# San News

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Adventist HealthCare

# Welcome to this edition of San News.

THIS NEWSLETTER HIGHLIGHTS SOME AMAZING STORIES FROM STAFF AND DOCTORS, INFORMATION ON SERVICES AND EVENTS, AND ALSO DEMONSTRATES HOW – DESPITE THE CONTINUED IMPACTS OF THE COVID-19 – WE HAVE BEEN ABLE TO CONTINUE TO MEET THE HEALTHCARE NEEDS OF OUR COMMUNITY.

We want to take the opportunity to thank our staff for going above and beyond during this time to care for you - our community, and in return we also want to thank our community for supporting us through the boundless uncertainty of these last few years.

In the depths of staffing shortages, both Sydney Adventist Hospital and San Day Surgery Hornsby have successfully met the requirements to be granted three years of accreditation under version 2 of the National Standards.

As you may be aware, for the first time in our hospital's 119-year history we fell out of contract with a private health insurer. This was extremely concerning for us and were pleased when negotiations were finalised and we announced a new agreement effective from 1 June 2022.

Also inside this edition of San News you can read about some special achievements from our amazing staff and doctors, as well as get an inside look into our recent recruitment campaign.

Brett Goods, AHCL CEO



### Well done team San on our outstanding accreditation results

UNDER TOUGH CONDITIONS. THE SAN SAILS THROUGH ITS LATEST ACCREDITATION.

At the height of Covid, with staff shortages and challenges never experienced before, both Sydney Adventist Hospital and San Day Surgery Hornsby have successfully met the requirements to be granted three years of accreditation under version 2 of the National Standards. CEO of Adventist HealthCare Limited (AHCL) Mr Brett Goods said that he is extremely proud of the outstanding accreditation results. Five surveyors spent four days at AHCL and acknowledged that the survey was conducted under very challenging circumstances – with more than 100 staff temporarily off on any given day. "We are also delighted that the surveyors noted that for an organisation of AHCL's size and complexity, to gain accreditation in a single event without the need for high-priority follow-up of recommendations is not common across Australia," said Mr Goods. "The results are testament to the commitment that both leadership and staff have to patient care and to the excellent clinical and medical services that we offer."

### **Nurse Helen** swings into action

"PUT SIMPLY, NURSE HELEN SAVED MY SON'S LIFE ON THE AFTERNOON OF MONDAY, 25TH OCTOBER AT GORDON TRAIN STATION." - CHRIS, MOTHER OF FELIX, 15 YEAR OLD BOY.

On the 25th of October Level 8 Radley nurse, Helen, was waiting for her train at Gordon station when she noticed a boy in an unconscious state. With her nursing training springing into action she quickly realised that with his changing colour and rapidly failing pulse, this teenage boy was in serious danger. Helen swiftly moved him into the recovery position, cleared his airways and commenced CPR. A short while after this, train station staff introduced a defibrillator and applied three shocks. Whilst train station staff assisted on the defibrillator, Nurse Helen and two members of the public continued CPR until the ambulances arrived quite some time later.

Felix, the 15 year old boy, had suffered a cardiac arrest from Wolff-Parkinson-White syndrome. "Through Helen's actions, not only did my son Felix survive the cardiac arrest, but due to Helen's prompt action, and quality CPR, Felix has recovered both physically and cognitively with little to no damage" shared Chris, Felix's mother.

"Helen is genuinely the Guardian Angel and Hero to our son Felix".

WELL DONE NURSE HELEN FOR YOUR BRAVE, RAPID, EXPERT RESPONSE!



#### SAN RECRUITMENT CAMPAIGN

### A Culture of Health

# **Culture of Health** Growth **Balance** Purpose

#### A CULTURE OF HEALTH: WHOLE-PERSON HEALTH IS WOVEN INTO THE FABRIC OF EVERYTHING WE DO AT SYDNEY ADVENTIST HOSPITAL.

You may have seen our new recruitment campaign on your socials recently. This new campaign is helping the San find new superstar employees across the Hospital. The campaign is backed by research including interviews with San Nursing Managers and key leaders in the organisation. The result was the 4 key pillars below:

Be part of a diverse team of healthcare experts, which brings together a wealth of knowledge, experiences, and perspectives. We know that together, we're greater than the sum of our parts – and we treat every individual with care and respect. Every member of our community has an important part to play and brings something valuable to the table.

We know work is just one facet of your life, and actively encourage you to keep it that way! If you want to do well at work, it's critical that you maintain a nourishing, restorative and rewarding personal life. So, whether it's through regular breaks, great staff facilities or flexible work arrangements, we make it easier for you to strike the balance that's right for

We are united by our fundamental belief in the importance of whole-person care, and that the health of our community is worth striving for every single day. We're motivated and inspired by the positive impact we're able to make whether it's by bringing comfort to someone's day, or raising the bar for the health of our entire world.

We want you to be the absolute best you can be - and we'll give you every opportunity to keep learning and growing. From continued professional development to diverse career

WHAT A MILESTONE!

**18,000 cardiac** surgery on bypass

IN DECEMBER LAST YEAR THE SAN REACHED A NEW MILESTONE OF 18,000 CARDIAC SURGERIES ON BYPASS.

Congratulations to all individuals and teams that were involved in reaching this milestone. A small celebration was held this year, and attended by both AHCL CEO Brett Goods and AHCL Operations and Nursing Executive Clare Lumley.

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pathways, we offer all the support we can to help you thrive. The better you become, the better we become.

Keep an eye out; the campaign is supported through the roll out of various materials including a recruitment video, online recruitment advertisements, local community strategies, and social media strategies, so you might see it around!



As of the June 21st these teams have completed a further 97 cardiopulmonary bypass surgeries with another 700 using surgical standby.

In further exciting news, the San now has a new fleet of heart-lung machines. These machines are also known as cardiopulmonary bypass machines and they take over from the heart by replacing the heart pumping action and by adding oxygen to the blood.

# **Robotic Colorectal** 'Super' Fellowship at The San is One of a Kind





THE ONLY ONE OF ITS KIND IN AUSTRALIA, THE ROBOTIC COLORECTAL 'SUPER' FELLOWSHIP AT THE SAN SEES CONSULTANT-LEVEL TRAINING FOR A FULL YEAR UNDER THE GUIDANCE OF TWO OF AUSTRALIA'S EXPERT ROBOTIC SURGEONS.



Dr Stephen Pillinger



# **Congratulations to San Radiographer Don Nocum**

SAN INTERVENTIONAL RADIOGRAPHER DON NOCUM WAS RECENTLY CERTIFIED AS AN ASMIRT (AUSTRALIAN SOCIETY OF MEDICAL IMAGING AND RADIATION THERAPY) ADVANCED PRACTITIONER.



The relatively new certification is recognising leading clinical and academic work within radiography. Mr Nocum is only the third to receive the certification, which acknowledges contributions that go beyond the normal scope of practice across seven key areas – such as internal and external collaboration, advanced clinical expertise, high level of scholarship and teaching, and clinical leadership.

Mr Nocum collaborates with interventional radiologists, university academics and researchers from Australia and across the globe. He has published in various local and international peerreviewed journals.

"Personally, this is a monumental achievement and very rewarding as a radiographer for my work and research contributions to be recognised for undertaking this pathway," said Mr Nocum, who has been with San Radiology and Nuclear Medicine (SRNM) for the past 11 years and has helped promote it into a centre of excellence in NSW. "San Radiology Chief Radiographer Ms Nadine Thompson has been a very supportive mentor of my work at the hospital.

"I hope to work alongside ASMIRT in exploring more advanced practice roles for radiographers and to assist others who are passionate about this pathway. In the UK, this model of certification has been operating successfully for decades and I look forward to helping ASMIRT establish it in Australia to further support radiographers working at the forefront of emerging procedures and technologies."

Mr Nocum is also currently a PhD candidate at The University of Sydney with his thesis focused on radiation dose optimisation for uterine artery embolisation (UAE) procedures, which are performed at SRNM by Dr Eisen Liang for the treatment of patients with symptomatic uterine fibroids and adenomyosis.

Ms Thompson said that it has been a privilege to see Don develop both professionally and personally while working through the ASMIRT Advanced Practitioner pathway.

"His success is a credit to his tenacity and commitment to his profession," she said. "Don is an inspiration and a true pioneer for the future of radiographic practice."

Dr Geoffrey Herkes, Director of Research at AHCL, agrees that Mr Nocum is an inspiring member of the team, commenting: "He has been recognised with an outstanding award, is finishing a doctoral degree, and exemplifies the belief that research is such an integral part of what we do"

Director of San Radiology and Nuclear Medicine Operations, Mr Geoff Andrews, congratulated Mr Nocum on the momentous achievement, noting the achievement as a ground-breaking one for imaging practitioners and is a great recognition for many years of work towards this achievement.

"The contribution Don makes to the quality of the San Radiology service is significant and it is performed with a humble, unassuming and achievementoriented focus that I find admirable," said Mr Andrews "We are lucky to have Don as part of the San Radiology and Nuclear Medicine team."



# Our Student **Doctors**



LAST YEAR, AUSTRALIAN NATIONAL UNIVERSITY (ANU) MEDICAL STUDENT LUCY THAWLEY WAS AMONGST THE INAUGURAL GROUP OF THIRD YEAR STUDENTS TO COMPLETE ROTATIONS ACROSS SEVERAL MEDICAL AND SURGICAL AREAS. THIS YEAR, SHE WAS THE FIRST TO COMPLETE AN ELECTIVE IN ICU AT THE SAN.

"I opted to do an additional two weeks in ICU during my holidays as we are only scheduled a one week rotation," said Lucy. "It's a very interesting area of medicine and because it is so complex, I wanted to spend more time there learning.

"In ICU, patients come in with such a wide range of conditions from all the major medical and surgical disciplines. You get to put into practice everything you have learnt in medicine. It's also a specialty where you can see your treatments and interventions working in real time, which can be verv rewarding."

Lucy says she found both administrative staff and medical supervisors at the San to be very supportive, enhancing her learning experience. They were a major factor in her wanting to spend additional time in the ICU. Administration staff created opportunities for her, while doctors were generous with their knowledge, and actively created useful clinical learning opportunities.

"Because of Covid, electives have been limited or cancelled for most medical students," explained Lucy. "I feel lucky to have been able to complete an acute care elective at the San. It's been an amazing experience."

The ACHL-ANU collaboration commenced in 2020, with a focus in education, research and clinical service

**Congratulations** Nutrition & Dietetics department on APHA Award finalist

**Australia Day Honours** 

Congratulations to Clinical Professor Saxon Smith who was made a Member in the General Division of the Order of Australia for significant service to medicine as a dermatologist and researcher, and to professional societies.

And congratulations to Dr Geoffrey Herkes who was made a Member in the General Division of the Order of Australia for significant service to medicine as a neurologist, to medical research, and to professional associations



**Dr Geoffrey Herkes** 



**Clin/Professor Saxon Smith** Dermatologist

**Bobbin Head Cycle** Classic 2022 postponed



SYDNEY ADVENTIST HOSPITAL IS PROUD TO BE A GOLD SPONSOR OF THE BOBBIN HEAD CYCLE CLASSIC ONCE AGAIN THIS YEAR WHILE ALSO ENTERING THE 'SAN CYCLISTS' TEAM FOR ANOTHER YEAR.

The Bobbin Head Cycle Classic (also known as BOBBO) raises much needed funds to support Lifeline – an Australian charity that provides 24-hour crisis support and suicide prevention services.

This year the ride was meant to be held on Sunday March 27th but due to the large amount of rain forecast for the Sunday, and the very poor pavement conditions the ride has been postponed till Sunday September 18th

So far, the San Cyclists team has raised over \$2,000 for Lifeline and other charities. As the ride is now postponed there is plenty of time to sponsor the team or a rider.

You can still donate here San Cyclists - Team Fundraising -Bobbin Head Cycle Classic.

#### **Australian** Health Service Alliance (AHSA) **Fund Agreement**

reached between Australian Health Service Alliance (AHSA) and Adventist HealthCare. AHCL is pleased to announce

that we have received an updated offer from the AHSA for we have accepted. This means

# We are thrilled to welcome new nurses to Adventist Healthcare

WELCOME TO THE SAN



A new agreement has now been since 1 June 2022 members of AHSA funds have been able to come to Sydney Adventist Hospital and San Day Surgery Hornsby for treatment and receive the full benefit of their health insurance cover.

a new three-year contract which Please be assured over the last several months we've worked

extremely hard to reach an agreement. We are delighted to have now reached a resolution so that we can continue to provide the best possible care to our community.



# How the San stepped up to respond to COVID

HOW DID THE SAN GET THROUGH AN ENORMOUSLY CHALLENGING TWO YEARS OF COVID, HELP NSW WITH ITS RESPONSE AND STILL ACHIEVE SO MUCH OUTSTANDING WORK TOGETHER? OUR COVID RESPONSE COULD NOT HAVE HAPPENED WITHOUT THE ROBUST TEAMWORK THAT IS SUCH A BIG PART OF AHCL CUITURE

#### By Jeanette Conley, Medical and Clinical Governance Executive

The impact of Covid on the hospital and staff was immense with disruptions to elective surgery, rising inflation, supply chain issues and staff shortages. All of these challenges faced by AHCL came in waves as the health sector moved through the different phases in Covid, and called on the organisation to step up like never before.

One of the keys to successfully navigating Covid was establishing core principles early on – the first of which was keeping our staff and doctors healthy. Our second principle was emerging from the pandemic with a strong business, while the third was continuing to make a meaningful impact on the community we serve. CEO Brett Goods always referred the leadership team back to this framework during moments of uncertainty.

### Early days: establishing frameworks and plans

At the outset of Covid, the biggest challenge was low availability of PPE, a real risk to the San as a private hospital in an environment where the public sector was a priority. Early capacity modelling revealed we had insufficient PPE to perform regular medical and surgical work in addition to any requisite Covid activity. This necessitated the courageous step of reducing elective surgery, which we did just one day before the Federal Government announced their restriction on elective surgery. Fully aware of the commercial ramifications for AHCL, we prioritised keeping our people safe. Ve also set up many working parties focused in specific areas of the Hospital – the catheter ib, the maternity ward and ICU, for example. he Covid Scrum – our covid steering ommittee led by the executive – would meet aily, sometimes twice a day to check in on issues that needed solutions. This was a vital bool in the rapidly evolving situation.

One of the fantastic successes in the early days was doctors doing research and coming to meetings in their own time to provide information to the leadership team. Prior to Federal & State Government policies of early to mid-2020, we had no choice but to develop our own. It was a busy time with staff working long hours.

Norkforce preparation demanded significant attention. From training nurses to use an N95 mask, to preparing staff sufficiently in the event we were overwhelmed by case numbers, to contracting doctors no longer doing elective surgery for Covid-relevant work – such as critical care – an immense amount of work took place behind the scenes.

The communications required to inform and keep everyone on track can't be underestimated. In the early days, we used executive emails, but eventually the Covid newsletter was up and running and it kept us all regularly informed

### COVID continues: being agile and responsive

By mid-2021 at the height of the Delta butbreak, we moved to support the State Government and Local Health District by sending staff to public sector vaccination hubs and other areas. At the hospital itself, we eadied ourselves to take on public patients

With so many 'LGAs of concern', this wasn't easy. Besides contracting and rostering, we needed our workforce vaccinated and continually tested, and those working from home to be managed. For surgery that was going ahead, we had to develop a framework for triaging what was considered 'urgent'. Again, across the organisation, senior colleagues, doctors, nurses, and administrators stepped up. can see now how the San's history of thinking head came to fruition in helping get through he pandemic. We set up electronic medical ecords around 2010 and an associated app in 017 with doctors working remotely through ligital platforms. As a result, the unavoidable ligital transition during Covid went quickly and moothly for us. A fortuitous organisational tructure change in 2019 also helped mmensely. Head of Surgical Services Associate Professor Michael Hughes, and Head of Division of Medicine, Clinical Associate Professor Geoffrey Herkes, were well settled into these oles and so going into the pandemic, they were ble to lead many conversations.

#### Reflecting as we get back to normal

In the early phase was the busiest, ne Omicron wave of December 2021 was ardest. There were so many positive cases s restrictions were lifted. For the first time we ad significant numbers of staff and patients npacted, with 150 staff and doctors absent due to COVID at one point. Supply chain issues also nger, and it would be good to see a national iscussion on this as the country reflects on ustralia's vulnerabilities going forward.

Overall, for two difficult years, the San has emerged as a sustainable organisation. This would not have happened without the colossal effort that took place. Many of us worked every day for months – meeting Monday through Sunday to ensure a coordinated response. Staff on the front line worked overtime to keep our communities safe

he coordination of frameworks and plans, Governance structure that kept us moving ad adapting, and robust communications ere all critical. But it is the role that every dividual played along with the power of their plaboration that will stay with me forever. As e get back to normal, I have nothing but praise r my executive and leadership colleagues, dmiration for our staff and doctors who worked in the frontlines, and gratitude at being part of uch a canable and principled organisation

### Recent Hospital Ø Celebrations

THIS YEAR MAY 9-15 WAS AHCL'S STAFF WEEK, WHERE WE CELEBRATED ALL STAFF AND VOLUNTEERS ACROSS SYDNEY ADVENTIST HOSPITAL AND SAN DAY SURGERY HORNSBY.

Each day during the week the Hospital celebrated all the amazing San Star's thanking them for their years of service and continued hard work with awards and an appreciation meal from San Cafe.

Each day the Executive team held Town Hall sessions to update staff on Hospital happenings as well as recognised our long serving team members and Mission Ambassadors with an award presentation.

The week after this was National Volunteers Week around Australia. This was a chance for all of us to celebrate and recognise the vital work the San Volunteers do and say a big thank you for their generosity.

Since the impact of Covid and pausing the volunteer program over various periods in the last few years, in 2021 our San Volunteers still managed to donate 15,182 hours to the San.



Hands-free digital exo-scope ushers in new era APPOINTED DIRECTOR OF ANU-BASED ECCLES INSTITUTE

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APPOINTED TO HARNES COMPUTATI RELATED DI COMMERCIA

Professor Watso neurologist at th serves as Chair Committee and Director of the A Limited (ACHL) Professor Watso of the original S Hospital Clinica spearheaded a government and school. In 2021, the ANU portfol

"We are delighted to see Professor Watson appointed to lead the Eccles Institute," said AHCL CEO Brett Goods.

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Now in use in r the innovative in Australia ear significant adv procedures be ability to adjus changes in dep the system als



# Congratulations Professor John Watson, AM

ROFESSOR JOHN WATSON, AM, HAS BEEN TO ESTABLISH A UNIVERSITY-WIDE INSTITUTE & EXCELLENCE IN FUNDAMENTAL, COGNITIVE, DNAL, AND PHILOSOPHICAL NEUROSCIENCES AND SCIPLINES, AND TO DEVELOP KEY CLINICAL AND L PARTNERSHIPS.

n is a consultant e San, where he also of the Medical Advisory as a non-executive dventist HealthCare Board. In 2011, n led the establishment vdney Adventist School (SAHCS) and uccessful philanthropic ttracted significant external funding for the SAHCS became part of "John's role will help to strengthen the AHCL's partnership with the ANU, and he is ideally suited to facilitate collaborations that will see clinical and academic work come together to develop new understandings and new approaches to patient care."

Dean of the ANU College of Health and Medicine, Professor Russell Gruen, says "Professor Watson has the skills and experience to lead the Eccles Institute to become an interdisciplinary centre of excellence in neuroscience that engages with the major challenges of our time – which is very much the vision of Eccles himself."

GICAL SURGEON ATELARIS HAS REVERSAL A USING THE PE® – AN INTUITIVE WITH HEAD-DNTROLLED 3D ON.

ore than 20 countries, oboticScope® arrived ar this year and brings aces for micro-surgical suse of its intuitive quickly and accurately to a of field. Ergonomically, provides a relaxed These advanced features are made possible by a Head Mounted Display that detects the head gestures of the surgeon

"When using a traditional surgical microscope, the surgeon has to refocus the microscope during the case," said Dr Katelaris, who has performed vasectomies and micro-surgical vasectomy reversals at the San for more than 35 years. "This can be frustrating and affect concentration."

"RoboticScope®, however, automatically refocuses to a new depth of field, with the hands-free adjustment allowing the surgeon to stay fully focused on the surgical field. In microsurgery, where you are working with anatomical structures as fine as the hair on your head, this undistracted focus is incredible."