

IN REVIEW

Mater Health Services

Introduction

MATER HEALTH Services is an important Ministry of the Sisters of Mercy providing quality health care through seven hospitals—three hospitals for uninsured patients and four private hospitals—the Mater Medical Research Institute, and a range of community-based health services.

Every day at Mater Health Services a new chapter unfolds.

There are stories of unsung heroes, triumphs, tragedies, new discoveries, compassion and humility.

This annual review shares just a few of these exceptional moments.

The complete story can be found on the annual review website at 2009.mater.org.au

This is our story for 2009.

Our Mission

IN THE spirit of the Sisters of Mercy, Mater Health Services offers compassionate service to the sick and needy, promotes an holistic approach to health care in response to changing community needs and fosters high standards in health-related education and research.

Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination.

Our Values

Mercy: the spirit of responding to one another.

Dignity: the spirit of humanity, respecting the worth of each person.

Care: the spirit of compassion.

Commitment: the spirit of integrity.

Quality: the spirit of professionalism.



Artist's impression of Mater's combined campuses.



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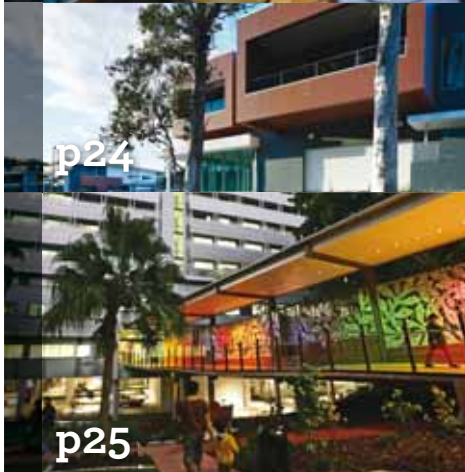
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Messages from Mater



THE STORY CONTINUES ...

A small publication called 100 Stories was compiled at the time of the Mater centenary in 2006. The writers—patients and family members, past and present staff members and Sisters of Mercy—invited us to remember and honour those who in the past 100 years upheld the Mercy philosophy of providing compassionate health care for the sick and needy.

"... thank you for your commitment to compassionate care in the tradition of Mercy"

Those stories embodied the Mater spirit in the same way as the Mater stories of today.

One such story is that of a 27-year-old woman, who fled war-torn Sudan as a teenager a decade ago, and is now one of 165 women who have delivered babies with the help of the Refugee Maternity Service based at the Mater Mothers' Hospitals.

A special Christmas story was that of the birth of little Morgan Sparks.

On 9 December 2009, Morgan was delivered via an emergency caesarean section—15 weeks prematurely and weighing just 600g.

Then there is the story of Mater Community Clinical Nurse Ros Butler at Brisbane Homelessness Service Centre. Ros has cared for more than 200 individual patients, whose medical conditions vary from scrapes and bruises to drug-related illnesses and cancer.

Mater Private Hospital Redland tells another story, the story of continuing the Mater Mission by providing compassionate health care in response to changing community needs to people in the bedside districts.

And so the stories go on as you will read in this year's annual review—all embracing the same spirit of, 'Following the example of Christ the healer, we commit ourselves to offering these services to all without discrimination'—Mater's Mission statement.

To the members of the company (Mater Misericordiae Health Services Brisbane Ltd); Chairman of the Board Professor John McAuliffe and the Board of Directors; the Chief Executive Officer Dr John O'Donnell and his Senior Executive Team; and all staff, volunteers and supporters of Mater, thank you for your commitment to compassionate care in the tradition of Mercy.

Sister Sandra Lupi RSM

CONGREGATION LEADER,
SISTERS OF MERCY, BRISBANE



THE MERCY LEGACY

As Chairman of the Mater Health Services Board, I am in a privileged position. Often I get to witness ideas for new services, innovative strategies for improvement, the latest medical technology and exciting new research advances all to ensure better health care outcomes for patients.

2009 was no exception with a number of new initiatives positioning Mater as a leader on Australia's health care landscape.

This was evidenced through the outstanding results achieved in the campus wide survey by the Australian Council on Healthcare Standards (ACHS) in November 2009. What impressed me was that the ACHS surveyors said they saw a values-based organisation that lived up to its brand of exceptional people, exceptional care and is committed to its Mission and Values.

This statement is a true testament to the staff and volunteers who continue to focus on improving patient safety, increasing efficiency and patient satisfaction, and promoting a safe, friendly team environment.

It is this ongoing commitment that ensures the Mercy legacy continues.

It is also important to acknowledge the many partners and supporters, who assisted Mater in the delivery of its Mission of meeting unmet needs throughout the year. There are many stories in this annual review of these collaborations and I am very thankful to you all for your ongoing support.

From a board perspective, 2009 marked a financial challenge with the worldwide global financial crisis but despite these pressures, Mater Health Services continued to work hard and performed well.

And while each year brings new challenges and changes for Mater, the guiding hand of the Sisters of Mercy continues to be a vital force in the way Mater functions as an organisation.

On behalf of the Mater Health Services Board, I would like to acknowledge the Sisters of Mercy for their continued support and express our sincere thanks to the CEO Dr John O'Donnell, the Mater Executive team and the exceptional people who deliver exceptional care to our patients.

Professor John McAuliffe, AM
CHAIRMAN, MATER HEALTH
SERVICES BOARD



EXCEPTIONAL YEAR

2009 was the year Mater Health Services achieved recognition as one of the highest accredited hospital groups in Australia.

It was the year we broke with a 30 year tradition of seeking accreditation for each hospital individually and instead embarked on our first organisation-wide survey by the Australian Council of Healthcare Standards (ACHS). This was a huge step but one I am very proud to say paid dividends—the results were exceptional.

Mater was awarded three 'Outstanding Achievement' ratings for the areas of workforce planning, education and training, and care delivered in partnership with the consumer. 'Outstanding Achievement' is the highest assessment rating an ACHS surveyor can allocate to an individual criterion. Mater is the only hospital-based health care facility in the country to have been awarded an OA for workforce planning.

The results provide formal recognition of the daily commitment to excellence our 7500 staff members and volunteers make in their various roles. As CEO, I was especially satisfied to see the ACHS' highest commendations for Mater were for aspects of service which are at the heart of Mater's Mission.

Our success in this organisation-wide review topped off another exceptional year for Mater Health Services—a year when we continued to grow and improve.

Development continued with the opening of the highly anticipated Bayside Business Park health precinct, the Hancock Street Car Park and a new Welcome Lounge at Mater Private Hospital Brisbane. In addition, staff continued to work positively toward the delivery of the Queensland Children's Hospital, which is due to open in 2014.

2009 also saw significant change, in particular for the Mater Medical Research Institute who farewelled their founding Director, Professor Derek Hart. I acknowledge the enormous contribution he made to the scientific community and Mater.

Like most annual reports the focus is on new developments and initiatives, but we need to recognise with pride the great work Mater consistently achieves from year to year—exceptional clinical care to over 500 000 people annually. We continue to work hard to provide care which is compassionate and safe, and provide each individual patient with a high quality outcome.

Day after day Mater staff devote their skill and commitment to a cause bigger than themselves to improve the lives of the sick and needy. For this dedication, I thank all Mater staff. I also extend my sincere appreciation to the many thousands of people in the wider community who support our work and our Mission.

Dr John O'Donnell
CEO, MATER HEALTH SERVICES

Eye spy an Australian hospital first

IN AN Australian first, Mater Mothers' Hospitals (MMH) neonatal nurses are conducting retinal photography on premature babies for ophthalmic examinations.

MMH—which cares for approximately 2000 premature or seriously ill babies through the Neonatal Critical Care Unit each year—has spearheaded the program to enhance patient care.

Premature delivery interrupts normal retina development and vascularisation, which can lead to a condition called Retinopathy of Prematurity (ROP).

Approximately one third of babies born at less than 1500 grams and almost half of babies born at less than 1000 grams develop some degree of ROP. At present ROP cannot be prevented. With increasing survival of premature babies it is becoming more common.

The initiative has been developed by Mater's neonatal and ophthalmology team, and is led by Dr Michael Forrest.

"The only way that ROP can be identified and assessed is by examining the retina, either with indirect ophthalmoscopy or by digital imaging using a RetCam™," Dr Forrest said.

"Early detection is essential so that intervention can prevent blindness."

"With a shortage of paediatric ophthalmologists, and an increase in their workload, it is hoped that this extension of neonatal nursing clinical practice will have considerable impact on the provision of care to premature

babies, and allow the screening program to be maintained," he said.

"Early detection is essential so that intervention can prevent blindness."

Previously, all examinations at MMH were undertaken once a week by an ophthalmologist. Some regional centres do not offer this service so babies are transferred back to the tertiary facility for eye examinations—this places additional pressure on the limited availability of specialists in this field and the ambulance services transporting the babies between facilities.

MMH Deputy Director of Neonatology Lynne Elliott said selected

neonatal nurses at Mater Mothers' Hospital had undergone clinical training under the direct supervision of Dr Forrest to learn how to capture digital images of the retina, which he then reviewed.

"These images do not need to be taken by an ophthalmologist as the data is stored and can be viewed after the examination," Ms Elliott said.

The retinal camera was purchased with a Queensland Health grant, made possible by an initiative of Aspley Lions Club. It is hoped that once the program is established and further funding obtained, future planning will incorporate portable RetCam™ screening and routine travel of neonatal nurses to regional centres.



An Australian first, a neonatal nurse captures digital images of a baby's retina.



The Refugee Health Queensland team outside their new premises.

New level of health care for refugees in Queensland

PEOPLE OF a refugee background arriving in Queensland now have access to comprehensive health assessments, immunisations and ongoing health care following the launch of Refugee Health Queensland.

The service, which commenced operation at Woolloongabba in February 2009, is run by Mater Health Services with funding from Queensland Health.

It joins forces with the existing Queensland Integrated Refugee Community Health (QIRCH) Clinic to offer a consolidated refugee health care centre, providing both assessment and extended care services.

Senior Medical Officer Dr Megan Evans, who provides clinical guidance and support to staff at the centre, said the commencement of the new service signalled exciting times for refugee health in Queensland.

"Many people who have been working in the field of refugee health have contributed to developing this comprehensive service that meets refugee health needs and addresses current problems, such as limited pre-departure health screening and the differing health standards of overseas nations," Dr Evans said.

All people of a refugee background arriving in Queensland will now be

referred to Refugee Health Queensland for a full health assessment—this service will be their first contact with the state government's health system. Appropriate investigations, treatment and referrals will be initiated before the person is transitioned into the State's general health care stream.

"We are confident this mode of service delivery will improve health outcomes for people of a refugee background," Dr Evans said.

Refugee Health Queensland provides a statewide service through six clinics in key districts through the State at Townsville, Cairns, Toowoomba, Logan and Zillmere, in addition to Woolloongabba.

Approximately 1600 people of a refugee background arrived in Queensland in 2009, with 65 per cent of those concentrated in the south east corner.

Mater delivers on its promise of exceptional care

MATER SCORED top marks in its first organisation-wide review by the Australian Council on Healthcare Standards (ACHS), undertaken in November 2009.

Mater's three publicly funded facilities and its four private hospitals were assessed as part of the extensive review by 15 ACHS reviewers. Previously, Mater has participated in the ACHS Accreditation EQUiP Program by holding three separate 'ACHS EQUiP 4' Memberships for the hospitals. Undertaking the ACHS Organisation Wide Survey (OWS) was a significant risk and challenge for Mater.

Against 44 stringent ACHS review criteria, Mater received three Outstanding Achievement (OA) ratings, 18 Extensive Achievement (EA) ratings and 23 Moderate Achievement (MA) ratings. ACHS surveyors advanced eight self-assessed criteria from MA to EA during the survey.

Mater Health Services Brisbane Limited is only the fourth public or private health care facility in Australia to achieve three OA ratings. The OA ratings were awarded for the following criteria: workforce planning; education and training; and, care delivered in partnership with the consumer/patient. Mater is the only hospital-based health care facility in Australia to have been awarded an ACHS OA for workforce planning.

ACHS surveyors commended the organisation on its commitment to its Mission and Values, and on being a patient-centric organisation—placing heavy emphasis on Mater's extensive efforts and results in clinical innovation to improve patient care.

The surveyors noted Mater was "a values-based organisation that lived up to its brand of *exceptional people, exceptional care*" and said Mater staff should be proud of the survey outcomes.

Mater Health Services Chief Executive Officer Dr John O'Donnell congratulated all Mater staff on their efforts.

"From an overall perspective, Mater received no high priority recommendations, which means no issues of patient or staff safety which need urgent attention. On top of that we achieved three OA ratings, which places us at the national standard for learning and development, workforce planning and evidence based patient care paths," Dr O'Donnell said.

"It was especially satisfying to have the OA commendations awarded for aspects of service which are at the heart of the Mater's Mission," he said.

"The survey results show that the improvements we are constantly making to the way we do things here at Mater are effective and we will simply continue to strive for excellence in everything we do."

Mater Health Services was first accredited by the ACHS in 1983, and Mater has held accreditation since that time without ever receiving a High Priority Recommendation for improvement.

ON 14 AUGUST 1910 **8000 PEOPLE**
ATTENDED THE OPENING OF **MATER PRIVATE HOSPITAL ON MATER HILL.**



Exceptional People. Exceptional Care.

Planning ahead puts Mater in front

A **PROGRESSIVE** approach to workforce planning and a strong commitment to education and learning earned Mater Health Services two sought after Outstanding Achievement (OA) ratings from the Australian Council on Healthcare Standards (ACHS) in 2009.

The OA ratings are rarely attained by hospital-based organisations. In the 2007–2008 period (most recent ACHS statistics) less than one per cent of Australian hospitals received an OA rating (0.64 per cent).

OAs are awarded in a range of categories to hospitals which are industry leaders and role models for other organisations. The rating indicates an outstanding level of results and innovation and is often recognition the hospital is looked to by others for leadership and best practice models.

Mater was awarded one OA rating for workforce planning by displaying innovation and foresight in its approach to preparation for current and future skill needs.

The other OA was awarded for excellence in 'learning and

development', shown through Mater's provision of a series of systems that support the ongoing education of Mater staff members.

Mater's Director of Organisational Development Anna Eves said the ratings were proof positive that placing a strong emphasis on "people and learning", as Mater has in recent years, is crucial to organisational success.

"Since 2005 we have had a dedicated Division of People and Learning to support Mater's strategic goals," Ms Eves said.

"The division delivers tools and services that focus on all aspects of human resources management, organisational culture and behaviour, management and leadership development, clinical teaching and learning, accountability and performance, talent management, and the facilitation of organisational change," she said.

Mater's Division of People and Learning is made up of four departments (Human Resources, Organisational Development, Mater

Education Centre, and Volunteer Services).

"We are here to facilitate Mater's commitment to a number of key priorities, such as creating a culture of ongoing learning and development for all, strategic design and the delivery of learning and development options based on current and future business needs, as well as innovation in our ongoing learning programs," Ms Eves explained.

"In addition, the innovative work within the People and Learning Division in workforce modelling, planning, and providing tools for manager's positions puts Mater well ahead for its future skill needs," she said.

In awarding the two OA ratings, the ACHS commended Mater on a number of initiatives including Mater's comprehensive, integrated 'People Plan' and the 'Nurse the Nation' nursing exchange program.

The organisation also received strong positive feedback on its customised workforce planning tool, the Mater Leaders Program, and the CLEAR Performance Development initiative.

Today, more than **9000 PEOPLE** are born here each year.

www.materhill.org.au

**100
YEARS**

On Mater Hill

Pathway of care leads to best outcomes

MATER'S DEVELOPMENT, use and promotion of the innovative model, Exceptional Models of Care @ Mater (EMC@M), for evidence-based carepaths across its seven hospitals has reached leadership status within the Australian health care system and has been recognised with an Australian Council on Healthcare Standards (ACHS) Outstanding Achievement (OA) rating.

The ACHS Surveyors identified that at Mater, “the planning of care is a shared multidisciplinary team effort ... using the latest international evidence ...” through the development and use of the innovative EMC@M carepaths.

As Mater Carepath Co-ordinator Carol Michel explained, “our journey of change has moved us from nursing

carepaths which were task orientated, to our current multidisciplinary, evidence-based, coloured carepaths”.

EMC@M carepaths can be described as a ‘patient-centred’ directive for care. They enhance the delivery of evidence-based care practices by incorporating the latest international evidence and are focused on providing the patient and health team step-by-step goals to reach, as the patient moves through their recovery.

“The carepath is the primary care communication tool utilised by the multidisciplinary team at the point of care,” Ms Michel said.

“In addition to this, carepaths act as a risk management tool integrating practice standards, legislation, patient safety, incident

reporting, consumer rights, and consumer feedback,” she said.

“With the development of individual carepaths, we aim to create a partnering patient information booklet to engage the patient in their care and to assist in managing their expectations along their journey.”

According to Ms Michel, EMC@M has more than 238 evidence based carepaths—a number that continues to rise—currently providing evidence-based care for close to 80 per cent of patients across Mater Health Services.

The EMC@M carepath team are publishing internationally, the group has presented at conferences internationally and the EMC@M model has received a national innovation award at Health Round Table.



Mater Carepath Co-ordinators Susan Deuchars, Bettina Vines and Carol Michel.

Australian private hospital first at Mater

MATER PRIVATE Hospital Brisbane became the first private hospital in Australia to treat a rare and previously untreatable brain aneurysm in March 2009 under the hand of interventional neuroradiologist, Dr Hal Rice.

The new treatment—endovascular stent reconstruction of a fusiform-shaped brain aneurysm—contributes significantly to patient outcomes and was performed in Mater Private's Cardiovascular Catheter Lab.

"Until the arrival of this novel stent, this type of brain aneurysm had limited,

if any, treatment options," Dr Rice said.

"Once accurately positioned and deployed in the blood vessel that has the aneurysm, the stent reinforces the damaged or weakened artery and rapidly reduces arterial blood flow to the aneurysm, instantly taking stress off the aneurysm wall and subsequently reducing the risk of brain haemorrhage."

The Silk stent, produced by French company Balt Extrusion, allows the aneurysm to clot and heal with blood flow continuing through the stent lumen to supply the brain.

Mater Private Hospital Brisbane Executive Director, Don Murray said the hospital's commitment to leading edge care was paving the way for new procedures to be integrated into private hospitals in Australia.

"This procedure is dependent on high-quality, high-resolution imaging equipment for safe and accurate stent deployment," Mr Murray said.

"Mater Private's two state-of-the-art catheter labs provide the technology required to undertake these types of procedures which are revolutionising patient care."

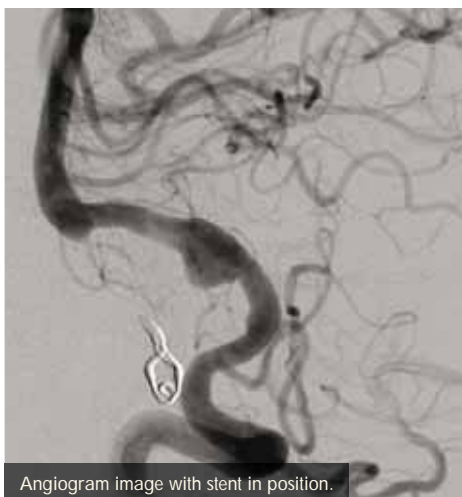
Dr Rice said the treatment was not only life-saving, but resulted in a fast recovery period.

"The new stent offers a viable option to patients with this rare form of brain aneurysm that could not be successfully treated with techniques and devices previously available," Dr Rice said.

"What's more, the patient is able to be discharged from hospital two to three days post procedure following this new technique."



Angiogram image prior to stent.



Angiogram image with stent in position.



 **Mater**
Exceptional People. Exceptional Care.

ADAWS is moving to a new purpose-built facility in 2010.

The Adolescent Drug and Alcohol Withdrawal Service (ADAWS) has been providing a program for young people, unique to Queensland, for the past ten years.

2009.mater.org.au

Answering the questions surrounding unexplained stillbirth

MATER RESEARCHERS are gradually uncovering the mystery surrounding unexplained fetal death in Australia.

A four year study undertaken by the Stillbirth Prevention Research Team at the Mater Mothers' Research Centre, in collaboration with the Australian and New Zealand Stillbirth Alliance, revealed a number of risk factors for unexplained stillbirth.

"The main aim of this study was to identify factors which predict women at increased risk of unexplained stillbirth in order to mount effective prevention strategies and future research aimed at reducing the number of these deaths."

The identified risk factors were: first pregnancies; mothers aged 35 years and over; women who were smokers at the antenatal booking visit, and women who gave birth to babies with a growth restriction.

From a population of Australian singleton births across three states, the study compared the characteristics of 808 unexplained stillbirths to a group of 693 normally formed stillbirths where a cause of death was identified, and a group of 837 liveborn healthy infants.

The study found that almost one-third

of stillbirths were unexplained.

It identified that women with an unexplained stillbirth were less likely to have medical or pregnancy complications than women with explained stillbirths, but that complications occurred more frequently in the unexplained stillbirth group when compared to those women having a healthy liveborn infant.

The study further identified that the majority of stillbirths were not adequately investigated and that therefore important information to explain the death may have been missed.

In Australia and New Zealand, the unexplained stillbirth rate is approximately two per 1000 births, and contributes to 30 per cent of all fetal deaths. The risk of unexplained fetal death increases with advancing pregnancy.

The study's principle investigator, Associate Professor Vicki Flenady said the results were an important breakthrough in the challenge to identify risk factors that are truly predictive of unexplained fetal death.

"Despite the frequency of unexplained stillbirths, little research has been undertaken in this area. From the available research, there is some evidence to suggest that factors which are potentially identifiable in the antenatal period may predict women at risk," Associate Professor Flenady explained.

However, the studies were limited by methodological problems, resulting

in inconclusive findings.

Associate Professor Flenady said there was an urgent need to clarify, from the list of reported risk factors, which of those are truly predictive of unexplained fetal death.

"The main aim of this study was to identify factors which predict women at increased risk of unexplained stillbirth in order to mount effective prevention strategies and future research aimed at reducing the number of these deaths," she says.

"... there is some evidence to suggest that factors which are potentially identifiable in the antenatal period may predict women at risk."

On the basis of the study, women at increased risk can now be more confidently identified and appropriate antenatal care more effectively planned to reduce this risk.

Other implications for clinical practice resulting from the study included improvement of investigations and data collection for stillbirths. The study also established, for an Australian population, the significant contribution of fetal growth restriction to stillbirth, highlighting an important area for future research and practice improvement.



Mater Adult Hospital's Hand Hygiene campaign launched in March 2009.

Hand Hygiene campaign launched at Mater Adult Hospital

THREE SIMPLE words—wash your hands—headlined one of Mater Adult Hospital's most intense campaigns of 2009.

The pilot 'Hand Hygiene' campaign, designed to optimise hand washing compliance amongst staff, visitors and patients, was launched on Wednesday 18 March 2009.

Initiated by Mater Adult Hospital Nursing Director, Jeff Potter and Director Surgical/Urology Services, Dr Geof Hirst, the campaign used a multidisciplinary approach to maximise hand hygiene compliance across Mater's largest provider of public health services.

"Hand washing, while simple, is extremely effective in controlling the spread of germs," Mr Potter said.

"We felt it was essential that we remind staff, patients and visitors of their important role to help stop the transmission of germs."

He said a steering committee of key staff from clinical areas, allied health, infection control, hotel services and marketing was created and designated Hand Hygiene 'champions' tasked with promoting the campaign across Mater Adult Hospital.

"Our overall campaign aims were to remind staff to wash their hands before and after each patient contact, encourage visitors to wash their hands before entering and leaving a patient's room and to empower patients to ask staff if they'd washed their hands before any contact," Mr Potter said.

Mater's Infection Control department measured compliance across the hospital using a process adapted from a Queensland Health tool which records observations against key criteria.

An integral component of the campaign was the recognition of not only individuals but entire wards and departments.

"Each quarter, the ward with the highest hand hygiene compliance and had shown the greatest improvement were presented with a trophy, certificates and each team member received a small gift," Mr Potter said.

"It was a great way to reward staff for their exceptional efforts while also providing an incentive for continued improvement."



Cuddle Mum volunteers Jenny Lord and Vandra Neylan.

Cuddles make a difference

A JOINT initiative between Mater Volunteer Services and Mater Children's Hospital Paediatric Intensive Care Unit (PICU) is proving that non-clinical human touch can play an important part in caring for children in hospital.

In September 2009 two Mater Volunteers (Vandra Neylan and Jenny Lord) were welcomed into Mater Children's Hospital PICU as 'Cuddle Mums'.

They were there to provide cuddles and comfort to three-month-old Joseph and in doing so offer support to Joseph's mum Alison as she faced the daunting role of caring for Joseph in hospital and looking after her second child at home.

The 'Cuddle Mum' concept had already been in successful operation in ward 8 South in Mater Children's Hospital and Mater Mothers' Hospital Special Care Nursery since 1993, but it had not yet been trialled in the high pressure environment of intensive care.

In preparation for their roles as

PICU cuddle mums Ms Neylan and Ms Lord underwent a detailed induction process that involved competency based baby handling and bathing, infection control education and baby massage training. PICU staff also spent time with the cuddle mums to ensure they understood the high risk nature of paediatric intensive care cases and what they could expect during a shift.

The two women then began visiting Joseph in shifts each week, being with him for four hour blocks to offer soothing cuddles or a relaxing bath, which allowed Alison to spend some much needed time away from hospital with her daughter.

Ms Neylan and Ms Lord explained that despite a scary few minutes during the first cuddle mum shift when Joseph arrested, expanding the cuddle mum program into PICU was an instant success.

"Not long after I arrived for my first visit with Joseph he stopped breathing and the wheels of the unit went into motion to resuscitate and then stabilise him," Ms Neylan said.

"It was frightening at first but to witness this fast-acting team of doctors and nurses manage the situation and at the same time do their best to make sure I was ok was a pretty special introduction," she said.

"Alison [Joseph's mum] was so glad to have us there to help her," Ms Neylan said.

"We quickly established a good rapport with her and beautiful baby Joseph and our visits really seemed to make a difference.

"It was not long before we found ourselves giving Alison a comforting cuddle as well as Joseph," she said.

The impact of the cuddle mums' presence (they are now visiting with up to three long-stay children in the unit) has been felt strongly by the PICU team, according to acting Nurse Unit Manager Steven Miller.

"They provide a really important support to parents and families," Mr Miller said.

"And we believe the non-clinical human touch they give to our little patients can make a big difference in both treatment and recovery. Its value can't be underestimated."

International accreditation for cord blood bank

IN JULY 2009, the Queensland Cord Blood Bank at Mater was awarded accreditation by the Foundation for the Accreditation of Cellular Therapy (FACT).

It is now one of only three cord blood banks in Australia to hold FACT accreditation, and it is the 18th bank in the world to be accredited by the Foundation.

Queensland Cord Blood Bank (QCBB) Director Dr Robyn Rodwell said there are now more than 50 cord blood banks worldwide and that Clinical Transplant Centres are increasingly restricting their selection of cord blood units to those from accredited Cord Blood Banks.

"The FACT accrediting agency

addresses all quality aspects of cord blood collection, processing, testing, banking, selection and release," Dr Rodwell said.

"Dr Clare Morgan, the Medical Director, and I acknowledge the input of our talented multi-disciplinary team to this success and particularly the major contribution of Production Manager Phillip Johnson and Quality Manager Jim Ramsay," she said.

The QCBB released 29 cord blood units in the 2008–2009 period, the most it has ever achieved in a year.

"This would not have been possible without the support of the obstetric teams at Mater Mothers' and Logan hospitals, the mothers who so generously donate

their cord blood, Mater Pathology, the major testing laboratory, and Pathology Queensland who perform the HLA-typing used to match cord blood units and patients," Dr Rodwell said.

Accredited cord blood banks must comply with all applicable governmental regulations and meet rigorous FACT Cord Blood Bank International Standards, which are based on the latest knowledge of cord blood banking and have been developed by leading experts in the field.

The QCBB released 29 cord blood units in the 2008–2009 period, the most it has ever achieved in a year.

The QCBB's accreditation applies for a three year period before reaudit and reaccreditation is required, unless there is a 'change in Director, Ownership or Location'.



The Queensland Cord Blood Bank team at Mater.

Redland wins award for service excellence

CONSISTENTLY RANKED as one of the leading private hospitals in Australia, Mater Private Hospital Redland (MPHR) received national acclaim earlier this year when it won an Australian Business Award for "Service Excellence".

testament to MPHR staff's ongoing dedication to providing the best patient care.

MPHR has been the highest ranked private hospital in Australia for patient satisfaction twice in the past two years, surpassing the other 148 private

continues to excel in these areas," Ms Clayton said.

"Our teamwork, consistent approach and the way Mater values are embedded into everything we do lets our patients and their families feel like they have been treated with respect and dignity.

"It's about compassionate care; that's what our founders, the Sisters of Mercy, would want us to achieve for our patients."

Mater Private Hospitals' Executive Director Don Murray said the outstanding efforts of Ms Clayton and her team were to be commended.



The team at Mater Private Hospital Redland.

The awards, which attracted 1588 entries, honour organisations that demonstrate the core values of business excellence, product excellence, sustainability and commercial success in their respective industries.

MPHR Director of Clinical Services Cheryl Clayton said the win was

hospitals which survey through the Press Ganey organisation.

It has also ranked in the top three for private hospitals of its size for the past five years.

"The patient satisfaction results are directly linked to competent, courteous and compassionate care and Mater

"It's about compassionate care; that's what our founders, the Sisters of Mercy, would want us to achieve for our patients."

"To be nationally acknowledged by a recognised body that their service is among the best in the country is exceptional," Mr Murray said.

Ms Clayton said all staff and doctors at MPHR were aligned to the notion of providing a new level of patient experience through exceptional service.

"It is this level of alignment across the board which has set Redland apart from its competitors and has enabled new opportunities to engage with the patient population by promoting the results in local media, on the internet and in industry publications."

Dedicated to medication safety

IN 2009, as part of an organisation-wide commitment to maximise safety related to the use of medications in hospital, Mater's Pharmacy Services team developed a specialised Medication Safety & Quality Unit.

The unit was created from existing staff resources after a survey of the Mater hospital group, undertaken by Pharmacy Services in 2008 utilising an internationally validated tool, identified opportunities to optimise Mater's coordinated and focused approach to medication safety.

Director of Mater Pharmacy Services, Steve Parry-Jones said the unit—which he described as a “fluid resource that monitors trends in incidents and errors and empowers pharmacists and other clinical team members to implement corrective medication safety strategies on a daily basis”—was designed to make Mater the safest health care provider it can be.

“It is well recognised in industry that safety requires continuous improvement and with the implementation of this strategy we are taking a more proactive approach to the management of medication safety,” Mr Parry-Jones said.

In Australia, medicines account for up to 20 per cent of all adverse events that occur in health care. In America, the situation is worse, with errors involving the use of medications comprising the largest single cause of hospital medical errors.

Mr Parry-Jones said medication use within hospitals was a complex

multidisciplinary process where errors could occur at any stage or in any site within the health system from prescribing, to administering, to monitoring the medication.

“No single intervention can reduce the risk of medication error in all areas of the system. Therefore, attempts to reduce medication errors must encompass effective strategies that target all stages,” Mr Parry-Jones said.

“It is essential that effective strategies target all participants in the system from doctors at the point of prescribing, through to pharmacists who appraise and dispense each order, nurses at the point of administration and manufacturers in regard to product presentations and storage.”

“Mater's Medication Safety and Quality Unit engage the pharmacists who are on the wards from Monday to Friday to uphold stringent checks and balances, constantly monitor the use of medications and work with doctors and nurses to ensure that safety is a focus at all times,” he said.

“This process also ensures that the pharmacists operating on the wards deliver consistent medication safety messages in a manner which would not be achieved by one small group alone.”

“One of the unit's chief goals is to create a culture of medication safety through promotion, communication and education of medication safety principles across all Mater staff,” Mr Parry-Jones said.

FAST NEWS

HOSPITAL IN THE HOME

Mater Health Services is delivering Queensland's first range of 'hospital-in-the-home' services for children.

Implemented in December 2009, the program is delivered in the form of two services: 'Hospital-in-the-Home' and the 'Post Acute Care Program'.

Both programs allow certain young patients to reduce their hospital stays and receive ongoing care in their home environment. Together, these two programs in 2009 saved a total of 1000 bed days.

EQUIPMENT PROVIDES MUCH-NEEDED HELP

Staff from across Mater banded together in 2009 to donate much-needed medical equipment and supplies to disadvantaged foreign hospitals.

Good Samaritan Hospital in the Solomon Islands was in desperate need of a used ECG machine to monitor vital signs in pregnant women, while Mater joined forces with Rotary to support the struggling Porgera Hospital in Papua New Guinea (PNG).

Supplies were sourced to match urgent requirements and Toll assisted with the supply of the shipping container and transportation of the goods.

Mater celebrates its people

ALMOST 400 of Mater's *Exceptional People* were recognised at the annual Mater Long Service Awards ceremony held on Thursday 3 September 2009.

Mater's Director of Mission Support Services, Peter Martin, who was recognised for 10 years of service, said there was "something special" about Mater.

"Mater draws people to it ... and I think many people thrive as a part of this wonderful big family," Mr Martin said.

The following individuals represent just a few of Mater's many shining stars.



NITA BUCKINGHAM—40 YEARS

For 40 "fulfilling" years Nita Buckingham has worked in the Biochemistry Department at Mater Laboratory Service.

Her role has expanded through the decades from a laboratory cadet to her latest role as area co-ordinator of the Mater Biochemistry Special Investigations section.

"I have witnessed some major changes. Biochemistry has offered a challenge with its ever-changing environment and new testing to assist in the monitoring and diagnosis of disease states," she said.



DR PAUL DEVENISH-MEARES—30 YEARS

Being involved in the planning and development of the new Mater Mothers' Hospital has been a highlight for Chief Medical Information Officer/Staff Specialist Obstetrics Dr Paul Devenish-Meares. "It was an interesting and challenging project to be a part of," Dr Devenish-Meares said.

"A bit like planning the design of a new house, except that instead of consulting with one wife over the blueprint it was more like dealing with a hundred wives!" he joked.

Dr Devenish-Meares said working in the new, state-of-the-art hospital after being so closely involved in its development was very satisfying.

Today's Mater is a different health care facility to the one it was when Dr Devenish-Meares arrived at Mater as a resident in the 1970s.

"Back then we worked in the open-plan nightingale wards," he said.

"It was a very friendly hospital atmosphere though and there was a good sense of camaraderie among the whole staff. That was one of the reasons I was keen to come back to Mater after training overseas for two years."



GWEN GRANT—15 YEARS

As one of Mater Health Services' longest serving volunteers, Gwen Grant still feels a sense of privilege every time she enters a ward on one of her shifts.

"I am giving something by coming in as a volunteer to help where I can, but mostly what I feel is privileged to be here ... privileged to be allowed to be part of this wonderful place where such special work happens," Ms Grant said.

Having volunteered in different capacities for various causes, Ms Grant rang Mater on a whim to see if there was a volunteer program she could donate her time to.

She soon found herself at Mater Children's Hospital, providing support to waiting families while operations took place.

Over the years she has worked in a number of areas at Mater Children's Hospital, Mater Mothers' Hospitals, and Mater Private Hospital Brisbane.

"Mater shows every day that volunteers fulfilling a range of roles can help make a real difference to people in hospital," she said.

Mercy Week

MATER CELEBRATES ITS IDENTITY AND HERITAGE OF THE SISTERS OF MERCY IN SEPTEMBER DURING MERCY WEEK EACH YEAR.

MERCY WEEK coincides with Mercy Day, Thursday 24 September, the anniversary of the day that Catherine McAuley—the founder of the Sisters of Mercy—opened the House of Mercy for the disadvantaged and marginalised in Baggot Street, Dublin in 1827.

Mater celebrates Mercy Week by holding various events designed to recognise exceptional individuals, departments and units performing above and beyond the expectations of Mater's Mission and Values—culminating in the presentation of the prestigious Mercy Awards.

More than 80 Mercy Award nominations were received across three categories—Clinical Services, Support Services and Team Award—with four winners in 2009.

Mercy Award Winners		
<p>Cheryl Clayton Director of Clinical Services, Mater Private Hospital Redland (joint winner)</p>		
<p>Jane Tilbury Nurse Unit Manager, Ward 8 East, Mater Children's Hospital (joint winner)</p>		
<p>Brad McKenzie Wardsman, Ward 9B, Mater Adult Hospital</p>		
<p>Perioperative Services Mater Private Hospital Redland</p>		

Brad McKenzie received his award from Sr Pauline Burke RSM.


IN 2009 MATER SURVEYED ALL ITS STAFF ...

73% of respondents think Mater Health Services is a truly great place to work

42% of those respondents believe it is the people that make Mater a truly great place to work

68% response rate

Over 3500 individual responses received



one mater

Mater Medical Research Institute appoints new Director



PROFESSOR JOHN Prins was appointed to the role of Chief Executive Officer and Institute Director of Mater Medical Research Institute (MMRI) in October 2009.

In recognition of the research diversity that occurs at Mater, MMRI in conjunction with Mater Health Services has agreed to consolidate all major research activities into one research entity.

The new approach will bring

together all Mater research and researchers to maximise interaction with clinicians and ensure the most efficient and effective research support services.

Professor Prins is an active clinician-scientist and a key opinion leader in diabetes and endocrinology in Australia. He sits on numerous national and international scientific, clinical and educational committees and boards for the National Health and Medical Research Council, non-government organisations and industry.

Professor Prins has a strong educational focus and gives more than 50 presentations per year at local, national and international scientific and clinical meetings.

He undertook his clinical training in endocrinology in Brisbane and

completed a PhD in adipose tissue biology at The University of Queensland.

Professor Prins' first postdoctoral research appointment was at the University of Cambridge in the United Kingdom, based at the world renowned Addenbrooke's Hospital. He returned to Brisbane in 1998 after being awarded the prestigious Wellcome International Senior Research Fellowship.

Chairman of the MMRI Board, Professor Ian Zimmer welcomed Professor Prins.

"We are delighted John has agreed to join us," Prof Zimmer said.

"MMRI is going through an exciting time of change and growth and we are confident that John's appointment will serve to enhance an already well respected institution."

Mater Pathology

The Mater Pathology team provides exceptional diagnostic and consultative services for all doctors and members of the community.

With more than 90 years of experience, Mater Pathology is Queensland's leading not-for-profit provider of pathology services.

Exceptional People. Exceptional Care.



Revenue generated through Mater Pathology is reinvested in health care services and research to benefit all Queenslanders.

Please contact Mater Pathology on telephone 07 3163 8500.

www.mater.org.au/pathology



Robyn; a Queensland Great



DR ROBYN Rodwell, Director of Queensland Cord Blood Bank at Mater and Chief Scientist of Haematology Molecular Genetics, never shies away from a challenge and throughout her career as a medical scientist she has taken on some big ones.

An example would be her involvement in setting up the Queensland Cord Blood Bank at Mater a little over 11 years ago.

Dr Rodwell played a key role in making Mater Director of Haematology Kerry Taylor's vision for the 'Bank', which provides cords (blood collected from the umbilical cord and placenta of consenting mothers following delivery of their babies) to patients worldwide requiring stem cell transplants, become a reality.

She travelled to New York and Paris to study successful blood bank set-ups and bring back operational ideas.

Then she partnered with Mater Foundation Executive Director Nigel Harris canvassing philanthropic organisations such as the Leukaemia Foundation, Lions Clubs and Ronald McDonald House Charities for the \$1 million needed to create the Queensland Cord Blood Bank (QCBB).

Today, a decade since it banked its first cord, the QCBB releases up to 29 cord units to patients each year and is an important contributor to cellular therapy in locations throughout the world.

In June 2009, Dr Rodwell's contribution to the success of the QCBB and her role in various other successful medical projects were recognised when she was named by Premier Anna Bligh as a 'Queensland Great'.

The Queensland Greats Awards honour individuals and institutions whose long term or lifetime achievements have played a significant role in the history and development of Queensland.

She was one of five outstanding Queenslanders to receive the annual award.

Despite the accolade, Dr Rodwell is modest when discussing her Queensland Great achievement.

"I view this as an award for Mater—in particular the QCBB, Mater Pathology, the Clinical Transplant and Molecular Genetics Laboratory teams and the Mater Foundation," Dr Rodwell said.

Mukesh Patel

FOR 27 years, Mukesh Patel has served the Mater community ... now he will be serving a different community—the Church.

A member of Mater Adult Hospital's Food Services Department since 1982, Mr Patel is ready for his next challenge as a member of The Society of Jesus (Jesuits).

"I've spent more than half my life at Mater, my son Joshua (26) and daughter Michaela (24) were both born here and I've formed lifelong friendships with many wonderful people," Mr Patel said.

"I hold a very personal relationship with God and while leaving my home and changing my lifestyle is a big decision, it's the right one for me," he said.

This isn't the first time Mr Patel's life has changed. Born in Fiji (his family originates from India), Mukesh was adopted at age 11 and has lived in Australia ever since.

That change led him to the Mater team and it seems fitting that his next step complements his latest journey.

"Working at Mater allowed me to meet some exceptional people and serve the Brisbane community, and joining the religious life is an extension of that service for me," Mr Patel said.



Vicki finds her dream job capturing Mater



WHEN VICKI Adams answered a newspaper ad for a Cadet Medical Illustrator at Mater Health Services in 1988, aged 18, she had no idea what she was getting herself into.

Twenty-one years later, Ms Adams has just been made a Fellow of the Australian Institute of Medical and Biological Illustration—the highest level of achievement in her field.

This milestone has given her cause to

reflect on what has been an unexpectedly wonderful and fascinating career.

“I stumbled upon my dream job here at Mater,” Ms Adams explained.

“When I left school I knew I wanted to be a photographer, but I really didn’t know which area I wanted to work in,” she said.

“I tried press photography and didn’t like it and then on a whim I applied for the Medical Illustrator Cadetship at Mater.

“It’s a job that is regularly challenging and never boring.”

In her role as Mater’s one and only Medical Illustrator, Ms Adams provides photographic and design services to the entire organisation.

Her average day at work can involve pre and post-operative theatre photography, compiling photographic records of research trials, taking images for use as part of patient clinical records and capturing an event taking place on campus.

“No two days are the same and

it’s great,” Ms Adams said.

“Unlike many other hospitals, Mater provides health care in the three mainstays of medicine: maternity; adult health; and paediatrics.”

The challenge for Ms Adams is in navigating the very personal nature of much of her work.

“It’s a job that is regularly challenging and never boring.”

“The images I am required to take often involve patients and even without the element I bring, they are in a difficult situation. They are in hospital receiving treatment and I am cognoscente that my being there is another thing to deal with,” she explained.

“I find that how I communicate with patients is really important. They are placing an enormous amount of trust in me. I am regularly astounded by how well patients respond to my job.”

Want to help others?

Apply here! volunteers.mater.org.au



Ryan Mitchell, Australia's first paediatric cardiac patient to be monitored remotely.

Monitoring children's hearts remotely

OCTOBER 2009 saw an **Australian first** for the Queensland Paediatric Cardiac Service (QPCS) at Mater Children's Hospital when the service registered the nation's first paediatric cardiac patient, seven-year-old Ryan Mitchell, in a remote monitoring system.

The technology, dubbed the Medtronic CareLink® Network, enables patients to electronically transmit data from their implanted cardiac device—such as pacemakers, implantable cardiac defibrillators and implanted electrocardiography monitoring devices—to a secure internet site that can be accessed by the QPCS pacemaker service.

Paediatric Cardiologist Dr Jim

Morwood said the system would potentially reduce the need for on-site checks of the patient's device from the usual four times a year down to one.

"This is obviously of greatest advantage for our remote patients, though it also provides more flexibility for all of our pacemaker patient families," he said.

"Patients requiring changes in the settings of their device will still need to be seen in clinic but this is not required at the majority of pacemaker checks."

For Ryan, CareLink® has taken his level of care beyond the walls of Mater and opened up a new way for diagnosis, ongoing monitoring and treatment from his hometown of

Katherine in the Northern Territory.

Ryan's mother Denise said the benefits were significant.

"Ryan is an active seven-year-old boy so you can imagine how he felt about frequent, long trips to the doctor," she said.

"Now, he can have check-ups without the time and expense of long distance travel, it gives me peace-of-mind that expert care is only a phone call away and it gives Ryan back his freedom."

Currently around one third of QPCS pacemaker patients are able to access the remote monitoring system.

"However, as time progresses the aim will be to have the vast majority of patients using this service," Dr Morwood finished.

New technology delivers advanced surgical accuracy

MATER PRIVATE Hospital Brisbane became the first hospital in Australia to support its operating theatres with three Medtronic Stealth operating navigation systems—a development the hospital's Executive Director Don Murray said would assist surgeons achieve an advanced level of operating accuracy.

The third StealthStation® S7™ Navigation System was installed at Mater Private in March 2009 and joined the O-ARM® Multidimensional Surgical Imaging System.

The technology enables advanced visualisation of anatomy from multiple perspectives, providing surgeons with a map to ensure accurate procedure planning and execution.

"This system helps surgeons in the operating room view, plan and operate with incredible accuracy," Mr Murray said.

"It enables the highest levels of precision for various aspects of intricate surgical procedures by aligning digital imaging with instrument guidance."



Copy synergy—surgeon and monitor.

The new Stealth technology complements and works in concert with the cutting-edge O-ARM®, combining the best features of C-arm technology with intra-operative 3D image navigation, thereby providing data for better surgical decisions.

"This system helps surgeons in the operating room view, plan and operate with incredible accuracy"

Together, the O-ARM® and StealthStation® systems form a unique surgical pairing provided by medical technology supplier Medtronic. The combination enables faster, more accurate procedures for medical specialities including neurosurgery, spinal surgery, ear, nose and throat surgery and orthopaedic surgery.

According to National Surgical Managing Director John Mills, who distributes Medtronic technology in Queensland, the StealthStation® S7™ Navigation System and the O-ARM®—when combined—take the guess work out of intricate operating cases for surgeons.

"This gives the surgeon the ability to see on-screen exactly where they are, in minute focus, at every moment of the procedure—it's exciting stuff," Mr Mills explained.



Drawing on expertise developed over more than one hundred years of looking after Queenslanders, Mater Pharmacy offers a unique level of service and advice which is clinically excellent and customer-focused.

pharmacy.mater.org.au



Mater Pharmacy Redland

16 Weippin Street, Cleveland 4163
(opposite Mater Private Hospital Redland)

Open 7 days from 8 am to 10 pm

P 07 3163 7411 F 07 3163 7433

Mater Pharmacy South Brisbane

Level 6, Mater Private Hospital Brisbane
301 Vulture Street, South Brisbane 4101

P 07 3163 1055 F 07 3163 1054

New equipment assists safe delivery

MATER IS making the lives of mothers and babies easier with the introduction of new Cardiotocograph (CTG) equipment at Mater Mothers' Hospitals and Mater Private Hospital Redland where collectively more than 10 000 babies are born each year.

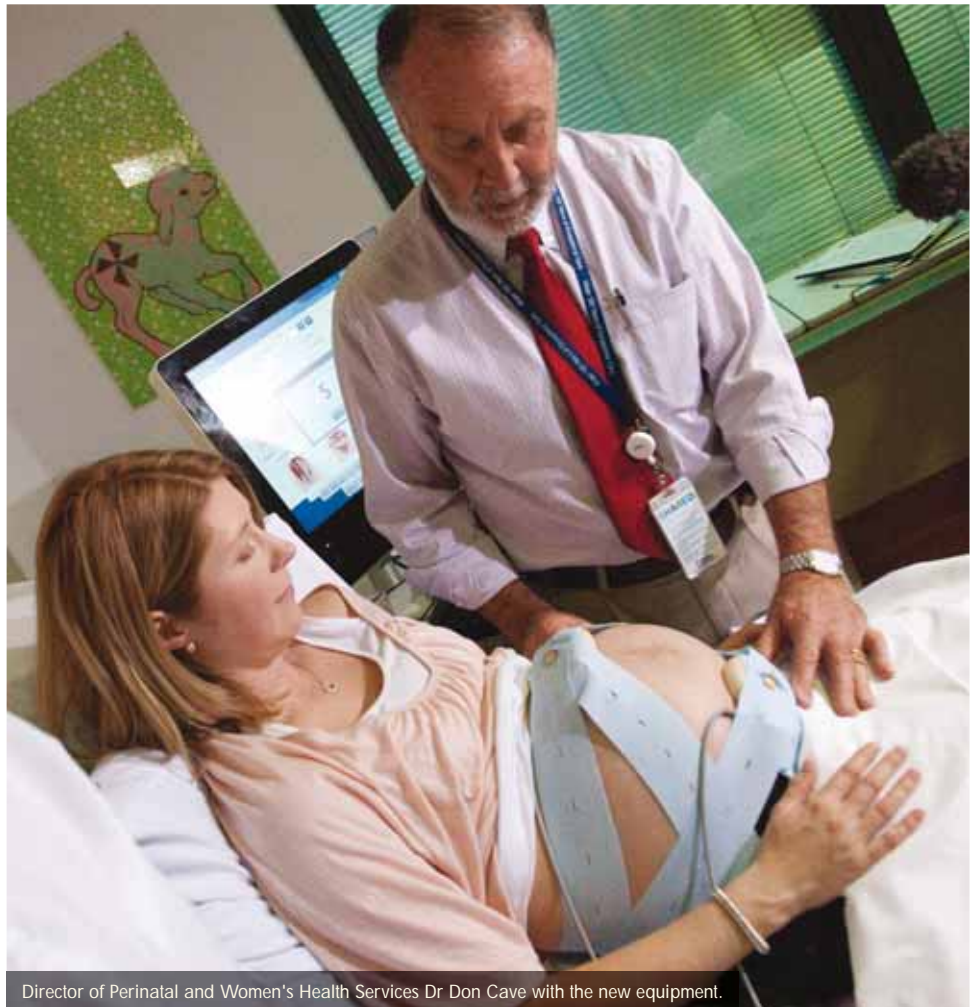
"The delivery of the new cardiotocograph equipment will help ensure our patients continue to receive an exceptional level of care from our committed team of professionals."

Director of Perinatal and Women's Health Services Dr Don Cave said the equipment would help Mater's South Brisbane and Bayside facilities continue the vital work of providing specialist care to thousands of women and babies each year.

"With one in seven Queenslanders born at the Mothers' hospitals, Mater has a long history in maternity services," he said.

"The delivery of the new cardiotocograph equipment will help ensure our patients continue to receive an exceptional level of care from our committed team of professionals."

Cardiotocograph monitoring is an integral part of obstetric management, allowing early detection of fetal heart rate problems during labour and birth.



Director of Perinatal and Women's Health Services Dr Don Cave with the new equipment.

The new CTG central monitoring system allows staff to continually monitor babies remotely across each hospital. The privacy of the patient is maintained as CTG tracing can be viewed outside the hospital room, allowing clinicians to access the information from multiple locations.

If a fetal heart rate alters, staff are automatically alerted by an in-built alarm. They can immediately identify

which patient is affected and react accordingly by assessing the situation to ensure the baby's wellbeing.

Each time a trace of the fetal heart is taken, it is stored electronically and new readings can be compared with previous readings.

The equipment was funded thanks to a \$1 million donation from Golden Casket, the result of a long-standing partnership with Mater Foundation.

Mater hosts an Australian first in paediatric biotherapy

PAEDIATRIC UROLOGIST Dr David Winkle and Active Rehabilitation Physiotherapy hosted Asia-Pacific's first education seminar on cutting-edge technology for the treatment of incontinence in children at Mater Medical Centre on 30 July 2009.

Participants had the opportunity to gain an understanding of the new therapy tool, Urostym™ in a clinical setting and the event provided an open forum for discussion on current evidence-based practice for paediatric continence issues.

Dr Winkle said the theoretical element of the forum was facilitated by Laborie Medical Technologies, the U.S. manufacturer of Urostym™, followed by a practical demonstration with patients from The Mars Clinic.

The Mars Clinic—a joint initiative between Dr David Winkle and Active Rehabilitation Physiotherapy at Mater Medical Centre—was established in 2008 to meet the significant community need for specialist treatment of children's continence and is the only unit in Australia working with this

cutting-edge technology.

Active Rehabilitation Physiotherapist Ester Barter said Urostym™ was a non-surgical, behavioural therapy tool which used the technology of a computer game to teach children how to use their pelvic floor muscles correctly and thereby improve bladder control.

"The animated characters and biofeedback games foster a high level of engagement with our paediatric patients," Ms Barter said.

According to Dr Winkle, overactive bladder syndrome is a development abnormality with significant ramifications physically and socially for children, if left untreated.

"Three per cent of school-aged children in Australia have a problem with daytime bladder control which can manifest as daytime urgency and urinary tract infections," Dr Winkle said.

"A further 10 per cent of this age group suffer from night time incontinence."

The Mars Clinic is facilitated by a senior physiotherapist from Active Rehabilitation Physiotherapy and



Urostym™ is a pelvic floor retraining system for the treatment of urinary incontinence. The unit allows clinicians to perform EMG (electromyography) biofeedback, pressure biofeedback and electrical stimulation therapy.

Treatment capabilities include conditions such as urge incontinence, stress incontinence, faecal incontinence, urinary retention and pelvic pain.

The system is fully computerised and generates reports quickly and easily, including complete patient information for analysis, treatment and results.

provides individualised treatment for children.

It is also an avenue for referrals to specialists, further testing and liaison with general practitioners regarding ongoing management.



Monkey Dance, Fairy Forest and Fish Feast. Games for paediatric patients that engage and entertain during exercise sessions.

Prime Minister announces GP Super Clinic

A NEW \$7.5 million GP Super Clinic, servicing Logan and Brisbane's south side, will help fill health service gaps, particularly for high-need groups.

The facility will be operated by The University of Queensland (UQ) in collaboration with Mater Health Services, Medihealth Meadowbrook and APHS Pharmacy.

Prime Minister Kevin Rudd and Minister for Health and Ageing, Nicola Roxon announced the funding on Thursday, 5 November at Mater's South Brisbane campus, as part of the Federal Government's GP Super Clinic Funding Program. It is the largest grant awarded to date for a super clinic in South East Queensland.

UQ Vice-Chancellor Professor Paul Greenfield said the government's investment would ensure a more sustainable health workforce for these areas as well as vital patient care.

"UQ and Mater Health Services have been partners for more than

60 years and have shown that we deliver high-quality health care and excellent education, training and research," Professor Greenfield said.

The Super Clinic will operate from two facilities—Annerley, expected to open in 2010, and Logan, in the suburb of Meadowbrook, to begin operation in late 2011. It is intended that the majority of services will be bulk-billed.

Several satellite practices from around the region will be linked to the Super Clinic. Around 50 health professionals, including more than 30 GPs, are expected to work from the clinic once fully operational.

Mater Health Services Chief Executive Officer Dr John O'Donnell said Mater was delighted to be working with UQ to deliver the new GP Super Clinic.

"Mater is committed to meeting the needs of the community and this was an excellent opportunity to partner with UQ to provide an integrated health care

service in these local areas," he said.

UQ's GP Super Clinic Director, Associate Professor Jared Dart said both sites were planned with local health needs in mind and collaboration with the existing health care community would be important.

"These regions have areas that need more health services. They also have a high number of patients with complex or chronic health issues," he said.

"These are the most frequent users of health services and the most in need of integrated care."

Both hubs will provide chronic disease and pain management, mental health, musculoskeletal, palliative care and pharmacy services. Annerley will also offer aged, residential and domiciliary nursing support, while Logan will provide a refugee and disadvantaged person's service, a maternal and women's health service, a paediatric and early intervention clinic and dental services.



Mr Graham Perritt MP, Dr John O'Donnell, Professor Paul Greenfield and The Hon Nicola Roxon MP.

New car park

STAGE ONE of Mater Health Services' new Hancock Street Car Park opened to the public on Monday 2 November 2009, marking the first major milestone in the delivery of the new Queensland Children's Hospital.

The new car park is located on the grounds of St Laurence's College and replaces Mater's former Raymond Terrace Car Park, which has been demolished to make way for construction of the new hospital.

Mater Health Services Executive Director of Facilities John Gilmour said the new car park would provide approximately 700 additional parking spaces for staff, patients and visitors once construction on all stages was complete and able to open.

"Stages two and three are still under construction, and include features not traditionally seen in a car park project," he said.

"The project includes a 1500-seat auditorium for St Laurence's College adjacent to the car park, as well as state-of-the-art, multi-purpose playing fields on the top level of the car park.



The Welcome Lounge was created with five-star relaxation in mind.

Welcome to a new lounge at Mater Private Hospital Brisbane

ELECTIVE SURGERY patients at Mater Private Hospital Brisbane can now wait in a state-of-the-art "five star relaxation" lounge.

Nurse Manager Frances Hishon said the Day Procedure Unit's waiting area and holding bay were redeveloped in order to enhance patient admission processes.

"The overall vision is to reduce patient waiting times and transport through the hospital, provide a single point of access to patients for specialists and improve patient admission and discharge processes," Ms Hishon said.

Opened on 12 May 2009, the relaxed space features leather armchairs, iPod entertainment (including music, movies and TV series), a large screen television, two high-speed Internet access stations and a reading area.

"The architecturally-designed Welcome Lounge was created with five-star relaxation and privacy in mind to reduce patient anxiety through a range of distractions," Ms Hishon said.

"Patient feedback has been really positive with many commenting on the comfortable chairs and entertainment options including access to iPods, internet and TV," she said.

Run in conjunction with the Preadmission Clinic, services such as billing, administration and discharge have also been incorporated into the Welcome Lounge's capabilities to increase efficiency.

Mater Private Welcome Lounge is located on level 7, Mater Private Hospital Brisbane.

The Welcome Lounge project was proudly designed by Conrad Gargett Architecture.

Healthy future for Bayside Business Park

A **COMPREHENSIVE** range of medical services and health care providers have opened their doors at the highly anticipated Bayside Business Park at Cleveland.

The new health precinct is located opposite Mater Private Hospital Redland (MPHR) in Weippin Street at Cleveland and includes private specialist suites in the Mater Private Clinic, Mater Pharmacy and Pathology services and the 24-hour Redlands General Practice.

MPHR Director of Clinical Services Cheryl Clayton said the new facilities complemented the services already provided by the hospital.

“The new health precinct has significantly improved the access that Bayside locals have to specialised health care services in their own community,” she said.

“In the past, people have had to travel to Brisbane for specialist appointments. A quality facility with specialised services in this area will certainly meet an established and growing demand.”

With the Redland population expected to increase from 132 000 to 188 000 in 2026, and one third of the population expected to be aged 55 years and over by 2016, the health precinct will service a fast-growing number of residents.

Mater Pathology relocated from the specialist suites of Mater Private Hospital to take up space in the specialised health precinct at Bayside Business Park on 30 November. The

new location provides a bigger space and state-of-the-art facilities to offer a broader range of specialised services, extended opening hours and increased collections support.

A new Mater Pharmacy also opened its doors at Bayside Business Park on 18 December, offering an entirely new level of service to the

practising at the new Mater Private Clinic on 18 November 2009.

“Although there are Urologists who support the Bayside area, there are not any who are based here,” he said.

“By living locally and establishing our main office here, we can provide a complete service—including after-hours care—to people in the area.



Bayside Business Park at Cleveland.

Redland community. With a strong focus on community outreach, the pharmacy provides a range of health advice, education and support for locals, in addition to a full prescription service and comprehensive retail offering.

Urologist Dr Andrew Hadley was among the first specialists to commence

“Mater Private Hospital Redland is an exceptional facility and we considered that establishing the practice in such close proximity was a real opportunity. The collocated pathology, pharmacy and radiology services—together with the convenience of seeing inpatients and conducting ward rounds so close to the practice—are of real value.”

Statistics—Mater Health Services 2009

	Patient discharges	Patient days	Theatre patients	Beds
Mater Private Hospital Brisbane	26,429	100,453	12,002	323
Mater Private Hospital Redland	6,850	11,439	3,775	71
Mater Mothers' Hospital	9,353	37,259	3,285	136
Mater Mothers' Private Hospital	6,009	34,452	2,474	123
Mater Children's Private Hospital	4,472	8,794	2,766	37
Mater Children's Hospital	15,559	38,492	5,591	141
Mater Adult Hospital	21,790	54,502	6,227	206

	Emergency attendances
Mater Adult Hospital Emergency	33,809
Mater Children's Hospital Emergency	41,036
Mater Private Hospital Brisbane Emergency	16,989

	Births
Mater Private Hospital Redland	421
Mater Mothers' Hospital	4,888
Mater Mothers' Private Hospital	4,662

	Outpatient clinical
Mater Mothers' Hospital	57,580
Mater Children's Hospital	64,213
Mater Adult Hospital	67,121



In 2009 ...

THERE WERE 207

MATER PEER REVIEWED JOURNAL PUBLICATIONS ACROSS THE MATER CAMPUS WITH THE MOST COMMON DISCIPLINE PAEDIATRICS.

26 250

ENQUIRIES FROM AUSTRALIAN CONSUMERS with medicines-related questions were received by MATER PHARMACISTS on either the National Prescribing Service Medicines Line or the Adverse Medicine Events Line.

600 CLINICAL PLACEMENTS

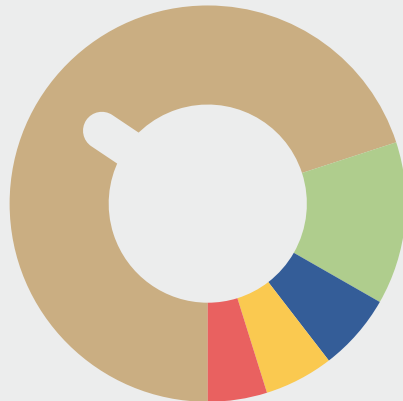
WERE PROVIDED BY MATER FOR UNDERGRADUATE NURSING AND MIDWIFERY STUDENTS ACROSS THE MATER CAMPUS.

612 PEOPLE WHICH EQUATES TO 6340 YEARS

of service were recognised at the Mater Staff Long Service Awards.

1400 CUSTOMERS

WERE SERVED EACH DAY AT MATER'S RETAIL CAFES. THE TOP FIVE PRODUCTS SOLD EACH DAY INCLUDED;



870 cups of coffee, 165 sandwich packs, 78 muffins, 70 cooked breakfasts and 60 gourmet foccacia rolls.

246 NEW VOLUNTEERS JOINED MATER VOLUNTEER SERVICES.



95 VOLUNTEER AMBASSADORS GREETED

482 000 VISITORS.

3600 CARS

PER WEEKDAY UTILISED MATER CAR PARKS.

616 RESEARCH PROJECTS

WERE UNDERTAKEN AT MATER FROM JANUARY 2007 TO SEPTEMBER 2009.

The most common research project was in the form of a clinical trial (34%).

4306 MEDIA HITS



MENTIONING MATER WERE ACHIEVED.

4543

PATIENT MESSAGES were given by hand and feet massage volunteers.



2009.mater.org.au

