

WHEN
EXPERIENCE
COUNTS

healthcare

the news

SUMMER 2018

A MESSAGE FROM
STEVE ATKINS,
CEO

Despite an ever-evolving healthcare landscape, at Healthe Care, our focus doesn't waver. People are at the heart of everything we do – patients accessing our services; staff and specialists providing quality patient care; relationships with health funds to provide greater accessibility to our services; and partnerships to continuously advance innovation in the care we provide.

Putting people first will continue to drive our business – daily in our hospitals and communities; and strategically into the future.

In this edition, I am proud to share some exciting highlights.

We have started development of our newest private hospital, Tuggerah Lakes Private on New South Wales' Central Coast, while also expanding our regional services at Dubbo Private, NSW and North West Private in Tasmania.

Evaluation of our patient experience and outcome data, which continues to meet or exceed industry standards, supports ongoing analysis of our quality patient care.

Since attending a leading cancer rehabilitation summit in Dallas, Texas we have reviewed our own best practice, evidence-based oncology rehab program, which we'll roll out across our hospitals this year.

And much more exciting news contained within!

State-of-the-art rehabilitation facilities open at Brisbane Waters



Brisbane Waters Private Hospital on the New South Wales Central Coast has launched its multi-million dollar refurbishment, now offering state-of-the-art rehabilitation

facilities and specialist expertise with “the added comforts” generally found only in major city healthcare facilities.

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COVER STORY



Brisbane Waters Private Hospital's purpose built rehabilitation ward (above left); staff and patient in the hydrotherapy pool (above right) and the hospital's brand new entranceway (below right).

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It follows approval from the New South Wales Ministry of Health, to accept its first patient on January 23.

The \$10 million ward, which began construction in January 2017 now features 24 rehabilitation beds, a gym, hydrotherapy pool, and a separate entranceway and facilities for outpatients. Facilities also include an impressive front reception area, office and administration spaces, a café and therapy gardens for the enjoyment of all.

It was built with guidance from the hospital's Director of Rehabilitation, Associate Professor Michael Pollack.

Brisbane Waters CEO, Kathy Beverley says, "our opening is an important milestone, which coincided with welcoming Professor Michael Nilsson, who joined us in a consultative capacity at Brisbane Waters."



The new rehabilitation service is headed up by Associate Professor Michael Pollack, along with Dr Arooge Shafi and Dr Stephen Chung.

"Our purpose-built rehabilitation ward ensures recovery after an illness or accident is a safe and speedy one, and we also support our patients with their return home after a long term hospital stay", Kathy says.

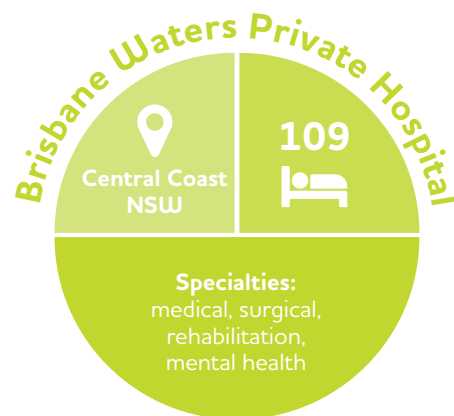
Services include:

- Physiotherapy
- Hydrotherapy
- Exercise physiology
- Speech pathology
- Occupational therapy
- Rehabilitation consulting
- Discharge planning
- Dietetics
- Cardiac, orthopaedic and neurological rehabilitation programs

"We look forward to helping our patients and providing a new standard in rehabilitation care on the Central Coast", says Kathy.



The new **rehabilitation gym** is designed to help patients get back on their feet sooner.



Reduce, reuse, recycle

Perioperative Clinical Nurse Specialist,

Amy Maguire, has introduced an innovative recycling project at Gosford Private Hospital, as part a move towards using reusable products and reducing the amount of recyclable waste going to landfill from the hospital's operating theatres.

The recycling project, part of the 'PVC Recycling in Hospitals' initiative by the Vinyl Council Australia and Baxter Healthcare, recycles used PVC fluid bags, oxygen tubing, masks and other PVC products into garden hoses, children's playmats and playgrounds.

Strict policies on which items can and can't be recycled are enforced by the collectors,

including a three strike policy on unclean or incompatible materials, to ensure the collected PVC items are appropriate for recycling.

After an initial trial of PVC-only materials, aluminium anaesthetic bottle recycling has recently been introduced by the team, with a rollout of the project across the entire hospital planned. Thanks to Amy's efforts, over ten PVC recycling bins and one aluminium bin have already been filled since the project's inception in July 2017.

For more information about joining the PVC Recycling in Hospitals project, visit recyclinginhospitals.com.au



GOSFORD PRIVATE

What did we do well?

"Signing in with the Nurses and staff who were courteous and attentive made my visit good from the start. You really do have a great bunch of professionals. My stay was so impressive and I have told all of my friends and colleagues."



PREMS

'CLEANLINESS AND SAFETY'

284 patients rated cleanliness and safety 94 per cent across our Healthe Care hospitals.

East meets West

During December, Abbotsford Private Hospital in Perth hosted a weekend trip for our East Coast colleagues 'down South' to Blackwood River Clinic, its surrounding region and wineries.

Time spent at Blackwood River highlighted its unique rural setting and complementary addiction-related treatment programs on offer to metropolitan and regional patients.



Dale Nelligan, CEO (centre) and Kate Cross, CEO (left) with Doctors from both Currumbin Clinic on the East Coast in QLD and Blackwood River Clinic in WA.

Dr Tim McDonald, Dr Greg Pearson and Kate Cross (CEO, Currumbin Clinic) travelled to Perth and were joined by Dr Stephen Proud, Dr John Edwards and Dr Peter Hoffman.

Jane Dowling (Director of Nursing), Scott Brandeth (Therapy Leader), Andrea Love (Business Development Manager) and Dale Nelligan (Abbotsford CEO) were on hand as tour guides, to proudly show off their beautiful State.

Choice in private women's health services a priority at North West Private



North West Private Hospital in Burnie has proudly provided choice in healthcare services since 1988. As the only birthing service on Tasmania's North West Coast, it offers comprehensive public and private obstetric and neonatal services, with around 1,000 babies delivered each year.

Hospital CEO, Keith Cock says its all-inclusive maternity services make it "the hospital of choice" for locals and beyond.

"Patients come from far and wide to access our specialised maternity services – from Shearwater to Sheffield, and Circular Head to

Strahan. We also work collaboratively with the public sector, so patients further afield from Burnie can receive their antenatal care closer to home and still have their baby at North West Private."

"We offer the very best in neonatal care for all babies, and are extremely proud of our fully equipped neonatal nursery, for premature or newborn infants in need of specialised neonatal care", says Keith.

With a commitment to providing choice in private women's healthcare, the hospital has welcomed its third Obstetrician and

"Patients come from far and wide to access our specialised maternity services."

Gynaecologist, so that privately insured patients can access services close to home.

"We are very fortunate to have three experienced and committed consultants who live locally."

"All three specialists complement each other and combined, provide a comprehensive range of specialty areas and treatment for women", says Keith.

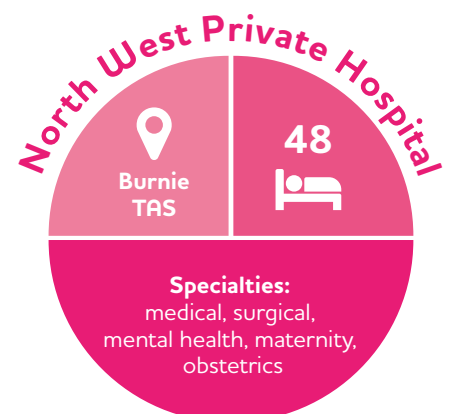
Dr Sarmistha Choudhuri accepts private referrals for private patients requiring either obstetric or gynaecological services. She has special interests in high risk pregnancies and laparoscopic gynaecological procedures.

Dr Ramaish Thangamani accepts referrals for a broad range of gynaecological conditions and has a special interest in general gynaecology.

Dr Kim Dobromilsky, who joined the hospital in February, has interests in infertility surgery, laparoscopic gynaecological procedures and IVF.



North West Private Hospital's birthing suite (top) and the fully equipped neonatal nursery (above).



Meet Shane Combs

Director of Clinical Services, Hurstville Private

When did you join Healthe Care?

January 2016, at Hurstville Private Hospital in Sydney's South.

Prior to Hurstville Private, what did you do?

I held Director of Clinical Services roles with both Ramsay Health Care in WA and Mater Health Services in Queensland.

What made you leave Perth?

Lloyd Adams, our Hospital CEO! When I first met Lloyd I remember thinking, "this is a very unique and driven individual with loads of ability." I saw the opportunity to work with Lloyd, with a leadership / followership approach for the greater benefit of our hospital and teams. We both have very different yet complementary skill sets, which we draw on as appropriate to what is needed at the time.

Do particular Healthe Care values resonate with you?

Yes. Talent development and "passing it on" to our future generations. At Hurstville Private alone, we have some really good people who could slot in here, or elsewhere. A big shout out to our future Directors of Clinical Services, Martina Goddard in Theatre and Wendy Foye in Maternity!



HURSTVILLE PRIVATE

What did we do well?

"My overall stay was so enjoyable especially after a C section. All the staff were so lovely, kind, caring, respectful and helpful. I have already told everyone that I know it's one of the best experiences I've had at a hospital. I can't wait to come again when needed as I know I'll be taken care of at a high standard."



This year, we're continuing our 'Masterclass' for Middle Managers and 2ICs to enhance skills knowledge and capabilities, to support their clinical expertise. It comprises a one day face-to-face followed by six webinars, and focuses on skills mapping and building workplace culture. We've seen great results and will again open it up to our sister hospitals in the region.

At work, what drives you?

I am extremely passionate about developing our future workforce, and more specifically our next generation of Directors of Clinical Services and Clinical Managers. I believe effective leadership ensures staff have the support and guidance to provide care excellence.

I've been fortunate to have the opportunity to work with our Hospital Educator, Angela Cassidy, to develop a rigorous Graduate program with theoretical content and practical application in our hospitals, which is generating great results.

This year alone, ten Graduates have joined our region and through the program they achieve 'all rounder' experience at our various hospitals – Hurstville Private

(medical/surgical); Wollongong Day Surgery (day procedures); Hironde Private and Shellharbour Private (rehabilitation); and South Coast Private (mental health). Relevant experience and training across our various specialty streams ensures transferrable skills that meet Healthe Care's quality standards. It's really exciting to share this with the region.

"I am extremely passionate about developing our future workforce, and our next generation."

What is unique about Healthe Care?

The availability of Senior Management within the company is remarkable. Lloyd and the Executive Team are extremely supportive of new initiatives and allow us relative autonomy to run with things, within reason, for the greater benefit of all. Healthe Care actively promotes the good work of its people and hospitals, and that's a real joy. It's refreshing.

The Toronto Private Mo Bros L-R: Angus Watson, Tim Mogg, Matt Wiles, Rick Ireland, Jason Thomas and Tim Fox.



Marvellous Mo Bros!

Healthe Care's combined efforts last November were nothing short of amazing, raising a grand total of \$4,197 across eight teams and 17 individuals. Toronto Private Hospital's 'Mo Bros' deserve a special mention, raising a whopping combined total of \$2,726. The Bro whose Mo took out the top spot was Toronto Private's Day Rehabilitation Coordinator Tim Fox, who raised a spectacular \$1,438, closely followed by CEO, Jason Thomas (\$589) and Physiotherapist, Clinton Finlay (\$571).

Well done to all of our Mo Bros and those who kindly donated – the funds raised in November go to the November Foundation, who raise funds for men's health initiatives. The Healthe Care team has set some very high standards for us to try to beat in 2018!

Patient Reported Experience Measures (PREMs)

Data collected from our Patient Reported Experience Measures, otherwise known as 'PREMs', helps us to understand what we do well and where we can improve by evaluating six Domains of Care:

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

PREMs is a core element of Healthe Care's commitment to offer the highest possible standard of healthcare to all patients, and it will be introduced across more of our hospitals throughout the year.

PREMs

FOR THE MONTH OF NOVEMBER 2017

83%

of 961 patients surveyed said they would recommend a Healthe Care hospital to family and friends.

HOSPITAL SURVEYS A WRAP!

Robina achieves four year accreditation

In January, Robina Private Hospital achieved its four year accreditation following the Australian Council of Healthcare Standards (ACHS) survey of the EQULP National Standards. After only 15 months in operation, the Surveyors were most impressed with the facility, its cleanliness, great food, quality systems and processes, as well as the positive staff culture. Congratulations to Robina Private's Management, staff and Doctors for their fantastic efforts and a job well done!



Westmead Rehabilitation rocks accreditation

In December, Westmead Rehabilitation underwent a site ISO National Safety and Quality Health Service Standards (NSQHS) organisation-wide accreditation with an amazing result. Congratulations to the team at Westmead for a successful survey, and zero 'Not Mets' in 'Core' criteria. Considering changes brought about since Healthe Care's acquisition last May, this is an outstanding achievement. Congratulations to the entire team at Westmead – Love Your Work!

Beautiful Bega blasts survey

Bega Private Hospital completed its transition from ISO 9001: 2008 to the new ISO 9001: 2015 with a one day survey held in February. The hospital also underwent the National Safety and Quality in Health Service Standards review and although the site was very busy, a united team effort on the day left the Auditors with a sense of community spirit within the organisation. Congratulations to Rhonda and the team from Bega.

Shellharbour sails through accreditation

Shellharbour Private Hospital recently underwent an annual surveillance survey under ISO 9001, with three of the National Safety and Quality in Health Service Standards. The survey went very well and was a wonderful introduction and insight to the hospital for its new Chief Executive Officer, Gary Cadwallender. Gary had been in the chair only two weeks at the time of survey, however with a huge team effort, the survey produced a great outcome. Welcome Gary!



Forster fabulous through ISO/NSQHSS audit

Forster Private Hospital underwent a rigorous two day audit with Global Mark, for their upgrade to the ISO 9001:2015 standard, as well as the NSQHSS National Standards. The Surveyors were very impressed with the progress Forster has made under Healthe Care's ownership and the commitment of its staff, Doctors and community groups that are critical to the success of the facility. The Surveyors acknowledged the commitment of staff, and relayed the wonderful feedback received when speaking to patients during the survey. Congratulations to all the team at Forster for a wonderful achievement!



The Valley valiantly completes intense survey

Following three days of intense surveying, The Valley Private Hospital continues to shine with a great result from their organisation-wide accreditation with the ACHS. The hospital has undergone some significant management changes over the past two years, so it is a testament to the hospital's Management, staff and Doctors for sustaining their great quality processes throughout these changing times. Congratulations Kieron and the entire team at The Valley!



BELMONT PRIVATE

What did we do well?

"Staff were all very friendly and supportive and ensured my needs were met at all times. They made me feel right at home."



CEO awards



Healthe Care Executive, Geoff Sam (above left) and General Counsel, Tony Marshall (right) recently walked the red carpet at The CEO Magazine's prestigious 'Executive of the Year Awards', which recognises business leaders across all sectors in Australia.

Our very own CEO, Steve Atkins was selected as a finalist among his Executive peers and profiled in the February edition of The CEO Magazine. Check out the full article in our latest news at healthecare.com.au, where Steve discusses Healthe Care's patient first philosophy, and our positive, can-do culture. Love Your Work, Steve!

CEO sleepout for homelessness



2011 Census figures reveal that while many of us sleep soundly, each night:

- There are more than 105,000 people experiencing homelessness across Australia.
- Of these, 56 per cent are male and 44 per cent are female. Sixty per cent are under the age of 35, dispelling the myth that the 'average' person experiencing homelessness is the stereotypical older man.
- More than 17,000 Australian children under the age of 12 have no permanent home.

Further, around 280,000 people sought help from homelessness agencies over the 2015-16 financial year, a number that increased by nine per cent in just twelve months.

With statistics on the rise, this June leaders in business, community and government will sleep without shelter on one of the longest nights of the year, to help change the lives of Australians experiencing homelessness.

Many of our Healthe Care Senior Managers and Hospital Executives will brave conditions in locations across Australia, in support of the annual Vinnies CEO Sleepout.

Now in its 14th year, the national sleepout is a prominent charitable event run by the St Vincent de Paul Society. 'Vinnies' is actively involved in early intervention and prevention activities with at-risk groups, as well as being one of leading providers of homelessness services in Australia. All donations go towards beds and meals, and support other services provided by Vinnies including education and life skills programs to help people break the cycle of homelessness.

You can support the event or a Healthe Care representative by making a donation online at ceosleepout.org.au and searching for Healthe Care Australia, or an individual's name. Jason Thomas, Jayesh Rambojun, Lisa Innes, Victoria Daly, Kim Capp, Anna Styles-Tape and Kate Cross are already fundraising for this worthy cause!

Since inception in 2005, the CEO Sleepout has raised more than \$30 million.

A number of Healthe Care staff will take part in Vinnies CEO Sleepout this June.



PREMS

'CARING FOR YOU'

91% of 961 patients surveyed felt they were treated with dignity and respect.

New Year brings exciting growth at Dubbo Private



New services and programs will be introduced this year at Dubbo Private.

Now in its 24th year of proudly helping locals with their private health needs, Dubbo Private Hospital has announced some developments that mark the start of an exciting new direction for the hospital.

Recently appointed Hospital CEO, Victoria Daly joins the team, bringing with her vast experience in acute hospitals, aged care, day surgeries and private practice healthcare spanning more than 30 years.

"I'm really looking forward to continuing and enhancing the delivery of our quality, patient-centred care for which we're known", Victoria says.

"Our hospital's newly refurbished, modern day surgery unit continues to service patients so that they don't need to travel beyond Dubbo for the very best in surgical care."

"We provide well-appointed day surgery

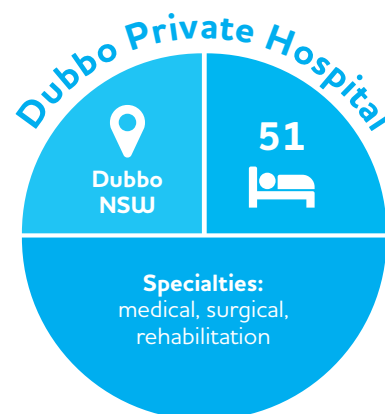
suites, and recently welcomed Associate Professor Peter Haertsch and Dr Dane Holden to our specialist team."

Associate Professor Peter Haertsch provides specialised cosmetic, reconstructive and therapeutic surgeries at Dubbo Private including hand surgery, removal of skin cancers, bat ears, breast augmentation, reduction mammoplasty and mastopexy, abdominoplasty, and weight reduction surgery.

Dr Dane Holden is a General Surgeon with special interests in upper gastro-intestinal surgery, endoscopy and skin cancer surgery.

The hospital also provides inpatient rehabilitation programs for medical and surgical patients to stay close to loved ones after a surgical procedure.

"This ensures an easy transition to private rehabilitation care in our purpose-built



rehab unit complete with a fully equipped gym; physiotherapy and exercise room, and examination and consulting rooms."

This year, the hospital will also introduce new day rehabilitation services, including pain management programs and ongoing support for patients following surgery.

Recently appointed Hospital CEO, Victoria Daly joins the team, bringing with her vast experience.

"For palliative care, our compassionate and experienced Palliative Care Nurses provide the support to help patients and loved ones during this critical time."

"Whether it's medical, surgical, palliative or rehabilitation care, Dubbo Private Hospital is committed to helping locals stay local for the very best care", Victoria says.



Dubbo Private's newly refurbished day surgery unit and fully equipped rehab gym (left).



Healthe Care attendees at the Select Medical Cancer Rehabilitation Summit in Dallas, Texas USA.

Healthe Care attends international cancer rehabilitation summit

During November 2017, several of Healthe Care's Hospital CEOs and Rehabilitation Physicians travelled to Dallas, Texas to participate in a four day Select Medical Cancer Rehabilitation Summit.

Here, our Rehabilitation Specialists gained further insight into international models of oncology rehabilitation care, to develop our own oncology-specific rehabilitation programs at our Australian Healthe Care hospitals.

Our Doctors were thoroughly impressed by the summit, indicating significant 'take home' information to adopt in their clinical practices.

It further strengthens Healthe Care's ongoing relationship with Select Medical via Brunswick Private Hospital's Dr Dennis Wong.



South Eastern Private's CEO Andrew Blyth (left), Brunswick Private's CEO Peter Cizzio (middle) and Dr Dennis Wong (right) gained further insight into oncology rehabilitation at the Select Medical Summit.



Peter Cizzio spoke about Healthe Care's rehabilitation model at the presentation dinner.

Healthe Care has 200 credentialed Rehabilitation Physicians and Geriatricians.



Select Medical is a for-profit organisation, and the largest rehabilitation provider in the USA. It operates 125 hospitals and more than 1,600 day facilities, in addition to 'ReVital' – the company's dedicated oncology rehabilitation division.

Healthe Care attendees were:

- **Peter Cizzio** (CEO Brunswick Private)
- **Dr Dennis Wong** (Brunswick Private)
- **Andrew Blyth** (CEO South Eastern Private)
- **Amanda Jones** (GM Westmead Private)
- **A/Prof Ian Baguley** (Westmead Private)
- **Kathy Beverley** (CEO Brisbane Waters Private)
- **Dr Michael Pollack** (Brisbane Waters Private / Gosford Private)

The summit focused mainly on head and neck cancer, and included talks from a variety of international speakers including Physicians, Surgeons, Oncologists, Administrators and Allied Health professionals. Presentations afforded our Healthe Care team significant insight into the depth of oncology rehab, from both a clinical and administrative perspective. Our Doctors were thoroughly impressed by the summit, indicating significant 'take home' information to adopt in their clinical practices.

Event delegates also attended a dinner presentation discussing 'International Models of Care'. Our very own Peter Cizzio, Brunswick Private CEO presented Healthe Care's rehabilitation model along with an overview of the Australian health system. He was joined by speakers from the USA, Canada, Brazil and the Netherlands.

"Oncology rehabilitation is a rapidly growing area in Australia and across the world. As cancer treatments improve and survivorship rates improve, more people are living with cancer-related morbidity and seeking treatment of their symptoms."

"Learning from Select Medical's and other international models, at Healthe Care we are now refining our own best practice, evidence-based oncology rehabilitation program to roll out at our hospitals in 2018", says Peter.

Cancer in Australia THE STATISTICS

- Cancer is the leading cause of disease burden in Australia. 134,174 new cases are diagnosed every year, with breast cancer the most common and followed by colorectal cancer (AIHW, 2013).
- For all cancers combined, the 'five year survival rate' has increased from 48 per cent in 1988, to 68 per cent in 2013 (AIHW, 2017):
 - people are living longer after cancer treatment, therefore the burden of disease and impact on quality of life is increasing
 - many radiation/chemotherapy side effects can have a delayed onset of 5-10 years post treatment
- Only 0.50 per cent of cancer survivors have access to oncology-specific programs in Australia (Dennett, 2016).
- There are ten times more cardiac rehabilitation services than oncology services, but comparable numbers of patients (Dennett, 2016).

Summit delegates enjoyed networking opportunities.



Work begins on Tuggerah Lakes

Construction work has begun on the site of the new Tuggerah Lakes Private Hospital. Located directly opposite Wyong Public Hospital on the NSW Central Coast, Healthe Care's newest hospital will create up to 50 jobs and include three operating theatres, 14 recovery bays, six recovery chairs, 20 inpatient overnight beds and consulting spaces.

Once completed, the hospital will cater for day surgery and short stay patients for multiple specialties including orthopaedics, gastroenterology, ENT, plastics, urology, general surgery, and vascular amongst others. It will be supported with shared services from Gosford Private Hospital, as well as specialist consulting suites on its ground floor.



Above: Tuggerah Lakes Private official opening with Healthe Care and stakeholder representatives and below: Tuggerah Lakes Private sod turning ceremony with **Nigel Millgate**

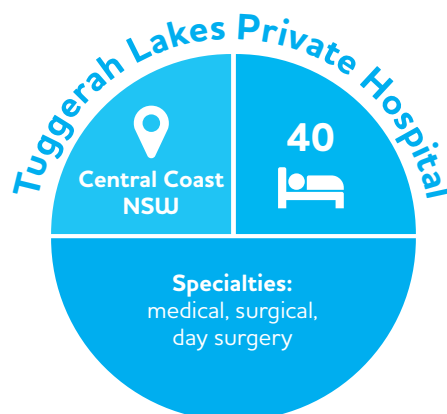


Artist impression of the new Tuggerah Lakes Private Hospital.

"We are excited to have this project underway. It is an extremely positive development for the region, and along with the many new developments at both Gosford Private and Brisbane Waters Private recently, will help to increase our capacity and the range of services we can offer right here on the Central Coast," says Matt Kelly, Healthe Care Regional Manager – Central Coast.

An official sod turning event, including a traditional Aboriginal Smoking Ceremony to signify new beginnings for the site, was held in November and attended by Healthe Care head office representatives and Management; Property Partner Australian Unity's Head of Healthcare Property, Chris Smith; and local Politicians, Councillors and business leaders.

The first patients are due to be admitted to Tuggerah Lakes Private later this year, with plans for further expansion already underway.





LINGARD PRIVATE

What did we do well?

"I feel that the level of personal service from all staff I came into contact with allowed me to feel confident in the care provided during my stay at Lingard, even though it was for day surgery only."



Innovation in education – Lingard educator's new training program to be shared nationwide

Karen Noble, Theatre Nurse Educator at

Lingard Private Hospital has been selected to deliver a presentation at the 2018 ASIORNA conference in Adelaide, an educational event hosted by The Australian College of Perioperative Nurses (ACORN).

ACORN, a registered health promotion charity that serves the patient, the community and the perioperative profession to promote the prevention and control of disease, is the perioperative governing body that sets standards nationally.

Over 1,500 delegates and 100 trade partners have already registered to participate in the largest ever world-class research and education event – an exciting opportunity for Karen to present her findings following the successful implementation of her new training program at Lingard Private Hospital.

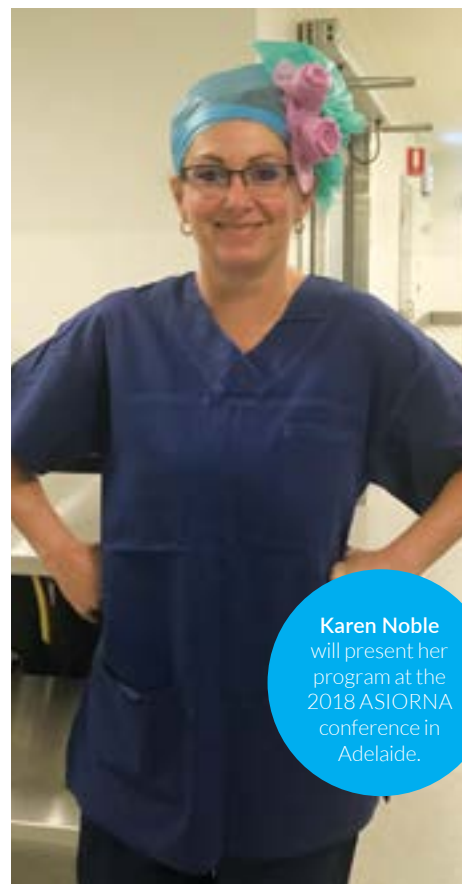
"My presentation, 'Successful transition of new Graduate Registered Nurses into the operating theatre speciality – An effective way to learn' demonstrates innovation within education by delivering my theory that training new staff in theatres should be a reversal of traditional methods", says Karen.

"Personally, it's both rewarding and satisfying to have my idea recognised."

"We should expose new Graduates to a wide variety of experiences and then assist them in refining their workload as opposed to the reverse. We should also encourage Trainees to select their own Mentors – Mentors who are compatible with their own personalities. This broadens the staff involved with training so that everyone is learning and expanding together as a unit.

"Personally, it's both rewarding and satisfying to have my idea recognised. Professionally, delivering my presentation is an unparalleled honour as it promotes contemporary educational opportunities for Perioperative Nurses to develop, discuss and address current challenges in perioperative nursing practice."

Congratulations Karen! Healthe Care wishes you all the best in the delivery of your presentation.



Karen Noble will present her program at the 2018 ASIORNA conference in Adelaide.

Payroll team pays it forward

Each year our **National Payroll Team** donates to a worthy cause for those in need, in place of 'Secret Santa'.

Over Christmas, the team rallied together and filled many handbags with new products for underprivileged women.

They proudly donated over \$1,000 worth of bags and essential items to the 'Share the Dignity' initiative – a huge thank you to our Payroll Team for their efforts to help women in need.



Mercury eCredential introduced

With near 4,000 specialists across our Healthe Care network, it is ever important we provide greater visibility in our credentialing processes, to support our ongoing delivery of innovative, quality healthcare services.

For this reason, Healthe Care is transitioning to a new system, Mercury eCredential to provide greater reporting capabilities and administrative efficiencies. This group-wide, web-based system allows our Healthe Care hospitals to automate their credentialing processes, within a secure platform.

It also provides Clinicians, recruitment teams, Convenors and Executives a comprehensive view of progress throughout the credentialing process.



PREMS

'CUSTOMER SERVICE'

91% of 961 patients surveyed felt their care was co-ordinated very well.

Meet 'Cynnie'

– a Hunter Nursing success

"Hunter Nursing, they are my support angels", says Cynthia, 44 who prefers to be called Cynnie.

"I am blessed six days a week to have their team of four support workers at my home, helping me to accomplish my goals, without feeling isolated."

Life for the past 15 years has not been easy for Cynnie. While not formally diagnosed with Multiple Sclerosis (MS) until 2011, and then later in 2013 with relapsing Remitting Multiple Sclerosis (RRMS), she has experienced symptoms of her disability since 1999.

"I remember when I was a Train Guard, I forgot names of Newcastle train stops that I had been travelling on for years. There were also times working in the call centre when I would lose my ability to speak."

"Hunter Nursing, they are my support angels", says Cynnie.

Cynnie thought she was having a stroke or suffering the effects of a brain tumour.

"I was actually relieved when I was told I had MS, I knew that I could still live life to the fullest", she smiles.

When asked how living with a disability has changed her life, Cynnie recounts her spoon analogy.

"Your energy is represented as spoons, and you only get 15 spoons of energy a day. There are some days where I need three spoons just to get out of bed, four spoons to shower, and then another three spoons to prepare and eat breakfast. Already ten of my 15 spoons of energy have been used, and it's only 10:00am."

On these days in particular, Cynnie experiences significant physical and cognitive decline.

"It feels like I'm walking through quicksand. I have severe muscle weakness; I get hand tremors and experience pins and needles in my



Cynnie (above left) was diagnosed with MS in 2011 and now looks forward to the future thanks to Hunter Nursing.

feet and legs. Some days, I can't do the simplest of things like walk up the stairs or open cupboards. I fatigue easily, I have insomnia and I have poor vision. It is really hard, but with the support of Hunter Nursing and their Connect service, I see life from a whole new perspective", Cynnie says.

When she received her first National Disability Insurance Scheme (NDIS) plan with the support of Hunter Nursing, "it was like the jigsaw puzzle came together."

"For 18 months now, I've received social support, transport and domestic assistance from four incredible support workers. My life has changed, and I regard Hunter Nursing as my extended family."

According to Cynnie, "they always know when I am having a good or bad day. They understand me and make me feel valued. When I see them walk up my very steep driveway I know for the next few hours, that my day is going to be better – preparing awesome food, getting to those appointments that I need, going shopping and seeing my family. It motivates me to set new goals for myself – my house is getting organised, I am getting in touch with my spiritual side, and I'm also learning to be kinder to myself."

"I now look to my future because of Hunter Nursing. I don't believe in bucket lists, I believe in a book of possibilities where you continue to add to it. My partner and I recently went on a cruise to Fiji, Vanuatu and Noumea – before that, it had been five years since our last holiday."

Cynnie's disability and the support of Hunter Nursing have motivated her to fulfil her dream of writing a book.

"I want to share people's stories and empower them. Let them know that their stories are worthy of being shared, as is mine. Everyone has a story to tell, and no one should ever be judged just by looking at their outer shell", says Cynnie.

HEALTHCARE'S GOT TALENT

We are proud to have over 7,000 superstar staff across Healthe Care, and love the work our people do, every day! At Healthe Care, we are committed to developing our people and supporting

career progression. We're always on the lookout for talented people, keen to grow in their respective area – be it support services, nursing, admin, operations, finance or management, to name a few! In this edition, we share some good news stories on our Hospital CEOs' career journeys – Love Your Work Kate, Peter and Matt!

For our people interested in growth, or those who have started or are seriously considering postgraduate level studies in management, we'd love you to hear from you!

Tell us where you see yourself progressing at Healthe Care, and what you're doing to realise the next steps in your career plan. Our particular focus this month is management. Don't hold back – whether you have a two or five year plan, we'd love to hear why you believe you could be our next Healthe Care hospital Managers. Email andrew.mereau@healtheare.com.au

People are our passion, and we are passionate about growing with our people!

KATE CROSS, CURRUMBIN CLINIC CEO

"I love it with all my heart."

"My journey has been nothing short of amazing. In 2011, I joined Healthe Care as Currumbin's Admissions Coordinator and immediately took to the fast pace, while developing relationships with referrers, Doctors and patients.

In 2015, I took on the role of Clinical Services Manager at our start up mental health service in Townsville and in January 2017, I was approached to return to Currumbin as Director of Clinical Services. It was a difficult decision but a great opportunity for promotion. Shortly after, I was appointed CEO and Director of Nursing. To be supported to step up has been the most extraordinary thing – with a hospital redevelopment thrown in too!



Kate joined us with a Bachelor of Nursing, and through our scholarship program completed a Graduate Diploma in Mental Health to advance her management aspirations.

"Healthe Care takes a leap of faith on people they believe in, it's the most wonderful thing. They have truly supported my journey to Hospital CEO. I am so grateful."

PETER CIZZIO, BRUNSWICK PRIVATE CEO

"Managers are encouraged to embrace new ideas."



"When I started at Toronto Private as a Physiotherapist in 2010, management aspirations weren't on my agenda! But after a couple of years on the wards, I naturally gravitated towards management of various activities. As Senior Physiotherapist I developed Toronto's day rehabilitation program, which at the time was a concept in its infancy across Healthe Care but my CEO gave me relative freedom to drive the program. In April 2014, I relocated to

Mayo Private as Allied Health Manager. My ongoing work with Mayo's Executive Team on various consumer engagement initiatives saw me appointed Deputy CEO towards the end of 2016. In April 2017 I was offered the role of CEO at Brunswick Private, after a company and specialty service restructure."

Peter joined us with a Bachelor of Physiotherapy and undertook a Masters Degree in Health Industry Management while at Toronto Private and Mayo Private.

"The Executive Team is dynamic, supportive, and focused on the growth of their staff and the company as a whole. Managers are always encouraged to embrace lateral thinking and new ideas, which resonates with my own management philosophies, and my belief of the modern health system."

Matt holds a Bachelor of Nursing; and Postgraduate Certificates in Cardiothoracic Intensive Care, and Teaching and Assessing in Clinical Practice. He has also completed a Master of Health Administration.

"Healthe Care has supported me immensely. The Executive Team support me to see my ideas through, and although some ideas may be left of field, they offer a level of trust and support that enables us to get our jobs done and deliver on expectations."

MATT KELLY, GOSFORD PRIVATE CEO

"The team trust and support me."

I joined Healthe Care in 2012 as Gosford Private's Deputy CEO. My main role was to project manage, from a service provision perspective, the construction and commissioning of the Gosford Heart Centre, 8 bed ICU and 6 bed CCU. After this, I had the same project role at Lingard Private, then assisted with Mayo Private's cath lab install and was also involved in the planning stages of Hurstville Private's cath labs and ICU. In November 2014, I was appointed CEO at Gosford Private. In August 2016 I became the Regional Manager for the Central Coast, incorporating my role as CEO at Gosford Private and focusing on the growth of Healthe Care across the Central Coast with Brisbane Waters Private, as well as development of Tuggerah Lakes Private Hospital.

