



## New education centre to address shortages

Vice regal, federal, state and local government representatives were all on hand for healthcare learning alongside medical students at the official opening of the Sydney Adventist Hospital Clinical Education Centre on November 1.

Federal Health Minister Peter Dutton participated in an exercise teaching life-saving CPR during a simulated scenario using medical mannequins with NSW Health and Medical Research Minister Jillian

Skinner, NSW Premier Barry O'Farrell and NSW Governor Professor Marie Bashir at the opening event.

Newly finished after a 12-month building project, the facility is home to the Sydney Adventist Hospital Clinical School of the University of Sydney and the Avondale College of Higher Education Faculty of Nursing and Health.

The 3,500 sqm modern facility which features a simulation centre, the Charles

Warman Auditoria and Foyer, a library, administration areas, and the Beverley Ellen Peters Clinical Skills Laboratories, problem-based learning rooms and tutorial rooms.

The centre was designed and purpose-built to address national health workforce shortages identified in a report by Health Workforce Australia which estimates there will be a shortage of 109,000 nurses and 2,700 doctors Australia-wide by 2025.



## Electronic health records review panel to consult with stakeholders

The review into the troubled electronic health records scheme, commissioned by Health Minister Peter Dutton, recently met to determine its operating procedures.

Panel Chair and APHA Vice President, Richard Royle, has announced that, due to the

urgency of developing recommendations to improve the Personally Controlled Electronic Health Records (PCEHR) scheme, the panel decided to initially invite written submissions from those 210 organisations which have previously submitted to consultation on the PCEHR.

"In addition, the panel will have more detailed meetings with a number of key stakeholders to assist the panel to gain the views of those people most closely involved with the system," Mr Royle said. "These stakeholders will include IT, clinical and consumer representatives."

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# QLD Legionella Report Released

Chief Health Officer Dr Jeannette Young's review of the prevention and control of Legionella pneumophila infection in Queensland was tabled in the state parliament in October. The review fully investigated circumstances surrounding two cases of Legionnaires disease at The Wesley Hospital in May/June this year and makes recommendations regarding the future management of Legionella pneumophila in Queensland including measures to improve:

- Regulation
- water supply to health and residential aged care facilities
- water infrastructure and water quality management, including periodic testing
- electronic data management, notification and follow-up of cases of legionellosis
- national collaboration and consistency information for the community.

The review can be viewed online at <http://www.health.qld.gov.au/legionnaires/>.



## Research to improve reliability of private hospitals

The USA-based not-for-profit Eisenhower Fellowships and Intelog Healthcare Performance Group are conducting exciting new research into private healthcare. It will provide leaders of Australian private hospitals with the insights they need to reshape the way patient care gets delivered and as a result to

achieve sustained competitive advantage.

"The USA trend is for private health insurers to increasingly reward hospitals for patient outcomes," said Debbie Gordon, a 2013 USA Eisenhower Fellow, who spent weeks engaging leaders of private and public hospitals in Australia in the

research. "It's clear that this trend isn't unique to the US. I believe there is an opportunity for Australia's hospitals to increase their focus on consumer engagement and empowerment and delivering systematically high quality care."

A summary of the findings will be published in March 2014.

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## ME Bank takes out six Mozo 2013 People's Choice Awards

ME Bank has won 'Best Home Loans', 'Best Debit Cards', and 'Best Credit Cards' in Mozo's 2013 People's Choice Awards – the only banking awards judged by customers.

ME Bank also won the Top 5 Savings Accounts and Top 5 Bank Accounts categories and came second in the Top 5 Bank category.

Mozo is one of Australia's biggest comparison websites, comparing banking and insurance products for thousands of Australians each month.

The awards give everyday Australians the chance to vote on the country's best and worst banking and insurance providers and this year more than 28,000 Australians participated in the

voting process on Mozo.com.au.

Customers were asked to rate their banking provider using six criteria: overall satisfaction, price, features, customer service, convenience and trust. This year over 150 providers were rated across one or more product categories.

ME Bank's home loans, credit cards and debit cards all received

a very high overall satisfaction rating of at least 87 per cent, while the bank's overall satisfaction rating was rated at 89 per cent

According to Tom Bekiaris, ME Bank's group executive product, the awards were further confirmation that ME Bank's fairer approach to banking resonates strongly with customers.



## Medical technology industry honours outstanding achievement

The Medical Technology Association of Australia (MTAA) recently presented Jamie Stanistreet, managing director of Medtronic Australasia, with the inaugural Outstanding Achievement Award.

The award was announced at the MedTech 2013 conference on November 7 in Sydney.

He was nominated by his peers who stated: "Jamie Stanistreet has committed more than 40 years to improving access to medical technology for all Australians.

"Over those four decades, not only has he viewed and adapted to the significant expansion of the medical technology industry, but has played a critical role in its growth and development on the local and international stage.

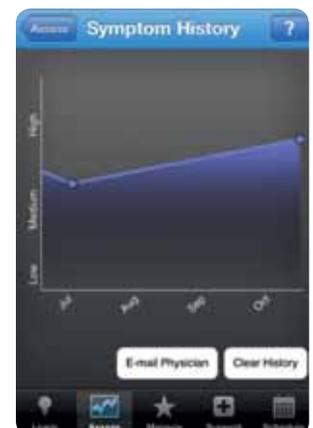
"Jamie is a stalwart of the medical technology industry in Australia. He is one of the longest serving members of the association board, and has given many years of service in this capacity."

## PTSD mobile app and information video

The Departments of Veterans' Affairs and Defence has created PTSD Coach Australia, a free mobile app, to support serving and ex-serving Australian Defence Force personnel experiencing Post Traumatic Stress Disorder.

Mental health practitioners are using PTSD Coach Australia in conjunction with traditional treatment for trauma. The app records real time assessments based on the PTSD checklist (PCL), and includes necessary skills training on basic psychoeducation. Patients can receive reminders to attend appointments, rehearse skills and coping behaviours, or self-assess between sessions. Assessment results can also be emailed to patients to allow for monitoring between consultations.

The app is free from the App Store for Apple devices and Google Play for android devices.



## Improving focus on quality healthcare outcomes

Healthscope and Bupa have announced a landmark agreement that sets a new quality benchmark between a private healthcare provider and health insurer.

While the majority of patients within the Australian healthcare system experience excellent health outcomes, there are rare occasions when clearly identifiable and preventable errors occur. These incidents, known as 'Never Events', should never happen.

Healthscope has agreed to forgo payment, from October 21, if a Bupa member experiences one of 14 defined Never Events in a Healthscope hospital – such as a patient being given the wrong blood for a transfusion, or a medication error resulting in serious disability.

Healthscope Managing Director and Executive Chairman, Robert Cooke, said: "We are confident in our quality health offering and ultimately would like to drive systematic payment for quality outcomes. Never Events are essentially the reverse of being paid for quality.

"If a Never Event occurs in a Healthscope hospital, and it is due to hospital error, then we do not expect to receive payment from Bupa. We are prepared to stand by our commitment to quality and safety; it's the right thing to do.

"There is currently no industry-wide agreement on what should happen in the rare instance when a Never Event occurs. We hope that this agreement will drive change and set a precedent for the consistent provision of quality healthcare."



## Westmead leads country in robotic-assisted surgery

Westmead Private Hospital was the first hospital in the southern hemisphere to perform a robotic hysterectomy using the da Vinci Surgical System. Dr Felix Chan (Gynaecological Oncology) performed his first case on August 30.

The hysterectomy procedure is generally performed using manual laparoscopy. This technique uses several small incisions to access the uterus. This same procedure using single-site technology with the da Vinci Surgical System is performed through a single incision using state-of-the-art precision instruments.

Patients who choose single-site da Vinci Surgery experience a virtually scarless procedure since surgery is performed through only one incision in the navel

(belly button), which dramatically limits visible scarring.

The primary potential benefits of single-site da Vinci Surgery include:

- Minimal scarring
- Minimal pain
- Low blood loss
- Fast recovery
- Short hospital stay
- High patient satisfaction

CEO Tim Daniel said, "It is exciting to be able to offer patients, who are suitable candidates, this rapidly emerging minimally invasive technology. As a centre of surgical excellence, robotic-assisted surgery is the next phase in the evolution of healthcare and I am delighted that we are now able to offer this technology to patients at Westmead Private Hospital."

## Australia's first oncothermia clinic



The Jenny Barlow Oncothermia Clinic was officially opened in Prince of Wales Private Hospital August 1 by Senator Concetta Fierravanti-Wells, (then) Shadow Minister for Ageing and Mental Health.

Whilst oncothermia treatment is readily available in 15 countries globally (across 180 institutions) the new clinic in Sydney represents the first of its kind in Australasia. International evidence strongly suggests that oncothermia, as an adjunct therapy combined with conventional therapies, can deliver increases in life expectancy and quality of life for patients suffering many forms of localised cancer.

In oncothermia, focused and controlled energy is directed straight to the tissue or organ affected by a tumour.

Oncothermia uses a capacitive deep hyperthermia device to stimulate energy absorption by malignant cells, and the subsequent heating of tumours to temperatures that lead to the demise of cells.



## Damascus celebrates sobriety

Brisbane Private Hospital's drug and alcohol unit, Damascus Health Services, is celebrating the achievements of its past and present patients with 40 people attending an event which paid tribute to those who have turned their lives around.

Every November, former and current patients of Damascus come together to recognise these achievements and to celebrate the richer, fuller lives they are now living. This year 50 people were awarded

certificates for attaining specific abstinence goals including 12 months, five years and 10 years.

Damascus Manager Jill Brophy said the patients who were celebrating had come a long way since their initial admission to the service.

"Many of these patients came to Damascus in crisis with admissions often complicated by seizures, fractures, haemorrhages or serious medical conditions such as liver failure," she said.

"Because we are located within the Brisbane Private Hospital, Damascus has access to a full range of services so that patients can be treated for multiple conditions within the one facility.

"Having direct access to other medical and surgical supports within the hospital means we are able to deal with additional problems associated with addiction and accept more complicated cases of withdrawal management."

# The XX factor



Left to Right: Brenda Waites, Linda Aykut (Anaesthetist), Charmaine D'Cruz, Anna Manolopoulos (Orthopaedic Surgeon), Natalie Karantzoulis, Gaylyn Cairns (General Manager)

Northpark Private Hospital has launched a unique surgical service to meet the personal and cultural needs of its patients.

A female-only operating theatre has been introduced to cater for female patients who for personal, religious or cultural reasons prefer only women to be present during surgical procedures.

"The female-only operating theatre provides a comfortable, non-threatening environment for patients who may feel anxious, or apprehensive about her surgical experience," said Gaylyn Cairns, general manager of Northpark Private Hospital.

The unique service is expected to benefit the many ethnic, religious and cultural groups in Melbourne's diverse northern suburbs.

The initiative will also accommodate female patients who wish to be seen at clinics

where the medical specialist and staff are female.

Leading Orthopaedic Surgeon Anna Manolopoulos has been the driving force behind the female-only operating theatre initiative.

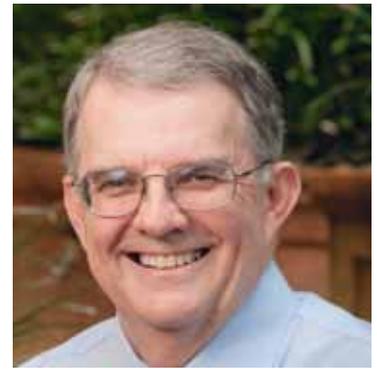
"Orthopaedic surgery has the lowest proportion of females with approximately 1.3 per cent of trainees and consultants Australia-wide," said Ms Manolopoulos.

"That means for female patients who want to see a female orthopaedic specialist, the choice may be rather limited," she said.

"Northpark Private Hospital recognises that patients are entitled to choose to see a female GP, and therefore we should provide the same option for surgical specialties."

Ms Manolopoulos performed Northpark Private Hospital's first procedure in the female-only operating theatre on the September 23.

*"Northpark Private Hospital recognises that patients are entitled to choose to see a female GP, and therefore we should provide the same option for surgical specialties"*



## New leader in mental health to deliver outcomes for Queenslanders

International mental health expert Professor Harvey Whiteford has been appointed as the inaugural Chairperson of the Queensland Mental Health and Drug Advisory Council.

The appointment was announced by Queensland Mental Health Commissioner, Dr Lesley Van Schoubroeck, as part of Queensland Mental Health Week.

Dr Van Schoubroeck said the theme for this year's Mental Health Week, 'We're all in this together', touched on an important part of Professor Whiteford's role.

"Professor Whiteford will advocate for all Queenslanders affected by mental illness or substance misuse," Dr Van Schoubroeck said.

"He is a leader in his field, both in Australia and internationally, and I'm delighted to appoint someone of such high standing.

"His first task will be to work with me to oversee the selection and appointment of the remaining members to the Council," she said.

Professor Whiteford said he was very pleased to be appointed to a role that would assist the commission in its work to improve the lives of those affected by mental illness or substance misuse, including those in regional, rural and remote areas.

"The council will provide independent advice to the Queensland Mental Health Commission on issues affecting people living with mental illness or substance misuse, including service access and quality, human rights, social justice and legal matters," he said.



## Hollywood catering staff plate up a winner

Hollywood Private Hospital has won the 2013 Press Ganey Success Story award for 'Reinventing the Meal' – a unique program that has dramatically improved catering processes and patient meals.

Reinventing the Meal is an exceptional story of change and success, made possible by a combination of factors at Hollywood: dedicated leadership from Hollywood executive; more effective kitchen and meal delivery processes; targeted professional development and training of staff; commitment to purchasing only fresh and high-

quality produce, meat and breads; creation of an entirely new menu, along with detailed dietetic review; and integration of the new electronic meal ordering system, Chefmax.

"We put in place the vision for a more contemporary dining experience at Hollywood, that also brings patients the health benefits they need during recovery," said Chris Jowett, catering manager.

For Head Chef Javier Fernandez, that meant a switch to premium suppliers including Amelia Park for lamb, Linley Valley Pork for organic pork and Kailis for fresh fish, and

sourcing local fresh produce. The hospital also brought in Margaret River-based celebrity cook Ian Parmenter, who worked with the catering team to help them achieve their vision.

Hollywood Chief Executive Peter Mott said, "the award recognises the outstanding effort by our catering and dietetics staff in turning around the quality of food in a relatively short space of time," said Mr Mott. "Their achievements are all the more impressive because they implemented changes while working in the hospital's original 1940s kitchen.

## New report identifies significant gaps in stroke care

The increasing number of people surviving strokes is leading to a crisis in service provision as the health and community support systems struggle to keep pace with demand.

A new report by the National Stroke Foundation shows Australians are struggling every day due to a lack of access to essential support – a situation that is set to worsen as the number of stroke survivors grows. The report also shows services are fragmented and access is dependent on where survivors live.

National Stroke Foundation Chief Executive Officer Dr Erin Lalor said the gaps in Australian stroke care, right across the stroke patient journey, were causing unnecessary pain and suffering.

"We are talking about access to support and services to help with everyday activities: eating, walking, thinking and communicating."

The lack of investment in stroke services and community support mechanisms mean more than 300,000 Australians are struggling to access the help they need for day-to-day activities such as dressing themselves, using the bathroom and communicating.

Meanwhile, the number of people living following a stroke is expected to almost double to more than 700,000 within the next two decades.



## Health Care campaigns to increase psychiatric-related awareness and treatment

Health Care has announced plans to embark on an awareness campaign for the intervention and treatment of psychiatric-related conditions across Queensland.

Julia Bellamy, regional chief

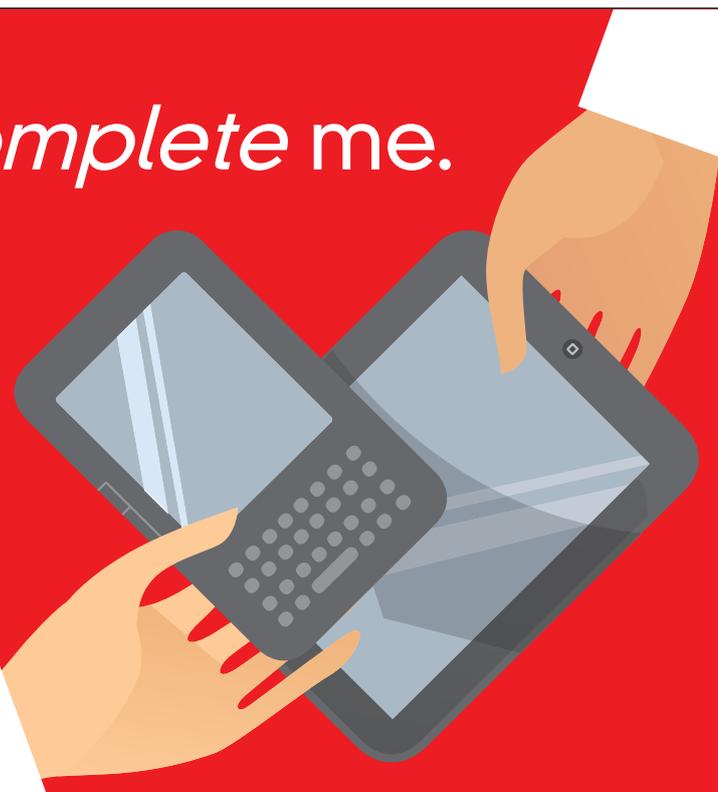
executive officer Queensland, said every effort would be made to further educate psychiatrists, general practitioners, hospitals and the public on the availability of different treatment options.

“Statistics reveal that currently one in five people experience some form of mental illness in their lifetime, which often goes untreated,” she said.

Part of the campaign is a series

of “Speed Psychiatry” sessions for general practitioners hosted by Currumbin Clinic and Belmont Private Hospital which, to date, have been “overwhelmingly successful.”

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<sup>1</sup>Australian Commission on Safety and Quality in Health Care (September 2011). National Safety and Quality Health Service Standards, ACSQHC, Sydney.

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