

ST VINCENT'S Voice

JUNE 2017 – ISSUE 12

The latest staff and
community news from
ST VINCENT'S HEALTH
NETWORK SYDNEY

ST VINCENT'S HOSTS INAUGURAL
PATIENT SAFETY & QUALITY FORUM

Inside this edition:
Gorman Unit officially opened

Wellness Centre delivers holistic
care through new programs for
our cancer patients





A/PROF
ANTHONY SCHEMBRI

CEO, St Vincent's Health
Network Sydney

As you can see from this edition of *St Vincent's Voice*, we've hit the ground running in 2017 having already launched three major strategic plans to support our growth and bolster our commitment to serve the Mission and service of the poor and vulnerable.

We started the year with the launch of the Clinical Services Strategy – outlining six key commitments that will see St Vincent's effectively respond to the changing healthcare landscape.

Soon to follow was the launch of the first ever SVHNS Aboriginal Health Plan, detailing our commitment to improving health outcomes & employment opportunities for our Nation's First Peoples.

More recently, we developed the Patient Safety & Quality Strategic Plan launched at the inaugural St Vincent's Patient Safety & Quality Symposium. It was a proud day as we unveiled our new campaign, imploring all staff to take on the role of safety advocates for St Vincent's, Sacred Heart & St Joseph's.

Inspired by you is our new motto, and when you read the following pages, you get a strong sense of this.

Enjoy.

+ SHORT SHARP

*St Vincent's nursing education spans
50 year history*

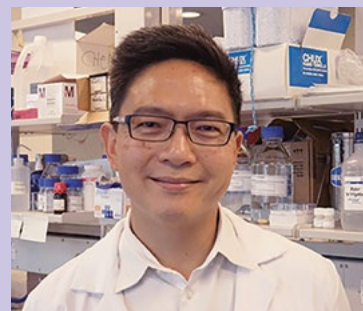


St Vincent's Intensive Care recently celebrated their 50 year history of providing specialist care postgraduate courses for perioperative; anaesthetic and recovery; and intensive care nurses. This means our specialist nurses are in the best position to provide the highest quality of nursing excellence to our patients.



The Jewels in St Vincents' Crown

Three of the faces we know and love around Campus have recently reached impressive lifetime milestones. Congregational Leader of the Sisters of Charity, Sister Clare Nolan rsc, has celebrated her Golden Jubilee, culminating in 50 years as a Religious Sister. Srs Jacinta Fong and Marie Stanley also celebrated individual milestones, each reaching their Diamond Jubilee anniversary – 60 years of Religious Life. Congratulations ladies. We're so proud to work beside each of you, and call you our colleagues and friends.



Research star honoured

St Vincent's Medical Oncologist A/Prof Elgene Lim has been announced as an inaugural Endowed Chair with the National Breast Cancer Foundation. Identified as a leader of breast cancer research, Elgene is working toward a goal of zero deaths from breast cancer by 2030. Go Elgene!

sv Inspired to serve

St Vincent's Launches new Clinical Services Strategy

St Vincent's Health Australia has embarked upon a journey to ensure that the St Vincent's Integrated Healthcare Campus, Darlinghurst has both the physical capacity and agility to respond to growing demand and the changing healthcare landscape, while remaining true to the mission and values of the founding Sisters of Charity.



The Clinical Service Plan estimates the future demand for healthcare services across the Private and Public Hospitals. It considers population growth and trends in ageing and disease profiles. The Plan also considers how healthcare service provision will change over the coming decade, including shifts to more ambulatory and same day services, use of virtual care and telehealth, and innovation in medical practise.

The Clinical Services Strategy for the Darlinghurst Campus outlines six key future strategic commitments:

- 1 Our future is precision medicine
- 2 We will establish new ambulatory models of integrated care
- 3 We will use telehealth and virtual care delivery
- 4 We will be a destination for world-class treatment, research and training
- 5 We will continue to advocate for the poor and vulnerable
- 6 We will develop more cost effective models of care

The plan was officially launched at St Vincent's by The Hon. Brad Hazzard, NSW Minister for Health and Medical Research.

To read the Clinical Services Plan in detail, please see the publications section of our website, www.svhs.org.au.

During his visit, Mr Hazzard also toured the St Vincent's Research Campus, visiting the labs and learning about the research endeavours here at St Vincent's as well as that of our colleagues at Victor Chang Cardiac Research Institute and the Garvan Institute of Medical Research. The visit provided an excellent opportunity for the Minister to officially launch the new St Vincent's Research Campus website – www.svrc.one. The new website provides an insight to the Campus' research activities and collaborations across research institutes with a focus on translating research into improved clinical outcomes for patients.

Inaugural St Vincent's Patient Safety & Quality Symposium Leads The Way



Anthony Schembri launching the Patient Safety & Quality Strategic Plan

Around 140 St Vincent's Health Network staff were fortunate enough to attend Leading Safety Inspired Care, St Vincent's Health Network's inaugural Patient Safety & Quality Symposium held in early May co-hosted by CEO Anthony Schembri and Carrie Marr, CE of the Clinical Excellence Commission.



RIGHT Dr Victoria Atkinson,
Group General Manager
Clinical Governance/ Chief
Medical Officer



FAR RIGHT Audience
members take in the
presentations



Speech Pathologist, **Amelia Starkey**; OT **Mylanwy Bryant**; & Speech Pathologist **Susan Starr**



MC, **Chris Bath**



Carrie Marr, CE Clinical Excellence Commission

While the presentation topics were quite diverse, and authorities referenced ranged from US surgeon Atul Gawande to glam-rockers Van Halen; there were some strong shared themes on the day, the prevailing was the responsibility of safety and quality among all staff. Many speakers noted that all staff have a role to play in ensuring the safety of patients and Anthony Schembri made a point of empowering all St Vincent's staff to speak up for safety.

The words "ownership, transparency and teamwork" came up repeatedly in the presentations, from Julie Labra

at St Joseph's talk on oral health for people with MND to Anthony Joshua, St Vincent's oncologist, who discussed ideas about making medicine safe to keynote speaker Richard de Crespigny's lessons from crash-landing a Qantas A380 with 469 passengers and crew on board.

Perhaps not coincidentally, "ownership, transparency and teamwork" is a prevailing theme in the new St Vincent's quality and safety strategic plan, *Leading Safety Inspired Care* which was launched on the day.

One of the major highlights of the day, was the launch of a new campaign "I am the Director of Patient Safety & Quality at

St Vincent's" which featured a powerful video. The aim of the campaign is to illustrate that all St Vincent's staff have a role to play in ensuring patient safety. Attendees were given "I am the Director of Patient Safety & Quality" badges which many attendees proudly wore – serving to galvanise the sense of ownership and empowerment on the day.

When Carrie Marr from the CEC described the commitment to quality and safety at St Vincent's as "palpable", attendees who comprised a cross-section of St Vincent's staff along with colleagues from other LHDs and the NSW Ministry of Health Pillars such as HETI and the ACI, had a good sense of what she was talking about.



“ownership, transparency and teamwork is a prevailing theme in the new St Vincent's quality and safety strategic plan.”

Richard de Crespigny
leads a panel discussion

St Vincent's Cleaning Services continues to shine



X9S Environmental Services team

The Agency for Clinical Innovation (ACI) recently conducted their annual external cleaning audit at St Vincent's, in line with their Blood & Marrow Transplant Network Environmental Cleaning Project.

Having highlighted Bone Marrow Transplant units as high risk areas for hospital-associated infections (HAI), the ACI Project aims to reduce the incidence of HAI - particularly amongst immune suppressed patients, such as those in Xavier 9 South.

The results yielded a 99.4% rating of cleanliness according to ACI standards, adding to our track record of consistently high results. Additionally, patient feedback revealed that 98% of patients felt that their environment was clean and safe all or most of the time. With no recommendations to improve the cleaning standards of Xavier 9 South, Prof Donald MacLellan, CE ACI said "St Vincent's Hospital has continued to sustain very high results for four audit periods now, and must be congratulated for this".

We couldn't agree more. Congratulations team, thank you for keeping our patients safe.

St Vincent's Diabetes Service introduces new program

St Vincent's Diabetes Service has implemented a new program to empower people living with type 1 diabetes to better self-manage their condition.

The new Dose Adjustment for Normal Eating (DAFNE) program teaches people with type 1 diabetes how to calculate the amount of carbohydrate in their food and subsequently, the right amount of insulin to take in order to help them manage their diabetes. Additionally, the program educates people on how to change their insulin doses when required, such as during illness or exercise.

The five day outpatient program has shown improvement in patient outcomes, including regulating average blood glucose levels, decreasing severe low blood glucose levels (hypoglycaemia) and decreasing diabetes distress. With a step-by-step approach, DAFNE removes a lot of the guess work for people in the management



Hayley Patterson, Dietitian, educating the group

of their condition and gives more freedom in lifestyle, improves overall health, as well as quality of life.

With thanks to their sponsors St Vincent's Clinic Foundation; Sovereign Order of St John of Jerusalem; and the Sydney Roosters Rugby Lead Football Club, the St Vincent's Diabetes Service is running the DAFNE program in March, June and November 2017. For further information please contact the Diabetes Centre on **8382 2622**



The MND staff with the German team

STV *Inspired to lead*

St Joseph's leading the way in caring for people with Motor Neurone Disease.

St Joseph's Hospital's reputation as a centre for excellence in Motor Neurone Disease research and treatment was acknowledged internationally when six Motor Neurone Disease specialists from the University of Ulm, Germany visited the St Joseph's MND Clinic to learn about their approach to managing the unique needs of their patients.

St Joseph's multidisciplinary specialist MND Service is one of only five in NSW. Co-Directed by Professor Steve Vucic, Neurologist, and Dr Shea Morrison, Rehabilitation Specialist, the service is closely linked to the Rehabilitation and Palliative Care units on-site, as well as the Neurology & Respiratory Departments at Westmead Hospital.

The German team will learn from the St Joseph's team about research ideas, observe patient sessions, and discuss clinical cases, with the aim of comparing the structures and processes for patients with chronic diseases, discovering new ideas and improving their own structures.

John Geoghegan, Director of Nursing & Operations at St Joseph's Hospital Auburn said, "It was a fantastic opportunity for our staff to engage in cross-cultural learning with our colleagues in Germany. We'll be sharing our world-class knowledge with them, and learning more about MND care and research in Germany."

SEV *Inspired to shine*

PM makes major health budget announcement at St Vincent's

Photo courtesy of Toby Zerna, Daily Telegraph




We were recently honoured to welcome Prime Minister Malcolm Turnbull and Minister for Health Greg Hunt to St Vincent's, to host a press conference detailing major Federal Health Budget announcements.

During their visit, the pair visited the Heart Lung Unit, meeting clinicians as well as patients who would benefit from the announcement of heart failure drug, Entresto being listed on the PBS.

St Vincent's Cardiologist, Prof Chris Haywood spoke of the significance of Entresto to patients facing heart failure Australia-wide.

During his address, the Prime Minister took the time to acknowledge the contribution of the St Vincent's Campus within the Australian health care landscape as well as our nursing staff on International Nurses Day.



 *Inspired to care*


I am the Director of Patient Safety & Quality

St Vincent's has launched a bold new staff campaign that empowers all of our staff to lead the way in ensuring the safety of our patients.

If you haven't already, soon you will receive a badge with your new Director of Patient Safety & Quality at St Vincent's/St Joseph's title, and while badges are sometimes tokenistic, this campaign is anything but. We hope that all our staff will wear their badge with pride and conviction, and use it as a reminder of the critical role you play in speaking up for safety and quality.

To give you a real insight into this new chapter in our efforts to ensure patient safety & quality is at the heart of all our endeavours we have produced a video which we hope you enjoy and proudly share with your peers. You can find it in the Newsroom section of our website, www.svhs.org.au



Gorman Unit blessed

The new Gorman Unit (previously Gorman House) re-opened its doors earlier this year and is taking direct admissions from ED and ward transfer for patients requiring alcohol and other drug treatment.

The Gorman Unit is now a 20 bed hospital unit and is operated by experienced medical, nursing and allied health staff. The Unit will provide holistic care, including withdrawal management, stabilisation, ongoing treatment planning and post discharge follow up for patients requiring alcohol and other drug treatment. The service will be delivered in conjunction with an outpatient ambulatory withdrawal and relapse prevention service. A formal blessing ceremony to officially open the Unit was held on the 2nd May.

ABOVE A/Prof Anthony Schembri, CEO SVHNS; Toby Hall, Group CEO; Susan Pearce, Deputy Secretary System Purchasing & Performance, NSW Health; Paul Robertson AM, Chairman SVHA; A/Prof Nadine Ezard, Director Alcohol & Drug, SVHS.



“At different times the Wellness Centre and Kinghorn are a haven, a sanctuary.” PATIENT

Wellness for our cancer patients

With a holistic approach in mind, The Kinghorn Cancer Centre has been providing complimentary treatments to our cancer patients through the Wellness Centre for some time, but have recently started extending its services to include new practitioners and programs.

Community fundraising through Dry July combined with St Vincent’s Curran Foundation grants have provided funds to sustain financial hardship programs for patients who can’t afford private treatments. Known as The Gift of Massage, the new program provides patients experiencing cancer as well as financial hardship, up to two free oncology massages to complement their existing medical therapies and assist with overall wellbeing.

As stated by one patient, “At different times the Wellness Centre and Kinghorn are a haven, a sanctuary. Coming here allows you to release, be enveloped by the care, and be nurtured. That includes physical contact, emotional considerations and telling your story unfettered, supported by people who know about cancer”.

The Centre also runs ‘Creative Wellness’, using art for self-care and reflection. Art therapy classes run for 6 weeks per session and provide our cancer patients with the opportunity to express themselves in a different format. Importantly, the classes also provide an opportunity to give and receive support with others in a similar situation.

Additionally, the Centre facilitates mindfulness classes that are available to all St Vincent’s cancer patients. Known to reduce and alleviate stress, mindfulness meditation practises are theorised to promote overall wellness and improve one’s ability to manage personal circumstances. As one patient said, “The group program allowed me to get stuff out of my head and heart in a positive constructive way even when ‘that stuff’ was full of terror and the unknown.”


These treatments are available to support patients at all stages of their cancer experience.

The Wellness Centre offers a range of treatments from certified practitioners including exercise physiology, nutrition, physiotherapy and lymphoedema treatments, oncology massage and acupuncture. And with thanks to St Vincent’s Curran Foundation, the Centre recently converted an unused space into a small gym with clinical grade exercise equipment that will enhance the existing physiology programs.

To find out more about any of these services and programs, contact the Wellness Centre on **9359 8071**.

Wellness Centre team



 Inspired to care

Pain management made easier

St Vincent's has launched Australia's first multidisciplinary online pain management program providing physiotherapy, psychology and pain educational videos, Tai Chi, narrative stories and exercises.

A collaborative effort by St Vincent's Pain Medicine team along with St Vincent's Clinical Research Unit for Anxiety and Depression (CRUfAD), the online course provides an eight lesson program with over 16 hours of integrated education, learning and support for those struggling with chronic pain and who are unable to attend a face-to-face pain management program.

Offering easy to understand resources – including videos of exercises to try and educational narrative on the nature of chronic pain, nutrition, sleep, medication, meditation, and safe lifting, the program has been designed to address the needs of people from all walks of life - from those struggling to maintain their daily activities to those who are in complex social settings affected by homelessness, mental health issues and isolation.

The program has undergone rigorous testing and a careful design process, in order to provide an effective and reliable resource to those suffering with chronic pain, and will continue St Vincent's history of providing innovation in multidisciplinary telehealth services in rural centres – bringing health care to people in remote settings. The course is available from This Way Up www.thiswayup.org.au.

“ The program has undergone rigorous testing and a careful design process, in order to provide an effective and reliable resource to those suffering with chronic pain. ”



How can botox best help stroke survivors?

Both St Vincent's Hospital and St Joseph's Hospital are participating in a ground-breaking stroke trial. The NH&MRC-funded Intense Trial is being led by Prof Natasha Lannin from La Trobe in Melbourne and involves hospitals in NSW, VIC and SA.

The study focusses on muscle tightness or spasticity that develops in muscles of the arm following stroke. For stroke survivors who suffer from spasticity, treatment often involves injection of Botulinum Toxin A or botox into the muscles in order to relax them. In this case, the trial investigators are keen to know whether also giving patients intense upper-limb therapy after a botox injection can make this treatment work even more effectively.

Currently the Trial investigators are recruiting participants who have had a stroke at least three months ago and have muscle tightness or spasticity in their arm and/or hand muscles following stroke.

svhn.voice@svha.org.au

JOIN THE CONVERSATION
ON SOCIAL MEDIA



Feature interview with

JULIE LABRA



Julie is the Motor Neuron Disease Coordinator at St Joseph's Hospital

What major breakthroughs in your field do you think/hope we will see in the future?

Until we find a cure for Motor Neurone Disease (MND), my hope is that we can diagnose the disease earlier, as currently there is an average 12-month delay between symptom onset & diagnosis. Earlier diagnosis would allow earlier introduction of interventions, which might help to slow down disease progression & hopefully keep people in the milder phases of disability for longer. The rapid progression of disease & reaching severe levels of disability so quickly, is really challenging for patients & families.

What are the challenges you see now and in the coming years (with regard to your area of expertise)?

For our patients and carers – trying to navigate either My Aged Care (for those >65yo) or the Ndis (for those <65yo). People are reporting that the systems & processes are confusing and at times frustrating. Ensuring fair & equitable access to community healthcare services, for all people living with MND regardless of age, is critical to try & maximise patients & carers' quality of life.

What do you love the most about what you do?

I really like the diversity of my clinical role. I get to see patients in the clinic, on the Rehabilitation Unit, the Palliative Care unit, in their home or via telehealth... wherever I'm needed at the time. I'm also really lucky to now have the opportunity to do MND clinical research, which is an exciting & very steep learning curve for me!

What motivates you on a daily basis?

Knowing that my role & our multidisciplinary MND Service, can have a real impact on people's comfort & quality of life. We can't cure the disease, but we do offer many shoulders for people to lean on throughout their journey of living with this dreadful disease.

Tell us one of your favourite stories during your time at St Joseph's?

Two years ago we started a Christmas Fundraiser for some of our MND families. Last year staff, friends & family donated \$2732 to our 'Everyday Hero' account, which far exceeded our target of \$1500! The money was used to purchase gift cards for 7 families (five of whom had young children) & delivered to their door for a nice Christmas surprise!

FACTS & FIGURES



3M

Pathology tests run annually at SydPath



96.5%

Xavier 9 South patients said their spiritual needs were met (March 2017)



469

Passengers & crew on board QF32 saved by Pilot, Richard de Crespigny.

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JOIN THE CONVERSATION ON SOCIAL MEDIA



FRONT COVER: A/PROF ANTHONY JOSHUA, HEAD OF CANCER SERVICES; A/PROF PATRICIA O'ROURKE, DIVISIONAL CEO; CARRIE MARR, CE CLINICAL EXCELLENCE COMMISSION LOOK ON WHILE RICHARD DE CRESPIGNY, AVIATOR & AUTHOR TAKES THE STAGE AT THE INAUGURAL SVHNS PATIENT SAFETY & QUALITY FORUM.