

# ACUTE NEWS

SEPTEMBER 2020

healthcare™



## A NOTE FROM TIM YEOH

Welcome to the September edition of Acute News.

Our hospitals around the country have been working with our doctors and public health services to resume all types of elective surgery – working hard to reduce the number of patients who had been forced to wait for

their procedures due to elective surgery bans implemented earlier in the year.

Throughout this time, our hospital teams have continued to innovate while remaining cautious to minimise any risk of further COVID transmission.

Tim Yeoh, CEO Acute Services



## MEET YOUR ACUTE EXECUTIVE TEAM

WITH MATT KELLY, EXECUTIVE MANAGER

– NSW Central Coast, Patient Experience & Sustainable Workforce



Matt grew up in the Hunter Valley and went to Newcastle University to study his Bachelor in Nursing. After completing a transitional year in the John Hunter Hospital, he moved overseas and worked in Birmingham City Hospital in the NHS. After returning to Australia, Matt worked in Critical Care Units around Sydney before settling into Prince of Wales Private Hospital ICU. He has also spent time working for The Mater Hospital, Northern Sydney and Central Coast Area Health Service, and as the Project Manager for the Regional Cancer Centre at Gosford Hospital.

Matt first started with Health Care in 2012 as the Deputy CEO for Gosford Private Hospital, and has since moved to CEO, Regional Manager and now Executive Manager for Patient Experience and Workforce Sustainability.

### Why did you choose to work in health care?

Nursing was something that I didn't consider when I was at school. I was thinking I would do something in business or accounting. But then I had a few people suggest I would make a great nurse, including my Auntie who is a nurse and I thought I would give it a go. As it turned out some of my most memorable moments stem from this decision and it has been a fantastic platform for my career. We often forget to

respect that the patient in the bed is vulnerable and we have an opportunity to improve their life through empathy and the best practice. I get a lot of satisfaction out of patients who express they have had the best experience with us.

### What are the biggest challenges facing private hospitals currently?

I think at the moment there is concern about the affordability of private health insurance. COVID has effected many households and when people lose jobs or their own businesses go backwards, they look at their household spending to tighten their belts. As private hospitals we need to continue to show value in maintaining private health insurance. We need to ensure that our patients experience is the best possible, as well as providing a service to our Doctors that sees them advocating for our hospitals.

### What are the future opportunities for health care in Australia?

There are many opportunities in technology and ways we provide clinical care, however I believe that a greater focus on the patient's experience will see a culture shift in private hospitals. Staff having empathy for the patient's situation will provide a greater value to the patient's experience and see them promote our services. Having a strong values-based culture within our facilities will also see our staff support our drive to put patients first, and our people always.

### Do you have a favourite quote you live by?

The standard you walk past, is the standard you are willing to accept. I use this all the time to challenge others with what they are letting go of and what they need to change.

### What can we expect in the portfolios of Patient Experience and Workforce Sustainability over the coming months?

We are looking at how we can create greater sustainability in our nursing workforce in years to come. 18% of our nursing workforce is over 60 years of age in Health Care. We need programs that entice ENs, RNs and RMs to HCA and create a pipeline of staff in the years to come. We are piloting a collaborative program with Hunter TAFE for ENs as well as working on a support program for RN's in the Manning Region. It is hoped that these programs will also decrease our dependence on agency nursing staff and enhance our own employees' experience.

# WORLD FIRST CARDIOLOGY TECHNOLOGY AT HURSTVILLE PRIVATE HOSPITAL

Hurstville Private Hospital recently welcomed new technology from Biosense Webster – the Cartonet Complete system. The new Cartonet Complete System is designed to enable cardiac electrophysiologists such as Dr Calvin Hsieh to diagnose, monitor and deliver therapy to the human heart.



As the first site globally to use the Cartonet Complete System, this opens the opportunity for Hurstville Private Hospital to be at the forefront of all new technologies in cardiac electrophysiological procedures over the foreseeable future in Australia. Dr Calvin Hsieh explains “this is an exciting prospect for Hurstville Private Hospital’s cardiology expertise, as the adoption of future technologies will accelerate the workflow, increase safety and increase the success rates of arrhythmia procedures for patients. Cardiac electrophysiology is a field that pushes the boundaries of technology, and Cartonet Complete gives us the ability to provide the most cutting-edge care for our arrhythmia patients.”

Hurstville Private Hospital was also the first commercial site in Australia for the new Biosense Webster CARTO VIZIGO® bi-directional guiding sheath for catheter ablation.

The device reduces the use of fluoroscopy and minimises the patient and theatre staff exposure to the radiation that fluoroscopy creates. This, in combination with pre-existing technologies at Hurstville Private significantly reduces the radiation burden to patients and staff without compromising efficacy or safety.

As the first commercial site in NSW to adopt the most sophisticated version of the gold standard complex EP systems, Dr Hsieh will continue to be at the forefront of tackling complex interventions with new technology “with the technology in these systems, complex arrhythmia treatments that were previously impossible or time consuming are now possible” – says Dr Calvin Hsieh, Cardiologist.

When it comes to pacemakers, Dr Calvin Hsieh implanted the first leadless MICRA pacemaker at Hurstville Private Hospital in 2018. Since then, Dr Hsieh in concert with Hurstville Private has rapidly become the highest volume centre in NSW for these cutting-edge devices. Dr Hsieh and Hurstville Private has also become a training centre for international cardiologists in the technique too. Leadless pacemakers have proven to be a disruptive revolution in pacemaker technology. These devices, 98% smaller than conventional pacemakers, leave no visible mark on the patient, and have been shown to be significantly safer in a number of respects.

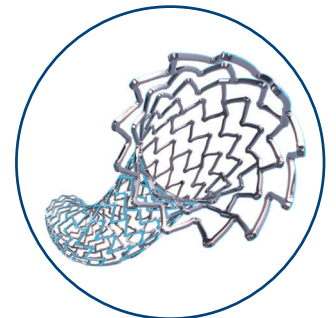
For further information about the technology advances being adopted at Hurstville Private Hospital or to book an appointment with Dr Hsieh, contact the Hurstville Private Heart Centre on (02) 8197 3322.

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## AUSTRALIAN FIRST TREATMENT AT GOSFORD PRIVATE HOSPITAL

Interventional Cardiologists, Dr Tom Ford and Dr Roberto Spina, recently introduced the 'Megatron' stent at Gosford Private Hospital's Heart Centre in an Australian-first. Dr Ford shares more.

Terry had a near fatal heart attack while undergoing chemotherapy during his battle against lung cancer. One of his main coronary arteries had a >95% blockage and his heart was failing, with his remaining right coronary artery also blocked. Open heart surgery was not a good option for Terry. A family discussion and multidisciplinary meeting supported the plan for a high-risk Percutaneous Coronary Intervention (PCI) with coronary drill (rotational atherectomy) and stenting. In essence, the Cardiologists would use a thin tube to enter the blocked arteries, then navigate a small drill to remove the blockage, and insert a stent to hold the arteries open.



Using the 'drill' involved additional risks but was seen to be crucial to break down the calcific plaque that was causing the blockage, allowing good stent expansion and better long term results. Terry was the first patient in Australia to receive a 'Megatron' stent.

“I was honoured to be trusted with the opportunity to implant the first 'Megatron' stent in Australia. I chose to perform this procedure at Gosford Private Hospital with my friend and co-operator Dr Roberto Spina. The stent is designed to expand in large arteries (e.g. left main) and stops stent recoil within resistant calcified vessels. Terry underwent the coronary drill and stenting from his wrist (radial artery) and was discharged shortly after in good spirits,” said Interventional Cardiologist, Dr Tom Ford.

“I want to thank Terry and his family for their trust and bravery as well as our fantastic treating team at Gosford Private including Dr Roberto Spina, anaesthetic support, the experienced nurses led by Linden Hurd, radiographers and other allied health professionals. All high-risk coronary interventions are truly a team effort and we are proud to be building the infrastructure to benefit patients locally on the Central Coast.”

“Severe left main coronary artery disease may present with heart attack or heart failure and is fatal for the majority of patients within 5 years. Traditionally these patients undergo coronary artery bypass grafting (CABG) which improves symptoms and survival. Randomised trials have recently shown percutaneous coronary intervention (PCI) with stenting to have similar long term survival as CABG when performed by expert operators. PCI (stenting) typically has shorter hospital stay, greater early safety, better early quality of life and more rapid recovery and return to normal activity. Nevertheless, PCI patients are more likely to need repeat procedures (~17% of PCI patients versus ~10% of CABG patients require another stent at five year follow up).”



“I feel proud to work in both the public and private sectors, helping to train young Cardiologists whilst supporting our community with our new 24/7 emergency PCI service at Gosford Hospital.” said Dr Ford.

Learn more about the new procedure at <https://tinyurl.com/y3yvmjp3>

# AUSTRALIA'S FIRST LIVER ABLATION STUDY AT LINGARD PRIVATE HOSPITAL

Lingard Private Hospital has been selected to take part in a Liver Ablation Study which was recently approved in Australia, and is aimed at improving the management of Type 2 Diabetes. The study, sponsored by Metaventon, is in the second stage of its trial, following promising results revealed in Stage 1. Lingard is one of three hospitals in Australia to trial the procedure, which will be conducted with 100 patients and performed at Lingard Private by Dr Bradley Wilsmore, Cardiologist and Cardiac Electrophysiologist.

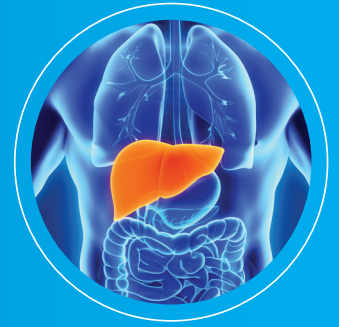
The study is trialling hepatic denervation, which is the insertion of catheters by an Interventional Cardiologist/Radiologist into an artery in the groin, then with the help of advanced imaging technologies moved to the hepatic artery, which supplies blood to the liver.

Dr Wilsmore is fascinated with the study and is anticipating success. "The first phase of the trial showed moderate results leading to modification, and now Stage 2 of the trial which is expected to be very effective in treating Type 2 Diabetes."

"The procedure inserts catheters into the arteries supplying blood to the liver, where parts of the liver and its nerve supply are ablated (heated) aiming to lower the blood sugar levels of diabetics, a procedure that has not been done before. Lowering the blood sugar levels in diabetic patients leads to significantly improved outcomes, including less strokes and cardiac events, and reduction in vision impairment and peripheral neuropathy."

Lingard Private Hospital CEO, Warwick Crosby, values the opportunities provided by such trials. "Innovation is a priority for our team at Lingard, so we're always eager to be involved in trials like hepatic denervation. Given we're one of the first sites to offer this procedure and the volume of diabetics, we anticipate overwhelming demand if the trial is proven successful."

The study will begin recruitment in two months, and will be conducted over a 6-12 month period depending on the number of successfully recruited patients. For more information about the trial, visit [www.metaventon.com/procedure](http://www.metaventon.com/procedure)



# NSW MID-NORTH COAST REHABILITATION HUB AT FORSTER PRIVATE HOSPITAL



The median ages of the communities of Tuncurry and Forster (61 and 54 years respectively) are close to that of Tea Gardens (65 years), which has Australia's highest median age and lies in the same Mid Coast Council local government area. With this high median age comes high rates of comorbidities such as arthritis, back problems and heart, stroke and vascular disease.

To meet the medical needs of its ageing local communities, Forster Private Hospital is quickly becoming a rehabilitation hub, not only for patient care but also for the training of local clinicians wishing to pursue the specialty of rehabilitation medicine, a rapidly growing field.

Since 2015, Forster Private Hospital's rehabilitation training team has been headed up by Dr Steven Faux, who recently received the title of Professor as a result of his efforts in the area of rehabilitation medicine training. Professor Faux, based in Sydney at St Vincent's and Conjoint Professor at the University of NSW, sees patients two days per week at Forster Private, where he and fellow Rehabilitation Specialists Dr Raj Ragavan and Dr Vivek Gupta, support Dr Melissa McCarney and Dr Anna Lydtin in their efforts to achieve specialist Rehabilitation Medicine qualifications. Dr Raj Ragavan and Dr Vivek Gupta provide services at Forster Private as well as Mayo Private Hospital.

The Forster Rehab team adopts a multidisciplinary approach with the Hospital's allied health team, whereby each clinician plays a role in the development and implementation of a patient-centred rehabilitation plan aimed at helping the patient to regain maximum quality of life.

Working closely as a team enables the doctors and allied health clinicians to upskill one another in their areas of interest and expertise, creating a continuous improvement cycle and ensuring best-practice care for each patient.

The Forster Private Rehab Team looks forward to future teaching and training opportunities to further develop theirs and fellow clinicians' rehabilitation medicine skills and provide the local communities with appropriate, relevant and timely high-quality care.

# WELCOME TO THE JUNGLE! AT DUBBO PRIVATE HOSPITAL



Dubbo Private Hospital's staff are proudly showing off their newly decorated Children's Ward designed to enhance the experience of our youngest consumers. Children can camp overnight in the jungle and drive themselves to theatre in the Dubbo Private Car.

Dubbo Private is also excited to rollout the new Baxter EVOIQ infusion pumps.

Learn more about the services and Specialties available at Dubbo Private at <https://dubboprivate.com.au/>





# R U OK?

## WITH BRISBANE WATERS PRIVATE HOSPITAL

The staff and patients from Brisbane Waters Private Hospital, joined with our Health Care teams from across the country to recognise the recent **R U OK? Day** on Thursday 10 September. This important annual event provides an opportunity for all Australians to take a moment, begin a conversation and check in with those around them.

Coinciding with World Suicide Prevention Day, the opportunity to begin a simple conversation and ask R U OK? is an important first step we can all take, to help support the mental health of those around us – it can literally save the life of someone in need.

With staff from across the hospital joining together with patients from the Central Coast Clinic, the Brisbane Waters Private team were successful in raising awareness and \$220 from donations for the R U OK? Day appeal. Well done to everyone involved!



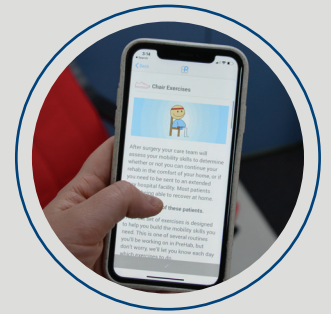
## NEW TECH PLATFORM FOR JOINT REPLACEMENTS AT SHELLHARBOUR PRIVATE HOSPITAL

Shellharbour Private Hospital is preparing to kick off a trial with a new digital platform from the United States, called PeerWell. The platform is an at-home daily program that guides patients through their joint replacement surgery, from prehab to recovery and will be used as part of the hospital's Accelerated Recovery Program. The platform will prompt patients on their mobile phone to complete specific exercises and activities, along with asking them a series of questions to collect information about their current health condition.

PeerWell has a strong emphasis on preparing patients for surgery across all aspects of life – providing guidance and information to patients across health literacy, pain and wellness, life management, nutrition and physical therapy.

"By using a platform like PeerWell to keep patients motivated and engaged daily, we envision it will lead to a more comfortable, safer and quicker recovery for patients having joint replacement surgery. The platform will also allow us to monitor an individual's progress across a range of different factors, providing us with information to help us deliver an optimised level of care into the future. We will be monitoring the success of the trial closely and hope to expand to all joint replacement patients by the new year," said Shellharbour Private Hospital CEO, Chris Walsh.

To find out more, contact Chris at [chris.walsh@healthcare.com.au](mailto:chris.walsh@healthcare.com.au)



## RESPONDING TO COVID-19 IN VICTORIA AT EPPING PRIVATE HOSPITAL



In August, Epping Private Hospital welcomed its first COVID-19 Aged Care residents after a rapid re-commissioning led by Kieron Martin, Executive Manager.

Chief Executive Officer/Director of Clinical Services, Dean Palmby, is now leading the team at Epping Private who have come on board with a shared passion to support the community where it is needed most.

"The team is doing its utmost to ensure the safety, continuity of care and comfort of everyone that comes into our care.

The team is also focused on ensuring that families and loved ones receive regular communication from the patients and our staff.

The hospital provides a modern and contemporary environment which has been reconfigured to meet the new, strict requirements needed to provide high quality healthcare during the COVID-19 pandemic environment.

The health, safety and welfare of everyone in the building –patients, staff, doctors and other tenants is the priority," said Epping Private CEO/DCS, Dean Palmby.

Love Your Work Team Epping!

# CELEBRATING OUR COVID-19 HEROES AT MULGRAVE PRIVATE HOSPITAL

After local Aged Care facility Outlook Aged Care became contaminated with COVID-19, Mulgrave Private Hospital cared for patients from 27th July 2020 until early September. All residents were initially cared for on the hospital's Harvie Ward with a team of nursing staff and ancillary staff working under Stephen Kennett, Nurse Unit Manager's leadership in an isolation environment.

During the time that the team provided care to these residents, we were very fortunate that not one staff member contracted COVID-19 at Mulgrave Private Hospital. Well done to Stephen Kennett, Nurse Unit Manager and the dedicated isolation ward nursing, administrative and ancillary staff who courageously and professionally cared for these residents in their time of need.

Mulgrave Private Hospital Deputy CEO (and Pandemic Steering Committee Chair), Maree Wilson, has together with Kay Hotker (DCS) led the Mulgrave Private team vigilantly, ensuring the continuity of patient care while protecting the hospital community throughout this trying time. Maree expressed her pride in the Mulgrave Private team in a recent communication.

"You have performed brilliantly under difficult circumstances with great outcomes for these residents."

Maree also thanked Kellie Matthews, Nurse Unit Manager and her team on the Kenny Ward who continued to care for the remaining residents until they were cleared to transfer back to Outlook Gardens.

"Doctors Chanad Harangozo, Ian Main, Ngoc Tran and Michael Ho, thank you for agreeing to look after these residents at short notice and continuing to care for them so professionally whilst they have been inpatients on both the Harvie and Kenny Wards," said Maree.

Maree paid tribute to the hospital's Pandemic Steering Committee, "who continue to meet on a daily basis, to review policies, procedures, DHHS Bulletins, patient triage, equipment needs, staffing requirements and to ensure our hospital has all appropriate contingencies in place, thank you for your ongoing support".

And to every one of our Mulgrave Private staff, THANK YOU!

"You have abided by our policies and procedures, infection control requirements and worked hard to support the hospital, not only during our continuing COVID-19 emergency response, our recent generator and UPS power issues (now resolved) and our ongoing response to accommodating public patients when Frankston Hospital has had to go on Ambulance Bypass due to COVID-19. We will continue to work hard together to ensure the safety of every patient, staff member, VMO and visitor to our facility until this crisis is over.

It is an absolute pleasure working with you all, and today of all days as we close our isolation ward, we are so very proud of our Team Mulgrave!", added Maree.

By the end of September, Mulgrave Private Hospital was able to take the step in re-introducing restricted visiting hours and plans are well underway for the return to normal operating capacity over the coming months.



## RECOGNISING 40 YEARS OF SERVICE TO GOSFORD PRIVATE HOSPITAL

Gosford Private Hospital Theatre Nurse, Sue Galton, was recently recognised for an incredible 40 Years of Service to Gosford Private.

Beginning back in the very first year of operation for the then 'North Gosford Private Hospital' in 1980, Sue has seen the hospital expand from a single wing to the multi-faceted facility it is today.

Presented annually, the Years of Service awards recognise the commitment of our long serving Health Care staff, with over 40 Gosford Private staff recognised for 5, 10, 15, 20, 25, 30 or 40 years of service this year.

Thank you for your wonderful dedication Sue – Love Your Work!



## SELF PAY SURGERY MEETS COMMUNITY NEED AT HURSTVILLE PRIVATE HOSPITAL

Since launching in July this year, Self Pay Surgery at Hurstville Private Hospital has grown from strength to strength, with over 500,000 people now engaging online with Self Pay.

Filling the gap between Medicare and private health insurance, the Self Pay Surgery packages currently on offer include:

- Colonoscopy
- Gastroscopy
- Wisdom Tooth Extraction
- Weight Loss Surgery

With requests coming through daily for more surgeries and locations to be added, the Self Pay team continues to expand its offering, meeting expanding community need.

With public hospital waitlists continuing to expand as a result of the COVID-19 pandemic and elective surgery restrictions, Self Pay Surgery offers an alternative for those seeking affordable surgery with quality outcomes.

For more information on Self Pay Surgery at Hurstville Private, visit the website <https://selfpaysurgery.com.au/>





# CELEBRATING WOMEN'S HEALTH AT HEALTHE CARE – ACUTE SERVICES

7-11 September 2020

Women's Health Week is an annual awareness week held in September to raise awareness for women's health issues, and encouraging women around the country to take time out and consider their own health and wellbeing. At our Healthe Care – Acute Services sites, our staff, patients and visitors joined together to share information, raise awareness and celebrate women's health.

## LIVING HEALTHE PODCAST – NOW LIVE!

As part of Women's Health Week, we were pleased to launch our first national podcast series - LIVING HEALTHE.



The Women's Health Week series includes 14 podcast episodes, featuring female Specialists from our Healthe Care – Acute sites across the country, and covering a broad variety of Specialty areas including breast cancer, gynaecology, urology, mental health, cardiology, orthopaedics, oral and maxillofacial surgery and more.

The Specialists each shared insights into their field of expertise and provided general advice for women on some common areas of concern.

The podcasts were promoted online through our hospitals' social media pages and websites, along with on the Healthe Care website, Facebook and LinkedIn.



Listen to the full Women's Health Week playlist as part of Living Healthe, at <https://soundcloud.com/living-healthe> or scan the QR Code using your mobile device.

## FOOD FOR THOUGHT AT LINGARD PRIVATE HOSPITAL

The staff at Lingard Private Hospital organised a healthy lunch including salads, fruit and cheeses, recognising the importance of a balanced diet in maintaining good health. The team also distributed health information to raise awareness for specific concerns that impact women.

## RAISING AWARENESS AT MAITLAND PRIVATE HOSPITAL

The staff at Maitland Private Hospital set up a Women's Health resource table in the hospital foyer. The table included information and fact sheets for staff, patients and their loved ones, with **BreastScreen New South Wales – Hunter New England** also kindly donating bags and nail files.

The kitchen team also delivered healthy goodies to each area of the hospital for afternoon tea, while a raffle held throughout the week raised \$450 for **Ovarian Cancer Australia** with a luxury accommodation prize of a night's accommodation at **The Anchorage, Port Stephens**.



## ENGAGING LOCAL POLITICIANS AT BRISBANE WATERS PRIVATE HOSPITAL

NSW Member for Gosford, **Liesl Tesch MP**, visited Brisbane Waters Private Hospital to meet the new CEO, Deb Ritter, along with Psychiatrist **Dr Su Kalava** and Rehabilitation Physician **Dr Arooge Shafi**, two of the specialists who participated in the Living Healthe podcasts. A vocal advocate for cancer awareness, Ms Tesch also participated in Breast Surgeon, **Dr Mary Ling's** podcast about the importance of screening for all forms of cancer.

## SHARING ADVICE AT MULGRAVE PRIVATE HOSPITAL

Mulgrave Private Hospital highlighted the Women's Health Week campaign with communications and social media posts promoting the podcasts by **Dr Jodie-Ann Senior**, Director of Cardiology at Mulgrave Private on female heart health, and **Dr Nicole Yap**, Breast Cancer, Skin and Oncoplastic Surgeon, discussing breast cancer screening, and the importance of being proactive and trusting your instincts. Urologist **Dr Sarah Azer** also shared advice on the need to pause, reflect on your own health needs, and seek support where needed. "When you are healthy, you can do an even better job caring for the ones you love."

## HEALTHY BODY, HEALTHY MIND AT FORSTER AND MAYO PRIVATE HOSPITALS

Forster and Mayo Private participated in the Living Healthe podcasts, with Oral and Maxillofacial surgeon, **Dr Eileen Tan-Gore** sharing her advice.

Mayo Private Psychologists **Ava Read** and **Katrina Neal** also contributed to the series, and were interviewed on local radio station **Max 1073** on the importance of mental health and self-care in a combined World Suicide Prevention Day and Women's Health Week interview.



### Special thanks to:

Dr Alejandra Izurieta, Dr Arooge Shafi, Dr Eileen Tan-Gore, Dr Eva Nagy, Dr Helen Nicholson, Dr Jodie-Ann Senior, Dr Mary Ling, Dr Nicole Yap, Dr Sharon Laura, Dr Sneha Joshi, Dr Su Kalava, Dr Tania Morgan, Dr Vanessa Sammons, Katrina Neal & Ava Read for your contributions to our Living Healthe: Women's Health Week podcasts.