



ST VINCENT'S
PRIVATE HOSPITAL
MELBOURNE



2022

Quality of Care

A year in review

Contents

INTRODUCTION

- 1 CEO Message

WHO WE ARE

- 2 St Vincent's Health Australia
Our Structure
- 3 St Vincent's Private Hospital
Melbourne
- 4 COVID-19: Year of the R.A.T
- 5 Public in Private elective surgery
partnership

MISSION, VISION AND VALUES

- 6 Our Mission, Vision and Values
- 7 Welcome John
Improving Access to Culturally
Safe Care
- 8 Family and Country Connections
- 9 Our Mission in Action

QUALITY AND SAFETY

- 12 Providing Safe Care
- 14 Ask me for 3 ID
East Melbourne bids farewell to
Mr Robert Thomas
- 15 Day Infusion Fitzroy
Extending Support

PARTNERING WITH CONSUMERS

- 16 Little Did I Know!
- 18 What Patients tell Us
- 19 Special Care
Rosie the Therapy Dog
- 20 Partnering with Consumers
- 21 A Quiet Achiever

INNOVATION AND EDUCATION

- 22 We're Growing
- 23 Millennium Award
Fitzroy's 1,000th Robotic Surgery
- 24 A First for Bariatric Surgery
Vale Adrian Brown
- 25 Xavier from Madagascar
- 26 Reducing Post-Partum
Haemorrhage
- 27 Thank you Werribee
- 28 2022 Queen's Honours
- 29 Keeping in Touch on Social Media



CEO Message

Reflecting on 2022, I would like to thank our St Vincent's Private Hospital Melbourne team for their ongoing resilience in facing a third year of challenges from the pandemic.

As we adjusted to the "new normal", COVID continued to impact our lives. Hospital processes in particular were challenged by stringent testing regimes as outlined in the "COVID-19: Year of the R.A.T." story on page 4.

Despite the hardships faced, our amazing staff pushed forward and cared for over 55,000 inpatients across our four sites. At St Vincent's Private Fitzroy we supported families as 2,213 babies were delivered.

Our Volunteers were warmly welcomed back on site by autumn, visitor restrictions eased, works began on our new 12 storey tower development and at 11.59 p.m. on October 12, the end of the pandemic was officially declared in Victoria.

The 2022 Quality of Care Report outlines some of the many stories that reflect our journey over this time. I am very proud of our team and all those who make up the extended family of St Vincent's Private Hospital Melbourne. Enjoy the read.



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
- 9 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.

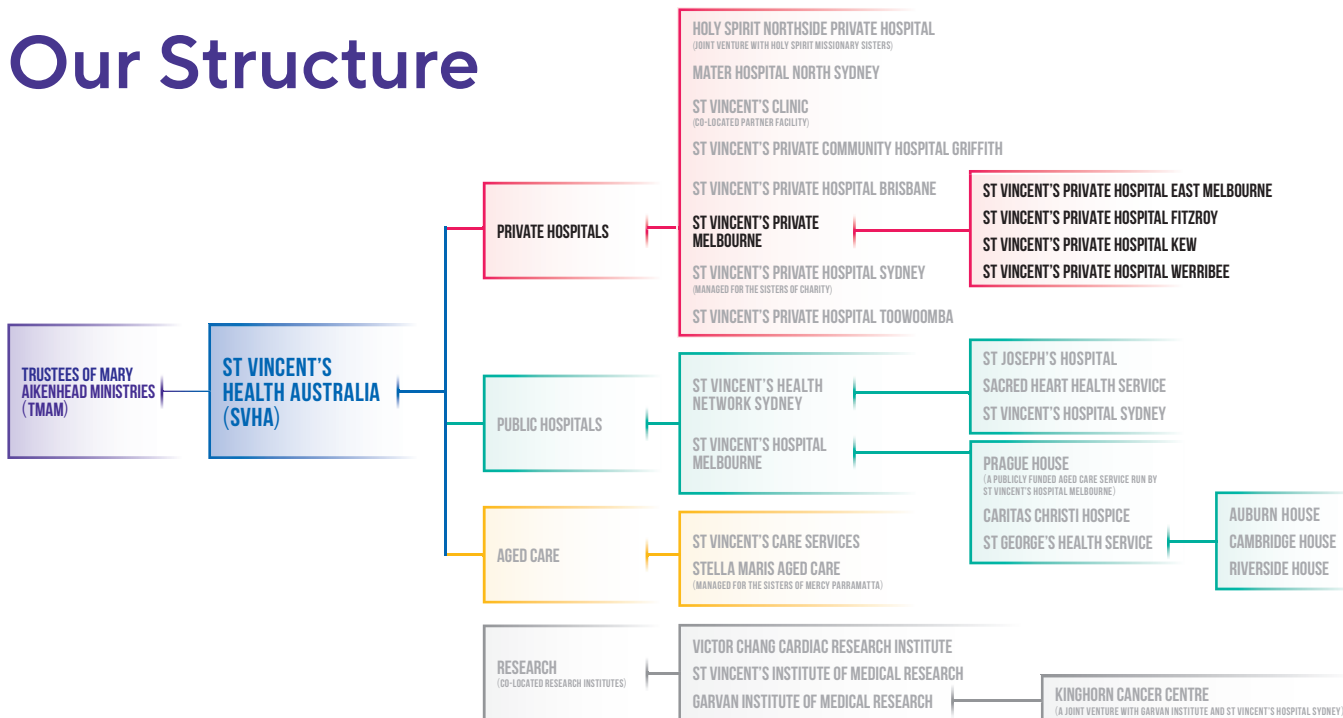
Our Heritage

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.

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.

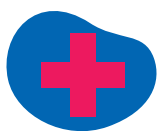
The Sisters founded the hospitals to serve the sick and disadvantaged in Melbourne. Their vision was to create the most well equipped hospitals in Australia and promote the Healing Ministry of Jesus.

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.



55,607
Admissions



37,933
Operations



2,059
Staff EFT



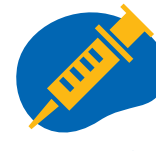
580
Beds



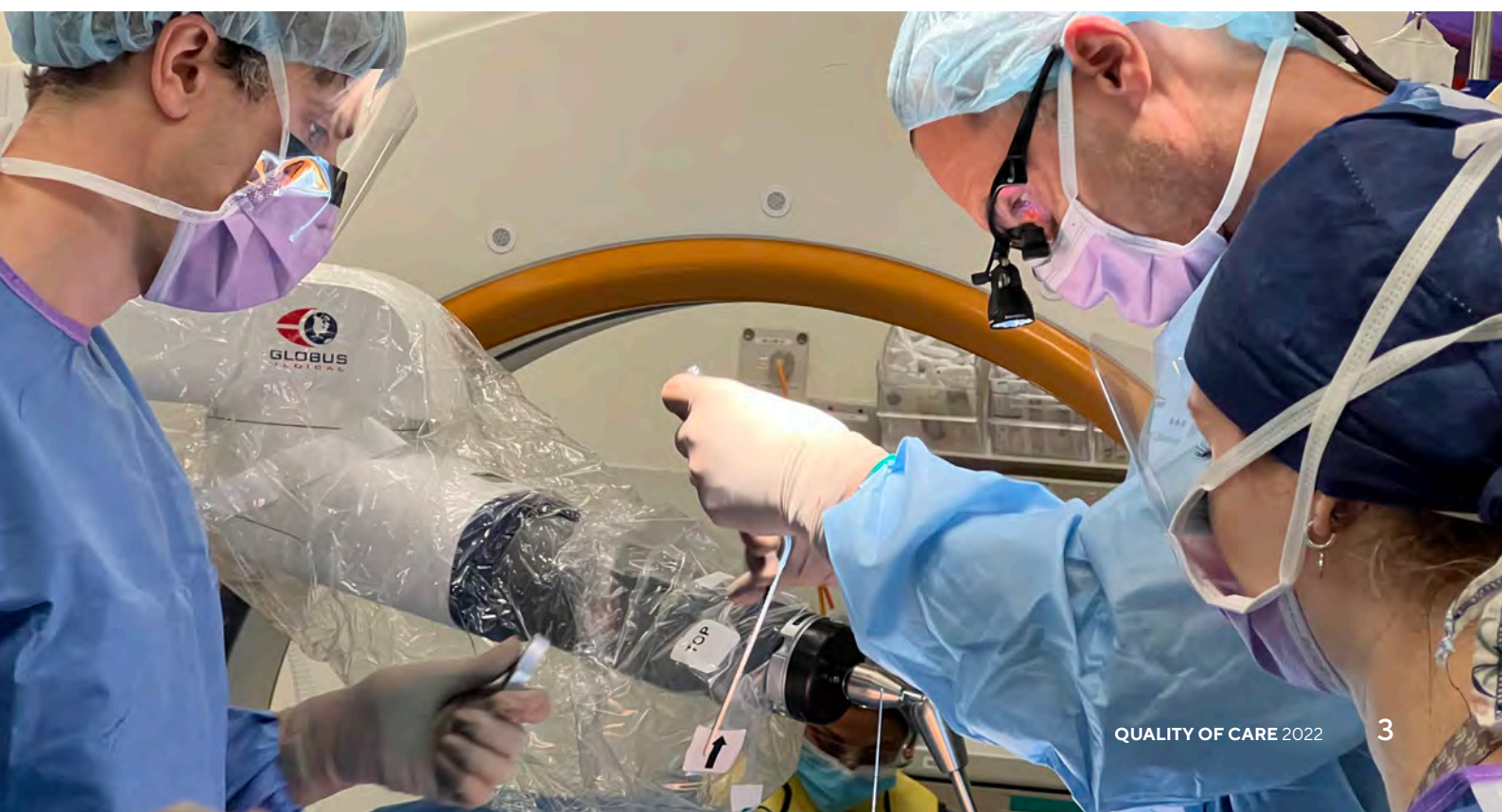
2,213
Births



51
Volunteers



1,643
Influenza
Vaccinations



COVID-19: Year of the R.A.T.

If 2020 and 2021 were the years distinguished by face-masks, QR codes, home schooling, hand sanitising, zoom calls, and DIY haircuts, then we would have to acknowledge that 2022 was the year when Rapid Antigen Tests (R.A.T.'s) came to the fore.

By early January 2022, Victoria's testing facilities were overwhelmed by the surge in new cases from the Omicron variant with long queues and lengthy waits for results. The scarcity of Rapid Antigen Tests added to the crisis. As key industries faced the challenge of COVID related staff shortages, the state government facilitated delivery of RAT supplies to supplement PCR testing and clear the backlog.

Our pre-operative testing process was compromised by the substantial delays in obtaining PCR testing. This led to a decision by the Pandemic Committee to replace pre-operative PCR testing with Rapid Antigen Testing at the time of admission.

On January 12, 2022, under new Pandemic Orders, all workers in health care settings who were already required to be fully vaccinated with two doses were required to get their third dose by February 12 or March 29, 2022, depending on when they had received the 2nd dose. At this time too, the interval between doses was being reviewed and reduced.

Despite our best efforts, positive cases appeared amongst our patients and staff warranting closure of clinical areas from time to time. The Special Care Nursery was closed to further admissions after two new parents tested positive in January through the hospital's regular PCR screening. A 'pop-up' nursery was established to support the hospital's maternity operations.

Also in January, an emergency Code Brown alert was activated in public hospitals across the state. It aimed to ease the burden of an influx of patients over a short period of time.

Although the Code Brown only applied to public hospitals across Victoria, St Vincent's Private Hospital Melbourne continued to support our public hospital colleagues in any way possible. To provide assistance, Kew took in low acuity COVID public patients; East Melbourne and Werribee assisted with non COVID public general medical and surgical patients and Fitzroy continued to assist St Vincent's Public with Category 1 surgical and other medical patients.

Visitor restrictions continued and unvaccinated, approved visitors were required to wear N95 masks and their attendance escalated to the Hospital Coordinator.

Working from home was once again recommended for those Victorians who were able to and the community was reminded to remain vigilant with the wearing of PPE.

In early February, the government announced that up to 50 per cent of same day surgery, including non-urgent surgery, could restart at each of our four facilities. This ruling came with obligations to maintain the current capacity of providing public health services, for example: treatment within clinically recommended time frames of urgent public patients waiting on elective surgery. This meant that private hospitals may not actually achieve the 50 per cent cap on private patient surgery.

Further easing to elective surgery restrictions were announced by month end and mask wearing restrictions in the community, in most indoor settings, were also reduced. Mask wearing in our offices and hospitals was still compulsory.



In March, our staff were no longer required to complete the QR sign-in upon entry however patient and visitor sign-in continued for the remainder of 2022.

Autumn arrived and after a tough two years, there was finally a sense that Melbourne was bursting back to life. The Moomba festival returned and the footy season was about to start. Importantly for our patients, we were able to take the first step in easing visitor restrictions in our hospitals and also warmly welcomed our Volunteers back on site.

The St Vincent's Hospital Melbourne Fever Clinic closed on April 1. When the Fever Clinic opened in 2020, the team was asked to operate for a duration of seven weeks. No one could have predicted that two years on the team would still be open and serving the community and their colleagues by performing more than 102,000 tests as part of the frontline COVID-19 response.

By May, the COVID-19 update in CEO Message began to take a back seat and was no longer the lead article in these weekly communications. While still a critical factor in the day to day life of our hospitals, processes had settled, and we could start to think about a life beyond the pandemic.

On May 23, 2022, staff were able to tune in to a live stream of the ceremony to mark the official start of construction of our \$180 million state of the art Fitzroy redevelopment.

Then in June, we congratulated two of our hospital community who were recognised in the Queen's Birthday Honours list, Professor Peter Choong and Consumer Representative George Greenberg. Sadly, these were to be the last Honours bestowed by Queen Elizabeth II. We mourned with the rest of the world when she passed away in September.

Further "modest and sensible changes" were introduced for the community mid-year however mask wearing and pre-operative R.A.T. screening of patients continued for the duration of 2022. Similarly, visitor limitations also remained in place.

July saw a rise in cases with the arrival of colder weather and staff were asked once again not to attend work if feeling symptomatic. The Australian Technical Advisory Group on Immunisation (ATAGI) recommended a winter dose of COVID-19 vaccine for the older age bracket or for anyone 16 years and older who was severely immunocompromised.

There were also changes to the rules for recently confirmed cases. People who had recently recovered from COVID were exempt from testing and isolation requirements for four weeks, down from 12 weeks. This reflected emerging evidence about the new COVID-19 variants and re-infection.

Our visitor restrictions were tightened once again in August. Pre-admission surveillance was introduced for all Paediatric Ear, Nose and Throat patients to determine if they were symptomatic for any respiratory illness and, if so, PCR testing was required 48-72 hours before admission to detect COVID, RSV or influenza which would necessitate postponement of admission and surgery.

Isolation periods for the general public were revised down from 7 days to 5 in September however due to the high risk nature of hospitals, there were no changes to the current isolation periods for healthcare settings.

From 11.59 p.m., on October 12, the pandemic declaration in Victoria ended. Victorians in the community were no longer required to isolate after testing positive to COVID-19 and requirements for close contacts continually testing negative on a rapid antigen test were no longer mandatory but became strong recommendations. Consistent with national rules and despite the Victorian declaration regarding the end of the pandemic, no changes to isolation requirements for healthcare workers nor to patient pre-admission COVID screening and visitor restrictions were made.



Public in Private elective surgery partnership

During the pandemic, Dr Anita Clarke and Emma Saliba, General Manager/Director of Clinical Services, worked collaboratively with the Public hospital team to create a streamlined model that delivered the highest public patient surgeries within a Private Hospital environment across the state. Over 1,300 public hospital surgical cases were performed in our private hospital within the targeted 30 days.

From left: Regional CEO Janine Loader with Emma Saliba, Dr Anita Clarke, Patricia O'Rourke and Nicole Tweddle (CEO SVHM).

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

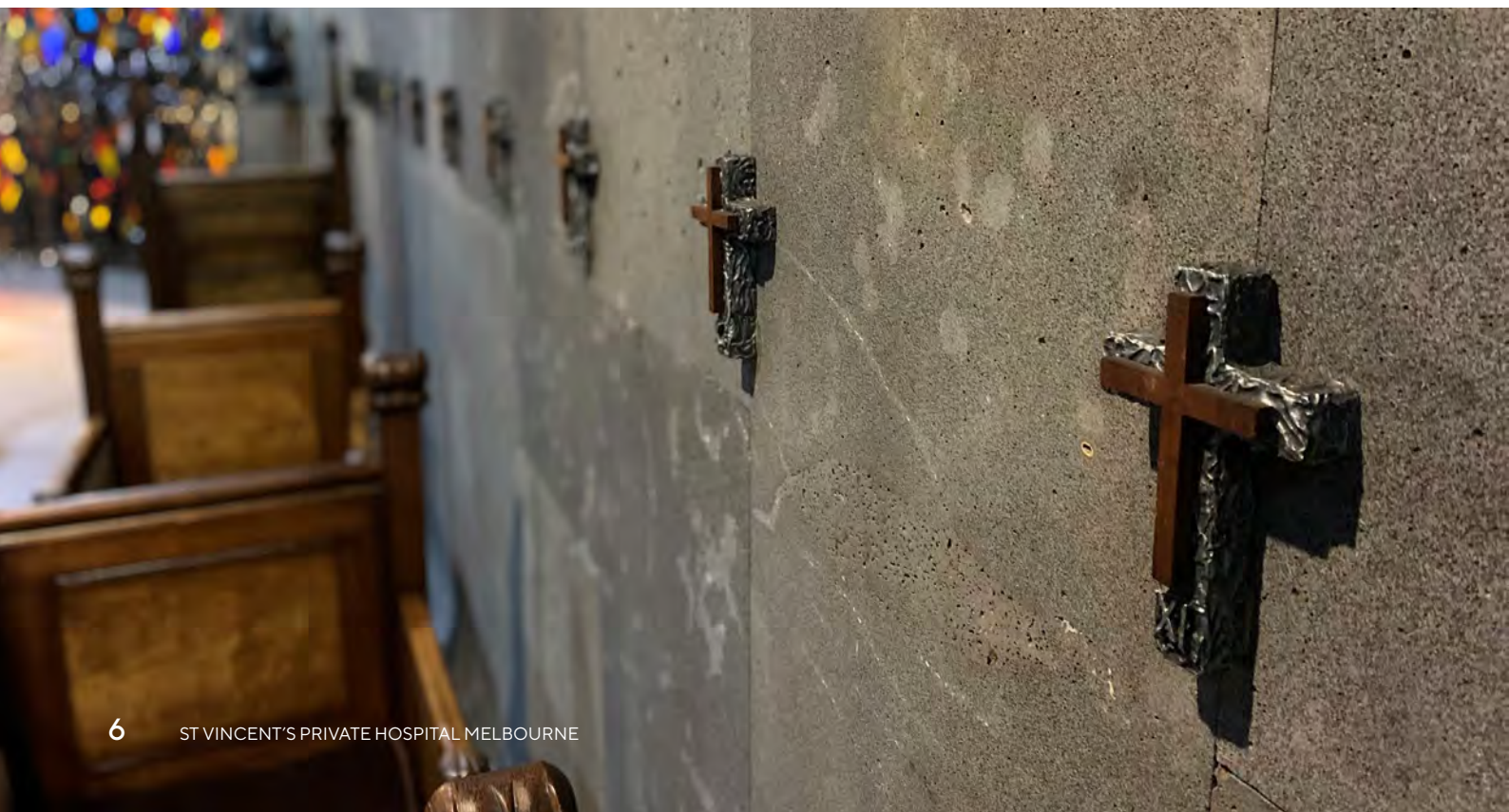
Our care is safe, evidence based and continually seeking to improve.

Our Mission

As a Catholic healthcare service we bring God’s love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

Our Vision

We lead through research driven, excellent and compassionate health and aged care.



The photo of John titled 'Standing Tall' was taken by Belinda Mason Knierim OAM for the series *Unfinished Business*.

Welcome John

As a proud Latja Latja / Narungga man born with spina bifida (paraplegia), John Baxter is able to shine a light on issues relating to disability and Aboriginal healthcare experiences.

"John has had several admissions to our hospitals and we were pleased to be able to connect him with Aboriginal Hospital Liaison Officers each time" explains Mission Integration Manager, Julie Wain. "He kindly accepted our invitation to participate as a Consumer Representative, a role where he will be able to provide insight into his experience and how we might improve care and support for other Aboriginal people and people with disabilities."

John is a Board member of Reconciliation Victoria, a Board member of First Peoples Disability Network and Aboriginal Partnership Coordinator at Brotherhood of St Laurence. He hopes "that we can change the attitude of people to our kids and grandchildren and nephews and nieces to give them better opportunities at life than we had, that's important".

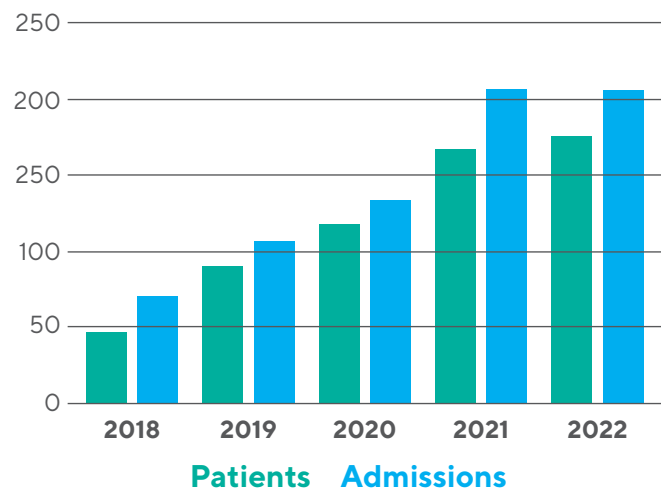


Improving Access to Culturally Safe Care

St Vincent's Private Hospital Melbourne has a longstanding commitment to providing culturally safe care to improve the health and wellbeing of our Aboriginal and Torres Strait Islander community.

The number of Indigenous patients attending St Vincent's Private Hospital Melbourne has continued to grow over the last four years with total admission numbers increasing from 71 in 2018 to 206 in 2022.

Processes for patients to access cultural support are embedded into daily practice and provide easy access to additional supports as required. Cultural support tailored to individual needs was provided to all thirteen indigenous patients (6% of this cohort) who requested it via pre-admission processes or during their hospital stay.



Family and Country Connections

Cousins Riley Clarke and Tazarni Clarke are employed at St Vincent's Private Hospital and have always had a shared connection to Country in many parts of Victoria.

Riley is a concierge staff member at St Vincent's Private and is studying to be a teacher. Tazarni is the 2022 SVPHM-ACU Undergraduate Nursing Scholarship recipient and wants to become a Registered Nurse to improve health outcomes for Indigenous people.

Riley grew up in Cairns on Gimuy-walubarra yidi Country, Tazarni in Echuca on Yorta Yorta Country, and their fathers are brothers who are Gunditjmara people from western Victoria.

Their grandfather was a member of the Stolen Generations and lived in Ballarat, where Tazarni is studying at the Australian Catholic University.

Our Hospital Reconciliation Action Plan exists to support and promote the careers of all of our indigenous staff and to ensure every First Nations patient and their families feel welcome, safe and valued. Tazarni's scholarship brings our Mission to life and is something the Hospital is very proud of.



Our Mission in Action

Well done to our **East Melbourne Oncology Team** who raised \$1355 for women's cancer with a pink ribbon event and activities. They ran a great fundraiser, decorated with amazing pizzazz, dressed up and ran raffles with wonderful prizes. Well done team!



Our annual **Winter Coats Collection** again provided in excess of 200 coats and other winter clothing items to St Mary's House of Welcome and to St Vincent de Paul Homeless Unit both in Fitzroy.

This is one of the loveliest expressions of our compassion and generosity – our hospital mission in action. The following vignette from by one of the Volunteers, Anna, at the St V de Paul Homeless Unit Fitzroy highlights just how special these donations are:

"A fortnight ago I had a young guy in his late twenties, who had just heard about us and hoped we could give him a food parcel. He had only a thin cotton jacket on and it was an icy morning and he looked chilled so I offered him a jacket, T shirt and knitted hat. He started to cry and told me he couldn't remember the last time someone was kind to him. I had tears in my eyes too. So sad to be so young and have life so hard. So thanks to St Vincent's Private for all the good work you do so we can help our clients. I hope you know how much it is appreciated." – Anna



Graduate Nurses Junjie Wang, Silvy Sabu and Jemimah Chisholm, led a generous collection of donated new socks and underwear for women and men at The Wellington in Collingwood. Chris Sprake, Manager at the Wellington said "Once again, St Vincent's Private continue to donate and deliver wonderfully generous supplies, such as these much appreciated gifts for people in great need."

Pictured are Silvy and Jemimah at The Wellington feeling very proud, and happy, on behalf of all of their East Melbourne Theatre Team who willingly and enthusiastically donated socks and undies. A picture of kindness and generosity - the colourful landscape of our healing ministry.

Our Mission in Action

To Ukraine with love

This is Natalia, our Hospital Concierge Team Leader. Having arrived in Australia from Lviv, Ukraine, a short 10 years ago, and with many of her close friends and family members still residing there, she, like the rest of our community, was devastated by the events taking place in her homeland since the Russian invasion in early 2022.

Wanting to help in whatever way she could, Natalia worked within the community to collect supplies and funds to send via several channels to trusted charity groups within Ukraine. With the country stripped of medical supplies and food, a brutal reality of war, St Vincent's Private Hospital Melbourne liaised with many of our surgical supply companies to seek contributions.

We also rallied to support Natalia through donation of our excess hospital supplies. In March, with the help of many of our staff and hospital contacts, we were able to gather close to 500 kg of medical supplies from our hospitals, staff, doctors and personal donations from St Vincent Hospital sites all across Victoria, NSW and Queensland. An initial 200 kg of stock was delivered to the "Help Ukraine" warehouse located on the Polish/Ukrainian border.

The remainder of urgent medical aid was airlifted by Qantas as part of a 60 pallet donation coordinated by the Australian Ukrainian community and transported directly to the Ukrainian Catholic University in Lviv, which had been repurposed into a humanitarian aid distribution hub.



To Natalia and everyone who supported and contributed to this important cause, a big thank-you. We are thinking of, and stand united with all of our Ukrainian friends, family and community at this devastating time.

A world famous sculptor in our care

You may not recognise the name Peter Corlett, but patients and staff may recognise the beautiful St Vincent De Paul piece by this now retired international sculptor that holds pride of place in the St Vincent's public hospital courtyard.

Chatting to staff whilst in our care, Peter gave a very sweet smile when he explained that the warm outstretched hands of St Vincent were modelled on his own hands.

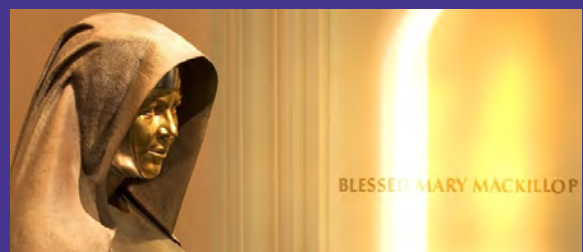
Some of Peter's other large life-sized sculptures include horse trainer Bart Cummings and Phar Lap at Flemington, Kylie Minogue and John Farnham at Docklands, a beautiful piece is at Fromelles in Northern France in the World War One Battlefields – a poignant piece called *The Cobbers* depicting an

injured Aussie digger being helped to safety by his mate.

There is also a famous sculpture of Simpson and his donkey at the Australian War Memorial in Canberra, and at the Parramatta Catholic Cathedral a beautiful sculpture of St Mary of the Cross MacKillop.

Despite being unwell in hospital Peter enjoyed his time as an inpatient, especially noting how happy the young team caring for him were, "I'm grateful for the care I have received and grateful to be going home to my family."

Not all of our patients are famous, but every single patient has their own beautiful story and it is a privilege to hear them.





Welcome Father Phillip

We warmly welcomed Father Phillip Matthew to our Hospitals in November as full-time Catholic Chaplain after farewelling Father Zaher in October.

We wish Father Phillip many blessings as he undertakes the important role of hospital chaplaincy, serving our patients and hospital family. We also thank Father Zaher for his devoted service to our patients and their families over his last five years of dedicated service.

A symbol of peace

During Advent, all of our hospitals lovingly display nativity scenes, in preparation for the miracle and joy of Christmas. While waiting in reception at St Vincent's Private Kew, patient Ragheda noticed our small wooden nativity scene, which she instantly recognised. A short time later while waiting to be admitted, she also noticed another slightly larger wooden set in theatre reception.

Owning a very similar nativity scene at home, Ragheda knew the wooden sets had come from the Holy Land and were very special. Crafted by the Bethlehem Carving Group, the sculptures are all individually hand made using the wood of the Olive Tree, the symbol of peace.

Ragheda explained that if the pieces are gently rubbed, or stored away in a sealed container, the smell of the olives is sometimes still present.

Ragheda has lived in Australia for 36 years and is originally from Jordan, the place where Jesus was baptised, and her husband from the Old City in Jerusalem.

She told Carolyn Moore, SVPH Kew General Manager, that Christmas is a very special time for her family. The first time her family had a Christmas tree growing up was when she was 14 years old, as her family very sadly experienced many deaths and periods of grief, which prevented any form of celebration during the period of mourning.

She has a fond love of Christmas and especially enjoys decorating her Christmas tree and setting up her wooden nativity scenes alongside various wooden carvings, all of which were blessed at Jesus' grave site in Jerusalem.

With a 6 month recovery from hand surgery, Ragheda was sadly not able to partake in displaying her Christmas tree or many special wooden sculptures this year, however we were happy to help bring a little comfort and joy and to her hospital visit with our very special nativity scenes.

A big thank-you to Ragheda for sharing her story and for taking the time to tell us just how special our Christmas nativity scenes are – we always knew they were beautiful, but now they will be especially treasured.

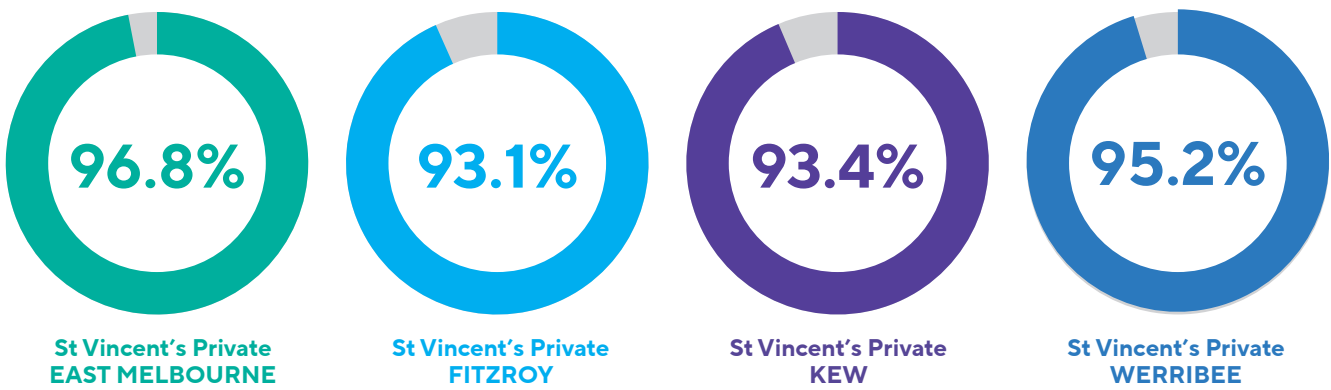


Providing Safe Care

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.

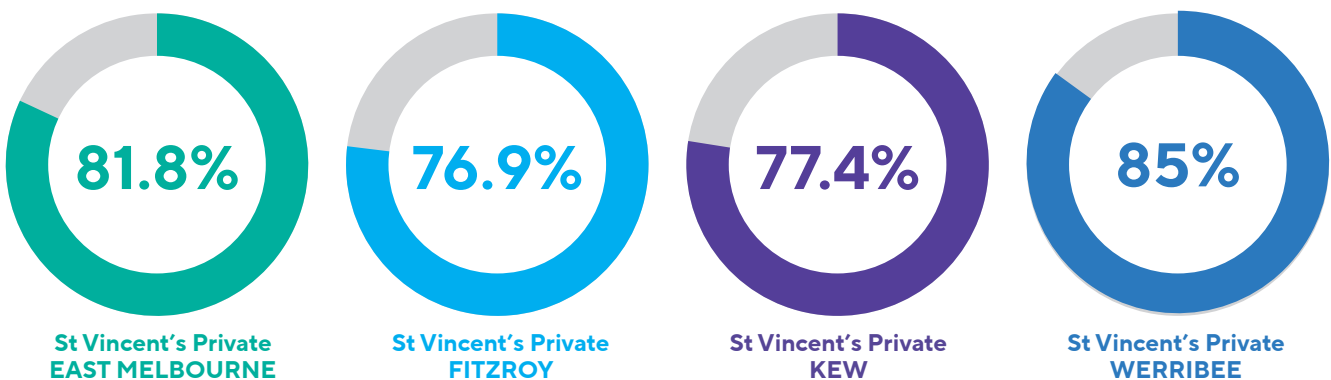
Overall Rating of Care

An independent company surveys our patients about their hospital stay. One question asks people to give an overall rating of the care they received. The score is the percentage of people who described their care as ‘good’ or ‘very good’.



Patient Recommendation

Patients are also 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.



Data relates to 2022 calendar year

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 patient safety performance results for 2022 per 10,000 bed days.

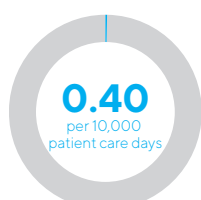


Infections in Hospital

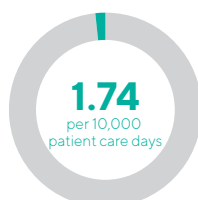
When people are unwell they can be more likely to get an infection. Hospitals have a range of procedures to reduce the chance of this happening. We also monitor any cases of rare but serious infections like Staphylococcus Aureus Bacteraemia (also known as 'golden staph').



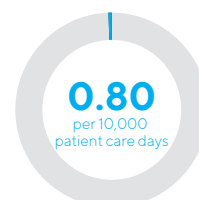
St Vincent's Private EAST MELBOURNE



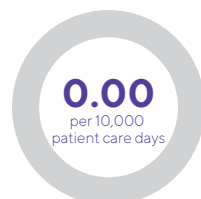
St Vincent's Private FITZROY



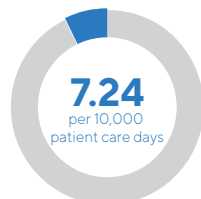
St Vincent's Private EAST MELBOURNE



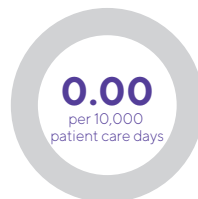
St Vincent's Private FITZROY



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.



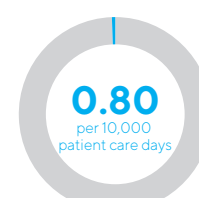
St Vincent's Private EAST MELBOURNE



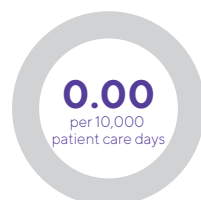
St Vincent's Private FITZROY



St Vincent's Private EAST MELBOURNE



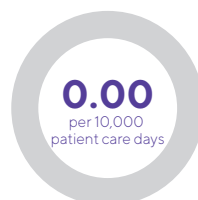
St Vincent's Private FITZROY



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.

Ask me for 3 ID

Patient identification checking was promoted throughout our hospitals in August with the “Ask me 3 ID” campaign.

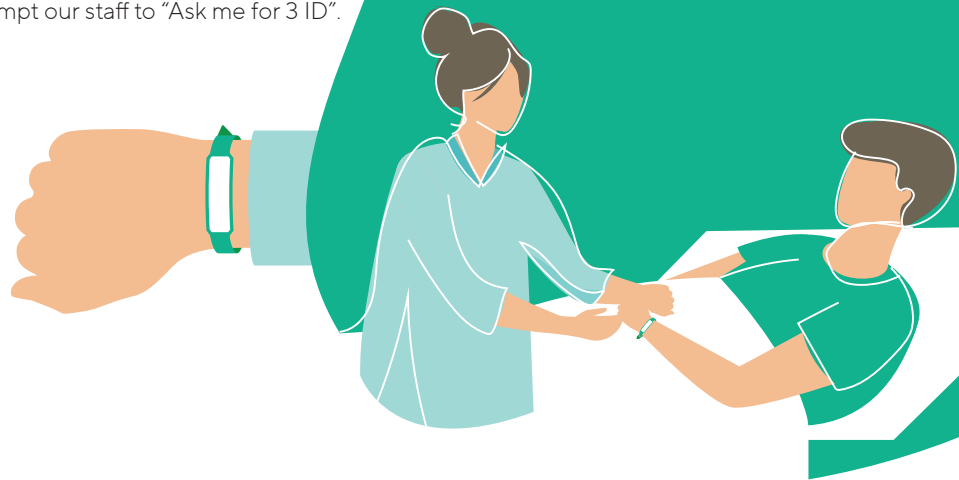
An important step in keeping our patients safe is checking their identification at various touchpoints from admission through until discharge.

“All staff are responsible for the practice of checking a patient’s identity, in both clinical and non-clinical roles” explains Karolin King, Education Consultant – Perioperative Services. “It is critical to patient safety and a mismatch of patient identification can result in serious consequences, for example the wrong procedure being performed or the wrong medication could be taken.

Even an incorrect meal given to a patient with a severe allergy could result in dire consequences”.

So whilst patients may wonder “why do you keep asking my name?”, be assured that it’s all in the pursuit of safety and we encourage patients to prompt our staff to “Ask me for 3 ID”.

ASK ME FOR 3 ID



East Melbourne bids farewell to Mr Robert Thomas

After 42 years as a well-loved and valued Ear, Nose & Throat and Head & Neck surgeon at East Melbourne, we bid farewell to Mr Robert Thomas as he entered retirement in July.

Rob has delivered excellent clinical care to every single patient he encountered. A popular surgeon and respected by everyone at the hospital, the nurses and technicians in Theatre have always enjoyed working in Rob’s weekly theatre lists.

Mission Integration Manager Julie Wain was his primary theatre nurse for twenty years and recalls “Each weekly list was always focussed on the patients with football, music, trivia and current affairs as constant topics between cases”.

Rob is looking forward to spending more time on his farm, with his beautiful wife Ruth and his kids and grandchildren. On behalf of everyone at St Vincent’s Private Melbourne, we wish Rob many blessings for a happy and healthy retirement.



Mr Rob Thomas pictured with some of the Theatre team



Day Infusion Fitzroy

Nurse Unit Manager, Charlotte Richards, leads the Day Infusion Service at St Vincent's Private Hospital Fitzroy.

"Most people are aware of chemotherapy and it's role in the fight to treat cancer" she explains, "but our service also provides care to patients whose needs fall into the following categories: immunotherapy, targeted therapy, blood products, triage and pathology."

"2022 was another challenging year for our patients and all of the clinical areas across St Vincent's Private. The demands of R.A.T. and P.C.R. testing pushed everyone to a new level. We got through it day by day, patient by patient. Looking back now, I am really proud of our team and grateful they we were able to provide care to this very vulnerable group of patients, many of whom were already struggling with the news of a cancer diagnosis."

The team are looking forward to the future with renewed hope. "Our service has grown enormously over the years and we are very excited about the redevelopment which will see us relocate to a brand-new area.

Our patients will receive the same high level of care but in a purpose-built unit."

"We have listened to our patients and Consumer Reps when designing the new space" Charlotte explains. "It considers patient privacy and will comfortably accommodate each patients partner/support person."



Extending support

St Vincent's Private Fitzroy were thrilled to celebrate their partnership with the Gidget House Foundation by hosting the official opening of a Gidget House on-site. Premier Daniel Andrews kindly officiated the day.

Gidget House is a not for profit organisation that exists to support the emotional wellbeing of new parents. It provides free psychological counselling services for expectant and new parents. With peri-natal depression and anxiety affecting one in five mothers and one in ten fathers in Australia, we're very proud to be supporting the mental health needs of our St Vincent's Private families.



Little Did I Know!

Diane Carmody has volunteered as a Consumer Representative on the hospital's Partnering with Consumers Committee for the last 9 years. "Her practical advice coupled with experience both as a receiver and giver of patient care helps guide our improvement efforts" explains Diana Smith, Quality Consultant – Consumer Engagement, "and I can rely on Di when developing and reviewing patient information flyers, her clear thinking and grammatical skills are second to none!" Here she shares her story.



Little did I know! Little did I know that when my parents bought my pre-school sister and I dress-up nurse's costumes one Christmas, I would go on to spend my entire working life wearing a much more practical version of that outfit... and loving it.

After finishing secondary school, I began General Nursing at St Vincent's Hospital, Fitzroy in 1968. I didn't really enjoy my time in General Nursing, though the camaraderie and friendships created would prove to last a lifetime. I decided to give Midwifery a try and quickly realized I had found my niche. I then studied Maternal and Child Health which consolidated my desire to work with young families, especially the mothers and babies. Being in that field meant working alone for the most part, but I enjoyed it a great deal.

My parents took care of our first son while I worked locally, and by the time our second son was born my father was very ill and necessitated me making alternative childcare arrangements for them. It was then I decided to return to shift work so my husband would be home with the boys when I was away. A nursing agency provided me with my first few shifts back in a hospital environment, during which time I was sent to St Vincent's Private Hospital maternity unit. After those few initial shifts in 1983 in Delivery Suite, I knew that was where I wanted to stay. Soon a permanent position became available. I jumped at the opportunity to apply and was successful.

During that time our third son was born. The camaraderie and new friendships with the midwives became very important once again and lasted many years. We shared our life stories, some big and some small, our successes and failures, joys and disappointments, the ups and downs of parenting and debriefed after particularly difficult shifts – and there were many of those. Because our shifts were slightly different to the rest of the hospital, and we didn't leave the unit for meal breaks, we rarely met staff from the other wards, so developed our own little support group and became like a family.

Living in the outer east I often wondered why I chose to drive into the city every day when there was any number of maternity units near home in which I could easily find work. But when I arrived, I was pleased to have made that journey, and continued to make the trip as a delivery suite midwife for the next 15 years or so.

I did have a six month stint at another large city hospital for a change of surroundings, but quickly returned 'home'. I then secured the newly established position of Liaison Midwife, which was a non-clinical position and was responsible for managing the maternity bookings, admissions and the Childbirth Education classes, as well as fielding telephone and face-to-face enquiries from expectant parents, obstetricians, and their practice managers.

At the time, there was great competition between private hospitals for every single maternity booking. Many patients would book at several hospitals at once and later decide which booking to finally accept, and often the obstetrician's staff would overlook notifying the unsuccessful hospitals in order for the booking to be cancelled. As a consequence, staffing for the maternity unit became impossible to manage properly and there was a fear that after having been established in 1935, the renowned maternity unit of St Vincent's Private Hospital, Fitzroy may be forced to close due to the sparse, sporadic and unpredictable bookings.

Part of my brief as Liaison Midwife was to eliminate the "no shows" and increase the number of patients delivering with us each month. After consultation with all of the stakeholders we implemented new strategies and innovations which greatly improved the services offered to our patients and their families. Within a short time, our bookings increased to the point where we needed more maternity beds to accommodate that growth.

We were very pleased. A waiting list became essential and the unit was extended. We continued to grow and a second extension was undertaken.

The position of Liaison Midwife continued for about 12 more years with many minor adaptations, during which time I became unable to continue physically in the role and was unable to make the journey into Fitzroy each day. I reluctantly resigned. Over the next few years, I required many surgeries, most of which were performed at St Vincent's Private Hospitals. It was after one of those admissions I complained at length in writing about the quality of the food which was served to me. A staff member contacted me and we discussed the issue. Not long afterwards, I was invited to volunteer as a Consumer Representative on the Standard 2 Committee, after a suggestion from a member of the Executive staff.

I did wonder if the invitation was a case of "keep your friends close and your enemies closer", but accepted nevertheless. And I love it! I'm pleased to report that it took a while, but the food has greatly improved since then.

The Standard 2 Committee, Partnering with Consumers, is one of the National Standards for hospital accreditation. "These partnerships relate to the planning, design, delivery, measurement and evaluation of care." Volunteering on this committee is not a huge time commitment, but has allowed me to re-connect with the place at which the best years of my working life were spent, while still enabling me plenty of time to spend with my family, especially my six grandsons. When my husband was an in-patient at Fitzroy recently, I was able to see first-hand the results of some of our achievements – it was very gratifying and I was pleased to be able to point them out to him.

There is a multitude of different ways to participate and contribute to the excellence of St Vincent's Private Hospitals, and now with four campuses, the time and expertise of volunteers is needed more than ever. I can't recommend volunteering enough to everyone, especially when we're retired and no longer bound by the restrictions of that wretched 5.30 am. alarm. Prospective volunteers don't need to be "invited" like I was, they can just phone one of the hospitals and have a chat about it. They won't regret it.

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



Previous page: Diane in her nurse costume; Below left: Diane's 1968 SVHM ID photo.

Below right: Di pictured with husband Dennis, their three sons, daughters in law and six grandsons.



What Patients Tell Us

SVHA are part of up to 2400 international and Australian Hospitals that participate in HCAHPS patient experience surveying. HCAHPS stands for 'Hospital Consumer Assessment of Hospital Processes and Systems' and is a validated tool which assists us to benchmark our patient experience against international hospitals. Independent research consultants, Insync, coordinate and administer the surveys.

The HCAHPS feedback also provides us with insights to transform the care experience and understand the intersections of safety, quality, experience and caregiver engagement to meet our patient needs.

"For the period April to June 2022, our four Melbourne sites rated above the international benchmark, achieving an improved result of 75 which is testament to the dedication of all of our teams across SVPHM and the compassionate care and service they provide," Donna Kelly, Director of Patient Experience & Clinical Support, proudly reports.

Left: Claire Chrystie, Fitzroy Special Care Nurse Nurse Unit Manager.



"Everyone was so caring, reception through to theatre and recovery room staff were friendly and hands on with whatever my son needed and made me feel that we were in safe hands. Then the lovely nurse in the ward that looked after us in our room, she was so lovely and knowledgeable. We were made to feel very comfortable and regardless of the surgery, my son felt safe and happy."

- Inpatient, Werribee

"Nurses were absolutely fabulous, very caring and went out of their way to look after me. Simply talking to me to keep me distracted from my nerves was extremely thoughtful."

- Day Procedure Unit, Kew

"Every single person in the hospital was amazing to deal with. The nurses were unbelievable, every nurse who cared for me was so patient, caring and knowledgeable. I felt safe and looked after every minute I was there. The food service was also of a very high quality."

- Level 4, East Melbourne

Special Care

A big well done and thank-you to our Special Care Nursery team who received some lovely feedback in the form of a surprise visit and beautiful card from some recent visitors.

Babies Sam and Dion were born on the same day and quickly became good friends, as did their parents, after being acquainted during their eight-week stay at our Special Care Nursery.

The team learnt of the profound impact they had on both families, who said they would forever be grateful for the love, support and care shown to them during their stay, and that they would forever think of our team as the boys' 'aunties and guardian angels.'

This feedback reinforces that our people continue the hard work of our Foundress, Sister Mary Aikenhead, and providing dedicated care to those at their most vulnerable. What an incredible achievement knowing we can create such a safe and comfortable environment for our babies and their parents, in their first few weeks of life together.



Rosie the Therapy Gog

Therapy dogs like Rosie work in settings such as hospitals, nursing homes and schools, and have been a welcome source of cheer to reduce stress and anxiety levels amongst both staff and patients.

Pictured above is Rosie on her first official day on the job, and she certainly succeeded in putting smiles on our faces.

Rosie has been through rigorous checks and training with Therapy Animals Australia, to meet the high standards required to certify as a therapy dog and now regularly visits patients and staff.

Partnering with Consumers

St Vincent’s Private Hospital has a long and proud history of partnering with consumers. “We have 12 Consumer Representatives participating as members across 9 hospital committees with five making up the majority of the Partnering with Consumers Committee” explains Diana Smith, Quality Consultant – Consumer Engagement.

“In addition to consumers with committee roles, we have relationships with other Reps who participate on an ad hoc basis and provide insight into culturally diverse areas such as indigenous health and disability services along with clinical specialities such as maternity, colorectal and orthopaedics.”

Consumer Reps provide a valuable patient and carer perspective to the design of facilities, systems and processes at a governance level.

Below, Standard 2 Consumer Reps from L-R: Therese Sherrin, Di Carmody, Bernadette Fitzpatrick, Monica Mahony and Marlene Carlin

“The knowledge and dedication of the Infection Prevention Committee never fails to impress me and I am honoured to be part of it.”

- Karen Carter, Consumer Representative

“I am extremely impressed with the work being done and huge focus on the patient experience.”

- Monica Mahoney, Consumer Representative



A Quiet Achiever

As St Vincent's Private Hospital has expanded to four sites over the years it's possible that many staff might not know one of our longest serving employees, Margaret Linnell. Marg has just clocked up 45 years of service, quietly working away in Health Information Services (HIS).

"I joined St Vincent's Private Hospital back in 1977 when we were just the Fitzroy facility in Victoria Parade and HIS was known as the Medical Record Department back then" recalls Marg.

Five years earlier the hospital had relocated from across the road to the new building with the sweeping staircase in the entry foyer that lead to a spacious area on the first floor overlooking the city. "It also boasted chocolate brown and black carpet, very 'on trend' at the time and the Sisters even had the foresight to order enough carpet to keep in storage for one day when it needed replacement! Mrs Anderson ran the coffee shop located in the corner behind the staircase."

The staircase, and the carpet, have long since given way to facility upgrades.

Marg started working initially in the front reception area. "We wore a white uniform just like the nurses and were often confused with them. To sort this out Sr. Fabian organised bright orange capes for us to wear. Back then Sr. Fabian kept a tight reign over the hospital. She would disappear in her white BMW and call us from an offsite location to check the switchboard calls were answered within two rings. I still make sure I answer the HIS phone within two rings!"

"Back then Medical Records was located behind front reception and over time moved to a bigger space where the current Pharmacy is and eventually to the building next door.

After Reception I worked in Theatre bookings and somewhere in there I did Maternity bookings too, the time line is a bit of blur now" she laughs "but doing the sums, I have been in Medical Records for 33 years."

"Working in a catholic hospital had its benefits, if we ever had a missing medical record, I would always pray to St Anthony and the record would be found! Times have changed, hard copy records are scanned into an electronic database now to save on storage space and make sure nothing is ever lost."

"I had maternity leave in 1988 when my son Jason was born and again in 1989 for daughter Rebecca. After the kids came along I went from full time to part time and have remained so to this day." It's worth noting that Marg travels to work by train from Riddell's Creek, hopping on at 5.29 am and ending her day back at the Riddell's Creek station by 5 pm.

Despite two new grandchildren in last last couple of years, Marg says she is not quite ready to hang up her St Vincent's uniform. When asked why she has stayed here so long Marg responds quickly "it's the good mates you make along the way, we all work together as a team with the ultimate goal of providing a good experience for the patients."





We're Growing

St Vincent's Private in Fitzroy is growing! We're investing \$180m in a new state-of-the-art 12-storey building that will increase opportunities to share research, clinical expertise and care across our broad centres of excellence.

St Vincent's opened at the existing Fitzroy site in 1972. It was ahead of its time then. After 50 years of alterations and adaptations the facility is in need of redevelopment. "We need to renovate, expand and upgrade our facilities" explains Regional CEO Janine Loader. "We need more operating theatres, day surgery facilities, extended and more private Intensive Care Unit facilities and patient rooms built to today's standards."

"Medicine is growing so fast. It's developing at a frantic pace with new skills, new ideas, new equipment and technology. The COVID-19 pandemic over the last three years has changed the face of healthcare. There are now innovative and faster ways to communicate with patients and deliver their care."

At St Vincent's Private we are investing in technology, equipment and best practice to strengthen the whole of patient experience and this redevelopment initiative will benefit the community with an additional 20,000 patient admissions annually.

Help us Grow

You are invited to share in our future by supporting the Capital Appeal for our new 12-storey building. Donations can be made in a number of ways, big and small, visit the Foundation website: www.stvfoundation.org.au/fitzroy-private-redevelopment



"Love has been the source of life at St Vincent's and continues to be the source of life for St Vincent's. We hope you will continue to work with us in whatever way is possible. To help us to continue to serve the community, to serve love and be the place where people can walk in and say there's love in action here."

- Sister Maryanne Confoy RSC, a board member of St Vincent's Health Australia and a Sister of Charity.

Millennium Award

Congratulations Professor O’Neal

Diabetes is an epidemic in our modern world and National Diabetes Week is an annual opportunity for the hospital to raise awareness of the disease which has become particularly prevalent in Australia.

It is currently one of the fastest growing medical conditions in the country and our healthcare professionals play a crucial role in helping patients to manage the condition.

Professor David O’Neal, St Vincent’s Private Hospital Endocrinologist, reports “that there are approximately 140,000 - 150,000 people in Australia with Type 1 Diabetes. Type 2 affects around 5% of the Australian population. Type 1 Diabetes is an absolute deficiency in the body’s ability to produce insulin. Typically, it affects younger people, and has a relatively sudden onset that always requires insulin. Type 2 Diabetes tends to affect older people who suffer more gradual onset and essentially, is a relative deficiency in the ability of the body to produce insulin.”

Professor O’Neal’s dedication, commitment and contribution to Type 1 Diabetes research was recognised by Diabetes Australia this year during National Diabetes Week when they presented him with the prestigious Millennium Award.

Professor O’Neal and his team are progressing a research trial that hopes to show that an artificial pancreas can significantly improve health outcomes in people living with diabetes and advanced kidney disease – a body of work that was awarded the prestigious Diabetes Australia Millennium Award for Type 1 Diabetes and \$150,000 funding in June 2022.

Congratulations Professor O’Neal!



Patient feedback:

This man is the most exceptional physician I’ve ever met. What an absolute privilege to be his patient.

Fitzroy’s 1,000th Robotic Surgery

In April, Dr Gavin Wright and his team at St Vincent’s Private Fitzroy were thrilled to achieve a momentous milestone by performing its 1,000th Davinci robotic surgery since its initiation in 2018.

“The journey to 1,000th case has been challenging but extremely rewarding for myself and my wonderful team.

The addition of robotic surgery to our service has seen a reduced length of stay for our patients, and has given our surgeons access to a technology that allows them greater dexterity and better vision in minimally invasive surgical techniques,” said Elise, Associate Nurse Unit Manager of Robotic Surgery.

“St Vincent’s Public Hospital has also been able to access our robot through a cross-campus collaboration. This means public patients can also receive the enhanced care this technology delivers. Robotic surgery continues to evolve and as it does, so too does our program and our team. The future of robotic surgery at St. Vincent’s is exciting and I look forward to continuing my role in this developing program,” added Elise.



A First for Bariatric Surgery



Our Werribee surgical team, alongside Bariatric Surgeon, Mr Adam Boyt, performed their first sleeve gastrectomy in June 2022.

A sleeve gastrectomy is a surgical weight loss procedure where approximately 75% of the stomach is removed leaving a “sleeve” shaped stomach the size of a banana. The aim is sustainable weight loss for improved health and quality of life.

Vale Adrian Brown

Our friend and Engineering Services colleague Adrian Brown passed away in June 2022 after battling ill health over many years with great dignity and grace.

Adrian was never heard to complain about his lot. During National Kidney Week last year he was the hospital poster boy for Renal Transplant and Organ Donation. Adrian had the gift of life, his Mum’s donated kidney, for the past ten years.

Adrian was a plumber by trade and worked at Fitzroy for six years. In that time we all knew he and his Mum were mad keen Collingwood supporters, going to every game. His beloved wife Janine is as keen an Essendon supporter. Theirs was a beautiful mixed marriage that worked! Many Monday mornings were spent in the coffee queue dissecting the game, the Club and the AFL with the finesse of a surgeon and the analysis of a lawyer. Adrian was always fair and reasonable in his judgement of football as in life.

Football aside, Adrian was not a religious man, but his love for people, and for other’s welfare was always front and centre. His life was a great example of a very good man. He knew who needed a pick-me-up, who needed a quick fun text, always warm and approachable in his daily work with patience and tolerance. Adrian was the master of Can-Do, constantly assessing what was urgent right now, and what he would promise to get back to. A great skill to have and to share.

His team and many of his wider hospital colleagues will know, with a warm smile, what a great guy he was. Our loss is immense.



Xavier from Madagascar

Children First Foundation

Partnering with charity, Children First Foundation, St Vincent’s Private Hospital East Melbourne proudly facilitates life-changing surgery for children from developing countries where this is often not available.

The Hospital has a twenty-year association with Children First Foundation, supporting 6-8 children each year. This is an important part of our Hospital mission, to care for the poor and vulnerable.

With limited treatment options available in his home town and his condition getting worse as he grows, we were lucky to welcome Xavier from Madagascar into our care during February.

Now 16 years old, Xavier has spent the majority of his life in pain and discomfort after suffering a serious leg injury caused by an accident when he was just 4 years old.

Alongside significant tissue damage, Xavier’s foot and ankle were severely twisted and he had a 90 degree contracture on his knee, significantly impacting his independence, ability to complete everyday tasks and general quality of life.

Undertaking surgery to have his damaged leg amputated, Xavier was fitted with a prosthesis and undertook twice-daily physio at the Children First Foundation Retreat where he recuperated and built up the strength he needed to walk without the aid of walking sticks.



The gift of surgery and recovery is given by the hospital and generous surgical teams – including Paediatric Orthopaedic Surgeon Associate Professor Leo Donnan – enabling children like Xavier to achieve their full potential, while receiving first class compassionate and excellent medical and hospital care.

With a smile that lights up the room, passion for learning and completing his studies, and an avid Soccer fan, Xavier’s utter excitement and joy to receive his life changing surgery was truly infectious and an absolute delight for all who came into contact with him and his mother, during his stay with us.



Photos courtesy of Children First Foundation

Reducing Post-Partum Haemorrhage

The St Vincent's Private Fitzroy maternity team partnered with Safer Care Victoria, as part of a state wide collaborative project to reduce Post-Partum Haemorrhage.

"This initiative will help improve outcomes and experiences for women, babies and families" explained Quality & Risk Consultant, Bella Kelly. "Our Maternity team implemented a quality project which successfully improved the timeliness of medication administration. This specific medication is an uterotonic drug which controls bleeding in a timely manner."

Safer Care Victoria (SCV) acknowledged our Maternity team's achievements as the highest improvement in the state and invited them to present the study results in order to share learnings so that other health services can replicate the achievement.

Well done to our Maternity Services team for their dedication in improving outcomes and making a measurable difference for Victorian women and families.



Thank you Werribee

The outpouring of generosity from guests at the 2022 Werribee Winter Ball resulted in over \$100,000 being raised for St Vincent's Private Werribee.

These vital funds mean we can purchase a scalp cooling cap system for patients undergoing chemotherapy and expand the hospital's Day Oncology services to meet growing demand. This will ensure patients can continue to receive the treatment they need, close to home.

A big thank you to the St Vincent's Foundation team for bringing the community together and organising the event. A special thank you to the Italian Sports Club of Werribee who partnered with us to host the event.



Meet Richard, who has been receiving treatment for an incurable condition at St Vincent's Private Werribee Day Oncology Centre for the past four years and is one of the patients who will benefit directly from the Winter Ball fundraising.

Both Richard and his wife Charmaine feel extremely lucky that St Vincent's Private Hospital Neurologist Dr Valerie Tay was not only able to find a treatment that gave Richard his life back, but that access to this treatment was located just 10 minutes away from their home, at our hospital.

2022 Queen's Honours

We are proud to congratulate Professor Peter Choong OA and George Greenberg AM who were recipients of the Queen's birthday honours. The sad death of Queen Elizabeth II a few months later in September 2022, makes the appointments even more special.

Professor Peter Choong received an AO for distinguished service to orthopaedic medicine, to research and tertiary medical education, and to professional associations.



George Greenberg, Consumer Representative on the hospital's Clinical Governance Committee (2013 – 2021), received an AM for significant service to aged care, and to medical advisory roles.

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



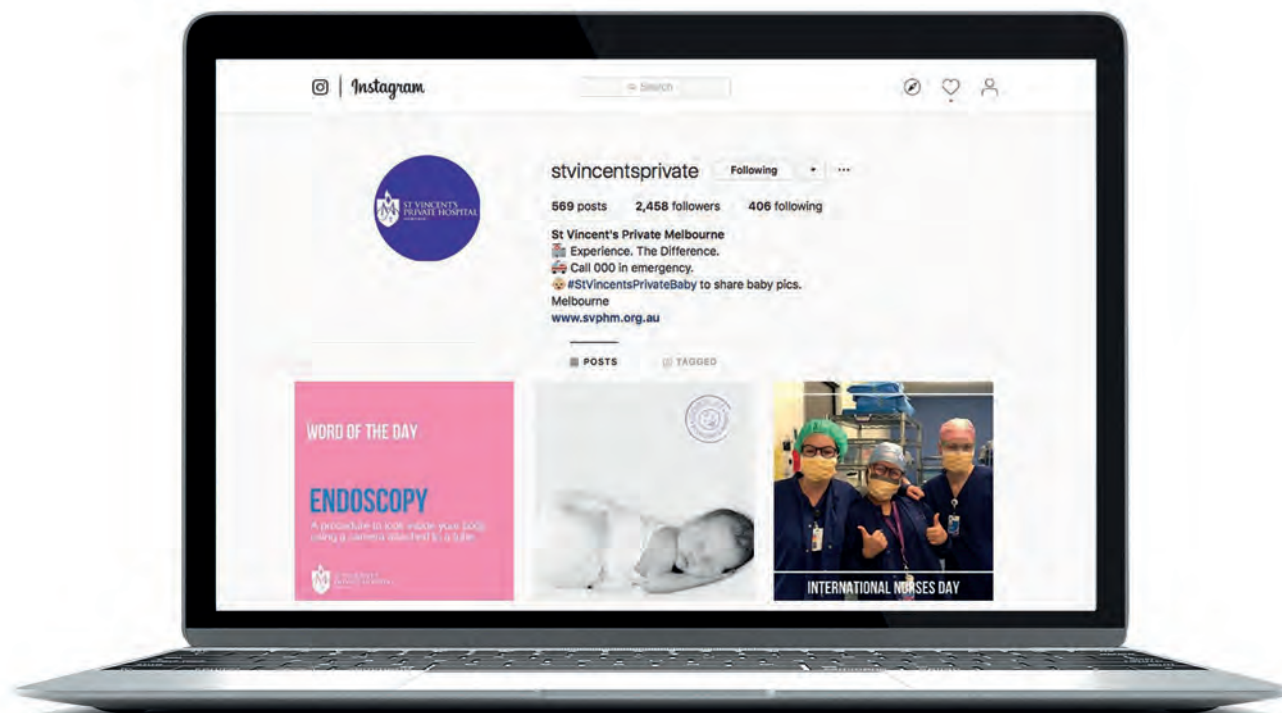
Find us on LinkedIn:

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.

St Vincent's Private Hospital Fitzroy

59 Victoria Parade Fitzroy Vic 3065

Phone: (03) 9411 7111

Facsimile: (03) 9419 6582

St Vincent's Private Hospital East Melbourne

159 Grey Street East Melbourne Vic 3002

Phone: (03) 9928 6555

Facsimile: (03) 9928 6444

St Vincent's Private Hospital Kew

5 Studley Avenue Kew Vic 3101

Phone: (03) 9851 8888

Facsimile: (03) 9853 1415

St Vincent's Private Hospital Werribee

240 Hoppers Lane Werribee Vic 3030

Phone: (03) 9218 8000

Facsimile: (03) 9218 8011

www.svph.org.au

ACN 083 645 505



**ST VINCENT'S
HEALTH AUSTRALIA**

UNDER THE STEWARDSHIP OF MARY AIKENHEAD MINISTRIES



Developed in consultation with our patients