

# CLAN



## TAVI success after devastating diagnosis

*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.*

TAVI patient Arnold Reye with his Blue Care helper

# Message from Andrew Barron, General Manager

Welcome to our spring issue of *CLAN*, our community publication that features many ways your donations and philanthropy support St Andrew's mission to provide first class treatment and world class results for every patient at our hospital.

In this issue, you will gain a snapshot of the developments and achievements of our hospital ranging from research into neurological conditions such as Parkinson's disease and leading-edge heart valve procedures that give patients a second lease on life.

We are particularly proud of our Transcatheter Aortic Valve Implantation (TAVI) service, which is transforming the lives of patients with aortic stenosis who are too high-risk to undergo traditional surgery. St Andrew's War Memorial Hospital became the first private hospital in Queensland to perform this innovative, minimally invasive procedure in July 2015 and the program continues to attract a large number of referrals from across the state.

In this edition, you will have the opportunity to discover from one of our recent TAVI patients how the procedure has helped him regain control of his life. Arnold Reye and his wife of 58 years are now able to continue to enjoy their retirement together and are currently on their much-anticipated caravan trip to Western Australia.

We had the opportunity to recognise the diligence and contribution of our volunteers during National Volunteer Week. In this issue you'll get to meet just some of the many volunteers at St Andrew's that freely give their time to help others at their greatest time of need. At St Andrew's we have an extensive volunteer program that allows our volunteers to be trained and mentored to undertake various roles at the hospital that either deal directly with helping patients and their families or supporting staff in providing excellence in care.

Our arts program also plays a vital role in patient care by making the hospital a vibrant, reassuring and colourful place of healing. We're excited to announce that in addition to our art collection and awards, we have now also started an 'artist in residence' program in partnership with Griffith University's Queensland College of Art. The program will see a student artist create several artworks inspired by their time at our hospital. We look forward to welcoming our first artist to the program, Ali Bezer, who has previously won our 2010 Art Prize. A number of works from the program will be selected to expand our permanent collection, which is on display throughout the hospital. This is a wonderful collaboration that not only



develops the hospital's art space for the benefit of patients, visitors and staff but supports our wider community.

We also reconnected with our roots when we celebrated Foundation Day on 13 May. The event acknowledged how far we have progressed since inception thanks to our biggest supporters, long-standing donors and volunteers.

We are so grateful to our community of donors and supporters for their ongoing generosity. With great pride we present some heartwarming stories of gratitude in our spring issue.

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

# Heartfelt thanks for TAVI

When Arnold Reye, 79, sat for scans last year in preparation for vital heart surgery, he did not expect to be told that his body was riddled with cancer.

The shock diagnosis meant surgery had to wait and chemotherapy had to start immediately.

The news shook his tight-knit family including his only child Rowena Richardson, who feared they had to prepare for the worst.

"We're such a close family with Mum and Dad living next door to us. Our three children were practically raised by them while my husband and I both worked," Rowena said. "My dad is a really wonderful person. It was a tough time for all of us."

After responding well to chemo and gene therapy, Arnold became well enough early this year to continue plans for heart surgery to correct another potentially life threatening condition – aortic stenosis.

Aortic stenosis is the abnormal narrowing of the aortic valve, impeding delivery of blood from the heart to the body. With this condition, Arnold suffered chest pain, fainting, shortness of breath and was at risk of heart failure.

Arnold was restricted from enjoying his once active lifestyle including morning and evening walks.



Arnold back to his normal life

"My stenosis in my aortic valve became a big problem for me. I found it hard to walk, it affected my sleep – I kept losing my breath," Arnold said.

"It came as an enormous relief to me, when it was decided I was well enough (from cancer) to proceed with correcting my stenosis."

Wound healing complications from previous cardiac surgery and the subsequent treatment he needed for his prostate cancer meant that open heart surgery was not an option for Arnold's condition.

Luckily for Arnold, cardiologists at St Andrew's War Memorial Hospital had the option to perform critical surgery using the high-tech procedure called TAVI (transcatheter aortic valve implantation) that allows a patient to undergo a less invasive operation to insert a new valve.

"The whole process of registering, being transferred from wards... can be a stressful period, but at St Andrew's everything just seemed like a seamless process – there was no stress in it," Arnold said.

"The nurses were simply fantastic and while I was in the ICU (intensive care unit) I couldn't have asked for better care."

Arnold has since made a full recovery from the TAVI procedure, which has successfully corrected his aortic stenosis.

"The biggest thing for me is I can walk without feeling out of breath," he said.

Rowena says they are all truly grateful to St Andrew's for helping her beloved dad overcome a major health hurdle so he can continue to enjoy his life with his family and grandchildren.

Arnold also continues to respond strongly to his prostate cancer treatment.

Learn how you can donate to one or our life-saving services at [standrewhospital.com.au/donate](http://standrewhospital.com.au/donate)



A TAVI procedure in progress

## Dedicated volunteer receives life-saving care



Jean Nissen-Wiis

**Jean Nissen-Wiis of Kenmore has had a connection with Spring Hill's St Andrew's War Memorial Hospital for more than 65 years.**

Her lifetime association with the hospital began on 14 May 1949 when among a 3000-strong crowd on vacant land in Herston, she witnessed the laying of the hospital's foundation stone.

After years of work in the corporate world, Jean felt a strong desire to give back to the community, which motivated her to volunteer at St Andrew's in the early 1990s.

"I mostly escorted patients to their beds after they had been admitted or I helped take them from admissions to day surgery," Mrs Nissen-Wiis said.

"The patients were lovely to chat to and I enjoyed putting them at ease.

"The staff appreciated our (the volunteers) help very much. Especially when we assisted in taking essential paperwork from one ward to another ward."

Jean is proud to have had links with the hospital's origins and to have had the opportunity to be part of the "St Andrew's

family" through 22 years of volunteer service.

Last year, during a volunteer shift at the hospital, Jean experienced her own personal health crisis.

"As I leant down to get my bag I felt this awful pain in my chest and I was in terrible agony," she said.

Jean, 87, had collapsed from a thoracic aortic aneurysm, a ballooning of a section of the heart's aorta within the chest. This led to a rupture and damage of the aortic wall – a condition that can lead to death from internal bleeding.

Jean was immediately attended to by St Andrew's Emergency Centre and was transferred to the Intensive Care Unit (ICU). She now reflects on how volunteering at the hospital ensured she was in the right place at the right time.

"I don't remember much about it. My daughter came up here to stay with Frank, my husband.

*"I keep thinking if I had the aneurysm while driving... would I still be here?"*

"I was in ICU for a while and they put me to sleep for 48 hours. "I keep thinking if I had the aneurysm while driving... would I still be here.

"St Andrew's saved my life. I would like to thank the doctors, they are wonderful."

Jean is recovering at home after her procedures at St Andrew's and would love to one day return to volunteering at the hospital.

Jean is still very much a part of the hospital family who are keen to see her smiling face on her return.

To become a volunteer call Cathy Cash on 07 3834 4482.



Please consider a donation to the Helen Nugent Bursary which facilitates specialised clinical education for nurses and allied staff to learn the latest techniques and treatments for vascular diseases to better support doctors and care for patients.

# Hospital art pickin' up good vibrations

St Andrew's War Memorial Hospital will be the source of inspiration for budding artists thanks to a new 'Artist in Residence' program established between the hospital and Griffith University's Queensland College of Art.

The program has invited a student from the college into St Andrew's to create art of various mediums, inspired by the hospital.

Ali Bezer, a recent Queensland College of Art graduate, will be the first artist to take part in the program.

With a background in classical music, Ali's speciality is sound art.

"Sound art is a contemporary genre of art where sound is either used as a medium or is the source of inspiration for an artwork," she said.

"I particularly find the sounds of a hospital environment fascinating. I am really looking forward to painting the sounds of St Andrew's War Memorial Hospital - whether that is the sounds from footsteps, doors opening and closing or a nurse humming quietly or hospital room equipment beeps."

Over three months, Ali will move around designated spaces among the wards, ICU and Emergency Centre to produce several works of art that will be exhibited at the hospital later in the year. Some of her artwork will be selected to stay in the hospital's art collection.

Ali has had previous artistic connections with St Andrew's. In 2010, she received the St Andrew's War Memorial Hospital Art Prize for her artwork produced during her Honours year (2010), encompassing a series of linocut prints created in response to

Australian wildlife sounds.

The hospital art collection's curator Dr Philip Hall says the program is a wonderful way to support the careers of young artists as well as improve the hospital environment for patients, visitors and staff.

"As evidence-based research shows, art improves a patient's

mood, they require reduced pain relief and recover in a shorter time," Dr Hall said.

St Andrew's War Memorial Hospital General Manager Andrew Barron says the hospital continually looks at ways to enhance the patient experience and support the local community.

"An integrated 'artist in residence' program at the hospital is another good opportunity for St Andrew's to engage with the community while improving the hospital environment for patients, visitors and families," Mr Barron said.



## Track a loved one's in-theatre progress

St Andrew's War Memorial Hospital has a new visual tracking system enabling enhanced communications. Monitors are located throughout the hospital and patients are given a unique code which family members can use to track their progress from admissions to discharge.

### Electronic Tracking Board

Checked into Facility	Patient arrives at admissions front desk
Ward In	Patient admitted to ward
Preop In	Patient moves to Pre-op area
OR In	Patient moves to procedural / operating room
PACU In	Patient moves into recovery unit
Stage 2 In	Patient moves into recovery unit in day surgery
Ready for Discharge	Patient ready for pickup by family
Discharged	Patient discharged from hospital
Transferred to Ward	Patient transferred to the ward post procedure

# Volunteers valued in healthcare setting

**St Andrew's War Memorial Hospital acknowledged the important role volunteers play in the patient and visitor experience during National Volunteer Week in May and thanked them for their diligence and contribution.**

St Andrew's has an active group of about 80 volunteers from a cross-section of age groups and backgrounds.

Volunteer Services Manager Cathy Cash says volunteers are well trained on tasks to improve the patient experience or to support staff in providing world-class care.

"As part of orientation and ongoing training and support, we ensure our volunteers understand the purpose behind their tasks and duties such as how they are supporting successful medical outcomes and hospitable human experiences for our patients," Cathy said.

"We especially instil in our volunteers the importance of warmly greeting our patients and their family and friends to add to the pleasant, friendly and compassionate environment that our hospital is so well known for."

Cathy added that the hospital provided one of the most comprehensive volunteer programs in Queensland to achieve a high level of patient satisfaction.

"Volunteers have opportunities to concentrate on one role or to multi-skill across several roles, depending on volunteers' preferences, skills and availability," Cathy said.

"Many of our volunteers come here for the opportunity to help others and to lift the spirits of patients, their family and friends in their time of need."



## Andrew Morton

I work in the Surgical Admissions Lounge (SAL) from 6am to 8.30am each Wednesday before I attend lectures at medical school.

I check patients' charts on arrival in SAL and hand out nursing histories for completion, then arrange charts for the admitting

nurses in theatre list order.

I'm available to answer questions from patients and relatives and run general errands. In the past I've also visited patients in the wards doing Patient Experience Trackers surveys.

I wanted to volunteer to get better acquainted with the hospital environment. I've been lucky enough to meet some surgeons and have had the privilege to observe some major surgeries first hand – opportunities for which I'm very grateful.



## Michele Walmsley

I mainly work with the Patient4Patient (P4P) group and visit with pre-and post-coronary patients. I also help with other patient visits, including patient liaison interviews, patient escorts and help desk.

I was inspired to volunteer with P4P after I was a patient at St Andrew's for my bypass operation.

I had the pleasure of a visit from a lovely man called Darcy who made such a difference to my fear about the operation. I really appreciated his time spent with me that I thought it would be a great thing to do. I love visiting patients, have met some wonderful people, and hopefully I brighten up their day just a little bit.

# Foundation stone unearthing rich heritage

The hospital's rich heritage of service since it was founded post-World War II was recently revisited for Foundation Day celebrations.

Donors, supporters and volunteers, many of whom have helped the hospital become the world class facility it is today, gathered for the hospital's Foundation Day anniversary in May.

St Andrew's War Memorial Hospital General Manager Andrew Barron says the hospital has grown substantially in the past 58 years, and now treats more than 31,000 patients, performs 24,000 operations per year and employs more than 1000 staff.

"We continue to be leaders in cardiac surgery with our three state-of-the-art cardiac catheter labs and Hybrid Theatre.

"Our orthopaedic services continue to support the growing need among our aging population as well as providing for the niche area of sports injuries."



The Foundation Stone ceremony

## Ranked Australia's best in emergency care



St Andrew's War Memorial Hospital emergency centre had the highest patient satisfaction rating out of 66 other public and private hospitals across Australia and New Zealand that took part in the 2016 Press Ganey survey.

The emergency centre provides health care for adults and children 24 hours a day, 7 days a week and features life-saving critical care resuscitation areas, bedside ultrasound, orthopaedic procedure rooms and eye equipment. It is supported by on-site 24-hour radiology and pathology services.

## Fellowship stimulates Parkinson's research



Andrew Barron and Dr Philip Mosley

St Andrew's War Memorial Hospital's Dr Philip Mosley received a \$180,000 Advance Queensland Research Fellowship for his work on overcoming the negative impact of Deep Brain Stimulation (DBS) treatment on some people with Parkinson's disease.

His funding was matched by the QIMR Berghofer Medical Research Institute, St Andrew's War Memorial Hospital and Medtronic to give a total grant value of over \$500,000 to progress his research.

DBS is a surgical procedure used to treat the movement symptoms of Parkinson's disease. It involves implanting an electrode in the brain which is then programmed to deliver electrical stimulation.

"DBS is a wonderful treatment for most sufferers, but unfortunately a small proportion of patients develop significant post-operative psychiatric symptoms," Dr Mosley said.

"My research aims to find a reliable method of predicting which patients are at risk before they undergo the DBS procedure."

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

**Please direct my donation to:** (please tick)

- Cardiac    Women's health    Helen Nugent Bursary  
 Area of greatest need    Other .....

**Please choose a gift amount:**

- \$200    \$150    \$50    \$500

Own choice \$ .....

**Cardholder details:**

Name: .....

Address: .....

Suburb: ..... State: ..... Postcode: .....

Phone: .....

Mastercard    Visa   Expiry date ..... / .....

Card number .....

Name on card .....

Signature .....

My cheque/money order payable to UnitingCare Health is enclosed

Deposit directly into our bank account using the information below:

**BSB:** 014-002   **Account:** 8356 72569

**Reference:** Please use your last name and STA

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

Detach your completed form and send to:

Fundraising and Marketing  
St Andrew's War Memorial Hospital  
GPO Box 2240  
Brisbane QLD 4001

*Thank You*



## How you can make a difference

### Donate

Your 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 capacity and update our facilities. Thanks to the generosity of people like you, we can continue to improve the highest quality of clinical care for our patients.

### Regular giving

You decide the amount and the frequency of your donation which can be altered or paused at any time.

### Include us in your will

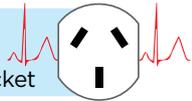
The inclusion of St Andrew's War Memorial Hospital in your will is the ultimate gesture of gratitude and perhaps the greatest compliment that you can pay the hospital.

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.

**For more information on how you can support our life-saving endeavours, please contact our donor care team on 3253 4650 or by email [fundraising@uhealth.com.au](mailto:fundraising@uhealth.com.au)**

## Did you know?

The first heart pacemakers plugged into a wall socket



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

**St Andrew's War Memorial Hospital**  
457 Wickham Terrace  
Brisbane QLD 4000

 [StAndrewsWarMemorialHospital](https://www.facebook.com/StAndrewsWarMemorialHospital)

 [@standrewsbris](https://twitter.com/standrewsbris)

### Sustainability

UnitingCare Health is committed to being environmentally responsible. This newsletter is printed on eco-friendly paper.



### Your privacy

UnitingCare Health is committed to the responsible management of personal information in accordance with the Privacy Act 1988. We respect your privacy and will only use your personal details for this newsletter. We will never sell, trade or give your personal details to a third party. We have a range of procedures and policies in place to provide a secure environment for the personal information we hold.

CLAN is a community publication of the UnitingCare Health Fundraising and Marketing office. To unsubscribe, please call 3253 4650 or email your details to [newsletter@uhealth.com.au](mailto:newsletter@uhealth.com.au)