

CLAN



Meet Setari

Indigenous Liaison Officer
working with us on our commitment
to Reconciliation

The ancient Gaelic word, Clan describes a close group of families or friends, and it sums up St Andrew's War Memorial Hospital's community-centred approach, with an additional nod to the hospital's Scottish heritage.

standrewhospital.com.au/community/make-a-donation

Message from Andrew Barron, General Manager

Welcome to the latest edition of the newly revised and refreshed CLAN, our fundraising and community information newsletter. I do hope you like the new look, we have attempted to make the newsletter easier to read, more informative and at the same time we are aiming for the broadest appeal. Please let us know what you think.

We have a long history of cardiac care and innovation here at St Andrew's. As the first private hospital in Queensland to carry out open heart surgery in 1985, our commitment to provide the most advanced cardiac care to our patients continues today.

People with failing heart valves (who have already had a valve replaced), and those with other serious health problems such as aortic stenosis, (the narrowing of the heart's aortic valve opening), particularly those that are very elderly, due to their higher risk status, present themselves as having a very limited number of clinical options, with open heart surgery not even available as a choice.

These patients are now being given renewed hope thanks to a ground breaking procedure available at St Andrew's for the first time.

Dr Alex Incani and Dr Karl Poon are now able to provide a less invasive surgical procedure known as Transcatheter Aortic Valve Implantation (TAVI) which does not involve opening the patient's chest. The first procedure was carried out at St Andrew's in June and involves a small incision in the groin with the insertion of the new valve into the heart via a catheter. A team approach is key to the success of this procedure and calls upon the collaborative efforts of interventional cardiologists, cardiothoracic surgeons, echocardiologists, radiographers, anaesthetists and geriatricians.

The program is in its very early days but 'TAVI' is a welcome addition to our services at St Andrew's and continues the tradition of leading edge practice that the hospital is known for.

Last month (July) was the hospital's busiest ever, with a record number of patients choosing St Andrew's as their hospital across a broad range of procedures and treatments. We are very pleased when the hospital is busy as it confirms that we are



providing care that people need and want. I am pleased to say that in spite of this high volume of work, the St Andrew's team took it in their stride and as usual delivered the best care they are capable of to every one of our visitors. I am sure that I speak on behalf of all our patients and their families in thanking the team for their efforts.

Andrew Barron
General Manager
St Andrew's War Memorial Hospital



Survey Results: what you think of how we're performing

There are only two types of people in the world, The Scots and those who want to be Scots.

This was a response to the survey we invited our donors to complete earlier this year, which gave us all in the Fundraising and Marketing office a bit of a chuckle. St Andrew's War Memorial Hospital is proud of its connection to Scotland and Scotland's patron Saint, St Andrew, and we see all involved with the hospital as being apart of our 'Clan'.

Recently we conducted a survey so we could get to know a little more about our donors and those who help make up our 'Clan'. We asked what sort of difference they believed their donation was able to make and whether they thought we, the fundraising team, needed to make any changes. We thought we would share some of the interesting results of the survey and some of the changes we have now implemented.

We found that many of you, our donors, had either been a patient at St Andrew's or had a family member who was cared for at the hospital. Many of you said that your involvement came about as a result of the positive outcome, great care and expertise you experienced while in the hospital and you now donated because you wanted others to experience the same treatment at St Andrew's. About 72 per cent of respondents

felt their gift had helped to make a difference at St Andrew's. Just over a quarter of respondents felt their gift was making 'little difference' with some adding that their small gift "was probably not enough to make a lot of difference". We would like to let these people know that a small gift may not seem like much but many small gifts can collectively make a big difference to the hospital. *As one respondent said, "the amount is small but the intention accompanying it is large".*

Many of you commented on the large number of donation requests you received from multiple organisations which could be distressing because you could not give to every cause. Thanks to your feedback, we have now amended our donation form, which now allows donors to choose to be asked only twice a year.

We would like to thank everyone who took the time to respond to the survey. We received a great response and these have helped us to understand you, our donors, and why you support us. If you have any questions or would like to discuss how you can help St Andrew's War Memorial Hospital, please contact Gordon Lynn on 07 3232 6023 or email: gordon.lynn@uhealth.com.au

The survey found that:

- Respondents considered the three most important services at St Andrew's to be Cardiovascular, the Women's Health Service and the Intensive Care Unit
- 46 per cent of respondents believed their donation was making a 'Great Difference' and 26 per cent believed it was making a 'Moderate Difference'
- 82 per cent of respondents were "very satisfied" with giving to St Andrew's
- 72 per cent said we were meeting their charitable expectations 'Very Well', and a further 24 per cent said we were meeting them 'Moderately Well'

This was a great result. Thank you to all of our generous donors.

Rehabilitation just got hip with iPads

Patients having hip replacement surgery at St Andrew's War Memorial Hospital are the first in Australia to benefit from a new online healthcare technology which boosts rehabilitation after surgery.



Orthopaedic Surgeon Associate Professor Patrick Weinrauch (pictured left), in collaboration with the allied health and nursing staff at St Andrew's War Memorial Hospital and Strategic Health Innovations (SHI) Global, has successfully implemented a web-based care program called

healthInx™ that utilises iPad, smartphone or computer devices to educate and guide patients through their pre-operative and post-operative rehabilitation.

More than 130 patients who underwent hip replacement surgery took part in the nine-week online program as part of their treatment. The first three weeks included pre-surgery information, preparatory exercises, a virtual theatre tour, advice from the anaesthetist and practical information about how to prepare for upcoming surgery. The six-week post-surgery component started in hospital – patients were able to log in to their online program using iPads provided to them in the ward.

“Using the healthInx technology platform enables us to deliver a wide variety of educational material to assist patients through all stages of their preparation and recovery,” A/Prof Weinrauch said. “Physiotherapists in the ward can use the technology as an additional tool to assist educating patients on how to best perform their exercises.

“The flexible and progressive post-discharge exercise program ensures better continuity and standardisation of care.

“The program also provides an easily accessible resource library for patients including information relating to wound care, post-operative precautions and even smoking and dietary advice,” he said.

A/Prof Weinrauch said that embracing technology and tailoring care plans for patients through the healthInx platform has improved patient understanding and compliance, with less anxiety and a better quality of recovery.

“The healthInx program assists patients who are often

nervous before surgery and relatively immobile for the first six weeks after their surgery.

“In the post-discharge phase it allows us to provide care extending beyond traditional physical location and time constraints,”

“In particular, patients in remote areas who experience difficulty accessing postoperative physiotherapy can significantly benefit from using this technology,” he said.

Ms Rachel Vickery, physiotherapist and technical director of healthInx said that after hip replacement surgery patients might find it difficult to see their physiotherapist on a regular basis, so having a daily exercise routine online engages and encourages people to keep up their exercises.

“More importantly, the exercise videos encourage patients to remember what they are meant to do and therefore aids in speeding up recovery,” she said.

A/Prof Weinrauch said patients were ready to embrace online health technology, often more so than clinicians.

“Using online technologies does not in any way replace our traditional methods of healthcare delivery, they are complementary and enable us to provide better quality care,” he said.



Just another example of how St Andrew's is staying at the forefront of patient care. You can assist us to provide more ground breaking programs by donating now by using the form included with this newsletter.



Pixie Annat: Champion of Nurses

by Colleen Ryan Clur, published by UQ Press

The book tells the inspiring story of a Queensland woman who fought for recognition of nurses throughout her long and distinguished nursing career, and later campaigned on behalf of the elderly and homeless women.

A gifted storyteller, Isobel Mary (Pixie) Annat grew up in rural Queensland and trained to be a nurse shortly after World War II. Working first at the Royal Brisbane Hospital, she went on to forge an extraordinary career as matron, then CEO, of St Andrew's War Memorial Hospital in Brisbane.

Pixie Annat: Champion of Nurses draws on anecdotes from Pixie's personal journey and documents the important contributions made by medical colleagues during her more than 50-year career working in healthcare. It also recounts her years as a leader of the Royal Australian Nursing Federation.

"I never imagined anyone would have wanted to write a book about my life" said Pixie

Service has been the golden thread of Pixie's life, connecting her many roles which included matron and CEO of St Andrew's War Memorial Hospital, nursing leader, and brilliant fundraiser and campaigner for a host of causes. During a working life where women, and particularly nurses, were often undervalued, she stared down many an adversary who underestimated her resolve. Yet she had a knack for persuasion, employing her intelligence and civility to change many minds. Pixie received a Member of the Most Excellent Order of the British Empire in 1977 and a Medal of the Order of Australia in 1992 for her services to nursing.

To purchase the book for \$34.95 plus \$7 postage, contact Samantha Bailey on 07 3232 6367 or complete an order form online at <http://standreshospital.com.au/community/pixie-annat-biography>

Your donations help us to continue the legacy of care shown by Pixie – thank you!

St Andrew's celebrates Foundation Day

St Andrew's War Memorial Hospital celebrated its Foundation Day in June with a blessing of the foundation stone which was laid in 1949 and a morning tea honouring long-standing hospital volunteers and donors.

The hospital began in May 1947 when the General Assembly of the Presbyterian Church of Queensland approved the building as a living memorial to those who had served in the recent wars. After many years of fundraising, the hospital opened in 1958. Many volunteers gave a great deal of time to fundraising efforts including a door-to-door collection and many pikelet sales. The event also saw the unveiling of a plaque honouring volunteers with more than 20 years of service. The "Spirit of St Andrew's Club" lists 40 names of people who have reached that milestone.

A bake sale to raise money for Helena Goldie Hospital was also held and raised over \$1,000 thanks to the generosity of patients and staff. If you would like to be invited to our next Foundation Day please contact our Events Manager, Maria Caputo on 07 3232 6025 or maria.caputo@uhealth.com.au



Foundation Day stone and below foundation day attendees, Spirit of St Andrews Club



Have you ever considered leaving a bequest?



The inclusion of St Andrew's War Memorial Hospital in your Will is a tremendous gesture and perhaps the greatest compliment that you can pay the hospital. We do not take this gesture, or our responsibility for it, lightly. We are aware that the thoughtful generosity of past bequest givers has had a transformative effect in the hospital over many years.

We appreciate the fact that your connection with St Andrew's is so strong that you wish to make the ultimate gesture of thanks. As custodians of your legacy, we are aware that we have been given a great responsibility and that you are confident enough to trust us to make the best use of your gift.

If you would like more information or are considering including St Andrew's in your Will, please contact Gordon Lynn on 07 3232 6023 for a confidential chat.



Introducing Setari Knight, Indigenous Liaison Officer

When you first meet Setari the first thing you see is her shock of long curly hair. And depending on when you see her, the hair might even be a different colour! She is an Indigenous woman from the Yidinji people south of Cairns, and was appointed as the UnitingCare Health (UCH) Indigenous Liaison Officer earlier this year.

Setari has worked for UnitingCare Health for more than seven years in a number of roles at St Andrew's War Memorial Hospital. Her new role includes facilitating appropriate cultural events, mediating relationships with local indigenous communities and providing guidance on the UCH Aboriginal Employment Strategy. Setari will also assist new indigenous staff to transition into employment with UCH.

Setari believes that the success of the role is dependent upon her ability to connect with the original owners of the land that our hospital sits on - Turrbal country. She believes this connection and building of trust must be consistent and genuine and it must be done in Murri time - when the elders are ready. It can take many years to establish this connection and Setari's goal is to build this trust to a level where a non-indigenous person can hold the role and enjoy the same level of connection with the traditional custodians of our land.

The appointment of Setari to this position forms part of UnitingCare's commitment to Reconciliation. Our vision for reconciliation is to be culturally responsible and committed to social justice for Aboriginal and Torres Strait islander peoples. We aim to achieve this through the development of regular Reconciliation Action Plans (RAP). We have completed our second RAP (2014 - 2017) which builds on existing initiatives and introduces or pilots new approaches to building relationships, showing respect and improving opportunities.

Richard Royle, Executive Director of UnitingCare Health commented "UnitingCare Health is committed to the journey of Closing the Gap and improving the life expectancy of Aboriginal and Torres Strait Islander peoples. We hope to listen

to and work with the First Peoples of this nation in genuine consultation. The Reconciliation Action Plan will guide us in working together with understanding and respect of cultural diversity to deliver more appropriate care, and to improve trust and participation in our services."

As Setari would say, "stay deadly"!



"We Walk Together" by Robert Barton, was commissioned by UnitingCare Queensland to celebrate the launch of our Reconciliation Action Plan. It details the many different paths that have been taken on UnitingCare Queensland's reconciliation journey. The dotted features of blue, green and white lines contrasted against the deep red ochre background symbolises the complex weave of people, stories and histories coming together through the shared vision of reconciliation.

For more information on our UnitingCare's commitment to Reconciliation see <http://unitingcareqld.com.au/about-us/reconciliation>

How your regular donations make such a difference

Your regular gifts are one of the best ways for St Andrew's War Memorial Hospital to enhance our services, keep up-to-date with technology, expand our clinical work and update our facilities.

Our mission is to improve the health and wellbeing of individuals and their families. We differentiate ourselves by living out our values to optimise patient care and experience every day. Thanks to the generous support of people like you, we can continue to provide the highest quality of clinical care for our patients.

Having a secure income gives us enormous confidence that we will be able to continue to deliver the best care when people need it the most. You can decide the amount and the frequency of your gifts and can alter your gift at any time if your circumstances change. We'll issue you with an annual receipt outlining all of your generous gifts.

If you would like to join this very special group of supporters please complete the form on the back of your Donation Form and we'll do the rest.

If you would like more information on how to become a regular giver, please contact Melissa Bragg on 07 3232 7092 or by email melissa.bragg@uhealth.com.au and she will be happy to help.

Contact Information

Clan is an initiative of the UnitingCare Health Fundraising and Marketing office. To provide support or to find out more about any St Andrew's War Memorial Hospital project, please contact:

Gordon Lynn, Group Manager Fundraising and Development, UnitingCare Health on 07 3232 6023 or by email: gordon.lynn@uhealth.com.au

What's on at St Andrew's?



November 27 - St Andrew's Day

For more information on how to support and get involved with our fundraising events, please contact our Events Manager, Maria Caputo on 07 3232 6025 or via email maria.caputo@uhealth.com.au

Did you know?

That St Andrew's War Memorial Hospital is part of a group of four hospitals, The Wesley Hospital, The Sunshine Coast Private Hospital and St Stephen's at Hervey Bay. All of these hospitals come under the healthcare group, UnitingCare Health, one of the largest not-for-profit private healthcare groups in Queensland.

For more information on UnitingCare Health go to: unitingcarehealth.com.au

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