



Pomegranate

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Shaping education and delivering a learned workforce

An increasing cohort of recruits to nursing, medical, allied health and professional graduate and training programs at St John of God Health Care is representative of the organisation's substantive role in teaching and education.

Group Manager Learning and Development Kathryn Clews said St John of God Health Care was attracting people of the highest calibre from many professional backgrounds because it had well-supported education programs.

"We have deepened our partnerships with universities and other training institutions across Australia and provided learning pathways that are going to keep people invested in what we do – as a leading provider of health care in Australia," Kathryn said.

"The organisation's first state-wide graduate nurse program in Western Australia will start in July and amalgamate and grow graduate nurse programs in our hospitals that are already considered outstanding by participating universities."

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Pictured: Our hospitals are well-recognised as supportive, nurturing and learning environments for education. Pictured are registered nurses celebrating the completion of the Graduate Nurse Program at St John of God Subiaco Hospital.

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GROUP UPDATE

At St John of God Health Care we see our role as an educator of the current and future healthcare workforce as critical to our caregivers, our doctors, our education partners and ultimately to the patients and clients of our services.

As this issue of *Pomegranate* will attest we are taking a leadership role in preparing future nurses, doctors, specialists, allied health and pastoral care professionals, as well as management professionals, to be workplace ready.

The reflections of graduates working within our system are refreshing and personal and it is reassuring to me that they have all been left with an impression of how we deliver compassionate care at St John of God that will stay with them throughout their careers.

In further demonstration of our commitment to high quality health care being accessible to all, you can read about some of our research endeavours. These will be enhanced by the recent appointment of a Professor of Nursing to support our eastern region.

We implore our caregivers to look for ways to better themselves and the service they deliver through research and have their findings validated by peers so that

they can be shared with a wider audience of health professionals. Research instigated by caregivers where there is an identified gap in service delivery leads to changes and improvements in patient care across our industry.

We challenge ourselves, as Murdoch Hospital is doing to pursue answers to questions such as the impact of age differences in the workplace and how it may impact caregivers and the environment in which they work.

In this learning environment we continue to strengthen our health care service. It bodes well for new services opening like the Wembley Day Surgery, a customised facility dedicated to day surgical work on Cambridge Street in Subiaco, which will start seeing patients in April.

We can always be optimistic about our organisation's future and that of the health of our community when we see our talent and knowledge come together to deliver exceptional health care.

Dr Michael Stanford
Group Chief Executive Officer

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St John of God Health Care has partnered with the University of Notre Dame since its School of Nursing opened in 2001, to deliver undergraduate and post graduate training programs that consolidate clinical practice with the assurance of academic integrity.

Acting Associate Dean of the University of Notre Dame School of Nursing, Lisa Russell, said the feedback from nurses placed at St John of God Health Care hospitals had been overwhelmingly positive and nurses felt nurtured and supported throughout their education.

“Our partnership with St John of God Health Care continues to flourish in sync with the growth in both organisations. We had the largest-ever intake of nurses ever this year which bodes well for future nursing placements at St John of God,” Lisa said.

The WA graduate nurse program will provide new opportunities for trainee nurses to network with colleagues across the different St John of God hospital sites.

Kathryn said that in the near future graduate nurses will be able to rotate across divisions and follow specialties at all of the group's hospitals including placements at St John of God Midland Public Hospital - which will open in November - and in home nursing with Health Choices.

It is envisaged that a similar state-wide program for nursing graduates will commence in Victoria in 2016.

Outside of traditional clinical roles, Kathryn said the group was in conversation with universities about new graduate programs in professional services like management and information technology.

“We are a big organisation and we can support graduates from across a range of areas not just in direct patient care,” Kathryn said.

“We have established opportunities for indigenous graduates through a partnership with CareerTrackers Indigenous Internship Program and the participants are now part way through a 12 month secondment working in many divisions.”

Further insights into training initiatives across St John of God Health Care and the reflections of recent recruits are shared in this issue of *Pomegranate*.

PTSD experience shared in TV feature

St John of God Richmond Hospital participated in some compelling television when they allowed ABC TV's 4 Corners reporters to follow the experiences of a patient – a veteran of the Afghanistan conflict – who was being treated for Post-Traumatic Stress Disorder (PTSD).

The program 'Bringing the war home' went to air on March 9 and took viewers into the lives of three military veterans and explored their experience of PTSD.

St John of God Richmond Hospital was approached to participate in the documentary as one of the veterans profiled, Lee Sarich, was undertaking the hospital's PTSD program.

SJGHC Trauma Chair Professor Zachary Steel explained the condition to participants in a group session that included veterans, police and emergency services personnel.

“... the system (that causes PTSD) gets locked, locked on, and it doesn't shut down when the danger goes away,” Zachary explained.

“We want to shut it down. It doesn't need to be turned on.”

St John of God Richmond Hospital Chief Executive Officer Strehphon Billingham was proud of the hospital's role in educating and raising awareness of PTSD and mental health issues – particularly in the veteran community.

“The 4 Corners program will help to inform and empower people seeking professional support and care.”

Senior Clinician, Dominic Hilbrink, facilitated the involvement of the television crew.

“The participants in the group were in control when the crew was allowed to observe or film group interactions,” Dominic said.

“There were times when the group wanted complete privacy, and that was certainly heeded and respected.”

Lee Sarich on his last day in the PTSD program at Richmond Hospital said he had experienced an almost miraculous improvement in his condition.

“It's been like a magic trick... not to have that stuff going on.”

Pictured: Richmond Hospital PTSD specialist Dominic Hilbrink was interviewed by ABC journalist Quentin McDermott as part of the 4 Corners 'Bringing the war home' program.



NURSING PROFESSOR APPOINTED IN THE EAST

St John of God Health Care in conjunction with the Australian Catholic University has made a joint appointment of Professor Karen Francis to the position of Professor of Nursing.

This collaborative position will provide academic leadership and foster excellence in research in St John of God Health Care's eastern region hospitals.

St John of God Ballarat Hospital's Director of Nursing Maria Noonan welcomed Karen to the St John of God Health Care community.

“It will be exciting times ahead as we progress our nursing and midwifery research agenda,” she said.

Australian Catholic University's Deputy Head of School (Ballarat Campus) Associate Professor Rosemary Ford, recognised the experience that Karen brought to the professorial role.

“Karen is a registered nurse, academic and researcher with extensive experience. For the past three and a half years she has been Head of the School of Nursing and Midwifery at Charles Sturt University, a multi-campus university in New South Wales”.

Karen was also the inaugural Professor of Rural Nursing at Monash University School of Nursing. She has had her research published in Australia and internationally and her interest areas have included rural health, chronic disease management and the rural nursing workforce.

Pictured: (l-r) Nursing Professor Karen Francis, ACU's Deputy Head of School (Ballarat Campus) Associate Professor Rosemary Ford and St John of God Ballarat Hospital Director of Nursing Maria Noonan.

MEDICAL EDUCATION DELIVERS ON EXCELLENCE IN CARE

Dr Andrew Wesseldine is the Director of Physician Training at St John of God Subiaco Hospital and he is optimistic about the future for the medical workforce with the education opportunities on offer for junior doctors.

“From Subiaco Hospital’s auditorium every Wednesday evening at 6pm between March and November a dedicated, state-wide, clinician teaching group deliver lectures to engage basic physician trainees from around the State,” Andrew said.

“The hospital’s commitment to telemedicine enables it to be broadcast to rural trainees around the State simultaneously.”

These lectures that were once provided for a fee by the Royal Australasian College of Physicians are offered free of charge by St John of God Subiaco Hospital and its teaching clinicians to junior doctors working anywhere in the State and to any interested general practitioners.

Dr Wesseldine said providing education to the broader medical community was indicative of the hospital’s commitment to shaping the future medical workforce.

“Some of these people we are helping to educate will never work at our hospital, but it is about our delivery of excellence in medical education and training,” Andrew said.

For training doctors working within the hospital, Andrew said access to specialist consultants, from whom medical graduates will learn, was second to none.

“They get to see true longitudinal care - where they see the patient all the way through from admission to discharge under the care of one specialist. And the key to training for a junior doctor is good experience and being well supervised.”

75 years bodes well for a bright future

St John of God Berwick Hospital celebrated 75 years of delivering healthcare to the local community in March with a celebration for past and present doctors and caregivers.

Bishop Patrick O’Regan conducted a Mass and memories were shared of how the hospital has grown, along with its community, from a seven bed hospital in 1940 with planning now being finalised to build a new 190 bed hospital as part of a joint venture with Generation Healthcare REIT (GHC).

Four former Directors of Nursing attended the anniversary event, as well as all of the members of the Berwick Inc Board in 2003 when the hospital was acquired by SJGHC. The nephew of the doctor who opened the original hospital also attended.

It was March 9, 1940 when Dr Percy Langmore and his son Dr Leonard Langmore first opened the doors of the Berwick and District Bush Nursing Hospital and, along with three nurses, provided hospital services for the 1,000 residents of Berwick.

St John of God Berwick Hospital Chief Executive Officer Lisa Norman said, “The vision of our community and the dedication of the doctors, hospital staff and forefathers 75 years ago have enabled a tradition of delivering care close to home which endures today.”

By 1948 the hospital needed to expand and a public fund raising campaign was launched to redevelop the existing hospital and purchase more land in 1953

The Hospital Auxiliary was also established at this time to raise funds to help the hospital and continues, 60 years on, to be an integral part of the Berwick community.

St John of God Health Care continued the legacy of the early pioneers when it purchased the hospital in 2003 and began a period of expansion that would help meet the health care demands of the growing population of Casey and Cardinia.



“We have continued, in the spirit of our pioneering health professionals, to deliver services that people need locally. Most recently we have opened a new day oncology unit, palliative care services and pain management,” Lisa said.

Today, St John of God Berwick Hospital has 82 hospital beds, four operating theatres and surgical and medical services and close to 1,000 babies are born every year and in 2013/14, more than 14,500 patients were admitted.

In August last year, GHC and St John of God Health Care announced that they had entered into a Memorandum of Understanding to explore the feasibility of building a new private hospital on Kangan Drive opposite Casey Hospital.

“When a contract is signed, the campus will be a leading private healthcare precinct in one of Victoria’s largest and fastest growing local government areas.”

Pictured: (top) The original Berwick Hospital 1939; 75 year celebrations with President of the Hospital Auxiliary Trish Nicholson, President of Berwick Hospital Inc 1992–2003 Dr Wes Jame and Chief Executive Officer Lisa Norman.

Reflections of pastoral care trainees

In February St John of God Burwood Hospital commissioned two new pastoral practitioners after an intense 18 months of training that included supervised practice in the hospital as well as units in Clinical Pastoral Education at St Vincent’s Hospital in Sydney.

Graduates Margaret McCafferty and Helen Thomas came into the program without any hospital experience and completed the course with a deep understanding of the role they would play in providing spiritual care as part of a multi-disciplinary team.

Before entering pastoral care Margaret had had a successful career in community development and saw pastoral care as a profession where she could work with individuals rather than communities.

She said she “was hooked” after a six week introductory course.

“The rigorous program was a challenging journey; learning about mental health and the theory of clinical pastoral education, and developing the skills and capacity to provide care. Deepening my own spirituality was also a key component,” Margaret said.

“Much of my learning has come from our openness in sharing their stories, the pain of their suffering and their courage to explore and find new ways of thinking and being.”

Helen said she was tentative when she began the program and questioned her courage to accompany others during times of extreme vulnerability, fear, pain, confusion and searching.

“Over the 18 months of supported practice experience and rigorous practice and self-reflection, my capacity to be a



compassionate presence in the hospital for others during difficult times has grown exponentially,” Helen said.

Margaret and Helen were enormously grateful for the opportunity to undertake the training and credit the professional team at Burwood Hospital for embracing the pastoral care program.

Pictured (L-r): Burwood pastoral services team Br Terry Tehan OH, newly commissioned pastoral practitioners Helen Thomas and Margaret McCafferty and coordinator Andrew Nee.

GEELONG ATTRACTS LOCAL NURSING TALENT

A partnership with Deakin University and St John of God Geelong Hospital has led to the formation of a Clinical School for undergraduate nurses and the inaugural eight students have just completed their first rotation on the wards.

The first year nursing students will do all their clinical placements in the acute wards of St John of God Geelong Hospital throughout the three year university degree. Each year the Clinical School will advertise new positions for first years and provide a significant cohort of nurses to the Geelong workforce.



The innovative use of electronic rostering at St John of God Geelong Hospital has enabled undergraduates to work within a flexible model of placement which means they don’t have to do their shifts in set blocks of time.

The students log into the electronic roster via their personal device, like their phone, and pick up available shifts to complete the clinical hours they require each Semester.

Third year nursing undergraduates can also apply to work at St John of God Geelong Hospital in a paid Affiliate Nurse role which means they practice in a nursing support role under clinical supervision.

As Affiliate Nurses in addition to their university clinical placements they have the opportunity to further consolidate their clinical skills in the acute hospital team environment. The program has produced outstanding applicants for

future graduate nursing roles and is particularly attractive to local students who have chosen to study and live in Geelong.

St John of God Geelong Hospital Director of Nursing, Donna Walter, said the training models have been embraced by university students and Geelong caregivers.

“The close collaboration provides an excellent opportunity for students to develop in a familiar and supported environment over an extended period of time,” Donna said.

“As the programs expand we anticipate more opportunities will be created for our existing nursing caregivers to share their skills and knowledge in developing our future workforce.”

Pictured: First students of the St John of God Geelong Hospital and Deakin University Clinical School.

BUILDING A HEALTHY CULTURE

One of the challenges facing the growing St John of God Midland Public Hospital team is communicating effectively with up to 1,000 caregivers who are waiting in the wings, having accepted jobs but not due to start work until November 2015.

The new recruits hail from other St John of God Health Care facilities, Swan District Hospital (the State-run facility that will close when Midland opens), and elsewhere.

Building a strong culture in advance of the hospital opening is critical. To achieve this and to allow sharing of vital operational information, a secure, virtual Caregiver Community has been established using the Jive online communication platform.

Chief Executive Officer, Dr Glen Power, believes this communication is unprecedented in its scope and objectives and will have a profound impact on the culture.

“Great things are happening within St John of God Health Care and the Midland project team as well as at Swan District Hospital, and the conversations within the virtual community will allow us to capture ideas and enthusiasm and take this forward to the new hospital.”

“By engaging early with our new caregivers, even before they start work, we are allowing them to shape the culture of their new workplace and form important bonds with new colleagues.”

“We’ll also need - and very much value - their input on many important decisions over the next nine months and beyond. The way to do this is to be transparent and encourage comments and genuine collaboration.”

Caregivers can connect with each other, share news, discuss best practice and receive information. They can also comment, upload files, photos and videos, create documents, blogs and schedule events.

As new members join, they have immediate access to a large repository of information.

St John of God Pathology is also on board as they ramp up preparations for their onsite laboratory.



Midland appoints Heads of Department

The medical workforce at St John of God Midland Public Hospital is taking shape with the recent appointment of the majority of medical Heads of Department.

These senior doctors employed by the hospital will be involved in the planning of services in the lead up to opening and be on site day-to-day as practicing specialists, educators and administrators when the hospital opens in November 2015.

All Heads of Department appointees hail from the public health sector, with many being recruited from Swan District Hospital to the new Midland Hospital.

Midland’s Director of Medical Services, Dr Allan Pelkowitz, said there was a good cultural fit for those joining the hospital from Swan District Hospital because they had similar values to St John of God Health Care.

“They come with great compassion and a huge amount of experience of working with local patients,” Allan said.

“They also bring a lot of institutional knowledge that will help shape the future of the hospital here.

Allan identified that the patient mix for a public hospital will be quite different to St John of God Health Care’s private hospitals.

“We will have a very busy emergency department that will provide half of our admissions and the surgical team will have much greater involvement in emergency, intensive care and anaesthetics,” Allan explained.

“We will also operate significant public outpatient clinics where doctors will see their patients.”

As a public hospital, a major responsibility of the newly appointed Heads of Department will be to provide undergraduate training and supervision with around 100 registrars, RMOs and interns expected to be working at the 307 bed hospital.

St John of God Midland Public Hospital is part of the State Government’s Bigger Picture project that includes WA Health’s investment of more than \$7 billion in building new hospitals and improving existing health facilities.

Pictured: (l-r) Helen Bell, General Medicine; Michele Genevieve, Emergency; Amanda Boudville, Aged Care and Rehabilitation. Standing (l-r) Mike Babon, Anaesthetics; Mary Theophilus, General Surgery; Matt Summerscales, Emergency; Peggie Nair, Paediatrics; Martin Loney, Director of Mission; Allan Pelkowitz, Director of Medical Services; Glen Power, CEO.

Patients give Emergency Department top rating again

St John of God Murdoch Hospital’s patients have voted its Emergency Department as the top private emergency department in Australia for the second year running.



The department was ranked the best in 2013 and 2014 when compared with other private departments of a similar size in an annual survey by global health organisation surveyors, Press Ganey.

Director Emergency Medicine Dr Paul Bailey said the score is the result of strategies that have reduced waiting times and his team working consistently hard to deliver the best care possible.

“We are delighted with the result as it reflects our patients’ happiness with our service,” Paul said.

“We aim to provide patients with a welcoming and warm environment, something that is especially important when you are unwell and vulnerable.”

Patients commented that the Emergency Department caregivers were helpful, kind, offered excellent communication about their care and that the care they received was of an extremely high standard.

The emergency department is also involved in conducting research and implementing quality improvements.

“We have made great strides in research in the past three years, including the investigation of staff perceptions of palliative care, reasons behind patients choosing private emergency departments and the management of pain,” Professor Emergency Medicine Dr Ian Rogers said.

“We now have a strong focus on how we manage patients’ pain - making our patients comfortable is a real priority and I look forward to embarking on new projects in this area.”

Pictured: The successful emergency department team at St John of God Murdoch Hospital.

St John of God Ballarat Hospital’s emergency department is also in the news for its achievement in the Victorian Department of Health’s Public Healthcare Awards.

The hospital received a highly commended award in the private hospital category for its 13 treatment bay emergency department that treats 16,000 patients a year. Fellow finalists included Epworth and Cabrini Hospitals.

The award vindicates the improvements that have been made in Ballarat’s private emergency department and the

hospital’s drive to be a recognised leader in the delivery of health care.

Pictured: (l-r) Acting Director Medical Services, Dr Vince Russell, DON Maria Noonan, Hon David Davis, NUM Emergency Rachael Briody and CEO Michael Krieg.



REDEVELOPMENT WORKS PROGRESS AT MT LAWLEY

In amongst the busy Christmas and New Year period, caregivers at St John of God Mt Lawley were given a newly refurbished admissions area, day surgery unit and some upgraded theatres to unwrap.

The redevelopment work is part of a nearly \$17million upgrade that will unfold over the next few years for St John of God Mt Lawley Hospital.

A blessing of the newly refurbished admissions area and the day surgery unit was conducted on March 10 by hospital chaplain, Father Brian.

St John of God Mt Lawley Hospital Chief Executive Officer, Ms Chris Hanna, said caregivers whose work areas were impacted by the redevelopment works showed great support.

“We would really like to thank our caregivers for their understanding during the redevelopment period. While disruptions were kept to a minimum, caregivers were obviously impacted over this period, particularly those working in the areas undergoing work.

“It has certainly paid off, and we are very proud of our newly refurbished and upgraded areas – both aesthetically and from a service delivery perspective.”

The next phase of works is planned for the Easter period, with upgrades to service areas to improve workflows in the theatres and the endoscopy unit.

Pictured: Cindy Perrin welcomes visitors in the beautifully refurbished admissions area of St John of God Mt Lawley Hospital.

Q&A: training with SJGHC

St John of God Health Care offers quality educational experiences for medical, nursing and allied health students across undergraduate and graduate programs.

Pomegranate posed some questions to our new recruits on why they wanted to work with St John of God Health Care, what they've learnt about us and where they hope their career will take them.

Tamara Capobianco joined the graduate nurse program at Mt Lawley when the hospital became part of the St John of God Health Care group in 2014 and is currently working in day surgery.

Why did you choose a St John of God Health Care hospital to start your health care career?

Having completed 80 per cent of my clinical placements at this campus, I have grown attached to the hospital and its caregivers. I love the environment and couldn't see myself working anywhere else.

What is your current rotation and what part of the hospital are you most looking forward to working in?

Working in the day surgery unit is amazing – the caregivers are just fantastic and very supportive. I was on a five week placement last year and knew it was for me, so when I got the rotation, I was ecstatic. I feel like I have found my niche.

What is your early impression of working with us?

I didn't realise how far St John of God Health Care actually branched out until the orientation for my graduate program. Chris Hanna, the CEO, spoke about all the services St John of God Health Care has on offer – I was stunned.

I knew there were St John of God hospitals all around Australasia, however I didn't realise just how involved the organisation is within the community, with places like Horizon House.

What are your career aspirations, and how can we help you to achieve them?

One of my long term goals is to study midwifery.

During my time at St John of God Mt Lawley, there has been so much support and encouragement when it comes to continuing with education and training. The team is there to help every step of the way.

I've discovered that St John of God Health Care offers a scholarship for midwifery, which is an opportunity I would definitely love to take up one day.

Dr Alexander Thompson and Dr Caroline Crabb are Psychiatric Registrars working at the Subiaco Raphael Centre in the field of perinatal psychiatry with the expert guidance of the Director of Psychiatry, Dr Caroline Zanetti.

Why did you choose a SJGHC facility to further your training?

Alex: I have a strong interest in perinatal and infant psychiatry and I requested this position as part of my training programme with the RANZCP.

Caroline: I am interested in perinatal psychiatry and worked for a number of years in women's health as a general practitioner. I requested this position and was fortunate to be allocated it.

What are your early impressions of working with SJGHC?

Alex: A great workplace. Professional, well-organised and friendly with very approachable staff, and I am never afraid to ask for help if I get lost.

Caroline: Very favourable! Well-organised, friendly and easy access to good coffee (always a good measure of civilisation).

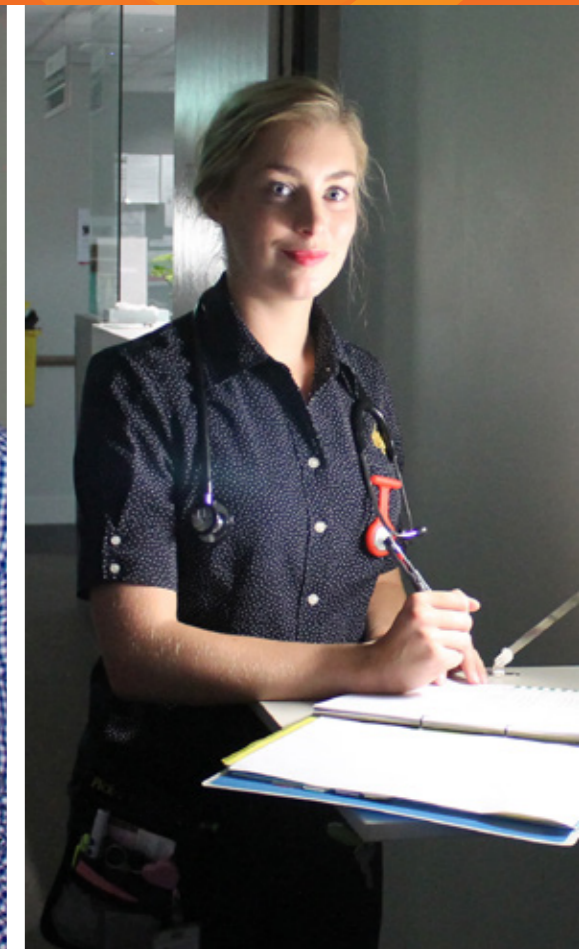
What have you learnt about the organisation that you didn't know?

Alex: The Social Outreach services are a truly fantastic way to reach out to people experiencing disadvantage to improve health and wellbeing.

Caroline: The link between St John of God and pomegranates. I recently splurged on a painting of a still-life of pomegranates – it has taken on new meaning.

What are your career aspirations, how can SJGHC help you achieve them?

Alex: To become a consultant child and adolescent psychiatrist. As Hippocrates said:



cure sometimes, treat often, comfort always. The work environment that SJGHC provides is a solid foundation to build upon.

Caroline: To become a consultant in the field of perinatal psychiatry and contribute to the wellbeing of families affected by mood disorders at this pivotal time around the birth of a baby. Provision of this well-resourced work environment is help enough.

Ashleigh Fedke joined St John of God Geelong Hospital in July 2014 as a nurse affiliate during the last year of her university training. She said the further development of her clinical skills and nursing knowledge in this role was priceless.

Why did you choose a St John of God Health Care hospital to start your health care career?

I had many placements at the hospital when completing my clinical rotations as a student. The support that I experienced as a student instilled confidence in me that I would be cared for, nurtured and well educated as a graduate nurse. I also admired the holistic approach to nursing and the values of Respect, Justice, Excellence, Hospitality and Compassion that is evident through the care they provide to their patients and visitors.

What is your current rotation and what part of the hospital are you most looking forward to working in?

I am currently completing my first graduate rotation on 3 East which specialises in ENT, vascular, plastic and paediatrics. I absolutely love working on this ward; there is such a variety of different surgical patients, the team I work with is so supportive, which is important when finding your feet as a graduate nurse. I never feel vulnerable when dealing with unfamiliar situations because I know there is always help at hand if necessary and constant learning opportunities available for me to develop.

What have you learnt about the organisation that you didn't know?

It's not what I've learnt, it's what I know. If you are thinking of applying to be a graduate nurse at St John of God I highly recommend it. The transition from undergraduate to graduate is very well supported and I've found it really uplifting to know that every team member whether it be another nurse, doctor, allied health personnel, cleaner or volunteer has your back to help you strive to become the best nurse you can be. Becoming a graduate nurse at St John of God is the best decision I made for my career so far. I know this

because, every morning I wake up looking forward to making another person's life just a little bit better.

What are your career aspirations, and how can we help you to achieve them?

To eventually specialise in a field of my choosing. I haven't yet figured what I want to do, as I have another rotation to still complete. However, I am thoroughly enjoying the plastics side of surgical nursing, so I might venture down that path. Regardless with whatever field I decide to further develop my knowledge and skills in, I know St John of God will be able to provide and enhance my future learning and career development.

Pictured above left: Dr Caroline Cragg and Dr Alexander Thompson requested rotations to the Social Outreach Raphael Centre. Above right: Ashleigh Fedke believes the best decision she made for her career was becoming a graduate nurse at St John of God. Opposite: Tamara Capobianco was impressed by the organisation's community involvement.



PEER REVIEWED PRACTICE AT SUBIACO

Caregivers at St John of God Subiaco Hospital have a proactive approach to research and their efforts are being recognised with regular publications in reputed nursing journals.

Nursing and Midwifery Research Coordinator at St John of God Subiaco Hospital Dr Janie Brown said many of the research endeavors were initiated by caregivers who had identified gaps in the clinical evidence and established research projects that help to define what is 'best practice'.

The value of the bedside handover of patient information from nurse to nurse in the neonatal care of sick newborn and premature babies was examined in the *Journal for the Australian Nursing Profession*¹, in late 2014. It confirmed that handover at Subiaco Hospital was transferring high quality information.

Janie said the research also identified the value of the interaction between colleagues that occurs at handover as a means to support caregivers in the stressful environment of neonatal care. It also found efficiencies that could be gained by staggering shift start times and this outcome is part of an ongoing research project.

An article published in the *Journal of Continuing Education in Nursing* early this year found that educating midwives in intraoperative procedures improved their understanding of the safety and patient outcomes in emergency caesarean sections undertaken in the dedicated obstetric operating room. This research also reported on an improved relationship between theatre staff and midwives on the birthing suite.

Further nursing research articles now under review for publication include the value of bereavement services in the hospital in *Palliative Medicine*, and the *Journal of PeriAnesthesia Nursing* will publish the results of a hospital trial at Subiaco that led to a change in how pupil dilating drops are used in ophthalmology to a method that is less invasive and more comfortable for patients.

1. Brown, J., & Sims, S. (2014). Nursing clinical handover in neonatal care. *Contemporary Nurse: A Journal for the Australian Nursing Profession*, 49(No.), 50-59.

2. Brown, J. A., Dunning, C. F., Cavanagh, D., & Cross, L. A. (2015). Enhancing midwives scope of practice: An innovative educational program for delivery suite operating rooms. *Journal of Continuing Education in Nursing*, 46(2), 89. doi: 10.3928/00220124-20151217-04



Expansion on horizon for outreach service

St John of God Social Outreach is significantly expanding its Horizon House service for homeless and vulnerable young people with six more transitional houses to be built by 2019.

This will see a three-fold increase in the number of young people to be supported through the program, which provides accommodation, care and support with education, training, employment and skills development.

A new house has opened in Midland, Western Australia, in partnership with community support organisation, Rise Network, for young mothers aged 16 to 22 at risk of homelessness.

A three-tier model of care for Horizon Houses is being rolled out over the next five years that focuses on providing varying levels of support dependent on individual needs.

Currently, there are 11 fully supported Horizon Houses which provide intensive care and support for young men and women from a broad range of backgrounds, and two transitional houses that are only available to young mothers, like the recently opened home in Midland.

Residents of transitional houses are encouraged to have some level of independence - more so than at a traditional Horizon House. A support worker helps them to develop life skills required to find permanent housing and access employment, education and training.

A new independent living service will be introduced where clients will be responsible for their own accommodation arrangements but will be able to ask a support worker for help if needed.

Director Horizon House Youth Services, Ros Fahey, said the changes to the Horizon House program would provide residents with a gradual transition into independence.

"Residents will be able to transition from fully supported houses to independent living, with the assistance of support workers who will equip them with the skills they need to get back on their feet."

Pictured: Recently retired Group Director Social Outreach, Anne Russell-Brown, and Group Director Partnerships and Funding (former Group Manager Youth Services) Mike Board, officially open Lana House with representatives from Rise Network.

Does age matter in the workplace?

Researchers from St John of God Murdoch Hospital and Murdoch University are embarking on a study to examine the nature of relationships between older and younger nurses and midwives.

Murdoch Hospital's Professor Leanne Monterosso said the study aims to reveal if there is tension between different age groups and if there are issues, how to improve these working relationships.

"We want to ask, does the difference in age between our staff create tension and if so, what can we do about it?" Leanne said.

"It's a very topical question and not just in the field of health. The answers are likely to be complex, but we believe a proactive approach will help us support our nurses and midwives by finding solutions to any current or developing issues."

Enrolled nurses, registered nurses and midwives who are under 30 years of age or aged 50 years and above will complete an age-appropriate questionnaire designed to uncover their beliefs and values pertaining to working with different age groups.

The design of the questionnaire is the work of Dr Elaine Teh Eng Choo from Murdoch University's School of Management and Governance. Fifteen years ago, she examined the subject of "intergenerational

tension' in the WA Police Force, where a form of underlying conflict was discovered.

As a result of Elaine's research the WA Police implemented policies to better support different generations in the workplace.

Elaine said the nursing and midwifery workforce reflects an increasingly diverse society so staff might experience some form of difficulty with similar issues.

"Differences in age, backgrounds, experiences and cultures may affect the way in which we perceive our colleagues and how we work with them," she said.

"In the modern workplace, there are various factors associated with people's age that might contribute to tension and possibly resentment, including different training experience, older people reporting to younger staff and younger people being more tech-savvy."

"The aim is to break down these stereotypes and build a bridge between the generations."

"No one is perfect and we all have our unique role to play."

The questionnaire has been distributed to nursing caregivers at Murdoch Hospital and results are expected by mid-year.

Pictured: A new study at Murdoch Hospital will explore the issue of age in the workplace.



CUDDLE COTS GIVE GIFT OF TIME

St John of God Bendigo Hospital is the most recent St John of God Hospital to receive a donated 'Cold Cuddle Cot', a cooling system that allows parents to spend extra time with their stillborn baby before they say goodbye.

The benefits of having a Cold Cuddle Cot are recognised by doctors, nurses and psychologists as important in providing more time for parents with their babies to support the grieving process.

In a supportive environment parents can cuddle, hold, or simply remain close and spend extra time with their little one, which without the cot, would not be possible.

The Bendigo cot's donors, Chantel and Josh White, also gave a cot to Bendigo's public hospital to ensure that every local family who experiences a stillbirth has the opportunity to spend a little more time with their baby.

In January Cassandra Hiscock, a mother of stillborn triplet sons, raised funds to purchase two cots, one for St John of God Ballarat Hospital and one for the local public hospital.

There have been four cots donated to St John of God hospitals in the last six months. All were made possible by generous donations from local community businesses and individuals.

Pictured: (l-r) Maternity Unit manager Shirley Lechmere and Director of Nursing and Clinical Services Jayne Boyle with Josh and Chantel White who raised funds to build a 'Cold Cuddle Cot' for St John of God Bendigo Hospital.

University awards in Sydney

St John of God Raphael Centre Blacktown and St John of God Burwood Hospital have been recognised for excellence in partnerships at a recent University of Western Sydney (UWS) awards night.

They were the only winners in their categories with Blacktown taking home the Research Partnerships Award for their ground-breaking antenatal psychosocial research and Burwood winning the Learning and Teaching Partnership Award for their engaging clinical placement program for psychology students.

The research conducted by Blacktown Raphael Centre and its research partners, the UWS School of Nursing and Midwifery and Blacktown Mt Druitt Hospital midwives, is believed to be the first comprehensive study from data collected in antenatal psychosocial assessments.

It uncovered a number of important findings that have significant clinical implications and indicate areas where further research is required.

The psychology placement program at Burwood Hospital runs over a period of three months and accommodates 20 students per year. Students shadow other caregivers and rotate through the different speciality units in the Counselling and Therapy Centre and the inpatient unit.

Feedback from students is extremely positive as they gain knowledge and experience across a large number of diagnoses and therapy treatments in both dialectal behaviour therapy and cognitive behavioural therapy.

Pictured: Associate Professor Maya Drum accepted the Research Collaboration Award from the University of Western Sydney.



AN HONOURABLE JOHN OF GOD AWARDED BENEMERENTI MEDAL

Outgoing former Trustee of St John of God Health Care, Mr Don Good, has been bestowed with the Benemerenti Medal by his Holiness Pope Francis for his service to the health care ministry in Australia over four decades.

The Benemerenti Medal is a highly regarded honour awarded to members of the clergy and the laity by the Pope in recognition of service to the Catholic Church.

The medal was presented to Don Good by Auxiliary Bishop of the Archdiocese of Perth and Chairman of Members of St John of God Australia Ltd, Donald Sproxtton in the presence of special guests including the Sisters of St John of God; Sr Isobel Moran, Sr Eugenia Brennan, Sr Pat Doyle, Sr Assumption Neary and Sr Pauline O'Connor.

Don has a long history with St John of God Health Care and the Sisters, starting as the accountant for St John of God Subiaco Hospital in 1977, the first national Finance Director for the newly incorporated St John of God Health Care in 1989 and the first lay person appointed Chair of the Trustees for St John of God Health Care in 2007.

Regional Leader of the Congregation of the Sisters of St John of God Sr Isobel Moran said, "Don is a man of integrity, utterly trustworthy and loyal, generous and open, and willing to share his wisdom and knowledge across the health care sector, as Governor and Director at Notre Dame, and in his roles at HESTA, where he served as a Director for 20 years, and as a highly respected Chairperson from 2005 to 2006.

"The Sisters regard him as an honourable John of God."

Archbishop of Perth Timothy Costelloe broke the news of the Papal award to Don and Apostolic Nuncio in Australia, Archbishop Paul R. Gallagher, extended his congratulations for the honour bestowed in recognition of long and faithful service to the Church and to society.

A celebratory dinner at the UWA Club was attended by Don's family, his wife Sue and their three sons and their wives and partner.

Amongst the guests celebrating a lifetime of service were St John of God Health Care Chairman of Trustees Eva Skira, Board Chairman Tony Howarth and Group Chief Executive Officer Dr Michael Stanford.

Pictured: Auxiliary Bishop of the Archdiocese of Perth and Chairman of Members of St John of God Australia Ltd, Donald Sproxtton presents the papal honour to former Trustee Don Good.

New appointments



TRUSTEE APPOINTMENT

Mr Frank Cooper AO is a new appointment to the Trustees of St John of God Health Care (SJGHC) and a Director of St John of God Australia Limited. Mr Cooper has extensive business experience spanning more than 30 years and an outstanding record of community service.

Mr Cooper is a non-executive director of Woodside Petroleum, Chair of its Audit and Risk Committee and Chairman of the Insurance Commission of Western Australia.



NEW BOARD MEMBERS

St John of God Health Care has welcomed two new Board members in **Dr Julie Caldecott** and **Mr Justin Carroll**.

Julie has more than 20 years' experience as a consultant to the public and private sectors with a focus on consumer goods and health, for Boston Consulting Group (BCG) where she was a Director and Partner until 2011. She trained as a medical practitioner prior to joining BCG and has an MBA from Melbourne Business School, University of Melbourne.



Justin Carroll is a Managing Partner of PwC Australia's Perth office and has more than 24 years' experience in the provision of external audit, due diligence and advisory services. He is also a Governor and Director of the University of Notre Dame Australia (UNDA) and chairs UNDA's Finance, Risk and Audit Committee.



CEOS TAKE UP HELM

St John of God Pinelodge has welcomed **Tracey Tobias** to the role of Chief Executive Officer/Director of Nursing. Tracey was most recently a manager with Southern Melbourne Integrated Cancer Services where she led reforms across Alfred Health, Cabrini Health, Peninsula Health and Monash Health. Tracey has held senior roles at Peninsula Health and served as the Chief Executive Officer/Director of Nursing at Ramsay Health Care's John Fawkner and Linacre Private Hospitals. She is nurse trained and holds a Masters of Health Service Management, a Bachelor of Arts and is a Fellow of the Australian College of Health Service Managers.



Trevor Matheson brings a proven track record in rural and regional hospitals to his new role as the Chief Executive Officer at St John of God Warrnambool Hospital. Since 2011 Trevor has been the Chief Executive Officer at Ramsay Health Care's Dudley Private Hospital in Orange NSW. Over 15 years Trevor worked at Mildura Base Hospital in senior operational roles such as Acting Chief Executive Officer, Director of Nursing and Director of Mental Health Services.



MANAGER TO PROGRESS TIMOR-LESTE WORK

Andrea Shaw has joined the St John of God Social Outreach International Health team as the new Country Manager for Timor-Leste and is responsible for overseeing all operational aspects of St John of God Health Care's capacity building work in the region.

Andrea has 15 years' experience in international development working in 17 countries across Africa, Europe and Asia.

FEEDBACK LINKED TO SERVICE IMPROVEMENT

Group services functions have recently implemented a new online survey tool, known to some as NPS or Net Promoter Score, to continuously improve the way they work and deliver their services.

Based on the feedback caregivers have been providing, significant changes and improvements are being made in group supply, workforce and information services.

Group Manager Procurement and Supplier Relations, Kate Baker found that caregivers using her team's services were keen to see more frequent and insightful reports to help identify how they are performing in the procurement of supplies required to run their divisions.

As a result of the feedback, the supply department now prepares new reports which are helping divisions achieve sound financial stewardship and St John of God Health Care, as a group, is able to get a better outcome for the strategic procurement of supplies.

Group Manager Billing and Receivables Debra Rho, is implementing a new document scanning technology that will mean a better experience for patients and for the divisional caregivers that work closely with the group accounts team.

Feedback from divisional caregivers found scope for improvement in the scanning of patient records into the system. The solution reduces the time divisional caregivers spend providing patient documentation to the accounts team and helps accounts caregivers to quickly respond to patients with billing questions over the phone.

Asking divisional caregivers how they think group services are going and what they need in order to make their jobs simpler through accessing these services is the best way to identify the improvements that need to be made.

An important part of delivering excellent services is listening to and learning from feedback.

News in Brief

AUSTRALIA DAY HONOURS

St John of God Health Care Trustee Therese Temby was named an officer in the General Division of the Order of Australia (AO) in the Australia Day honours for her lifetime contribution to improving education in Western Australia.

Therese has had a long and distinguished career in education – as a teacher, a librarian, a finance officer, a state Catholic education director, a National Catholic Education Commissioner and as chair of the NCEC for five years, from 2008 to 2013.

Therese has served St John of God Health Care for ten years as a Trustee. She has also served as a governor of the University of Notre Dame and as chair of the Curriculum Council in Western Australia.

FROZEN GIFT TO RAPHAEL CENTRES

An impressive *Frozen* themed Christmas light display at the home of St John of God Health Care General Counsel and Company Secretary Larissa Johnstone provided great joy to children from all over Perth and raised an impressive \$5,053 that the family has donated to St John of God Raphael Centres.

Larissa said it seemed only right that money raised through the joy of Christmas should go to helping those who cannot feel joy because they are suffering from mental health issues such as post natal depression.

“We had an extremely positive response from the public, who have been very supportive of the Raphael Centres and the work they do,” Larissa said.

“The most touching moment for me was meeting a man who had been cared for by our Raphael Centre at Subiaco. He was so grateful for the help he had received, it was a wonderful to meet someone who has been impacted in such a positive and profound way by our Social Outreach services.”



FINANCE PARTNERS WITH CATHOLIC CHURCH AGENCIES

Senior members of the Group Finance department have extended their roles to further support the work of the Catholic Church in the community.

Group Director Finance Bryan Pyne has joined The University of Notre Dame Finance, Audit & Risk Committee and General Manager Finance, Sam Elder has been appointed to the Finance and Resource Management Committee for the Catholic Archdiocese of Perth.

LITTLE OWLS EXTENDS ITS CARE FOR PRESCHOOL CHILDREN

Community Youth and Child Services at St John of God Waipuna in Christchurch, New Zealand celebrated the expansion, refurbishment and re-launch of their preschool with a community open day in March.

Previously known as Waipuna Early Childhood Centre, Little Owls Preschool has extended its hours to a full day and has increased capacity from 40 to 55 children from birth to five years of age.

Visitors enjoyed tours of the facility, information stalls, a free sausage sizzle, bouncy castle, native tree giveaways from Trees for Canterbury and harvest from the St John of God Waipuna community garden.

Mickey and Minnie Mouse were giving away Little Owl balloons and proved very popular with the children.

Pictured: Caregivers, children and families of the Little Owls Preschool in New Zealand enjoy a community open day to celebrate an expanded service.

Community garden bears therapeutic fruit

Set on 10 hectares of serene rolling hills and fertile farming land in the Hawkesbury area, St John of God Richmond Hospital is a sanctuary for people who need a tranquil place as part of their healing process through mental health issues.

The rich land has now been put to further use with the establishment of a community vegetable garden – a project led by a former patient who wanted to give something back to the hospital and he garnered the support of caregivers to create the space.

Eleven raised garden beds were prepared and planted in late Spring by patients and caregivers, under the guidance and support of staff at McGrath’s Hill Bunnings.

The ample fruit, vegetable and herb seedlings are now well on the way to delivering fresh produce.

The garden project has added an element of physicality to patients who can weed, water

and participate in nurturing the crops at any time, as an informal activity that complements their structured treatment programs.

Caregivers regularly join patients in tending to the plants and sharing garden tips which has provided a wonderful opportunity to connect.

“This project, albeit a simple one has been one of the highlights of our year,” Chief Executive Officer, Strepthon Billinghurst said.

“The communal aspect of creating the garden and now, the constant need to maintain it has really helped with lifting everyone’s spirits and enriched our community.

“In this short time, the garden is already considered an important additional part of therapy, assisting patients to have confidence in contributing to common purpose,” Strepthon said.

One patient who is a keen gardener at home, said he looked forward to going to visit the garden every day.

“I have always been passionate about gardening, it’s what I’m good at and it really



helps to calm me down. Even just being surrounded by plants makes me happy and gives me a sense of achievement, I can’t wait to see the fruits and vegetables on the table ready to eat,” he said.

The project has received a \$5,000 community development grant from the New South Wales Premier’s Office, which will help fund the ongoing costs of maintaining the garden.

Pictured: Patients and caregivers join together at Richmond Hospital to nurture their crop in the new community garden.

PONY LIFTS SPIRITS OF PATIENTS

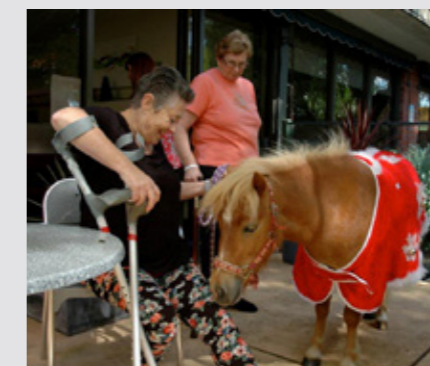
The healing power of a pony was evident at St John of God Frankston Hospital when patient Glenda Garrett received a much welcome visitor to the hospital after her total hip replacement.

Glenda’s recovery was progressing well but a friend reported that Glenda was feeling down and enlisted the help of the hospital’s caregivers to help lift her mood.

Glenda could not believe her eyes when she saw a miniature Shetland pony wander pass her hospital window - then realised that it was her own pony Bobo.

She grabbed her crutches and raced out to the garden area to meet Bobo.

Glenda said it was the quickest she’d ever moved on crutches!



“I can’t tell you how happy I was to see him. I was on a high. I felt wonderful”.

Bobo nuzzled into Glenda when he saw her, then proceeded to check out every inch of Glenda’s leg that had been operated on.

An elderly man spoke to Glenda in the evening and said the visit had made

everybody’s week. She said that Bobo’s visit had “lifted everybody’s spirit.”

Glenda herself was well aware of the health benefits of pet therapy having spent many years introducing animals to adults with intellectual disabilities.

St John of God Frankston Rehabilitation Hospital has a dedicated pet visiting area and has a volunteer visit the hospital every weekend with her pet, Delta Dog.

Research has found that pet therapy is a low-tech, low-cost therapy that can improve mood in a meaningful way for hospitalised patients.

Pictured: Frankston Rehabilitation inpatient Glenda Garrett’s recovery was fast-tracked after a visit from her pet Bobo the Pony.



St John of God Day: March 8

At St John of God Health Care we are part of the contemporary story of St John of God and we recognise the annual feast day on March 8 and pause to reflect on Saint John of God the man and his enduring spirit in which we deliver our own hospital and health care services.

Our caregivers come together at special events across our many sites of service and we honour them for their individual and collective contribution to continuing his work.

It was 16th century Spain when Saint John of God opened the doors on a makeshift hospital that would welcome people of all

sicknesses and class - many of whom were shunned by society at the time for their affliction or state of destitution.

He was passionate about combating injustice for the disadvantaged and attracted many helpers on his mission to alleviate suffering.

St John of God once wrote: "We are all aiming at the same goals, yet each one by the road God has been pleased to mark out for him. It is therefore right that we help one another."

Pictured (clockwise from top left): Geelong Hospital caregivers enjoyed a luncheon and pomegranate shaped cake pops; Mt Lawley

Hospital caregivers enjoyed their first St John of God Day since joining the group in 2014; Group Services commissioned new managers in a symbolic ceremony that incorporated the pomegranate fruit and seeds; In making a Spanish connection with Saint John of God, many divisions enjoyed a paella lunch including Subiaco Hospital caregivers who were served by CEO Lachlan Henderson; At Bendigo Hospital retiring Monsignor Frank Marriott from the Sandhurst Diocese was the guest speaker – he has had a 50 year association with the hospital; Geraldton Hospital celebrated in St Francis Xavier Cathedral with a commissioning and individual Blessing. Paul Dyer CEO/DON, Glenn Hutton Senior Finance Manager and Karen Merefield Nurse Manager were commissioned and all caregivers were invited for a Blessing of their hands by the Most Rev. Bishop Justin Bianchini.

St John of God Health Care is a leading Catholic health care provider in Australia and New Zealand, operating 14 hospitals, home nursing, pathology and Social Outreach services that reach out to people experiencing disadvantage. Editorial submissions or mailing list changes for Pomegranate to tracey.roberts@sjog.org.au

