



The Currumbin Clinic team celebrates Mental Health Week.

## SPECIALTY SERVICES CELEBRATE MENTAL HEALTH WEEK IN STYLE

Not even COVID-19 could dampen the indomitable spirit of our Health Care Specialty Services teams as they rose to the challenge of finding new ways to participate in the major annual awareness campaign that is Mental Health Week this year against the backdrop and complications of travel and gathering restrictions. The programs that rolled out across all our mental health hospitals put the Health Care spirit on display front and centre in some innovative and fun ways.



I hope that in and amongst the fun and creativity displayed throughout the week, everyone had an opportunity to reflect on the importance of self-care during these challenging times and to check-in with friends, family members and work-mates who might be finding the going a bit tougher than usual at the moment. Now more than ever we all need to be aware of the importance of our mental health and make sure we are doing everything we can to focus on our own well-being as well as doing what it is that we all do best - caring for others.

I am proud to share the following wrap up of the week's activities and look forward to seeing the outcomes of our first ever Mental Health Week photographic competition. Don't forget to get involved yourself and share a little insight into your journey through this extraordinary time.

**Julia Strickland-Bellamy**  
Chief Executive Officer - Specialty Services

# National Mental Health Week Highlights

## 'TAKING TIME' TO CELEBRATE CREATIVITY

### AT BELMONT PRIVATE HOSPITAL

Past and present patients of Belmont Private Hospital honoured the theme of Queensland Mental Health Week by 'taking time' to showcase their creativity established during COVID-19 at the hospital's annual Art and Craft Exhibition to raise awareness of mental health and well-being.

The hospital was delighted to welcome QLD Member for Chatsworth, **Steve Minnikin MP**, to officially open the event with Artist, **Gordon Hookey**, presenting as keynote speaker. There was also representation on opening night from the Queensland Mental Health Commission with Executive Director **Bretine Curtis** in attendance.

In light of fostering community connections during COVID-19, the exhibition also featured contributions from local primary schools; Moreton Bay Girls College, Greenslopes Primary and Belmont State School as part of Belmont Private Hospital's schools initiative.



## TUNING IN TO STOMP OUT STIGMA

### AT THE HILLS CLINIC

The team at The Hills Clinic tapped into this year's theme for NSW Mental Health Month by inviting online communities to 'Tune In' to a series of virtual mental health education seminars in support of Mental Health Week. The Q&A based open forums hosted by The Hills Clinic comprised of a panel of speakers including Psychiatrist **Dr Greg Pearson**, Psychologist **Danielle Loureiro**, Mental Health Nurse **Ashley Ramirez** and special guest speaker from the **Black Dog Institute** presenting on the topic of 'breaking down depression'.

In recognition of the one in five Australians aged 16-85 experiencing mental health issues annually, The Hills Clinic also celebrated Odd Socks Day to raise awareness, reduce the stigma attached to mental illness and start conversations around positive mental health.

## SHOWCASING 'OUR COLOURFUL LIVES'

### AT THE MARIAN CENTRE

In 2020, Western Australia's Mental Health Week theme was 'Strengthening Our Community - Live, Learn, Work and Play' as communities aim to increase strong mental wellbeing across the state.

Patients and staff at The Marian Centre took time to showcase how they choose to live and play by participating in a community photography exhibition across Mental Health Week 2020.



Our Colourful Lives Exhibition

The exhibition displayed 'colour' as the central theme, visually depicting how 'colour' can be captured through the lens of a camera.

In support of the exhibition theme, each day of the week was dedicated to a different colour with staff and patients participating by wearing a shade of yellow on Tuesday 13 October, 2020.



Executive Director QLD Mental Health Commission, **Bretine Curtis** and QLD Member for Chatsworth, **Steve Minnikin MP**

## VETERANS SHINE A LIGHT ON PTSD

### AT TOWNSVILLE PRIVATE CLINIC

On Tuesday 13 October, 2020 Veterans from **Mates4Mates** and patients from Townsville Private Clinic took to the court for an indoor wheelchair rugby tournament to raise awareness and take time to support mental well-being.

Warrant Officer Class One, **Jason Watene (WO1)**, took place in the tournament and shared his own mental health battle to encourage others not to suffer in silence.

After taking part in a Townsville Private Clinic trauma program, WO1 Watene said he wanted to use the tools he's learnt to take back to his workplace and better support other serving members of the defence force through their mental health journeys too.



CEO of Townsville Private Clinic **Amanda Delacy** with WO1 **Jason Watene**.

## CULTIVATING COFFEE & CONVERSATION

### AT SOUTH COAST PRIVATE HOSPITAL

On Wednesday 14 October, 2020 the team at South Coast Private Hospital hosted a 'feel good' coffee and conversation morning to embrace the power of fostering social connections in the workplace.

Feeling connected to others plays an important part in your mental well-being. In the times of COVID-19 taking time to talk, listen and be there for others allows you to feel more connected to yourself and your surroundings.

During Mental Health Week staff were prompted with a series of conversation starters to encourage individuals to reach out and check in with one another.



## EMBRACING COMMUNITY CONNECTIONS

### AT CURRUMBIN CLINIC



SHOW KINDNESS

Currumbin Clinic 'took time' to celebrate Queensland Mental Health Week by embracing the weeks' 6 key themes; get healthy, keep learning, show kindness, connect more, take notice and embrace nature with daily activities for staff and patients. All simple actions we can all take to improve our moods, build community

resilience and boost well-being. The hospital also hosted a community carnival for the Currumbin community inviting staff and patients to all take time for their mental health.

## 'PAWS' FOR THOUGHT

### AT ROBINA PRIVATE HOSPITAL

Pet therapy has been a long standing initiative encouraging interaction, self-esteem and a 'pleasant distraction' from life's challenges. Amidst the activities held in support of Queensland Mental Health Week, staff and patients at Robina Private Hospital were greeted with a special visit from a couple of furry friends. With the impacts of social distancing and the easing of restrictions, it was a wonderful way to lesson feelings of loneliness and isolation while improving socialisation and a sense of community for everyone at the hospital.



SOUTH COAST PRIVATE HOSPITAL

## OPENING THE DOORS TO MENTAL HEALTH

On Friday 9 October, 2020 South Coast Private Hospital's **CEO Kim Capp** was awarded a 'Silver Sponsor' Certificate of Appreciation for South Coast Private's continuous support for the local One Door Charity and sponsorship. As a Health Care owned and operated hospital, South Coast Private is proud to support the mental health needs of the community.



## STEPPING OUT FOR MENTAL HEALTH

### AT EDEN PRIVATE HOSPITAL

Eden Private Hospital continues to partner with **Cooroy Primary School** across Queensland Mental Health Week to promote positive mental health and well-being for the local Cooroy community. Each year the hospital works with the primary school on a collaborative mental health initiative. Despite COVID-19 hindering the annual grade 5 and 6 inaugural Art Competition, Eden Private rallied behind the local school with a hamper donation to support their 'Stepping out for mental health' step count challenge across the week.

Eden Private Hospital is proud to foster long-standing relationships with the local Cooroy community and is looking forward to supporting the Cooroy Primary School in future projects.

## MAD ABOUT MAKING MENTAL HEALTH MILESTONES

### AT MACKAY PRIVATE HOSPITAL

The staff at Mackay Private Hospital well and truly kick-started Queensland Mental Health Week by celebrating a hallmark in the hospital's history with hitting 100% occupancy in their new mental health ward! Congratulations to the team at Mackay Private, a wonderful achievement especially during Mental Health Week 2020.

Across the week, staff were also greeted with a few friendly faces serving up complimentary coffee and conversations.

Servicing the local Mackay region, **MAD Cow Coffee** made a special visit to the hospital. Headed up by Sonia Oliver Scoble, the stigma-stomping coffee van was established as a positive legacy to her son who lost his battle with anxiety.

The local home-grown business is passionate about reducing the stigma associated with mental illness and raising awareness of suicide treatment and prevention.



**Executive General Manager for Mental Health Joanne Levin and Mackay Private Hospital staff**



**Celebrating 100% occupancy**

## Rehabilitation

- General
- Orthopedic
- Neurological



**Eden Private Schools donation**

## WORKING TOGETHER ON MENTAL WELLNESS

### AT ABBOTSFORD PRIVATE HOSPITAL

The team at Abbotsford Private Hospital invited patients to take part in a wide range of activities as part of WA Mental Health Week 2020. To encourage a focus on mental wellness through exercise, fun and creativity patients celebrated the week with daily bus excursions to local Perth beauty landmarks - Kings Park, Cottesloe Beach and Bold Park. With enforced day leave restrictions over the last few months, this was a welcomed and exciting opportunity for all. Feedback was one of appreciation and delights in being involved in these activities in celebration of WA Mental Health Week 2020.

## TAKING ARTISTIC TALENTS ONLINE

### AT TORONTO PRIVATE HOSPITAL

Toronto Private's Annual Mental Health Month Art Show took an innovative turn this year as COVID-19 restrictions transitioned the exhibition online.

The online exhibition received 13 excellent entries with the winning piece awarded to #Triggered by Natalie Heymans. This year online voting for the People's Choice Award was open to the community and was awarded to #Gritty by Tamara Burnett which received 83 votes.

Click the link below to view the online exhibition:  
Toronto's 2020 Resilience Art Show



## SHARING A SMILE CAMPAIGN

### AT SOUTH EASTERN PRIVATE HOSPITAL

Like many businesses, organisations and hospitals across Australia the community desire to help essential workers during these difficult times has exceeded the expectations of many.

For the staff and patients at South Eastern Private Hospital, the kindness expressed from the children at **St Anthony's Primary School** in Noble Park has been no exception.

In support of Mental Health Week, the local primary school sought out how to show their support by taking part a "Share a Smile" project.

The mental health initiative included illustrations donated from St Anthony's to be placed throughout the hospital for patients, staff and doctors to enjoy. Due to COVID-19 restrictions and the ceasing of visiting hours, this feel-good community project provided much needed joy for those at the hospital and was a welcomed highlight to Mental Health Week 2020.



## Mackay Private Hospital commissions its first mental health beds

Formerly a well established and respected rehabilitation hospital, earlier this year Mackay Private Hospital underwent a brownfield conversion which was completed in August 2020 enabling the hospital to commission the first private mental health unit to service the needs of the local Mackay community.

The new purpose built unit offers 10 mental health beds. Strong demand from within the local community has resulted in 100% occupancy being achieved within 10 weeks of opening.

Day program development and the commissioning of inpatient and fee-for-service Transcranial Magnetic Stimulation (TMS) programs are scheduled to commence prior to the end of the year.

The commissioning of the new unit could not have been achieved without support from our sister hospitals, Currumbin, Belmont and Townsville. Their willingness to share information and resources is testament to the Healthe Care values.



Staff members Jayna Wallace and Clare Farrands with Healthe Care Specialty friend and consultant Sue Rigney-Ratcliff at Mackay Private Hospital

## Abbotsford's adolescent mental health beds WA first

Tenders have closed for Abbotsford Private's 47-bed expansion planned to open in 2021. The project will deliver WA's first adolescent mental health beds to relieve demand for private mental health treatment for adolescents and young adults with addictions.

Representing a \$15mil investment into the mental health sector in Perth the project includes a 19-bed inpatient unit dedicated to the treatment of adolescent and young adult mental health concerns for depression, anxiety and addictions including gaming, internet and behaviour addictions, prescribed medications, alcohol and substance misuse. Importantly patients will soon be able to stay local, whilst close to loved ones for treatment and recovery.

Due for completion in 2021 the 6-storey redevelopment, adjacent to the existing 30-bed Abbotsford Private Hospital, will feature an adjoining building with 47 private mental health inpatient beds and group therapy rooms to also support patients in need of mental health support but not requiring hospital admission.

The project is due to commence in November 2020 and when completed will deliver new and extended inpatient, day group program and adult mental health service for high prevalence mood disorders, addictions, which also includes medically-supervised detoxification; as well as adolescent and young adult mental health intervention and treatment.



## Townsville Private Clinic set to open new addictions unit

The wait is nearly over for the team at Townsville Private Clinic who are eagerly awaiting the final go ahead to commission their new 13-bed addictions unit.

In exciting news for the Far North Queensland community the new development represents the only addiction focused unit north of Brisbane. Doctors and staff at the Clinic are excited to be able to offer this service to the community, once again leading the way in the provision of access to critical local mental health services.

A special feature of the project has been the completion of a series of scenic murals for the new dining room painted by a local artist and depicting Townsville and surrounds. The four windows look out to Magnetic Island, Castle Hill, to the West of the region and the Black Hawk Memorial at Palmetum Gardens.



**Artist impression of the Abbotsford Private Hospital redevelopment**

## Belmont goes GREEN with new patient lived experience project

Standing for **G**reet, **R**eassure, **E**ngage, **E**nable, **N**ew patient, the GREEN (lived) experience project commenced at Belmont Private Hospital on 28 September to ensure all new patients to the hospital are identified as such and all staff are aware they are collectively responsible for providing the patient with a positive admission experience and fabulous customer service.

The project aims to improve the patient's admission experience and highlight any process improvements needed.

On the third day of admission new patients are surveyed for their feedback of their 'lived experience in the first 48 hours' of their stay. The Customer Service Manager collates the information which is reviewed daily by the Executive, monthly by the Quality and Risk Committee, and bi-monthly by the Consumer and Carer Committee to ensure actions result from the feedback received. Actions are then displayed in a traffic light process on 'We have heard you' boards in the consumer and carer hubs in patient areas throughout the hospital.

Internally the admission paperwork and WebPas records for all new admissions to Belmont hospital is marked with a unique identifier (a green triangle alert) to indicate this is the patient's first visit to Belmont. Magnetic alerts are also posted on the patient's unit bed board so both doctors and staff at all levels can ensure they receive a more detailed orientation or extra attention to help ease their transition into the service.



Together with other established patient feedback mechanisms this new initiative will help Belmont close the gap between knowing and doing.

## Border bubble extension restores access to Currumbin Clinic

The recent announcement from the QLD Government of the extension of the 'border bubble' further into Northern NSW has been met with much relief and a hope for a swift return to normal operations for the team at Currumbin Clinic impacted by the hard border closure previously being enforced.

A number of staff and two of the Clinic's consultant psychiatrists were prevented from going to work as a result of the border closures.

A special exemption finally granted in September for patients requiring urgent specialist care allowed them to cross the border but unfortunately did not extend to the nurses and doctors who made up their treating team.

With almost 30% of Currumbin Clinic's patient cohort coming from Northern NSW the border closure impacted significantly on patient volumes at the Clinic. Management and staff experienced for the first time the distress of having to delay or even decline admissions for privately insured patients struggling with mental health conditions that were in many cases a direct result of the isolation and anxiety caused by the pandemic.

The extension of the border bubble means doctors and staff have now been able to return to work. Referrals and enquiries for admission from patients living in Northern NSW have increased dramatically in the short time since the announcement was made and the hospital is now looking forward to a return to what they do best - providing the highest quality inpatient, day patient and outpatient care to patients from all over Australia.

## Secret to success at Robina

Learning from each other is something we have always done well at Health Care. So when the team at Robina Private started kicking goals all over the place we were keen to know more about how they had turned things around at the service.

The foundation has been a 12-month long focus on continuous improvement across operational and clinical processes and on providing the best possible experience for patients.

The mechanics has been the introduction of daily 30 minute Lean meetings to help foster a positive communication feedback loop and ensure each team member is actively involved in thinking of continuous improvement initiatives.

The Lean meetings have focused on the three Ps of Purpose, Process and People.

The meetings fostered daily routines that monitored KPIs, minimised the impact of unforeseen events on day-to-day activity, sought prompt and targeted strategies to address areas of concern, and allowed Managers to look for opportunities to improve by asking:

- What's working well, how can we make it even better?
- What's not working well, how can we make it better?
- How can we continue to enhance customer service?

Most importantly, Lean thinking created a hospital-wide culture of continuous improvement to ensure future changes are based on customer service, consensus and open communication.

Robina has been able to achieve an increase in patient flow over the last 12 months including:

- Mental health bed occupancy from 70% to 95%>;
- Theatre Session times from 50% to 85%>;
- Rehabilitation bed occupancy from 60% to 85%>; and
- Day Rehabilitation patient volume from 45% to 85%>

What great outcomes. Congratulations to everyone involved.