

Our service to the Community

Social Responsibility Account



2015/2016



ST VINCENT'S
PRIVATE HOSPITAL
SYDNEY



St Vincent's Clinic

*"Providence can provide,
Providence does provide,
Providence will provide."*

Mary Aikenhead

St Vincent's Private Chapel



Serving, Seeing, Striving for
something greater

enVision2025

Message from Mr Robert Cusack

Chief Executive Officer, St Vincent's Private Hospital Sydney

and Ms Michelle Wilson

Executive Director, St Vincent's Clinic

When the first five sisters arrived in Australia in 1838 after a hazardous four month journey from Ireland, they carried with them the vision of their foundress, Mary Aikenhead, to reach out in the service of the poor and vulnerable in the newly established colony. Now more than 158 years later, St Vincent's continues to deliver health and aged care in Australia.

The tradition of reaching out in service of the poor and vulnerable in society continues at St Vincent's Private Hospital Sydney and St Vincent's Clinic. St Vincent's Private Hospital Sydney is now in its 107th year and St Vincent's Clinic in its 26th: Both continue to carry on the charism inspired by the Sisters of Charity.

In 2015, St Vincent's Health Australia embarked on enVision 2025: a new strategy with a 10 year focus for the mission to encourage the growth and excellence of the organisation. enVision 2025 uses the motto: *something greater* which refers to the Sisters of Charity motto – Caritas Christi Urget Nos (The love of Christ impels us). The Sisters were impelled to reach out to the poor and vulnerable. They saw a need, served that need and strived for something greater.

The determination to live out the mission in the tradition of the Sisters of Charity continues today in serving something greater. This Social Responsibility Account for 2015/2016 highlights how the mission left to us by the Sisters continues today.

As we at St Vincent's Private Hospital Sydney and St Vincent's Clinic continue to provide the best of clinical and pastoral care, your generosity helps us to support the community. This support, which represents over \$2 million in financial and volunteer contributions, would not be possible without the commitment of our staff, doctors and supporters.

We thank all who supported us in 2015/2016, as we live out the Gospel mandate: *Truly I tell you, just as you did it to one of the least of those who are members of my family, you did it to me.* (Matthew 25:40).



Robert Cusack
Chief Executive
Officer
St Vincent's Private
Hospital Sydney



Michelle Wilson
Executive Director
St Vincent's Clinic



Our Mission

‘Mission is both our heritage and our legacy - where we have come from and where we are headed in the future.’

In 1838, after several requests from the Church in Australia, Mary Aikenhead, foundress of the Sisters of Charity, sent five of her Sisters across thousands of miles from Ireland to Australia. After four hazardous months at sea the Sisters carried with them the original vision of their foundress: to bring God’s love to those who need it most, especially the poor and the vulnerable.

When the Sisters arrived they immediately began the task of caring for the women and children at the Female Factory in Parramatta and the newly established orphanages. They provided education and care which brought about significant changes for these women. The Sisters realised that if real change was to take place, education and health care must be established in Sydney. In 1857, the first St Vincent’s Hospital was established in Potts Point before relocating to the current Darlinghurst site in 1870. St Vincent’s Private Hospital Sydney was established in 1909 to provide the best in clinical care for privately funded patients. St Vincent’s Clinic was established in 1990 to provide a facility for specialist services and establish an Outreach service to provide support for the poor and vulnerable in the community.

Now, 178 years later, the work of St Vincent’s Private Hospital Sydney and St Vincent’s Clinic continues to be underpinned by our Mission to build on the charism and traditions of the Sisters

of Charity by delivering health and aged care services under the stewardship of the Trustees of Mary Aikenhead Ministries and as part of St Vincent’s Health Australia.

We continue to bring the highest quality clinical and person centred care to Sydney, Australia, and the international community. As not-for-profit organisations, our funds are reinvested into patient care by expanding health services inside and outside St Vincent’s Private Hospital Sydney, providing support to the public hospital, funding research and education and fulfilling our mandate of service to the poor by continuing to support those living on the margins of society through Sisters of Charity Outreach and by supporting other community organisations.

Our Future

Mission is both our heritage and our legacy - where we have come from and where we are headed in the future. This year, St Vincent’s Health Australia embarked on a 10-year plan: enVision 2025, which focuses on guiding the entire organisation into the future through mission, growth and excellence.

Over the next ten years the organisation will gain more beds in the Public, Private and Aged Care sector. Part of enVision 2025 is the redevelopment of St Vincent’s Private Hospital Sydney which will be completed in 2018. Following in the tradition of the Sisters to provide care when called upon by the community and

in response to the healthcare needs of rural New South Wales, a new St Vincent's Private Community Hospital opened in Griffith in October 2016.

enVision 2025 encourages staff to continue the mission entrusted to all. Mission is everything we do: from cleaning rooms to delivering cutting edge research, from highly complex surgical procedures to a meaningful conversation with a fellow colleague. All staff will undertake a mission formation program outlining what it means to be part of St Vincent's, the tradition of the Sisters of Charity and our duty to help the poor and vulnerable.

Through Mary Aikenhead's vision and her efforts, lives were changed. People living in poverty were able to access health care, education and social support, allowing them to break the cycle of generations of poverty. Mary always reminded her Sisters of the need to care for the sick regardless of their status in life and encouraged a oneness with the poor and so must we!

This social responsibility account will only capture part of St Vincent's Private Hospital Sydney and St Vincent's Clinic's expression of its vision, mission and heritage. Working together, our people are committed to changing the lives of those we serve each day, helping people to live fuller and healthier lives. Our collaboration with government, community based agencies and other health and welfare providers in delivering care is how we are called to live out our mission today.



Darryl Mackie
Mission Integration Manager
St Vincent's Private Hospital Sydney and
St Vincent's Private Community Hospital Griffith.



The opening of the new St Vincent's Private Community Hospital in Griffith.



The vision of 'Outreach is Compassion in Action' and the visit program is the essence of that.

Reducing social isolation – Outreach visit programs

Sisters of Charity Outreach’s visit programs are a no cost service that provides companionship to socially isolated people in Sydney’s Eastern Suburbs and in South West Sydney. Visits are conducted by trained staff and volunteers who offer clients the opportunity to forge connections and be part of the community.

The Eastern Area Visit Program has been operating for 20 years, commencing after research indicated that there was a gap in services for socially isolated people in Sydney’s east. Tmne Blair, Coordinator of the Eastern Area Visit Program, explains: “In the beginning we did lots of more practical things for clients such as shopping and transportation, but as more government services started to offer practical support we honed the service to concentrate on social isolation.”

The South West Visit Program was established in 2008 in the Miller/Liverpool parish after a need for help for socially isolated people in an area which includes some of the most disadvantaged suburbs in Sydney was recognised.

Research published in the proceedings of the National Academy of Sciences in 2013 revealed that socially isolated people have a 26% greater risk of dying than their non-isolated peers. Researchers suspect that socially isolated people may not be getting the care they need to ensure their everyday life is satisfactory and they often have no one to contact in a crisis.

Tmne believes that social isolation is also a matter of justice: “Mother Theresa said that loneliness is the most terrible form of poverty. To have people isolated in the community without people caring about

them is a terrible injustice and not a part of the society in which I wish to belong. The vision of Outreach is Compassion in Action and the visit program is the essence of that. We have clients who are really terribly isolated and the visits bring them love and compassion and the knowledge that someone is thinking about them and interested in them."

Maxine Goodwin, Coordinator of the South West Visit Program, says the program embraces our mission: "The program is committed to supporting people in need by providing a human presence in their lives when they need it most. Every person has a right to feel a part of their community and the visit program provides the opportunity for people to connect or reconnect to their community with the support of trained volunteers and staff."

Maxine believes that the staff and volunteers also benefit greatly from the program: "The

visit program gives staff and volunteers the opportunity to support others in the community who are vulnerable and isolated. It is a privilege to be a part of other people's lives, to support them and give them the opportunity to feel a part of their community. It is a privilege to have people opening their door to you to let you into their lives."

Timne acknowledges that the programs would not be successful without the support of St Vincent's Private Hospital Sydney: "We are greatly indebted to St Vincent's Private Hospital Sydney for all their support. The projects that we work on together - in particular the gifts for our clients at Christmas - really forge the connection between Outreach and the hospital. The support from the Mission Office, hospital staff and from Human Resources and finance make us a better service for the community."



The Outreach visit programs aim to reduce social isolation.



Working to minimise our environmental footprint

Human health is dependent on environmental wellbeing and we need to improve the sustainability of our systems and practices in order to minimise our global footprint. At St Vincent's we are committed to continually improving the environmental, social, and economic sustainability of our operations, encompassing both our direct and indirect impacts.

The impacts of climate change and environmental degradation are predicted to be disproportionately borne by the poor and vulnerable. By endeavouring to address these issues we are continuing the legacy of the Sisters of Charity in the spirit of compassion, justice, integrity and excellence. In 2015, Pope Francis reminded us of this in his Encyclical, *Laudato Si*, highlighting the "urgent challenge to protect our common home... (and) the need to also seek sustainable and integral development."

St Vincent's has worked to reduce the global footprint of the entire campus by introducing a sustainability program which includes the reestablishment of the Environmental Sustainability Committee. The purpose of the Committee is to provide a collaborative

forum for discussion and recommendations on sustainability initiatives including the development and review of environmental targets and the development of strategies appropriate to meeting these goals. The Committee sets targets which for inclusion in the Environmental Management Plan.

According to St Vincent's Environmental Sustainability Coordinator, Kate Kelly: "St Vincent's has begun working towards improving the sustainability of its operations in a number of areas including waste, energy and water. A range of initiatives are currently in place to reduce our waste generation, improve our recycling rates, and decrease the amount of campus waste that ends up going to landfill. These include: Regular waste audits to track performance, improved signage for waste segregation, waste segregation awareness programs, 'Kinguard' plastic recycling, using 'Sharpsmart' reusable sharps containers, using waste compactors for reduced traffic through the loading dock and the carbon footprint associated with collections, recycling of pallets and establishing an E-waste recycling program."

Photos (above): St Vincent's campus is dedicated to maintaining environmental stability practices.

Another project was the upgrading of the St Vincent's Clinic car park lighting to reduce our energy costs, provide improved amenity for car park users, and to reduce the hospital's environmental impacts. The initiative involved replacing 263 older style light fittings with 131 new 30 Watt surface mounted LEDs.

Kate explains that "These new "intelligent" fittings utilise energy efficient LED technology to reduce the amount of energy consumed during operation and detect occupancy to save energy when the space is not in use."

The project utilised the NSW Energy Savings Scheme (ESS) to assist in reducing the initial capital costs with a simple payback period of 0.9 years anticipated. As Kate explains "This means that after 11 months of operation the new lighting will have paid for itself in saved energy costs, and will be saving the organisation money thereafter."

St Vincent's campus is dedicated to maintaining environmental stability practices into the future and ensuring that future projects comply with industry best practice standards. A campus-wide waste education day as part of the Keep Australia Clean Week, aimed at raising further awareness in the hospital, will become a regular event.

ST VINCENT'S ENVIRONMENTAL SUSTAINABILITY PROJECTS

- * St Vincent's Health Australia National Energy Action Plan to reduce greenhouse gas emissions.
- * Campus wide waste education day.
- * New St Vincent's Private Hospital building to include energy efficiency measures in line with industry best practice.
- * Tap and showerhead audit to assess flow rates and reduce consumption.
- * Upgrading of St Vincent's Clinic Car Park lighting to reduce costs and environmental impacts.
- * Updated signage to improve waste segregation.





Improving health outcomes for asylum seekers

St Vincent's Private Hospital Sydney and St Vincent's Clinic have been working with the Asylum Seeker Centre since 2002, providing much needed medical care plus pro bono medical imaging, pharmacy services, and primary health education.

The latest endeavour from St Vincent's Private Hospital Sydney is the addition of a nursing service to assist asylum seekers to obtain healthcare.

Sarah Coleman, Workforce Planning and Development Manager at St Vincent's Private Hospital Sydney explained that the Asylum Seeker Centre approached her for help after natural attrition and cuts to funding from other services left the centre with gaps in their nursing services. The hospital is now funding 0.8 of a registered nurse for the centre four days per week.

"All the clients who come to the centre are seen by the nurses and if need be, by GPs, dentists, psychiatrists or counsellors. The nurses coordinate all of it and arrange the services," Sarah said.

A large number of the Asylum Seeker Centre's clients don't have access to Medicare as they are still being processed by immigration. The aim of the nursing service is to ensure that they can have access to medical treatment like the rest of the population and lead healthy productive lives.

Many of the health problems faced by asylum seekers are similar to those seen in the general population such as diabetes and hypertension,

yet without access to medical treatment these conditions become worse over time. There are also problems related to their traumatic pasts.

Sarah explains: "They see people with untreated diabetes; they see people with orthopaedic problems from trauma where they've had battlefield surgery that hasn't healed properly and have ongoing problems as a result. But the number one issue is post-traumatic stress disorder and that continues to be a huge problem."

Sarah believes the nursing service aligns well with the St Vincent's Health Australia mission statement that prioritises helping the poor and marginalised. "Once someone has food and shelter health is the next need. St Vincent's is also supporting the food bank, lunches and assistance with employment. The Sisters of Charity also provide accommodation at Providence House."

In its continuing commitment to assisting asylum seekers, St Vincent's Private Hospital Sydney hosted the first Asylum Seeker Centre Strategic Planning Day at St Vincent's Clinic in August. Agencies such as the Red Cross, NSW Refugee Health Service and STARTTS took the opportunity to come together to look at what the needs of the asylum seekers are and how agencies can align their services to meet these needs. One need that emerged from the meeting was for research into best practice and what others are doing for asylum seekers globally and nationally. St Vincent's Nursing Research Centre will carry out this research to further help to improve the wellbeing of asylum seekers in Australia.

Photos (above): Left, Fr Darryl Mackie and Sarah Coleman work to help asylum seekers live better lives. Right, St Vincent's has been working with the The Asylum Seeker Centre since 2002.

*'It matters not what we are doing
for God provided we are doing it
in the best possible way.'*

Mary Aikenhead





Improving Aboriginal health outcomes – mKICA dementia assessment tool

The prevalence of dementia in the Australian Aboriginal population is three times higher than the overall non indigenous population aged 60 years or over. A recent study found that 21% of indigenous people aged 60 or over were affected by dementia compared with 6.8% of the overall Australian population. Aboriginal people face higher rates of dementia at younger ages than their non-indigenous counterparts.

Occupational Therapists at St Vincent's Hospital Sydney have been concerned about a gap in tools available to screen cognition among Aboriginal people and this concern led to the establishment of the project "A study evaluating the feasibility and acceptability of the modified Kimberley Indigenous Cognitive Assessment to Aboriginal people in an acute tertiary hospital" The project was awarded a multidisciplinary grant by the St Vincent's Clinic Foundation for 2016. Danielle Gately, Occupational Therapist and part of the project team said "It started off with an assessment – I got a referral for a cognitive assessment for an Aboriginal man on the ward and I just knew that what I was doing wasn't well fitted. I discovered the mKICA

and the project evolved from there." The Modified Kimberley Indigenous Cognitive Assessment (mKICA) has since been used to evaluate a small number of indigenous patients. While acceptable, they believe further investigation is required and a protocol for its use in the clinical setting needs to be established.

Cindy Tan, Occupational Therapist and one of the project team explains: "The main difference between the mKICA and other tools is that it is a culturally appropriate assessment tool that has been validated for Aboriginal and Torres Strait Islander people." Cindy also credits the use of the mKICA with raising cultural awareness among staff. "It highlights to the team that the person we are assessing is more than just a number. It highlights the importance of treating each person as an individual." Danielle agrees: "I think it lets the person know from the start that we are considering their culture. In my experience I have found that Aboriginal and Torres Strait Islander people are more likely to respond to this tool as opposed to other tools."

Both Cindy and Danielle acknowledge that the aim of the project is to assure that the patients receive appropriate future care.

“At the end of the day, when we assess patients we want to make sure that they are provided with a fair assessment and the assessment tools that are used are relevant and that we actually are able to provide interventions based on an appropriate assessment, that is the most important thing.” Cindy said.

Pauline Deweerd, Director of Aboriginal Health at St Vincent’s believes the project will also contribute toward closing the gap for indigenous health in a number of ways and the funding from St Vincent’s Clinic Foundation has made it possible: “The project is linked very closely to health outcomes so it’s contributing to closing the gap because we are going to provide patients with a culturally appropriate assessment tool to make sound decisions for the Aboriginal patients and to provide the right care and refer them to the right services on discharge, this could also prevent readmission.” The project coordinators plan to hire an Aboriginal project officer, this position is also contributing to closing the gap in employment outcomes of Aboriginal people. “As part of the ethics application we have given a commitment to support the communities who have supported us in the project. We have also given them the commitment, that at completion of the project we would share the results and provide further education for their health staff.” said Cindy.

Pauline believes that the project aligns well with the enVision 2025 plan and St Vincent’s mission. “It fits neatly within the mission in relation to the vulnerable and poor and making sure that Aboriginal people are getting culturally safe care and not being judged for who they are. The focus on Aboriginal patient centred care is a key priority to ensure they are connected to external care upon discharge and a plan is in place involving the patient, family and carers.”

Photo: The mKICA team (l to r) Pauline Deweerd, Danielle Gately and Cindy Tan.

BIRONG RECONCILIATION ACTION PLAN

- * The name “Birong” (belonging) was selected by the committee as the new name in February 2016. It was taken to the land council by committee member and Aboriginal Co-Chair Auntie Sue.
- * Aboriginal Employment plan developed.
- * Five nursing cadets employed in 2015-16.
- * Designated New Graduate Registered Nurse position for an Aboriginal or Torres Strait Islander.
- * Aboriginal Patient Care orderly employed
- * Respecting the Difference training (online and face to face) introduced for all staff.
- * Major hospital events held to acknowledge NAIDOC Week, Close the Gap day, Reconciliation Week and National Sorry Day, in 2015-2016.
- * Aboriginal artworks held by St Vincent’s Clinic and St Vincent’s Private Hospital Sydney catalogued.
- * Professor of Aboriginal Health Nursing and Workforce Development funded by St Vincent’s Private Hospital Sydney, St Vincent’s Health Network, Australian Catholic University and St Vincent’s Clinic.
- * Aboriginal Staff Support Network in process of being established.
- * Promotion of RAP work through St Vincent’s Private Hospital Sydney Nursing Report, key note speakers at Criterion Discharge Planning and Transfer of Care conference 2016, and University of Notre Dame, Australia Council of Deans of Nursing (ANZ) on Cultural Safety in 2015.
- * Social media posts related to Aboriginal Health and Diversity published St Vincent’s Private Hospital Sydney.



Building pathways to health, Family Based Mental Health Care

International research has shown that the role of families in the recovery of people with mental illness is currently undervalued by clinicians. The newly created St Vincent's Centre for Family Based Mental Health Care aims to establish new models of care to facilitate collaboration between individuals, their families and social and health care providers in line with these findings. The Centre was launched in partnership with St Vincent's Private Hospital Sydney, St Vincent's Hospital Sydney's Mental Health Service and the University of Sydney Faculty of Nursing and Midwifery, continuing a longstanding tradition of providing mental health care to patients in need by the Sisters of Charity.

The centre is directed by St Vincent's Professor of Mental Health Nursing, Professor Niels Buus whose role was established in partnership with the University of Sydney Faculty of Nursing and Midwifery and who will also lead the development of post-graduate education programs to develop the mental health nursing workforce.

According to Professor Buus; "The initiative is family and network orientated which is a radical break to the practices we have seen in Australia for quite a number of years. We're

trying to develop health care services that are organised around network meetings rather than individual therapy. We are bringing people from the service user's network, both professionally and privately, to come together to share reflections and to plan the treatment process together."

Family Based Mental Health Care is based on a healthcare model from Finland called Open Dialogue – a recovery oriented approach. The centre will integrate these family and network interventions into existing healthcare services.

"Practitioners will take a 'listen first' approach before helping people to develop ideas about how they could live their lives and improve their health." said Professor Buus.

On a community level, the Open Dialogue approach helps people to feel like they are part of the community and in turn it helps other members of the community to know more about mental health by teaching them to recognise the symptoms of mental illness and what they can do to help. It also helps to break down the stigma surrounding mental illness.

"It's a strategic way of promoting social inclusion and bringing people back to the

Photo (above): Professor Niels Buus.

community and this ultimately will help them recover. It is engaging the family and the community in a stronger way than what we have seen previously. We want to help by supporting people to live fruitful lives despite their symptoms, despite their problems with everyday living and that works to destigmatise mental illness.” said Professor Buus. “Open dialogue is really about creating good healthcare – integrated care systems. As we are organising treatment around a series of network meetings we can create seamless pathways into and out of health care.”

FAMILY BASED MENTAL HEALTH CARE

- * Based on a health care model from Finland called Open Dialogue Treatment which focuses on developing a social network of family and helpers and involving the patient in all treatment decisions.
- * Organised around network meetings to plan the treatment process.
- * Emphasises social inclusion as a strategy to bring people back to the community and assist recovery.
- * Assists to destigmatise mental illness in the community by raising awareness.

... the Open Dialogue approach helps people to feel like they are part of the community ...



Social Responsibility Overview

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|---------------|--|--|
| SVPHS | Aboriginal Health Manager | \$13,423 |
| SVPHS | Aboriginal Nursing Cadetships | 5 student nurses |
| SVPHS | Asylum Seekers Employment Program | 4 staff in Food Services 4 Patient Care Orderlies 1 Assistant in Nursing |
| SVPHS | Asylum Seekers Centre – nurse funding 0.8FTE Plus SVPHS Nurse hours | \$60,000 170 hours |
| SVPHS | Asylum Seekers Centre – lunches | \$3,000 |
| SVPHS/ SVC | Asylum Seekers Centre – donations for food pantry, comfort packs | Staff contribution |
| SVC | Asylum Seekers Centre – pro-bono medical appointments | 17 – doctor contribution |
| SVPHS | Asylum Seekers – Pharmacy Support | 35 people |
| SVPHS | Asylum Seeker Centre– Biomedical engineering Support | 2 events |
| SVPHS | Contribution to Sisters of Charity Outreach | \$1,090,742 |
| SVC | Sisters of Charity Outreach Self Funding | \$473,514 |
| SVPHS | Rankin Court Registrar | \$58,889 |
| SVPHS | Family Based Mental Health Initiative | In kind support for the operation of the unit |
| SVPHS | SVPHS Volunteer Hours 11,178 hours | \$364,738 |
| SVC | Sisters of Charity Outreach Volunteer Hours (15,300 hrs) | \$500,418 |
| SVC | ENT Partnership with Pius X | 9 clinics (doctor contribution) |
| SVPHS/ SVC | Christmas Giving Tree | Staff contribution |
| SVPHS/ SVC | Feast Day of St Vincent de Paul – food hampers | Staff contribution |
| SVPS | Homeless Health Pharmacy Support | 43 people |
| SVC | Research and Education Funding | \$1 126 000 |
| SVPHS | Pro bono or charitable treatments | \$132 735 |
| SVC | Governance support for Bairo Pite Clinic East Timor | SVC ED time |
| SVC/ SVPHS | Fundraising for charities – eg Cancer Council | Staff contributions |

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