

CLAN

WINTER 2016



Roar scores
with 24/7
emergency care

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.

Message from Andrew Barron, General Manager

Thank you for your support throughout the years as we continue to provide first class treatment with world-class results at our modern healthcare facility.

I hope you are all keeping well, particularly with the flu season now upon us.

Here at St Andrew's we are once again taking the best measures to protect our healthcare workers and our patients against influenza, which is commonly known as the flu.

This year, as per tradition, I was the first cab off the rank to get the flu jab as part of our hospital's annual staff vaccination program. I am proud to say that our staff are among the most committed to stopping the spread of influenza with more than 90 per cent of staff taking up the free flu vaccination last year – a similar uptake rate I'm sure we'll achieve again this year.

Commitment and compassion to our patients are always at the front of our minds in everything we do. To highlight this we recently produced a video reflecting on our hospital's values. I invite you to take two minutes of your time and view Our Values video at www.standrewshospital.com.au.

Our Living Values drives the hospital culture and ensures staff are resourced,

supported and encouraged to care for patients and their family and friends in everyway – physically, emotionally, socially and spiritually.

One of the big ways we are supporting the growth and development of staff is through the Helen Nugent Bursary. Thanks to former patient Helen Nugent and Peter Purcell's generous sponsorship of the St Andrew's bursary program, we are able to send a few staff overseas every year to undertake specialised clinical education. They then return to share their newly found knowledge with fellow colleagues.

We have also reached a milestone with our Transcatheter Aortic Heart Valve (TAVI) program, which will soon be celebrating its one-year anniversary since opening in July 2015. We are the first Queensland private hospital to be offering TAVI, a procedure involving a collapsible aortic heart valve that can be manipulated into place with minimally invasive techniques.

While we continue to advance as a modern healthcare facility, we have still kept true to our historical roots as a living war memorial hospital. On Monday, 25 April, we will welcome members of the public, patients and staff to the hospital for our annual



ANZAC Day Service.

All we have achieved at the hospital could not have been done without your support. On behalf of St Andrew's War Memorial Hospital, I would like to give you a big thank you from all of us. To celebrate what we have achieved together, please enjoy reading *Clan*, our community newsletter.

Andrew Barron
General Manager
St Andrew's War Memorial Hospital

St Andrew's announces partnership with Brisbane Roar

Brisbane Roar's elite athletes are in good hands when it comes to receiving top emergency and sport injury care thanks to their partnership with St Andrew's War Memorial Hospital.

The club takes full benefit of the hospital's emergency care and sport injury service and is encouraging its fan base of 127 South East Queensland grassroots clubs to also do the same.

St Andrew's offers recognised organisations or schools, a reduced out-of-pocket consultation fee of \$75 when they present to our Emergency Centre.

Emergency Centre Director Dr Sean Rothwell said it was particularly important for people to receive proper emergency and sport injury care.

"Early diagnosis and treatment of sporting injuries can reduce the amount of time away from playing sport and remaining active," Dr Rothwell said.

"It is important to receive treatment from the appropriate specialists as soon as possible. At St Andrew's Emergency Centre, we can start people on the road to recovery 24 hours a day, seven days a week."

Dr Rothwell said common sport injuries presenting at the hospital's emergency centre included knee, shoulder and ankle ligamentous injuries, upper and lower limb fractures, head injuries and lacerations.

St Andrew's General Manager Andrew Barron said the hospital's emergency centre, led by a team of experienced emergency medicine specialists, provided quality and timely emergency care for all patients.

"We are honoured to be Brisbane Roar's choice for emergency and sport injury care," Mr Barron said.

"This partnership will ensure that many youth soccer players can affordably access immediate and quality healthcare that is provided to all patients at St Andrew's emergency centre.

"The centre provides emergency care across most specialties. If required, patients with sport-related injuries can be referred



Roar players Devante Clut and Jack Hingert on the wards at St Andrew's

to our leading group of orthopaedic specialists who are available onsite at the hospital.

"We always strive to offer our patients first class treatment and world class results."

St Andrew's Emergency Centre is available for adults and children, 24 hours a day, seven days a week, including public holidays.

St Andrew's War Memorial Hospital is part of UnitingCare Health, a not-for-profit organisation which invests profits back into its hospitals to ensure the community's biggest healthcare needs are being met.

St Andrew's gives long-stay patient Dave Clark a warm send-off



St Andrew's staff send off patient Dave Clark

Cooktown resident Dave Clark fondly refers to staff at St Andrew's War Memorial Hospital as family after a three-month stay recovering from surgery.

Ward 5D gave the 77-year-old a special send-off on the day before his discharge, and surprised him with his favourite dessert, a chocolate sponge cake.

Dave spent over three months recovering from knee surgery at the hospital.

"I had a total knee replacement in my right leg in late November," Dave said.

"The staff was wonderful making sure I was looked after and got what I needed.

"The rehabilitation team helped me work on stretching exercises as part of my post-surgery recovery.

"These exercises helped stretch my knee's tendons so I could bend it 90 degrees or more.

"I was happy to be well enough to leave but will miss all the staff as they became like family."

Thanks to staff's efforts and encouragement and Dave's determination, he is now walking and looking forward to re-joining his wife on their caravan trip to North Queensland's sunny beaches.

Lest we forget

ANZAC Day services have always been very important at St Andrew's because the hospital was established in 1958 as a living memorial to the sacrifices of the men and women who served in the two World Wars and subsequent campaigns. St Andrew's has had a long connection of supporting veterans, including treating members of the Armed Forces who have served in recent conflicts, such as in the Gulf Wars, East Timor and Afghanistan.



From critical patient to Criticare donor

St Andrew's orthopedic, neurosurgery and neuroscience ward (Ward 5F) has obtained two Criticare Patient Monitors thanks to the generosity of former patient, Henry Nutt. These monitors take patient observations such as blood pressure, heart rate and oxygen saturations. The machines are used for each patient in the ward at least every four hours and more frequently when a patient returns from theatre.

As a not-for-profit hospital, St Andrew's appreciates the support from all our donors to continue to provide first class treatment and world class results.



Ward 5F staff with the two new critical patient monitors

Award-winning falls prevention programme

Since 2011, St Andrew's has implemented a multi-faceted approach to reduce the risk of patients falling and the resultant patient harm.

A multi-disciplinary team undertook a comprehensive review of all aspects of falls and their management. Strategies implemented included a new falls risk assessment tool, the introduction of a Post-fall Risk Assessment pathway, improved staff communication on falls prevention and the purchase of additional and new electronic monitoring equipment to prevent falls.

The reduction in falls and injury from falls has been outstanding and sustained. From 2011 to the end of the last financial year, there has been a 41.7 per cent reduction in total falls matched by a reduction in injury from falls by 35.3 per cent.

In order to sustain this improvement, St Andrew's constantly reviews falls data. Each individual fall is reviewed with a focus on how the fall could have been prevented.

First class treatment, World class results



Your hospital by numbers



Operating theatres



Cardiac labs



Endoscopy suites



Number of beds



Beds in ICU

St Andrew's supports Solomons

As the clinical nurse manager of St Andrew's War Memorial Hospital's Emergency Centre, Trish Woods, had never imagined a hospital without doctors.

But this is what Trish discovered at the Helena Goldie Hospital in the Solomon Islands last year.

Trish first visited the hospital in April 2015, as part of UnitingCare Health's Helena Goldie Project – which aims to improve the healthcare in the Solomon Islands by providing support and training to the students and staff at the Helena Goldie College of Nursing and the Helena Goldie Hospital.

And she was in awe of the nurses who continued to run a hospital with no doctors for nine months.

"The Helena Goldie Hospital has four wards including maternity, paediatric, general and outpatients, and they had no doctor," Trish said.



Dr Dalton with a Solomon Island nurse and patient

"The nurses were running the hospital because they had been unable to find new doctors.

"Nurses are the backbone of medical care in the Solomon Islands and at Helena Goldie they are working in continual humidity and heat with very limited resources."

Inspired by their strength, Trish became determined to get

the hospital, located in the Munda province, additional medical assistance.

So in January, thanks to St Andrew's financial support, she returned to the hospital with St Andrew's Emergency Centre doctor Mark Dalton and medical supplies.

"The hospital assisted with the cost of flights and Mark generously donated his time to come back with me," Trish said.

Similarly, Dr Dalton like Trish found the staff at Helena Goldie resilient and capable.

"I admire how well the staff did with so few facilities. The standard of care the nurses provided was excellent given there was no resident doctor and very little medical input," Dr Dalton said.

"Nurses were running the hospital as they had no doctor."

Trish said working in Helena Goldie was worlds apart from working in a modern healthcare facility such as St Andrew's.

"Their nurses still use mercury thermometers to take a temperature while ours are all battery-operated and electronic.

Sometimes they don't have electricity. This could be because a storm has knocked something out."

One of Trish's most eye-opening experiences in January with Dr Dalton was being caught in a downpour while transferring a patient via boat to another hospital.

"We transferred a patient from Helena Goldie to Gizo, the nearest big hospital, which was about a 45-minute trip. We put an old mattress on the bottom of the boat for the patient. That day we received torrential rain so we had to put a piece of tarpaulin over the top of her to keep her dry," she said.

The next teaching team of UCH nurses will visit in April, and will include Marilyn Woods from the St Andrew's vascular and cardiac surgery ward. Dr David Coman, Medical Director of Paediatrics, The Wesley Hospital, will be visiting again in April and Trish and Dr Dalton will make their next visit to Helena Goldie in August.

Introducing Dr Mellissa Naidoo



Dr Mellissa Naidoo

First impressions are always important and for Dr Mellissa Naidoo these have all been positive after being appointed as St Andrew's War Memorial Hospital's new Director of Medical Services.

Dr Naidoo takes over from Dr Christian Rowan, who stepped down after five years in the role, and she joins from the Lady Cilento Children's Hospital where she was Deputy Director of Medical Services.

"I've been really impressed with St Andrew's," she said. "I have had very positive feedback from people who have had personal and professional interactions with the hospital. It's a nice sized hospital which is small enough to maintain that personal interaction but big enough to provide great care and services."

Dr Naidoo studied medicine following a Bachelor of Science at the University of Queensland and a year of perinatal research at the Royal Brisbane and Women's Hospital. She then completed her medical degree at Flinders University in South Australia before heading home to Brisbane. In doing so, she continued a family tradition as her father was an orthopaedic surgeon in Ipswich.

Her intern year at Nambour General Hospital was followed by paediatric house officer roles at Nambour and then the Royal Children's Hospital in Brisbane. Later in her career Dr Naidoo began medical administration training at the PA Hospital and subsequently enrolled in a Masters of Health Management.

"What particularly interests me about medical administration is the ability to influence health outcomes on a wider scale," she said. "After my Masters I was offered a position at the Royal Children's Hospital which blended my interest in medical administration and paediatrics - it was a natural progression for me."

Dr Naidoo oversaw key elements of the transition to the new Lady Cilento Children's Hospital.

"It was really exciting from a career perspective. I got to do a lot of the workforce planning for the move to the new hospital. It's not often that you get the opportunity to move into a brand new state-of-the-art hospital and experience all that it takes in terms of moving services," she said.

"I'm still at the learning stage and am enjoying finding out about all we do at St Andrew's. I hope I can contribute to the success of the hospital and bring some of my experience to the areas that matter - specifically, clinical governance and how we work with the doctors themselves. I am a strong advocate for patient-centred care and that will be central to my thoughts as we plan for the future" she said.

Welcome to our Clan, Dr Naidoo!

Have you 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, and we are very aware that the thoughtful generosity of past bequeathors has had transformative effects in the hospital over many years.

We appreciate that your connection with St Andrew's War Memorial Hospital 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 our donor care team on 3253 4650 for a confidential chat.

What's on at St Andrew's

Anzac Day service - 2.30pm, 25 April
Foundation Day - 13 May

For more information on how to support and get involved with our events, please contact our events team on 3253 4645 or via email events@uhealth.com.au

How your regular donations make 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 our values to optimise patient care and experience every day. Thanks to the generous support of people like you, we can continue to improve the highest quality of clinical care for our patients.

Having a secure income gives us enormous confidence so that we can 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 you like 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 our donor care team on 3253 4650 or by email fundraising@uhealth.com.au

Did you know?

St Andrew's was the first accredited private hospital in Queensland and was the first private hospital to perform open heart surgery in Queensland.

For more information on St Andrew's please go to www.standrewshospital.com.au

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 our Fundraising Office on 3253 4650 or by email fundraising@uhealth.com.au

St Andrew's War Memorial Hospital
45 Wickham Terrace
Spring Hill QLD 4001
Phone: 07 3834 4444
www.standrewshospital.com.au

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