

# CLAN

WINTER 2017

## Highway to Health



*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.*

# Andrew Barron, General Manager

A key focus for St Andrew's in 2017 is to improve overall patient outcomes. Our values-based care ensures we always find ways to enhance our health services. One of our greatest resources which is vital to our success in the delivery of first class treatment and world class results is our staff. We strive to attract and retain skilled staff and offer a nurturing environment that inspires and rewards innovation. One such staff recognition program is our monthly STAR Awards that acknowledge individual's and team achievements.

In this issue, explore our latest staff achievements, senior appointments and the best practice models we use in the care and treatment of our patients.

One of our strategic goals is to progress our leading edge cardiac service with innovative new technologies and procedures. One such example is our Transcatheter Aortic Valve Implantation (TAVI) program, a treatment option of aortic stenosis who are considered too high-risk to undergo traditional open heart surgery.

Making specialists services more accessible to the rural community is another important mission of St Andrew's. Our strong partnership with Heart of Australia, a program that delivers life-saving cardiac services to rural and

regional communities across Queensland is part of this mission.

After nearly nine years, I bid farewell to St Andrew's War Memorial Hospital to take up a role with the Royal Flying Doctor Service. I would like to thank you for your support of St Andrew's over the years.

I have enjoyed sharing with you the hospital's milestones, plans and outstanding achievements. During my tenure of which four years has been spent as General Manager, I have had the privilege of overseeing the Hybrid Theatre project, which equipped our medical professionals with advanced medical imaging devices to perform minimally-invasive surgery for patients. I am also grateful for the support I received from the St Andrew's community in the set up of the hospital's TAVI program, which saw St Andrew's become the first private hospital in Queensland to offer this groundbreaking procedure.

Although it may be farewell from me, I encourage you all to stay connected with St Andrew's as it continues to provide first class treatment and world class results for you all.

**Andrew Barron**  
General Manager  
St Andrew's War Memorial Hospital



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# Highway to Health: Saving lives with the 'heart bus'

St Andrew's has committed for the third consecutive year as a major sponsor of Heart of Australia's mobile cardiology clinic, affectionately known as the 'Heart Bus'.

The Heart of Australia program provides vital cardiac services to rural and regional Queensland from the back of a 25m-long road train.

St Andrew's General Manager Andrew Barron said the hospital's partnership with Heart of Australia began in 2010 when the founder Dr Rolf Gomes developed the concept.

"Although we are a Brisbane-based hospital, 40 per cent of our patients come from rural and regional Queensland, many of whom access our health services for critical and lifesaving heart surgery," Mr Barron said.

"As a not-for-profit healthcare provider, we see it as our social responsibility to not only advance medical practice through our research activities but to also be a big contributor to programs such as the 'heart bus' that help disadvantaged sectors of our community gain access to the right medical care at the right time."

*"The 'Heart Bus' allows us to bring the health services they need to them, at times when it's simply too difficult for patients to make it to the city."*

Since first hitting the road in 2014, the 'Heart Bus' has seen 2,627 patients. Last year, 42 patients from the truck were admitted to St Andrew's for complex cardiac procedures.

St Andrew's cardiologists support the service and fly out to work in the truck, providing diagnosis, treatment and follow-up services for a range of cardiovascular and respiratory conditions on a rotating roster.

One of the first doctors to take part in the Heart of Australia program was St Andrew's cardiologist Dr Robert Perel, who now visits Roma and Charleville on board the 'bus' for a three-day stint once a month.

"Some of our patients run drought-stricken properties and feel they couldn't leave the property," Dr Perel said.



Dr Robert Perel with the 'heart bus'

"The 'Heart Bus' allows us to bring the health services they need to them, at times when it's simply too difficult for patients to make it to the city."

Dr Perel said farmers and others living remotely were more inclined to access medical care when the services were offered in their nearest town rather than in Brisbane.

Once a diagnosis has been made on the truck the patient is referred to a Brisbane hospital for further treatment if required.

It is estimated that cardiovascular disease kills one Australian every 12 minutes and heart disease is the single leading cause of death in Australia. St Andrew's is a not-for-profit hospital and a leader in cardiac care. It is a major sponsor of the Heart of Australia program. For more information visit [standrewhospital.com.au](http://standrewhospital.com.au)

# Day in the life of an Emergency Physician



Dr Mark Dalton, Emergency Medicine

## What is a typical day in the emergency department at St Andrew's?

The only thing typical about a typical day is that it consists of shifts lasting anywhere between 8 and 10 hours, dealing with all kinds of emergencies from walk-in cut fingers to full blown heart attacks. The work is interesting, varied and always challenging, which I think sets emergency medicine apart from other specialties.

## What does it take to be a good emergency physician?

Intelligence, drive and compassion. A good communicator and someone willing to take in to account the particular requirements of the patient (their social situation and what they want from the emergency department). You have to be a good communicator, both with patients, their relatives and other colleagues within and outside the hospital.

## What experience do you have in the emergency management field?

I was director of emergency services for the British Virgin Islands before coming to Australia. My remit was the organisation of all emergency services for the country, particularly ambulance services and the development of a system of transport for severely sick and injured islanders from the various different islands to the main hospital on Tortola. I was directly answerable to the health minister, whose ideas did not always align with my own and this made the position challenging and exciting.

## What do you like about working at St Andrew's?

I enjoy the cut and thrust of intellectual discussion with my colleagues both from the emergency department and other specialties at St Andrews. I like the fact that the hospital is small enough that one gets to know nearly all the main players. This smooths the wheels of patient care in a way which would be impossible at other, larger, centres.

## What else do you do outside of the emergency department?

I spend one day a week at the Wesley Centre for Hyperbaric Medicine, treating injured divers and administering high concentration of oxygen under pressure for the purpose of wound care and post irradiation cystitis (infection of the bladder) and proctitis (inflammation of the lining of the rectum).

## Holding True to our War Memorial Origins



As Brisbane's only living war memorial hospital, every year, St Andrew's host an ANZAC Day Ceremony open to the public to pay tribute to past and present servicemen and servicewomen. The service attracts more than 200 locals, staff and patients. The hospital's General Manager Andrew Barron said after World War II, hard-working men and women from the local community strove to bring about Brisbane's first hospital that would stand as a living memorial to those who fought in the two world wars. "People in the 1940s and '50s showed great determination for building a hospital in Brisbane that would best commemorate the fallen," Mr Barron said. "After years of hard work, St Andrew's opened its doors in 1958 in order for the nation's servicemen and servicewomen to be remembered in a living war memorial. The ideals of service are honoured and continued at St Andrew's in the care given to all patients." In keeping with our historic roots, St Andrew's also proudly provides care for Department of Veteran Affairs (DVA) patients. Last year, 2000 DVA patients were cared for at St Andrew's and in the last five years more than 9000 were seen.

# Looking after our patients complex health care needs post discharge



Complex Care Coordinator Rosemarie Klingberg (right)

St Andrew's War Memorial Hospital aims for best practice principles to achieve sustainable discharge for improved patient outcomes. Critical to achieving a gold standard for the discharge of patients with complex healthcare needs is our complex care coordinator model.

The model, comprising of two highly qualified complex care coordinators, facilitates the seamless transfer of patients with complex care needs to their homes and communities, following a hospital stay.

Complex Care Coordinator Rosemarie Klingberg says effective discharge planning optimises positive post-hospital physical and mental health outcomes for patients and can increase their independence.

"As complex care coordinators we focus on the continuity of care for the patient with complex health care needs that support their short and long term health requirements," Ms Klingberg said.

This role supports the medical and allied health team to coordinate care and achieve timely and effective care plans.

To achieve appropriate and timely discharge planning, the complex care coordinators meet with the patient and their families at the time of hospital admission and regularly

*"As complex care coordinators we focus on the continuity of care for the patient with complex health care needs that support their short and long term health requirements."*

throughout their stay.

"Consultation may also occur with the patient, GP's and community care providers ensure that we establish an appropriate discharge plan."

The complex care coordinators play an important role in the ongoing communication and coordination between hospitals and community based services such as the Department of Health's Primary Health Networks (PHNs) to ensure, safe, effective and efficient discharge from hospital to the community.

"We do access Brisbane North Primary Health Network's Team Care program for those patients who are living in the catchment area who require care coordination and support to implement the hospital care team's recommendations," Ms Klingberg said.

"We assist patients and their families navigate the community and aged care sector. Home Care Packages (HCP), Commonwealth Home Support Program, post acute services and transitional care services are integral to the support of our patients and their families.

Ms Klingberg says she would encourage GPs and practice staff to liaise with St Andrew's complex care coordinators about their patients' care needs when they are admitted to St Andrews.

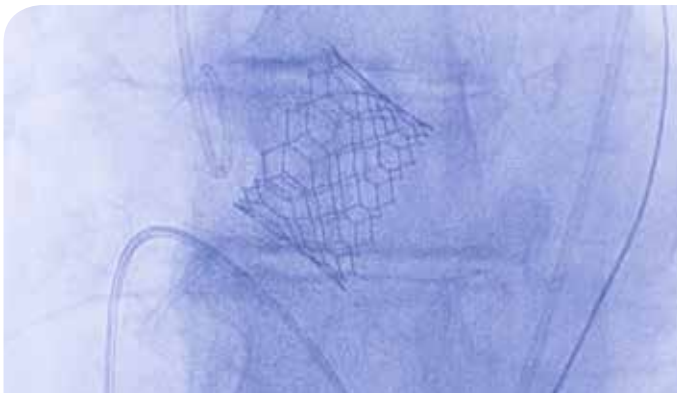
"We work with a multi-disciplinary approach in the hospital that includes allied health workers and have access to quality outpatient services such as our day rehabilitation services," she said. Our goal is for patients and their families to live a healthy and independent life to the best of their abilities.

# St Andrew's TAVI program grows from strength to strength

St Andrew's became the first private hospital in Queensland to offer a revolutionary aortic valve surgery in July 2015. Now more than one year on, the program has successfully treated more than 70 patients with TAVI and over 150 with valvuloplasty - is the widening of a stenotic aortic valve using a balloon catheter inside the valve. The program has quickly established itself as a top 10 high volume centre in the country. With the average patient age over 85, most report an improvement in the quality of their daily lives and those with serious comorbidities find that an improvement in their cardiac health improves their overall wellbeing.

*“Our extensive screening plays an important part in the success of the TAVI program at St Andrews.”*

TAVI program coordinator Wendy Keegan says patient referrals for this procedure have doubled since the start of the program. “We started off doing two cases a month, but with increased referrals to our service resulting in a rise in number of suitable cases, we are currently doing at least four cases a month to cope with demand.”



The TAVI in situ



The TAVI being prepared

“Our Heart Valve Team consisting of highly experienced interventional cardiologists, cardiothoracic surgeons, general cardiologists, intensivists, anaesthetists and geriatricians has assessed over 150 patients, with over 70 successful procedures to date,” Ms Keegan said.

“Our extensive screening plays an important part in the success of the TAVI program at St Andrews.”

Having led the way in the TAVI arena in the private sector, the St Andrew's team achieved many “firsts” in the state of Queensland: first surgical TAVI, first valve-in-valve TAVI, first to perform over 50 cases in a year, first to introduce several valve choices for patients.

As the program expands there are now more options available for patients with severe aortic stenosis.

Each valve cost \$30,000. They are not yet on the Federal Government Prostheses List so most health funds do not cover the cost of the valve. St Andrew's is currently covering the cost of these valves. You too can become a part of providing this crucial service to the community that is saving and improving the quality of life for many of our grandfathers, grandmothers and elderly parents by choosing to donate to our TAVI program.

# St Andrew's announces new Emergency Centre Director

St Andrew's War Memorial Hospital is pleased to welcome Kim Hansen into the position of Director at its Emergency Centre (EC).

Dr Hansen, who has extensive healthcare and emergency medicine experience in senior leadership roles, commenced her new role at St Andrew's on 20 February.

Kim said she was thrilled to be heading up an emergency centre renowned for its excellence among the medical community and looked forward to building upon the team's excellence in patient safety and flow.

*"St Andrew's as well as its emergency centre has an excellent reputation in the community for its highly talented specialists and staff"*

"My particular interests within emergency medicine include patient flow, quality improvement and patient safety and I am keen to enhance all of these aspects at St Andrew's Emergency Centre," Dr Hansen said.

She added that she was attracted to St Andrew's EC due to its strong reputation, which includes being ranked the number one emergency centre in Australasia for patient satisfaction by the 2016 Press Ganey survey.

"St Andrew's as well as its emergency centre has an excellent reputation in the community for its highly talented specialists and staff," Dr Hansen said.

"I also have had many family members treated here over the years including my daughters and we have always had a good experience at the hospital."

St Andrew's General Manager Andrew Barron said as the Emergency Centre Director Dr Hansen would play a key role in the hospital's commitment to providing best practice clinical outcomes to the Brisbane and the wider Queensland communities.

"At St Andrew's, we aim to care for our patients and their families in a manner we would want if it was us; not only does



Dr Kim Hansen

Kim show great medical expertise and experience, but she also shares the values of personalised and quality care that lay at the heart of our healthcare service," Mr Barron said.

"We are happy to have her on board, and I have no doubt that she will be a great asset to our organisation."

Dr Hansen will head up a team of 15 highly qualified emergency specialists, nursing staff and other professional staff. The department also has an educational program involving a training registrar, training interns and medical students.

Dr Hansen has worked at Prince Charles Hospital for about six years and continues there as a part-time Senior Emergency Consultant. Previously, she has worked at Holy Spirit, Box Hill Hospital and Royal Melbourne Hospital and has been practicing as an emergency specialist since 2007.

"The Emergency Department is where I feel I can do the greatest good for the greatest number of people, and that we are helping people when they really need help," she said.

St Andrew's is the only private, inner-city hospital that has an Emergency Centre on-site; and operates 24/7 providing a full range of emergency care.

**Yes, I'd like to help St Andrew's War Memorial Hospital**

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*Thank You* 

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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. Donations over \$2 are tax-deductible and a receipt will be sent to you.

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To learn more about any hospital project or service, please contact our team on 07 3834 4444 or visit: [standrewhospital.com.au](http://standrewhospital.com.au)

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