ongoing support, and information to patients and their families. Marisa also handles incoming calls, streamlining the process to reduce time, effort, stress, and confusion for patients. This not only benefits patients but also helps manage the demand on our Oncology Unit and Doctors. As a Nurse Practitioner, she holds the authority to order patient scans, blood tests, medications, and referrals. Additionally, Marisa conducts research within her scope of practice, with a specific focus on patient education.

After obtaining her nursing degree, Marisa began her Graduate Year in Orthopaedics and Oncology, which aligned with her passion.

Over a period of 15 years, she gained experience in both the UK and Queensland before returning to Melbourne. She then focused on advancing her education and successfully completed a postgraduate Master's degree in Oncology, which led to her becoming a certified Nurse Practitioner.

When asked what she enjoys most about her role, Marisa says it's being able to work as part of such a diverse team – from patients and their families, Doctors, Allied Health and our Day Oncology Unit. With relationship building key, she also feels a sense of purpose being able to help patients in their time of need and supporting them at what is often a very complex, emotional and confusing time of their lives. She enjoys being able to work independently and make her own assessment and judgement.

Always campaigning and seeking to deliver the best care and support for her patients and their families, we thank you Marisa for the important role she plays and the difference she makes to so many.

The electronic medical record is on it's way

St Vincent's Private Hospital Melbourne is excited to share that it will be implementing a foundation Electronic Medical Record (EMR), MEDITECH expanse, next year. Our dedicated Information Technology team are working with key stakeholders to ensure delivery of the system by November 2024. The EMR will provide up to date, complete information about patients at the point of care and a range of built in "smarts" will facilitate improved quality of care.



Keeping in touch on social media



Follow us on Facebook and Instagram:

@stvincentsprivate



@stvincentsprivatebaby

@stvincentsprivatewerribee

If you are sharing pictures with us use **#stvincentsprivate** or **#stvincentsprivatebaby** or **#stvincentskids**



Find us on YouTube:

St Vincent's Private Hospital Melbourne



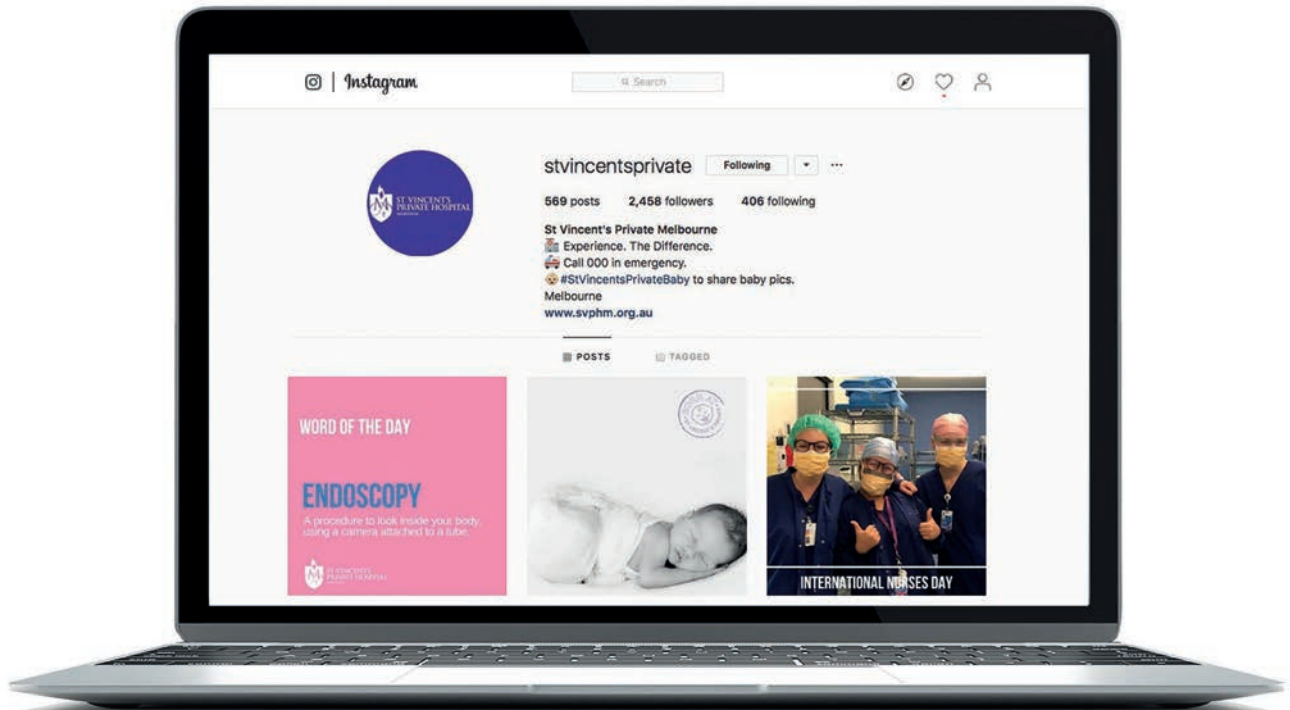
Find us on LinkedIn:

www.linkedin.com/company/st-vincent's-private-hospital-melbourne

What do you think?

We welcome your feedback to ensure our Quality of Care Report is engaging, easy to read and relevant to the community.

Scan the QR code to provide feedback or email diana.smith@svha.org.au



Distribution

St Vincent's Private Hospital Melbourne distributes copies of the Quality of Care Report to patients, staff and key stakeholders. The publication can also be downloaded from our website.

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**ST VINCENT'S
HEALTH AUSTRALIA**

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES



Developed in consultation with our patients