

ACHA News

Winter 2017



**Across Adelaide,
we care for you.**

ACHA News

ACHA launches new websites

Safety and Quality in Focus

Medical Advisory Committee outlines
guidelines for introduction of New
Interventional Procedures

Ashford Hospital

Improves patient safety with
24 bed Critical Care Unit

Flinders Private Hospital

Collaborates with Southern
Adelaide Local Health Network

The Memorial Hospital

Completes first stage of
Development Plan

Across Adelaide, we care for you.



Our 2,200 staff care for your every need.



We care for you from the beginning.



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We care for kids and would love to care for yours.



We care for you with the latest in medical technology.



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55 Anzac Highway, Ashford SA 5035
Phone 08 8375 5222 | ashfordhospital.org.au



1 Flinders Drive, Bedford Park SA 5042
Phone 08 8275 3333 | flindersprivatehospital.org.au



The Memorial Hospital

Sir Edwin Smith Avenue, North Adelaide SA 5006
Phone 08 8366 3800 | thememorialhospital.org.au



Adelaide Community Healthcare Alliance Incorporated (ACHA) is the largest private hospital group in South Australia, comprising Ashford Hospital, Flinders Private Hospital and The Memorial Hospital.

ACHA Health Executive Office 1 Flinders Drive, Bedford Park SA 5042 | Phone 08 8275 3587 | acha.org.au



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ALAN LANE

“The excitement builds as detailed Development Plans for Ashford Hospital and The Memorial Hospital continue to take shape.”

I welcome you to the Winter 2017 edition of the ACHA News

After six years of building, South Australia’s Minister for Health, The Arts and Health Industries, the Honourable Jack Snelling MP, announced the opening date of the \$2.3 billion new Royal Adelaide Hospital (RAH) to be 5 September 2017. The move-in date remains contingent upon activity levels being low enough to ensure patient and staff safety, but as we go to press the six week ramp down period for the old RAH is just beginning. ACHA is collaborating with SA Health regarding private sector considerations during the transition. The ACH Group have purchased the Repatriation General Hospital site. ACHA / Healthscope is not involved in the acquisition.

With the changes occurring within the South Australian health system, the ACHA hospitals are continuing to progress. We are committed to continue to invest in our hospitals and reinforced this commitment with the introduction of new robotic technology at both Ashford Hospital and The Memorial Hospital recently.

Ashford Hospital took delivery of a Mako™ Orthopaedic Robotic-Arm Assisted System in February 2017 (page 11) and The Memorial Hospital introduced the Medrobotics Flex® Robotic System for head and neck surgery in January 2017 (page 18). The Memorial Hospital commenced the first stage of their Development Plan, the Clarke / Perry ‘ward upgrade’ which included the creation of additional single and shared patient rooms, the most modern patient accommodation in Adelaide (page 18).

The excitement builds as detailed Development Plans for Ashford Hospital and The Memorial Hospital continue to take shape. Concurrently, the next steps are development approvals, ACHA Board consideration, SA Health, finance and various other approvals. Stay tuned, as further updates will be announced shortly.

ACHA was pleased to support the Private Hospitals Magazine, a custom ‘lift-out’ publication included in the Sunday Mail on 7 May 2017. The magazine was designed to highlight the benefits of private hospitals and was a unique opportunity to showcase our hospitals. The ACHA advertisement is displayed within this edition on the inside front cover.

New websites for ACHA and Ashford Hospital went live on 4 April 2017, followed by The Memorial Hospital on 22 May 2017 (page 7). Flinders Private Hospital will be rolling out their new website in the coming weeks. The websites are mobile / device optimised and include user-friendly functionality such as a Specialist Search function, a Patient Finder application and an eAdmissions portal. The updated websites will significantly improve the experience of our consumers and key stakeholders.

We are always very grateful to the Visiting Medical Officers (VMOs) who support ACHA through their participation on the Medical Advisory Committee, the Clinical Review Committee and all other MAC sub-committees.

The results of the Doctors Satisfaction Survey conducted in November 2016 have been collated and distributed and improvement actions implemented. We appreciate your feedback regarding our hospitals and look forward to continuing to improve our services and the hospital experience for both our VMOs and our patients.

ALAN LANE

CEO, Hospital Operations

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Safety and Quality in Focus

MEDICAL ADVISORY COMMITTEE (MAC)

The past 12 months have been a busy period for the MAC with the major priorities including:

- eCredentialing process and development of reports for MAC
- Scope of clinical practice
 - Paediatric Anaesthesia
 - Dental Surgery and Oral and Maxillofacial Surgery
- New interventional procedures
- New Robotic Surgery at Ashford Hospital and The Memorial Hospital
 - Establishment of the minimum credentialing requirements
 - Proctorship program
 - Establishment of a clinical audit process
- Clinical Advisors
 - Inclusion of Robotics Clinical Advisors
 - Finalisation of appointments for vacant positions
- Antibiotic surgical prophylaxis
- Doctors Standing Orders
- Heater Cooler Devices
- Australian Breast Advisory Registry
- Transvaginal Mesh
- MyoSure® Rod Lens Hysteroscope
- Australian Atlas of Healthcare Variation

With respect to Credentialing and Defining the Scope of Clinical Practice the ACHA MAC has:

- Reviewed the scope of practice in Gynaecological Surgery, Robotic Surgery, Paediatric Anaesthesia, General Dentist and Dental Surgery
- Conducted a clinical practice audit of Anaesthetics, General Surgery and Cardiology. 63 VMOs were audited across the three specialities and 18,131

procedures, which showed 100% compliance of procedures performed against the approved scope of clinical practice

The MAC has considered 553 applications from VMOs, of which:

- 247 were applications for initial credentialing
- 306 were renewal applications for re-credentialing

The MAC would like to sincerely thank the over 1,400 VMOs credentialed at the ACHA hospitals, for their ongoing support and contribution.

New Interventional Procedures

A New Interventional Procedure is defined as a procedure not previously performed within that particular ACHA hospital. This will include variations on an existing procedure and treatment where a new device, equipment or medication is introduced and which employs a significantly different technique or technology to those previously used.

The MAC has considered the following applications for the conducting of new interventional procedures:

- PROSTALAC® Spacer for Revision Hip Surgery
- Vascutek Terumo Thoraflex® Hybrid Graft
- Endoscope OverStitch™
- Bronchial Thermoplasty
- Evolution Left Atrial Appendage Closure
- Nuss Procedure
- Medrobotics Flex Robotic System
- Mako Orthopaedic Robotic-Arm Assisted System
- Injectable Edaravone
- Percutaneous Electrical Nerve Stimulation (PENS)

The New Interventional Procedures policy and application form can be obtained from any ACHA hospital. As much prior notification that is able to be provided to the hospital General Manager is always appreciated.

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®Thoraflex is a registered trademark of Vascutek Ltd.

™OverStitch is a trademark of Apollo Endosurgery Inc

®MyoSure is a registered trademark of Hologic, Inc.



Clinical Review Committee (CRC)

The CRC is the only ACHA Committee to be authorised as a Quality Improvement Activity under Part 7 – Section 64 South Australian Health Care Act 2008; and therefore attracts Statutory Privilege. The CRC has been re-authorised by SA Health for a further three years, through to April 2020. The CRC routinely reviews morbidity, mortality and sentinel events within the ACHA group of hospitals. The Committee's terms of reference authorise it to analyse information with respect to healthcare and medical practice and outcomes, with the objective of recommending quality improvement initiatives.

The CRC reviewed a total of 562 cases, which consisted of:

- 86% of cases underwent level 1 review - cases reported to the committee which were considered to have been appropriately managed and no further action was required
- 9% level 2 review – cases where the review progressed to a review of the clinical record and the committee considered to have been appropriately managed and no further action was required
- 5% level 3 review – cases where following a review of the clinical record, the committee has sought further information from the treating VMO(s), clinical advisors, coroner, etc and / or taken action, and / or made a recommendation

Case reviews have resulted in the CRC making a number of recommendations to practitioners and ACHA, including:

- The ACHA policy on intravenous cannulas to include details on the management of cannulas inserted prior to, but still, insitu on admission
- That there be no delay in the calling of the MET once the criteria have been met
- That nurses utilise the MET system immediately, rather than seeking medical review by way of contacting the VMO or Salaried / Duty Medical Officer directly

- That time out for anaesthetic blocks be noted on the Surgical Safety Checklist and Count Sheet
- That all volumes of patient medical records be made available to Surgeons and Anaesthetists for assessment of patient prior to surgery

The committee continues to see cases where notifications to the coroner have not been made by the primary treating VMO, which in the view of the committee should have been. The committee continues to raise this matter with individual VMOs on a case by case basis.

Australian Breast Advisory Registry

Dr Michael Coglin (Chief Medical Officer, ACHA / Healthscope) advised of a formal Agreement executed between Monash University and ACHA / Healthscope committing to support the conduct of the Australian Breast Advisory Registry (ABDR) at ACHA hospitals.

The essential features of the Agreement are:

- Participation in the ABDR is entirely a matter for individual Surgeons. The ABDR enjoys the support of Australian Society of Plastic Surgeons (ASPS), Breast Surgeons of Australia and New Zealand (BreastSurgANZ) and the Australasian College of Cosmetic Surgery (ACCS)
- Surgeons are required to opt-in and recruitment of Surgeons is the responsibility of the ABDR. Surgeons are not required to be members of the Australian Society of Plastic Surgeons (ASPS), Breast Surgeons of Australia and New Zealand (BreastSurgANZ) or the Australasian College of Cosmetic Surgery (ACCS) nor are Surgeons required to participate in the ABDR. It is open to local Credentialing Committees to consider participation in the ABDR when assessing applications by Surgeons for credentialing or re-credentialing at the hospital
- The responsibility for returning the case information to the Registry lies with the participating Surgeon. ACHA staff are not expected to prepare or submit case reports



- There is no current or future expectation that ACHA will contribute to the cost of conducting the ABDR
- Head Office will provide ICD-10 coding data to Monash from each of its participating hospitals on a quarterly basis as per the ABDR Protocol within six weeks from the end of each reporting period with a data dump listing all index procedures performed in the hospitals in the previous quarter. This will allow the Registry to reconcile procedures actually performed with procedures where a case report has been submitted by a participating Surgeon
- The ABDR has obtained the necessary Ethics approval for use of personal information for research purposes
- Under no circumstances will information relating to an individual Surgeon or any practitioner participating in the ABDR be disclosed to ACHA nor a ACHA hospital
- Responsibility for responding to performance concerns or clinical outcome outliers will sit with the ABDR Steering Committee not ACHA

The ACHA Medical Advisory Committee endorsed ACHA's support of the ABDR.

Comprehensive information on the operations of the ABDR can be found at med.monash.edu.au/sphpm/depts-centres-units/abdr/

Clinical Documentation Audit

A comprehensive audit is undertaken of patient clinical record documentation on an annual basis. The audit revealed a number of matters related to VMO documentation, eg, there was inconsistent completion of:

- Oncology consent
- Chemotherapy record
- Progress note entries
- Emergency Department record
- Medical discharge summary
- Consent form
- Anaesthetic record
- Operation record

VMOs are encouraged to ensure that these matters are considered when documenting in the patients clinical record.

Action Required: Documentation

- Ensure timely completion of Discharge Summary
- 'cc' treating hospital with all discharge letters and typed operation reports
- Complete all forms in full

Doctors Standing Orders

At present, there are 753 Doctors Standing Orders from 135 VMOs available on the ACHA Intranet; which serve as a guide for nursing staff in the care and treatment of patients in line with the Doctor's wishes.

To ensure that the orders remain current, ACHA has a process to review Doctors Standing Orders every 3 years. This involves the Doctor being given a copy of the current order, and asked to make any alterations if required. The order is then signed and dated by the Doctor.

Currently and during 2017, there are approximately 280 Doctors Standing Orders that are due for review. We ask for your cooperation if you are asked to review your orders.

If you would like to submit new Doctors Standing Orders, please ask the relevant Nurse Unit Manager who can arrange for this to occur. Please note that ACHA has an approved template that is to be used, and medication orders are excluded.

Standardised Medication Orders (Protocols) are permitted using an ACHA approved template. A policy governing the management of Standardised Medication Orders available, please ask the Nurse Unit Manager to assist if needed.



NEW VISITING MEDICAL OFFICERS (VMOs)

We welcome the following new VMOs to ACHA (from December 2016):

Dr Jobert Angelo, Nephrologist
Dr Rachelle Augustes, Anaesthetist
Dr David Campbell, Orthopaedic Surgeon
Dr Abhilash (Abe) Chandra, Vascular Surgeon
Dr Torin Clack, Anaesthetist
Dr Sunita De Sousa, Endocrinologist
Dr Meegan Gun, Radiologist
Dr Lesley-Ann Hall, Neurologist
Dr Amy Hsieh, Medical Oncologist
Dr Alexander Jay, Urologist
Dr Nicholas Lynch, Dental Surgeon
Dr Andrew Kelly, Paediatric Cardiologist
Dr Kareeann Khaw, Geriatrician & Rehabilitation Medicine Specialist
Dr Louisa Lo, Medical Oncologist
Dr Eng (Daryl) Ooi, Cardiologist
Dr Ravi Padmanabhan, Radiologist
Dr Peter Penkoff, Urologist
Dr Thanh-Khuong (Therese) Post, Paediatrician
Dr Anthony Samson, Orthopaedic Surgeon
Dr Vanessa Tee, Respiratory Physician
Dr Reena Tewari, Geriatrician
Dr Alexandra Turner, Plastic & Reconstructive Surgeon
Dr Fabiano Viana, Cardiothoracic Surgeon
Dr Andrew Wallace, Anaesthetist
Dr Nicole Wylie, Anaesthetist
Dr Sze Yeap, Gastroenterologist
Dr Ping Hin Jeffrey Yeung, Radiologist

New Salaried Medical Officers (SMOs) / Duty Medical Officers (DMOs)

We welcome the following new SMOs / DMOs to ACHA (from December 2016):

Dr Dylan Barnett	Dr James Padley
Dr Natasha Burgess	Dr Sathish Paramasivan
Dr Rachel Goggin	Dr Jasdeep Singh
Dr Annika Mascarenhas	Dr Shasti Smith
Dr Suzanne Nicholson	Dr Teresa Wong

WORK HEALTH AND SAFETY AT ACHA

The Work Health and Safety team have been focusing on Electrical Safety. Safe use of electrical equipment is important to keep everyone safe at work. The use of damaged electrical equipment can place staff, patients and visitors at risk. We need everyone's help to ensure that damaged electrical equipment is not used.

It is important that all electrical equipment and power cords used in ACHA facilities are:

- Tested and tagged prior to use
- Free of any damage
- Stored safely when not in use

BLOOD AND BLOOD PRODUCT PRESCRIPTION AND TRANSFUSION RECORD

ACHA have introduced a new Blood and Blood Product Prescription and Transfusion Record.

All patients requiring a blood transfusion outside of Theatre and Critical Care will require their transfusion to be ordered on the new Blood and Blood Product and Prescription and Transfusion Record instead of the ACHA Intravenous Therapy Chart.

This is to be completed by the patient's VMO or SMO / DMO and includes documentation of the patient's haemoglobin and reason for the transfusion.

The form also has a checklist on the back which is to be used as a prompt to ensure all identity and blood pack checking steps and documentation occurs for each unit of blood or blood product administered.

INFECTION CONTROL

Healthcare Infection Control Management Resources (HICMR) Audit

HICMR, a national Infection Prevention and Control consultancy service, conducted their two yearly facility wide infection control review of Ashford Hospital on 7-9 March 2017 and Flinders Private Hospital on 26-27 April 2017. The Memorial Hospital HICMR audit is due in May 2018.



A major focus was on reviewing compliance with:

- AS/NZS 4187:2014 which relates to the reprocessing of reusable medical devices in health service organisations
- ACHS National Standard 3 which relates to Preventing and Controlling Healthcare Associated Infections – a review of all departments was conducted which included clinical practices, staff health, sterilising, food, waste, linen, stores and maintenance services

Ashford Hospital Results

- Nil (0) risks were identified
- Ashford Hospital achieved 90% or higher scores in all areas
- 3 areas received 100% scores with the Facility Wide Infection Prevention and Control program being awarded a 100% score for the second time in a row and Marlestone ward and the Waste and Linen service also receiving a 100% score
- Many areas showed a consistent improvement compared to their last audits in 2013 and 2015 audits

HICMR commented that the requirements for infection control have become more stringent. They also commented the staff commitment to infection prevention and control was evident in the Ashford Hospital culture, with everyone taking responsibility for it.

Flinders Private Hospital Results

- Only four risks were identified. These are related to upgrades in progress to ensure compliance with the updated AS/NZS 4187 requirements and process changes regarding shared services
- Flinders Private Hospital achieved 92% or higher scores in all 19 areas reviewed in April 2017
- Two areas received 100% scores - Facility Wide Infection Prevention and Control Program and the Day Oncology Unit
- Many areas showed a consistent improvement compared to their last audits in 2013 and 2015 audits

The HICMR Consultants reviewed the Southern Sleep Unit for the first time and undertook an extensive review of Flinders Private CSSD. Staff were commended on the

progress since the last review and level of compliance with Infection Control requirements.

Flinders Private Hospital Executive are actioning the recommendations by purchasing additional equipment and addressing the environment requirements to comply with the new Australian Standard.

Hand Hygiene Australia Compliance

Effective hand hygiene is the single most important strategy in preventing healthcare associated infections.

ACHA supports auditing compliance against the Hand Hygiene Australia, "5 Moments of Hand Hygiene", which specify when hand hygiene should occur. These are:

- Before touching a patient
- Before a procedure
- After a procedure or body fluid risk
- After touching a patient
- After touching a patient's surroundings

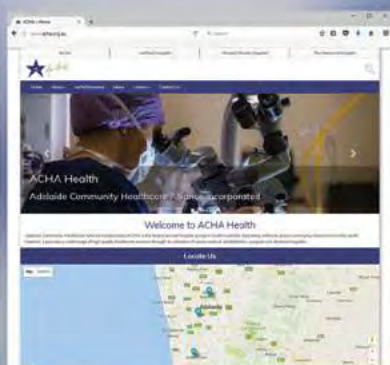
Ashford Hospital has introduced a 'Hand Hygiene Star Award' which will be presented three times a year to the department with the highest percentage of hand hygiene compliance (from audit). At a recent Ashford Hospital staff forum, this award was presented to the Ashford Special Care Nursery staff who achieved 97.6% compliance.

We are always looking for ways to improve our hand hygiene compliance rate, if you have any suggestions please contact Linda McCaskill on 08 8375 5209 or linda.mccaskill@acha.org.au

ACHA WEBSITES

Adelaide Community Healthcare Alliance Incorporated (ACHA), Ashford Hospital, and The Memorial Hospital recently launched new and improved websites. The new websites are mobile / device optimised and include comprehensive up-to-date content for stakeholders, patients and visitors.

The hospital websites includes user-friendly features such as a Specialist Search function, an eCredentialing



pathway, eAdmissions portal and a Patient Finder application (app).

Please take the time to have a look at the new sites via the following links:

acha.org.au

ashfordhospital.org.au

thememorialhospital.org.au

If you would like any further information regarding our websites please contact Kelli Blakely on 08 8375 5285 or kelli.blakely@acha.org.au

Flinders Private Hospital will be rolling out their new website in the coming weeks.

ACHA WIRELESS NETWORKS

Across the three ACHA hospitals, we are investing in new internet links for both our VMO's and our patients.

Each site will have two new links installed, one 200Mb/sec, dedicated to our 'VMO WiFi' networks and one 100Mb/sec dedicated to our patients via our 'Guest' network. Access to our 'VMO WiFi' will not change, however some minor changes will be implemented on how our patients access our 'Guest network'. These changes will be completed by November 2017 and will improve the cyber security of our networks.

Having two individual links enables us to provide redundant connections in the event there is an outage with one of our providers, ensuring more reliability of our networks.

These upgrades were completed at Flinders Private Hospital on 11 July 2017. Ashford Hospital and The Memorial Hospital are currently in the testing phase of the rollout and are expected to be completed by November 2017.

In early 2018, the WiFi networks across all three sites will undergo a hardware upgrade, with new access points installed throughout. Not only will this increase the speed and reach of our networks, it enables us to add additional features to our sites like real time equipment tracking (RTLS).

If you would like any further information regarding our wireless networks, please contact your hospital site representative. Contact details can be found on [page 21](#).

ACHA eADMISSIONS

ACHA eAdmissions was launched during August 2016 and there has been considerable participation rates from our patients. The portal allows patients to electronically complete and submit their Patient Registration and Patient Health History forms. The online admission forms provide patients with the convenience of being able to complete their admission forms in their own time and via a user friendly web based portal available at acha.eadmissions.org.au.

We appreciate your ongoing assistance with this process and hope this option for online completion of admission forms continues to provide convenience and benefit to your patients.

ACHA PATIENT FINDER

Patient Finder is an app that was launched during September 2016, designed for family and friends to track the location of a patient during their stay in an ACHA Hospital. The app provides updates on location information of the patient through theatre, recovery and return to the ward. The use of the app is controlled primarily by the patient who can forward their unique code to the Patient Finder app to their family and friends.

There are two simple ways to access Patient Finder:

1. In most cases prior to the hospital admission a SMS is sent to the registered mobile number with a unique link to the Patient Finder app. The patient simply forwards this SMS to all desired family and friends. When the link in the SMS is clicked the Patient Finder app will open on any device and display all key location details OR
2. The hospital reception team will supply each patient with a Patient Finder card that includes their admission number as well as a web address and QR code that can be used to gain access to the app. The patient can give this card or pass on the admission number and web address to all family and friends to track the patient throughout their hospital stay

Patients can access further information via achaassist.org.au/patientfinder.asp



"Ashford Hospital has undergone a number of changes ... the introduction of the Critical Care Unit ... was implemented to improve patient safety ..."

PAUL EVANS - GENERAL MANAGER



FROM THE GENERAL MANAGER

Ashford Hospital has undergone a number of changes in recent years and the introduction of a Critical Care Unit (previously Intensive Care and High Dependency), implemented during September 2016, was a significant initiative impacting a number of departments. The change was implemented to improve patient safety and to ensure that any at risk patient receives the highest level of care available. I take this opportunity to thank all our VMOs and staff involved in this transition.

Following the successful implementation of the da Vinci® Xi™ Surgical System, acquired during 2015, Ashford Hospital took delivery of a Mako Orthopaedic Robotic-Arm Assisted System earlier this year. The first case, a Total Hip Replacement, was performed by Dr Daniel Mandziak on Monday, 27 February 2017.

The implementation of a second robotic technology has further established Ashford Hospital as a centre of innovation within South Australia and reinforces our commitment to be at the forefront of advances in medical equipment. I congratulate the VMOs and staff involved in the seamless introduction of the technology.

The Ashford Development Plans are progressing well with detailed designs being finalised ready to commence the first stage of the redevelopment, the Day Ward expansion, planned for 2018. Final draft plans will be displayed for your review and feedback.

Ashford Hospital recently celebrated a major milestone, completing our 10,000th cardiothoracic surgery case on 21 June 2017. In 1991, Ashford Hospital became South Australia's first private hospital to perform cardiac bypass surgery and 26 years later we remain at the forefront of cardiac care. I congratulate all our specialists and staff involved in providing this service.

I thank all our VMOs, staff and volunteers for the quality of care you provide to our patients and for your ongoing commitment to Ashford Hospital.

PAUL EVANS

General Manager

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™Xi is a trademark of Intuitive Surgical, Incorporated

ACKNOWLEDGEMENTS, RETIREMENTS & FAREWELLS

VMOs

Ashford Hospital wished to acknowledge the contribution of the following VMOs:

Dr John Marshman (Anaesthetics)

Dr John Marshman has retired from private practice and completed his last list at Ashford Hospital on 16 March 2017. Dr Marshman was first credentialed as an Anaesthetist at Ashford Community Hospital in 1985. He was instrumental in establishing the Ashford Day Case Operating Theatres in 1985.

Dr Marshman represented the Anaesthetic speciality on the Ashford Community Hospital Board, Ashford & ACHA Medical Advisory Committee's, as a Clinical Advisor for Anaesthesia and provided input into quality and business initiatives in his 35+ years' of service at Ashford Hospital and the broader ACHA group.

We thank Dr Marshman for his contribution to Ashford Hospital and ACHA over many years and wish him well in retirement.

A/Prof John Svigos (Obstetrics & Gynaecology)

After providing an Obstetric and Gynaecology service at Ashford Hospital for almost 39 years A/Prof John Svigos retired from private practice during January 2017. A/Prof Svigos had a long and distinguished career and he is missed by our staff and patients. We wish him well and thank him for his loyal service to Ashford Hospital.

Dr Anthia Rallis (Obstetrician and Gynaecologist) has taken over the care of his previous patients at Women's Health Specialists.

Dr John Twartz (Gastroenterology / General Medicine)

Dr John Twartz retired from private practice during March 2017. Dr Twartz has provided a Gastroenterology and General Medical service at Ashford Hospital since 1993 and we thank him sincerely for his service and wish him well in retirement.



STAFF APPOINTMENTS

Ashford Hospital would like to welcome the following staff:

Acting Allied Health Manager – Ms Louise Oldfield

We are pleased to announce Louise has been appointed the Acting Ashford Hospital Allied Health Manager. Louise will cover the position whilst Ms Sarah Lorensini is on maternity leave until May 2018.

Louise has previously worked at Ashford Hospital as a Physiotherapist based in the Critical Care Unit.

Louise can be contacted on 08 8375 5249 or louise.oldfield@acha.org.au

We also take this opportunity to thank Sarah Lorensini for her hard work in the Allied Health role and wish her all the best during this exciting time.

Hospital Coordinator – Ms Leah Hintz

Ashford Hospital welcomed Leah to the role of Hospital Coordinator during January 2017. Leah previously worked at Flinders Private Hospital as a Cardiac Nurse and Relieving Hospital Coordinator.

Leah can be contacted on 08 8375 5222 or leah.hintz@acha.org.au

CRITICAL CARE UNIT

During September 2016 Ashford Hospital combined two areas, Intensive Care and High Dependency, into one Critical Care Unit (CCU). The CCU is available for patients requiring higher levels of monitoring and critical care medical overview.

The 24 bed unit is located on the ground floor and second floor, and is supported by a team of critical care nursing staff. All patients are overseen by the Duty Critical Care Specialist, and supported by the SMO rostered on-site for critical care patients 24 hours per day.

During January 2017 the second floor of the CCU was refurbished with improvements including new flooring and cabinetry, locked medication room nurses station,

storage and office areas. Additional monitoring and emergency equipment was also installed ensuring that all 24 beds (across ground and second floors) have equal capabilities to care for a critically unstable patient.

The bed placement of CCU patients (ground or second floor) is undertaken under the direction of the Duty Critical Care Specialist to ensure patient safety. A medical referral is required for all patients requiring a CCU admission. This can be completed either via a notification on the patient's theatre booking or admission form, or from direct contact from the Anaesthetist or treating VMO.

Please contact our CCU Nursing Unit Managers if you would like any further information regarding CCU.

Emma Stagg
Phone 08 8375 5238
Email emma.stagg@acha.org.au

Katie Miranda
Phone 08 8375 5238
Email katie.miranda@acha.org.au

ORTHOPAEDIC ROBOTIC-ARM ASSISTED SYSTEM

Ashford Hospital took delivery of a Mako Orthopaedic Robotic-Arm Assisted System in February 2017 and the first case was performed by Dr Daniel Mandziak on Monday, 27 February 2017.

With the Mako Orthopaedic Robotic-Arm Surgeons are able to offer an innovative treatment option for suitable patients requiring Total Hip Replacement or Partial Knee Replacement.

Robotic Surgery utilises computer-assisted planning combined with a robotic arm guided by the Surgeon, as a means to insert a joint replacement prostheses. It is an advancement of a current technology using computer navigation to assist positioning of a joint replacement implant.

Robotic assisted joint replacement is a relatively new technology, though it has been in use overseas for



approximately 10 years. The major aim is to assist the Surgeon in achieving highly accurate placement of a hip or knee prosthesis.

Please contact Kelli Blakely on 08 8375 5285 or kelli.blakely@acha.org.au if you are interested in more information regarding the Ashford Hospital robotic program.

DEVELOPMENT PLAN UPDATE

Ashford Hospital continues to make progress with exciting redevelopment plans and are currently fine tuning designs with input from relevant key stakeholders.

Pending final approvals, the redevelopment is expected to commence in early 2018 and will include the following areas:

- New Reception – new location will be on left hand side of the main entry doors
- New Day ward, increasing to 30 chairs
- Creation of a “mezzanine deck” – to include the Sacred Space, Chaplain Office and an area for clerical support
- Fully renovated Anzac ward, reconfiguration of Marion wing and part of the western end of Anzac ward into a new 24 bed surgical ward
- Relocation of the Acute Cardiac Unit (ACU) to the first floor and Marion ward relocating to the ground floor, including a full upgrade of the current Anzac “link” rooms into an ACU Chest Pain Clinic.
- Infrastructure upgrades including, electrical, hot water and air conditioning

We will keep you informed as more details regarding the plans become available.

EVENTS

On 20 January 2017 Ashford Hospital supported a team of cyclists, the “Ashford Hospital Roulers”, to enter the Bupa Challenge Tour. The event is the official recreation ride of the Santos Tour Down Under and allows

participants to ride a stage of the Santos Tour Down Under just hours before the professionals hit the road. The Ashford Hospital team comprised of VMOs, SMOs and staff.

Ashford Hospital again entered a team of staff into True Grit, a soft sand track run and military inspired obstacle course held on Saturday, 13 May 2017. Congratulations to all who participated in the challenging event.

Following the success of the inaugural Centre of Excellence Robotic Training Programs held last year, Ashford Hospital was pleased to host a third course on 7 May 2017. This da Vinci course was delivered by a team of Ashford Hospital General & Colorectal Robotic Surgeons including Dr Alex Karatassas, Dr Darren Tonkin, Dr Jimmy Eteuati and Dr Chris McDonald and attended by General Surgeons and senior trainees.

Please contact Kelli Blakely on 08 8375 5285 or kelli.blakely@acha.org.au if you are interested in more information regarding these events.

2017 SURGEONS v PHYSICIANS T20 CRICKET MATCH

Due to limited player availability, the 2017 Surgeons v Physicians Cricket Match has been rescheduled to October 2017. The date and ground location will be confirmed once the fixture for the SACA district cricket competition has been confirmed.

The team captains will be:

- Physicians team – Dr Randall Faul
- Surgeons team – Dr John Miller

If you would like any further information, or if you are interested in playing please contact Kelli Blakely on 08 8375 5285 or kelli.blakely@acha.org.au



FLINDERS
PRIVATE
HOSPITAL

**“Flinders Private Hospital
appreciates the ongoing support
of our VMOs, staff, consumer
representatives and volunteers.”**

ANGELA McCABE - GENERAL MANAGER



FROM THE GENERAL MANAGER

It has already been over a year since I commenced as General Manager at Flinders Private Hospital in May 2016. The hospital is in its 18th year of operation as a community hospital and I have been impressed with the positive culture of our staff. There are many staff who have been with us since its inception in 1999. The Annual Staff Recognition night demonstrated the commitment and service to caring for our patients and VMOs with 127 staff receiving acknowledgement awards for their dedication to Flinders Private Hospital and ACHA.

Flinders Private continues to strengthen relationships with our key stakeholders, Flinders Medical Centre (FMC) and Flinders University of South Australia (FUSA).

The ongoing feedback received regarding difficulties finding adequate car parking is our number one issue for the site. Flinders Private Hospital has committed to leasing 150 additional car parks from FUSA, proposed for development on their Northern Oval opposite the current FMC / Flinders Private Hospital Car Park on Service Road. This will increase the current quota of car parks on site allocated to Flinders Private Hospital which will provide an opportunity for us to dedicate car parks for our patients and relatives visiting Flinders Private Hospital. This will improve the availability of car parks for outpatient appointments for the VMOs consulting on-site. In addition, the FMC Southern Car Park (Flinders Drive) is due for completion at the end of September 2017 which will provide an additional 1780 car parks and assist to relieve car park pressure on the Flinders campus.

Staff engagement underpins the care that patients receive. Staff are keen to hear from all managers at our monthly Staff Forums. Regular staff lunches and an increase in staff attending educational sessions have also been pivotal in sustaining a positive culture.

Flinders Private Hospital has also been working to engage with the local community. Examples of this include sponsorship of:

- 'Christmas Carols by The Creek' for Mitcham Council

- Glenelg Football Club, seniors, reserves and the inaugural Women's team
- Seacliff Tennis Club
- University of SA Hockey Club
- Contax Netball Club
- South City Chiefs (Grid Iron)

Flinders Private Hospital appreciates the ongoing support of our VMOs, staff, consumer representatives and volunteers. A huge 'Thank You' to all staff who were involved in the ACHS Organisation Wide Survey in September 2016. The staff and consumer representatives welcomed an opportunity to showcase their ongoing improvements in patient centred care through consultation with patients and their feedback.

ANGELA McCABE

General Manager

STAFF APPOINTMENTS

Flinders Private Hospital would like to welcome the following staff:

Nurse Unit Manager (NUM), Maternity Services - Mr Kenneth (Ken) Schoemaker

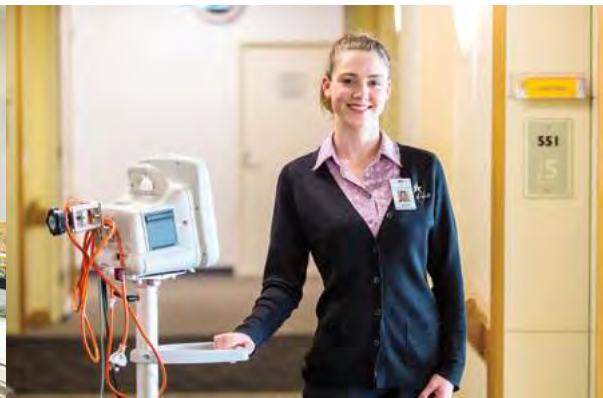
We welcome Ken to the role of NUM Maternity Services (4 North). Ken has been a Clinical Midwife at Flinders Private Hospital for 8 years, often relieving in the NUM position during this period. Ken is well respected by our Obstetricians and maternity team and is looking forward to growing the Maternity Services at Flinders Private Hospital.

Ken has been acting in the NUM Maternity Services position for 6 months and was appointed in February 2017.

Ken can be contacted on 08 8275 3346 or kenneth.schoemaker@acha.org.au

Manager, CSSD - Mr Nick Tauati

We welcome Nick to the role of Manager CSSD. Nick commenced in his role at Flinders Private Hospital in November 2016, moving from the Northern Territory where he previously worked as CSSD Manager at Darwin



Private Hospital (Healthscope). Nick has a microbiology background and brings a wealth of experience and expertise to our hospital, having worked in CSSD for over 10 years.

Nick can be contacted on 08 8275 3362 or nick.tauati@acha.org.au

Administration Manager – Mr Daniel Cullen

We welcome Daniel to the role of Administration Manager at Flinders Private Hospital. Many people may remember Daniel who started his career with us at Flinders Private Hospital over 10 years ago.

Daniel comes back to us with an insight in private medical practice where he worked with a group of busy Orthopaedic Specialists. His knowledge and experience will assist him in developing strong working relationships with our VMOs and their Administration Teams.

Daniel can be contacted on 08 8275 3742 or daniel.cullen@acha.org.au

Executive Chef, Catering Services – Mr Brian Fossey

Flinders Private Hospital Catering Services are pleased to welcome Brian, who commenced in January 2017 as Executive Chef. Brian has many years' experience, most recently as Executive Chef at the Tonsley Hotel for the past 7 years.

Brian brings a refreshing wealth of industry experience to the Flinders Private food service department.

Brian can be contacted on 08 8275 3112 or brian.fossey@acha.org.au

PRIVATE / PUBLIC COLLABORATION

Flinders Private Hospital continues to work with Southern Adelaide Local Health Network (SALHN) to accommodate their increased patient capacity requirement during the ramp down and closure of both the old Royal Adelaide Hospital and the Repatriation General Hospital (RGH) later in 2017. This demonstrates the unique relationship between the public and private co-located hospitals and the ongoing commitment to supporting each other during periods of high demand.

FLINDERS PRIVATE HOSPITAL EMERGENCY DEPARTMENT (ED) LIAISON ROLE

The Flinders Private Hospital ED Liaison Coordinator role which commenced in October 2016, has been increased from 3 days / week to 7 days, commencing June 2017. The role has been well accepted by the FMC ED VMOs and clinical staff as an integral part of the team who facilitate the transfer of private patients from ED to Flinders Private Hospital. With winter approaching and the movement of public hospital patients from RGH and RAH, the role will become pivotal in the management of patient throughput in FMC ED.

If you require assistance with private patient transfers from either FMC ED or FMC wards, please call the Flinders Private Hospital ED Liaison Nurse on 0437 003 496 (11.00am – 7.00pm) or 08 8275 3704 (7.00pm to 11.00am).

SURGICAL GROWTH AND CSSD EQUIPMENT / TRAINING

Increasing surgical activity at Flinders Private Hospital means increased demand on our CSSD services and to meet this growth we are installing two new Batch Washers and three new Sterilisers. Planning is also in place to install an Instrument Tracking System within the next 6 months.

Having experienced CSSD staff is also paramount to meeting demands and standards within CSSD. Nick Tauati (CSSD Manager) and his experienced staff have introduced a late and night shift to accommodate the growing number of elective and emergency / ad-hoc surgical cases at Flinders Private Hospital.

Flinders Private Hospital is providing the opportunity for CSSD staff to complete Sterilising Services Certificate III, facilitated by Time Education & Training Pty Ltd which will up skill all staff in CSSD. This is a comprehensive six month course which is well recognised within this industry. Nick has re-designed the competencies in the department to meet all criteria of the updated Australian Standard for re-processing reusable instruments (AS/NZS 4187: 2014).



CATERING SERVICE REFURBISHMENT

The Flinders Private Hospital kitchen has been upgraded with two new dishwashers, two steam ovens and a high end cooking station.

In April 2017 we introduced a new range of freshly cooked healthy food options available for lunch and dinner from an a la carte menu.

Thank you for your contribution to the on-line survey regarding the New Menu. We appreciate your feedback and look forward to implementing your feedback.

The menu will be changed with the seasons.

MATERNITY SERVICES - CONTINENTAL BREAKFAST AND HIGH TEA

We have recently changed our breakfast and afternoon tea service for our new mums and dads in the Maternity Ward (4 North). Breakfast is required at different times for new parents and standard hospital meal times are often not convenient for them. To provide a more enjoyable experience we are offering a buffet style Continental Breakfast service from 7.30am to 9.30am and an afternoon High Tea from 1.45pm to 4.00pm in the New Parents' Tea Room near our Labour Ward.

This is a great opportunity for new parents to relax and enjoy a delicious breakfast or afternoon tea with other parents. The feedback has been very positive, the greatest comment is the social benefit and the hotel quality of these services.

SWITCHBOARD AND TELEPHONE UPGRADE

An upgrade of the Flinders Private Hospital PABX switchboard and telephone system was undertaken on Sunday, 5 March 2017 and provides a more reliable and technologically advanced communication system throughout the hospital.

The project included the upgrade of the PABX to allow for new desktop, paging and portable phone communication systems to be installed while maintaining the telecommunication link between Flinders Private Hospital and FMC.

Also installed were three AC-Win switchboard consoles with webPAS (ACHA Patient Management System) integration. The webPAS integration will assist to improve call flows and accuracy of delivery of calls to patients.

The next phase of the project will be to extend the coverage of our phone system into FMCED, as well as installing mobile phone boosters within Flinders Private Hospital.

PRACTICE MANAGERS AND STAFF BREAKFAST

On 14 February 2017 Flinders Private Hospital held a breakfast for our VMOs Practice Managers and staff with close to 40 guests enjoying an inspirational talk given by former Olympian and current staff member, Katrina Webb (also an ACHA Physiotherapist).

Katrina shared her story including her success at winning Gold, Silver and Bronze medals in three Paralympic Games as well as becoming the first torch bearer to enter the Olympic Stadium for the opening ceremony of the Sydney 2000 Paralympic Games.

Katrina's presentation provided the inspiration and encouragement for our guests to not only improve their individual performance but also that of the organisation, the message throughout was, *"turning silver into gold."*

Katrina has delivered more than 500 presentations to over 150,000 people in six different countries, and we feel very fortunate to have her share her extraordinary achievements and experience with our guests at Flinders Private Hospital.

STAFF RECOGNITION NIGHT

The annual Flinders Private Hospital Staff Recognition Night was held on 22 February 2017 with 127 staff members receiving awards for their years of service, ranging from 25 years to 10 years. It was a wonderful evening enjoyed by all staff, and we appreciated speeches from both General Managers past (Paul Evans 2006-2011) and present (Angela McCabe 2016-current).

A photograph of a modern hospital patient room. In the foreground, a hospital bed with a grey blanket and white pillow is partially visible. To the left of the bed, a small white bedside table holds a large bouquet of pink and white flowers in a clear glass vase. The wall behind the table has a decorative geometric pattern and several small red and white signs. A large window on the right side of the room offers a view of green trees outside. The room is well-lit with warm, ambient lighting.

The Memorial Hospital

"The Memorial Hospital began 2017 at full speed with the commencement of patient room upgrades in January."

JANET JONGENEEL - GENERAL MANAGER



FROM THE GENERAL MANAGER

The Memorial Hospital began 2017 at full speed with the commencement of patient room upgrades in January. Traditionally our quietest month, however in January 2017, 150 more operations were performed and 270 more patients admitted than expected. Thank you to those VMOs who relocated lists and postponed some elective admissions during this very busy period. On behalf of the hospital I would like to thank all our VMOs, staff, patients and volunteers for their understanding and support during this busy and disruptive period. We continue to work through the design and development stages of the redevelopment and are awaiting final approvals. We will keep you updated as we further advance through the process.

January 2017 also saw the delivery of the Medrobotics Flex Robotic System, the first in Australasia, used predominantly for ENT surgery and in May 2017 we took delivery of a Medtronic O-arm® used for intra-operative 3-D imaging. In order to improve the first impressions upon entry to the hospital, the 'mural,' located in Reception, was painted over in mid-February. This is a minor improvement whilst we wait for the reception upgrade to be completed, which is currently in the Development Plan.

The hospital and staff continue to fundraise and support various causes and have recently raised money for Uniting Care by hosting a pancake morning tea, Cancer Council through the biggest morning tea, bowel cancer through the Red Apple Day appeal and SIDS and Kids on Red Nose Day. The hospital and staff have also contributed to the Act for Peace Ration Challenge, raising money for refugees.

We continue to host General Practitioner and staff education events. Events are held both on and off site and participation is depended on the type and duration of the event. If you are interested in presenting at either, please let Kelly Smith, Business Development Manager know on either 08 8366 3898 or kelly.smith@acha.org.au

Thank you for your ongoing support of The Memorial Hospital.

JANET JONGENEEL
General Manager

DEVELOPMENT PLAN UPDATE

In January 2017 we commenced the 'ward upgrade' plan including the creation of 12 additional single patient rooms and 3 new shared rooms in the north-eastern end of both Clarke and Perry wards. The 'ward upgrade' was completed in April 2017.

Positive feedback has been received from the patients in the new rooms, including how big and fresh they are as well as the perfectly sized and located television. We thank you all for your support of patients and staff during the renovation period.

We are waiting final approvals to commence the next stages, including:

- Creating a new Paediatric Day Stay Unit
- Upgrading and increasing the size of CSSD (reconfigured kitchen and additional stage required to achieve this) to meet the new AS/NZS 4187:2014 standards
- Reconfiguring the reception area
- Upgrading infrastructure, including incoming power supply, centralised power and UPS, distribution boards, chillers, boilers, cooling towers, domestic hot water and lift upgrades x 4
- Remaining ward upgrades (will be staged to have minimal impact)

It is anticipated that once commenced, the Paediatric Day Stay Unit, CSSD project and Reception area will take up to 12 months to complete, the ward upgrades will be staged over 24 months and the infrastructure upgrade over 36 months.

THE MEDROBOTICS FLEX ROBOTIC SYSTEM

In January 2017, we were the first hospital in Australasia to take delivery of the Medrobotics Flex Robotic System (flex). The flex is used for minimally invasive ENT surgery through single site access and visualisation of hard to reach anatomical locations, including the oropharynx, hypopharynx and larynx. It is based on a core flexible, steerable scope technology that Surgeons can use to navigate around anatomy with an integrated high-definition vision system. Once positioned, the

*O-arm is a registered trademark of Medtronic Navigation, Inc.



scope can become rigid to provide a stable platform through which flexible instruments can be deployed to perform procedures in a way that is not possible with line of sight approaches.

Medrobotics has also placed a training robot at LARIF (Large Animal Research Institute Facility), at Gilles Plains and Surgeons from Australasia will attend all training sessions at this facility. Once an ENT Surgeon has completed their training at LARIF, they will be required to undertake proctored cases with either A/Prof Suren Krishnan or Dr J C Hodge who are two of the most experienced ENT Robotic Surgeons in Australia. On successful completion of proctored cases, the ENT Surgeons will need to apply to the ACHA Medical Advisory Committee to extend their credentialing.

It is anticipated that in September 2017 3-D optics will be available and towards the end of 2017 smaller sized instruments will be released.

MEDTRONIC O-ARM

The Memorial Hospital has recently purchased a Medtronic O-arm surgical imaging system, offering 3-D imaging. It is used in delicate head, neck and spinal surgery and offers a large field of view with superior image quality providing visibility of the skeletal anatomy.

The O-arm seamlessly interfaces with our StealthStation® Surgical Navigation System which allows the Surgeon to have instant confirmation of implant placement.

It was delivered to the hospital on Thursday, 11 May 2017. Staff, Surgeons and radiology staff have been trained in its use. Very positive feedback has been received from the staff as well as the Surgeons who will utilise the O-arm.

Please contact Sarah Ashley, Clinical Manager Perioperative Services if you would like further information on the O-arm. Sarah can be contacted on 08 8366 3891 or sarah.ashley@acha.org.au

StealthStation® is a registered trademarks of Medtronic Navigation, Inc.

eADMISSIONS

We have been delighted by our patient's uptake of eAdmissions since its introduction in August 2016. Currently, approximately 43% of all admissions occur online rather than the patient sending in their registration and patient information paperwork. Our Front Office Manager, Marilyn Gerlach and her team, have been supporting consulting suites to better understand and promote the streamlined process. The feedback we have received from patients about this new system has been extremely positive! We have installed an eAdmissions kiosk (computer) in our main reception area. If you are interested in further support, or would like to trial a tablet / iPad / computer in your rooms to streamline this process, please contact Marilyn Gerlach on 08 8366 3816 or marilyn.gerlach@acha.org.au

ACKNOWLEDGEMENTS

Ward Assistant, Perioperative Services – Ms Maria Marenkovic

February 2017 saw Maria celebrate 40 years of dedication and service to The Memorial Hospital. Maria has held a variety of titles during her tenure in the operating theatres and has always provided the epitome of customer service to VMOs, patients and staff. Maria celebrated this auspicious milestone with an anniversary lunch in which many of the hospital staff attended. Congratulations Maria.

STAFF APPOINTMENTS

The Memorial Hospital would like to welcome the following staff:

Business Development Manager – Ms Kelly Smith

Kelly commenced at The Memorial Hospital as Business Development Manager in May 2017.

Previously Kelly was a Clinical Nurse in the Cardiac Surgical Unit at Ashford Hospital and during this period she was seconded to the role of ACHA Auditor,



supporting the three ACHA hospitals prior to and during the ACHS accreditation in September 2016. Kelly can be contacted on 08 8366 3898 or kelly.smith@acha.org.au

Quality Services Manager – Ms Kerri Hooper

Kerri joined The Memorial Hospital as Quality Manager in January 2017.

Kerri is a Registered Nurse with experience in Intensive Care and Emergency Nursing. Kerri worked as a Cardiac Research Coordinator before moving into Quality Management at the Women's and Children's Hospital.

Kerri can be contacted on 08 8366 3856 or kerri.hooper@acha.org.au

Recovery / Day Surgery Unit (DSU) Clinical Manager – Ms Alison Clements

Alison commenced as the Recovery / DSU Clinical Manager in March 2017.

Alison is a Registered Nurse who brings a wealth of Recovery / DSU experience, having worked in these areas in various roles over the past 15 years. She has most recently worked in senior leadership roles at Western Community Hospital and prior to that with the Calvary Group. Alison has also obtained Professional Honours in Anaesthetics and Recovery. Alison can be contacted on 08 8366 3859 or alison.clements@acha.org.au

VOLUNTEERS

The Memorial Hospital is incredibly fortunate to have such a dedicated group of volunteers, who assist with many aspects of the hospitals functioning, including manning the enquiries desk, directing patients and visitors to their destinations; patient transfers; pastoral visits; hand massages for patients; floral arrangements; gardening; making hospital gowns for our paediatric patients and much, much more. We are delighted to welcome five new volunteers in 2017 adding to the 40 we are privileged to have.

GRADUATE NURSING PROGRAM

The Memorial Hospital welcomed seven new Graduate Registered Nurses and for the first time, a Graduate Enrolled Nurse to our 2017 Graduate Nursing Program. The program runs for 12 months and places the graduates in the wards and the perioperative departments to further consolidate their knowledge and practice. The program has been running for over 20 years, this year attracting over 150 applications.

The high standard of graduates from 2016 allowed us to offer ongoing employment to all who were involved in the program.

ADMISSION PROCESS REVIEW

We have recently reviewed our admission (both day and overnight) process and paperwork, following feedback from both patients and VMOs. We are working towards streamlining our paperwork, whilst still meeting the ACHS standards and providing a more effective and efficient service. We have already trialed some process improvements which thus far have received positive feedback from patients.

We are also planning on making minor changes to patient flow by improving the room locations in Day of Surgery Admission (DOSA) as well as updating the furniture.

Thank you to all the VMOs who have recently provided feedback. We will keep you updated on relevant changes as they occur.

For further feedback or information, please contact Yasmin Jordan on 08 8366 3850 or yasmin.jordan@acha.org.au



If you have an article you would like published in the ACHA News please submit to Kelli Blakely, Business Development Manager, Ashford Hospital on 08 8375 5285 or kelli.blakely@acha.org.au

Articles will be published in the ACHA News as appropriate.

ACHA News is circulated as in interactive PDF via email. Please contact your hospital site representative if you would like to obtain a hard copy.

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