



## 2010 Annual Review



*Exceptional People. Exceptional Care.*

Mercy  
Dignity  
Care  
Commitment  
Quality





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# Introduction

**Mater Health Services is a not-for-profit provider of health services which operates seven hospitals, a medical research institute, pathology and pharmacy businesses in south east Queensland. Through collocation of private and public facilities for insured and non-insured patients, Mater is able to provide comprehensive care to meet the needs of the community.**

An entirely privately owned and operated charitable company, Mater remains committed to its Mission to meet community need and reinvests any revenue from the business back into the provision of health services for the community.

Mater employs more than 7500 staff and volunteers who touch the lives of more than a half a million people each year throughout Queensland and beyond. It is through these people that Mater's 2010 Annual Review is told.

Whether they be a patient who experienced exceptional care, a supporter who raised funds for Mater or a staff member who achieved greatness, the stories are a unique account of their version of events.

The people whose stories have been shared are all an important part of the Mater story.

For more stories visit [mater.org.au](http://mater.org.au)

## Our Mission

In the spirit of the Sisters of Mercy, Mater hospitals offer compassionate service to the sick and needy, promote an holistic approach to health care in response to changing community needs and foster 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

Mater's staff members are dedicated to providing the highest quality health care services through a sincere commitment to Mater's core values of Mercy, Dignity, Care, Commitment and Quality. Through these values Mater staff promote the professionalism and care that has been a part of Mater since its beginnings.

### 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.

*“The blessing of unity still dwells amongst us ... indeed the true spirit of Mercy flowing on us ...”*

Catherine McAuley (1788 to 1841)

# A message from Congregation Leader Sister Sandra Lupi RSM

**Mater is about people—the people who come needing healing and care and those who serve within the health care framework.**

This year's Mater Annual Review focuses on Mater People and I would like to name one person whom I have known for more than forty years as she exemplifies in her life and work what the Mater is all about.

Sister Sandra Loth is a Sister of Mercy who recently retired from the Mater Adult Specialist Clinics where she has worked for almost twenty five years.

Sister Sandra is a living example to all of commitment to the Mater core values of Mercy, Dignity, Care, Commitment and Quality. This is evident in her kindness, professionalism and generosity shown to patients, their families and her colleagues. Sister Sandra remains connected to the Mater in her new role as a Mater volunteer.

As the Sisters of Mercy celebrate 150 years of their presence in Queensland we encourage all our partners in ministry to continue the commitment to God's mission of mercy that inspired our founding sisters so that Mater people will always bring healing, life and hope to those in their care.

**Sister Sandra Lupi RSM**  
Congregation Leader  
Sisters of Mercy, Brisbane



*“... Mater people will always bring healing, life and hope to those in their care.”*

# A message from Mater Health Services



Professor John McAuliffe, AM

Dr John O'Donnell

## **What we now know as a thriving enterprise of hospitals and health services was once just a hill.**

In 1910, one hundred years ago, the Sisters of Mercy moved the recently established Mater hospital from North Quay to South Brisbane. Why? Well, because they knew way back then that they must respond to community need.

That first move, like every single decision since, has been about people. Mater has always been about people; the people we serve, the people behind the scenes, the people who support our cause and the people at the bedside. Somehow they all become Mater people.

In 2010, one hundred years later, the theme remains. It is fitting that this review focuses on the people who helped make the year what it was and who represent the current day expression of the many thousands of people who preceded them in building this great organisation.

Mater is now on the move again. Mater is aiming to deliver integrated health services for the residents of south east

Queensland by establishing health centres within our traditional catchment areas. This is an important step in the ongoing work to provide health services 'beyond Mater Hill' to meet the growing needs of the people.

The Board and Executive are very proud of what was achieved in 2010. Even in tough economic times, Mater remained driven by its values and the ongoing delivery of quality health care.

At the conclusion of a year many organisations celebrate windfalls, balance sheets and successful mergers. At Mater we are fortunate to be a strong business, one of Australia's top 100, but our celebrations are different. We focus on individual success in compassionate patient care, on mindful support, on learning and sharing, and on the tiny victories on the long road to wellness.

This Annual Review is a document of our celebrations. It helps us to share the stories of the many exceptional people who have been a part of Mater's journey in 2010.

In celebrating, we must also give thanks.

On behalf of the Board and Executive of Mater Health Services, we thank the Sisters of Mercy whose support and wisdom continues to guide us in all we do. We thank the staff, patients and visitors of our facilities who continue to create a vibrant and caring environment of exceptional care.

**Professor John McAuliffe, AM**  
Chairman, Mater Health Services Board

**Dr John O'Donnell**  
Chief Executive Officer, Mater Health Services

*“Mater has always been about people; the people we serve, the people behind the scenes, the people who support our cause and the people at the bedside.”*

# A message from Mater Foundation



Phil Hennessy

Nigel Harris

**2010 was a year of celebration for Mater. On 10 August we marked 100 years since the Sisters of Mercy opened a 130-bed private hospital on Mater Hill. Then on 1 December we celebrated 50 years of exceptional care at Mater Mothers' Hospitals.**

Both occasions reminded us of the impact philanthropy has had on the development of Mater. The community donated an incredible 96 per cent of construction costs for the original Mater Mothers' Hospitals. Things have certainly changed since then, but the support the community gives to Mater remains unflinching and still makes a real difference.

As we look to the future, Mater Foundation is increasingly focused on raising funds to support Mater Medical Research Institute (MMRI), while at the same time still supporting patient care, staff education and Mission based programs which benefit Mater Health Services.

This year, research across the Mater campus has come under the MMRI umbrella and has been divided into four key themes: understanding and preventing disease, treatment of disease, mothers and babies health and healthy development. The consolidation of research under these themes puts MMRI in a position to make a significant difference in the global effort to improve health. We are truly excited about the support we are receiving from our donors who share our vision of creating a healthier future through research.

Another focus for the foundation is the growth of the Mater Endowment Fund. This fund is made up of generous gifts which are invested. The income generated from these investments is used to fund a project or need, thus providing a permanent self-sustaining income. In 2014, when the foundation celebrates its twenty-fifth anniversary, we aim to have a \$20 million capital base.

In the 2009/2010 financial year Mater Foundation recorded a net surplus \$14 047 826 and in the 2010 calendar year we distributed over \$8 million in grants to Mater Health Services and Mater Medical Research Institute.

The theme for this year's Annual Review is Mater people. While they may not be able to perform life-saving surgery or conduct medical research, our donors and supporters are certainly Mater people—helping Mater to provide exceptional care.

On behalf of the patients, families and Mater staff who benefit from their generosity we would like to thank our donors, supporters, partners and volunteer leaders for their continued support in 2010.

**Phil Hennessy**  
Chairman, Mater Foundation

**Nigel Harris**  
Executive Director, Mater Foundation

**Mission**  
Mater Foundation supports compassionate health care for our community by promoting and funding the prevention and control of disease in people of all ages.

**Vision**  
Investing in a future of exceptional health care and medical research.

Categories	Amount
Clinical programs and support	\$945 544.22
Education	\$150 432.69
Equipment	\$1 974 039.03
Mission	\$193 010.96
Research—Mater Medical Research Institute	\$3 123 585.67
Research—Mater Health Services	\$2 049 860.08
<b>Total</b>	<b>\$8 436 472.65</b>



# Clinical excellence

## Surgeons use '3D brain maps' for greater insight

**Mater Private Hospital Brisbane was one of four Australian hospitals chosen to trial new 3D brain mapping technology—the Medtronic StealthViz. The technology allows neurosurgeons to have greater visibility of complex brain structures when operating on brain tumours.**



**Dr Sarah Olson**  
Neurosurgeon

"When a person has a brain tumour, the pathways leading to the areas in the brain that are responsible for processing information can move from where you expect to find them.

"For the first time, this software takes data from our scans of the brain and builds a 3D map showing how the brain pathways have changed allowing surgeons to alter their approach as necessary to avoid injury.

"The software is also linked to the StealthStation S7 treatment guidance system to combine pre-operative images with live positioning data during surgery, offering near immediate personalised navigation support, including a 3D view of instruments. This enables surgeons to know exactly where they are during a procedure.

"The technology provides certainty as to where important tracts in the brain have moved to which facilitates us to remove tumours we would previously have thought too high risk.

"It also allows for operations involving larger resections with less fear of serious consequence."



**Don Murray**  
Executive Director  
Mater Private Hospital  
Brisbane and Redland

"With this technology, we can give our surgeons the opportunity to provide better care to their patients while simultaneously offering hope for a more positive outcome."

Queensland's first neurosurgery department was formed at Mater in 1954 with Dr Peter Landy as physician and Dr Geoff Toakley as surgeon. Mater Private Hospital Brisbane continues to be recognised in Australia as a major centre for neurosurgery with the latest digital imaging equipment, high-technology theatres and exceptional neurosurgeons and neurologists.

# Mater joins ovarian cancer trial

**In June 2010 Mater Adult Hospital joined hospitals in Melbourne, United Kingdom and Singapore in a two year international trial which will hopefully lead to the earlier detection of ovarian cancer. The trial will test the blood of 1150 women using OvPlex™.**

OvPlex™ is a diagnostic test that measures levels of five proteins in a patient's blood. One of the proteins is CA125, which has been used for several years for the detection and monitoring of ovarian cancer.

When measured along with the four additional proteins that make up OvPlex™, a significant enhancement in diagnostic performance can be achieved.



**Associate Professor Lewis Perrin**  
Director of Gynaecology/Oncology

"The trials aim to improve the accuracy of testing from 94 to 97 per cent by including two new biomarkers in the OvPlex™ test to indicate the presence of cancer in the blood.

"We hope that by using extra biomarkers, OvPlex™ will be able to differentiate between malignant and benign ovarian tumours.

"Without early detection thousands of women will continue to die from ovarian cancer, a disease that if detected early, is treatable."



**Nick Gatsios**  
HealthLinx Managing Director

"We are confident this technology will assist the medical profession in diagnosing women with ovarian cancer and has the potential to save many women's lives globally."

Each year, about 1400 women are diagnosed with ovarian cancer in Australia. Around 800 die annually from the disease. Worldwide, there are 230 000 new cases annually, with more than 142 000 deaths attributed to ovarian cancer.

## The Turnbull's Story

Artist Iain Turnbull was an outpatient at Mater for almost three years, having been diagnosed with advanced colorectal cancer in late 2006. He was admitted as an inpatient on 18 September 2009 and died early the following day, aged just 43.

As a chemotherapy patient, Iain's gentle manner and quiet good humour made a deep impression on all Mater staff with whom he came in contact with. Patients at Mater's oncology ward will now benefit from the proceeds of several art exhibitions held in Iain's honour during 2010.

Iain left his own artworks to his parents Elizabeth and Gavin with a wish that they be exhibited retrospectively. This was realised in August and September 2010 with concurrent Memorial Retrospectives—In His Own Time—at the QCA Student Project Gallery, Southbank and Grahame Galleries + Editions, Milton.

Elizabeth and Gavin donated a large number of Iain's works for sale with proceeds being shared equally between Mater Foundation—to purchase equipment for oncology services—and the Queensland College of Arts (QCA)—to help fund a bursary in Iain's memory.



Elizabeth and Gavin Turnbull

Earlier a number of Iain's former friends and colleagues from the QCA donated works, many utilising materials collected by Iain, to a very successful exhibition, *The Curious Collector*, with all proceeds going to Mater oncology. Total proceeds from the three exhibitions were in excess of \$12 500.

Iain's parents look back on their late son's life and recall a gentle, sensitive individual with a passion for art, who left a lasting impression on those who knew him. "We have been amazed at how powerful an impact such an unassuming person had on all those around him," his parents said.

# BadgerNet goes live—an Australian first

**Mater Mothers' Hospitals were the first Australian hospital to introduce a paperless clinical information system—BadgerNet—to the Neonatal Critical Care Unit (NCCU). BadgerNet enables medical, nursing and allied health staff to enter patient notes instantly at the cotside or from any PC with access to Mater information systems.**



**Dr David Knight**  
Director of Neonatology

“BadgerNet allows clinicians to track the progress of premature and sick babies from anywhere on the hospital network and has made the widely-used patient chart redundant for babies while they are in the unit.

“Staff have access to electronic prescribing and drug administration systems. We can instantly receive clinical

information such as pathology results and can monitor the baby's progress without any duplication of data entry.

“This is important because the condition of the babies can change so quickly. The new technology gives us access to patient records instantly, allowing us to make fast, informed decisions about patient care, potentially saving more lives.”



**Nigel Harris**  
Executive Director  
Mater Foundation

“The BadgerNet system was funded in partnership with builders Plantation Homes who, through the House for Life project, have built and auctioned three luxury homes with proceeds going directly to the Neonatal Critical Care Unit.

“As part of the 2010 House for Life campaign a stunning two-storey, four bedroom house in Riverstone Crossing, Upper Coomera was auctioned off at \$509 000 for the unit.”



Dr David Knight showcasing  
BadgerNet in NCCU

## Little Jenson's big fight for life

When Niamh O'Dowd started having contractions in July, her doctors made the decision to deliver her baby 15 weeks early.



Jenson in NCCU

Suffering chorioamnionitis—an inflammation of the fetal membranes due to a bacterial infection—Niamh was very sick and her baby was at risk of developing the infection.

Jenson was delivered by emergency caesarean not breathing. Doctors worked tirelessly for 16 whole minutes to make him breathe.

Mum and baby recovered well over the next few days. Jenson was ventilated for only three days and seemed to be doing very well, but in a Neonatal Critical Care Unit a baby's condition can change rapidly—on day five Jenson perforated his bowel and required life-saving surgery.

For ten weeks, Jenson battled complications common to premature babies like eyesight problems, a hole in his heart and potential brain damage from lack of oxygen at his birth.

"It was really like two steps forward, one step back," Niamh said.

Finally well enough to travel, Jenson was transferred to a hospital closer to his home in Sydney and then finally discharged after a total 13 weeks in hospital.

While at Mater, Niamh said that she always knew that Jenson was in the best possible hospital.

"Not only are Mater staff so wonderful, the technology at Mater is so advanced and I have no doubt that Jenson is only alive because of the skill of the medical staff and the equipment available to them."

## HIGHLIGHTS

### ★ Australian first for Mater Private Hospital Brisbane

Mater Private Hospital Brisbane was the first private hospital in Queensland to launch an automatic notification system for tissue donation. The real-time system works via Mater's electronic inpatient system 'iPM' and allows for automatic notification to Tissue Banks when a donor is identified.

"Through this technology, we will ensure that the family of every medically suitable Mater Private Hospital Brisbane patient is given the opportunity to decide to donate should that be their wish or the desire of their loved one," Mater Private Hospital Brisbane and Redland Executive Director Don Murray said.

### ★ Increased reporting of clinical incidents

Mater Health Services has built a culture of safety which aims to provide safe and compassionate care to all patients and staff. Throughout the past three years there has been a gradual increase in Clinical Incident Reporting which has led to improvements in safety and care for future patients.

"Mater's Patient Safety Committee has noted recently a material decline in the number of adverse events causing harm and serious sentinel events, indicating that the increased reporting of adverse events is an effective component of improving patient care," Mater Health Services Chief Executive Officer Dr John O'Donnell said.



Mater surgeons

# MRI DVD hailed a great success

**In 2010 Mater developed a DVD specifically designed to introduce children to Magnetic Resonance Imaging (MRI) and reduce their need for general anaesthesia when having an MRI scan.**

Narrated by eight-year-old Annabel the video takes children through the complete MRI experience, from their arrival at Mater to explaining that their results will be sent directly to their doctors.

The idea was that if children felt more comfortable they wouldn't wriggle around so much, wouldn't be so scared and wouldn't need to have otherwise unnecessary general anaesthesia. A simple idea, with astounding results.



**Damon Bennett**  
MRI Unit Manager

"When we first got our magnet in 2006, all children under the age of six or seven years who required an MRI scan also needed general anaesthesia because we found it was almost impossible to get them to stay still long enough to complete the scan successfully.

"So for the past few years, we worked on plans to produce a DVD that assisted children within this age group to feel more comfortable about having an MRI.

"The video has had a huge impact on children, particularly those with special needs.

"We have successfully diverted 53 children from general anaesthetic which they would normally have had. We have even scanned children as young as four years old.

"We have also looked at new methods for reducing the need for a general anaesthetic for babies under 12 weeks of age including a 'feed and sleep' plan and the use of oral sedation in children aged 12 weeks to 18 months. Both methods have also proved very successful.

"Our waiting lists and sedation data suggest that statistically, we are matching or beating some of the best paediatric imaging sites in the world."

## Results

- Eased demand on the anaesthesia department.
- Saved children from unnecessary anaesthesia.
- Reduced waiting lists for MRI scans.

Damon Bennett with  
Radiographer Sue Mills



# Mater Doctor Portal (MDP)

**A new tool to improve communication with external health care providers and enhance continuity of patient care started its roll out in Mater Health Services in 2010. The tool—known as Mater Doctor Portal—contributes to Mater’s objective of putting the patient first by improving the quality and timeliness of patient information.**



**Gerard Gallagher**  
Electronic Health Record  
Project Officer

“Mater Doctor Portal is an exciting initiative as it allows authorised health professionals like general practitioners and specialists to access patient health information electronically when they need it.

“We have ensured with the introduction of Mater Doctor Portal that privacy and confidentiality is maintained at all times and only those who are authorised can access the service. The underlying security is the use of the existing Medicare provided eCertificate program.

“The portal stores a large range of clinical information such as pathology reports, radiology reports, inpatient attendance information, emergency attendance information and clinical summary notes, outpatient attendance and appointment information, operation reports and medications dispensed to patients.

“The system makes use of Public Key Infrastructure that is a combination of policies, procedures and technology allowing you to transfer information and images between computers safely and securely.”



**Helen Chambers**  
Practice Manager

“I like Mater Doctor Portal because it enables me to gather patient information such as GP, next of kin, Medicare numbers (and soon private health details) which is especially beneficial for patient billing and also corresponding with the GP, details of whom are not included on the chart label.”



**Dr Geoff Neuendorf**  
GP Inala

“I have found Mater Doctor Portal to be of great advantage on a number of occasions. I have been able to access Mater Pathology results for my patients when they have been in hospital, observe details of obstetric deliveries before the mother and baby present for check-ups, access outpatient reports and inpatient discharge summaries in a timely manner and I have been able to confirm for patients the details of their outpatient appointment.”

## **Mater Doctor Portal has the following benefits:**

- It provides a secure electronic mechanism for participating providers to share information from their practice management systems with Mater Health Services.
- It provides a secure web process for sharing health information between Mater Health Services and external health care providers.
- It enhances the patient experience by improving the exchange of clinical information between Mater Health Services and external health care providers (including Queensland Health).
- It provides a single point of access to Mater’s electronic patient information.
- It has the ability to access pathology reports with plans to also include private radiology and Auslab.





## Be a Hero: Get Vaccinated!

**Influenza or the 'flu' as it is more commonly known, is a highly contagious and potentially deadly disease that can be spread through coughing and sneezing. The virus is known to have a significant effect on our community—particularly in a health care environment where it presents a risk to both patients and staff.**

Each year Mater Health Services offers all staff a free 'flu' vaccination. However, the take up rate had traditionally been low. An internal marketing campaign was created to engage staff and encourage them to adopt the free offer of a 'flu' vaccination within a five-week period.



**Mark Chandler**  
Safety Health and Wellbeing  
(SHAW) Unit Manager

"Our staff 'flu' vaccination rate was identified as something that could be improved. With the help of Mater Marketing the concept of a super hero theme—Mater's own flu-fighting super hero FLU VAX MAN—was born. It was something new and fresh and something which staff responded to well. It made a serious topic fun and appealing.

"The campaign was officially launched in March 2010. Some of the major activities included an educational DVD which promoted FLU VAX MAN visiting different locations across Mater, launch parties which FLU VAX MAN attended, roving and stationary vaccination clinics, as well as private bookings.

"Overall, we achieved a 'flu' vaccination rate of 55 per cent of all Mater staff, including vaccinations of a massive 40 per cent of staff in the first week alone. In total 4,148 vaccinations were provided to staff, Visiting Medical Officers, students, volunteers and contractors. With most health organisations achieving 20 to 30 per cent vaccination rates, this is considered to be quite outstanding.<sup>1</sup>

"We are very proud of the results. It seems that using the FLU VAX MAN character was extremely successful in reinforcing the importance of the 'flu' vaccination message in a fun, light-hearted way.

"Given this success, I think FLU VAX MAN is here to stay!"

<sup>1</sup> 'Influenza vaccination among healthcare workers—discussion paper' Influenza Specialist Group, [www.influenzaspecialistgroup.org.au](http://www.influenzaspecialistgroup.org.au), [http://www.influenzaspecialistgroup.org.au/images/stories/resources/influenza%20vaccination%20among%20healthcare%20workers\\_discussion%20paper\\_web.pdf](http://www.influenzaspecialistgroup.org.au/images/stories/resources/influenza%20vaccination%20among%20healthcare%20workers_discussion%20paper_web.pdf), South Melbourne, VIC

# Mater rolls out electronic health record

**New software providing a single point of access to a patient's electronic health record was rolled out across Mater Adult Hospital in August 2010 after a successful pilot in Mater Mothers' Hospitals and in Adult Respiratory Medicine.**

The software—known as Verdi Clinical Portal—integrates data from many clinical information systems enabling clinicians to have a complete picture of a patient's medical history without having to log-on to many different systems to gather information. All clinical Verdi users can see the same information and are bound by Mater Privacy and Confidentiality policies and Mater's Code of Conduct regarding authorised use of patient information.



**Mary-Ellen Vidgen**  
Change Facilitator

"An important component of Verdi is the electronic pathology and radiology request forms. All staff in Mater Mothers' Hospitals and some in Mater Adult Hospital successfully moved from the use of paper to electronic request forms for pathology and radiology tests.

"Feedback from Verdi users has been overwhelmingly positive in terms of the time it saves in accessing patient information. Users are impressed with the ability to view electronic data in many departmental databases which they previously could not access. The journey of Verdi will extend beyond the project timeframes as it grows in functionality and more clinical databases are incorporated."



**Angus Creagh-Scott**  
Midwife

"I have developed a positive bond with this system since its introduction, which included regular training sessions and continuous support by the Verdi team and fellow champions.

"I realised from the word go that it is so much more than just a pathology results database. I can organise information, results and timeframes which allows me to provide a better standard of care for the women I look after. Verdi finally gives me access to all the information I need on one screen and in one program."



**Dr Simon Bowler**  
Director of Medicine and  
Cancer Services

"As a portal for medical information Verdi allows rapid efficient access to important data. In outpatients it can largely replace the medical notes as letters, discharge summaries, pathology and radiology reports are all available. It is often easier to review information on Verdi than wade through volumes of a patient's health record.

"In my private rooms Verdi gives me access to information when I'm phoned by a GP and also if someone who has been in publicly returns to see me privately. This is infinitely more efficient than having to call for, then retrieve and finally return the patient health record chart. As a portal rather than a free standing medical record program, Verdi can adapt and accommodate to the needs of individual practitioners, departments and the hospital."

## HIGHLIGHTS

### ★ Mater Private Hospital Brisbane's new look

Mater Private Hospital Brisbane unveiled stage one of its interior refurbishment program in December 2010. The first phase of the refurbishment project included upgrading the foyer, reception, corridors and lifts on level 6, the level 7 corridors and waiting areas, the Intensive Care Unit and theatres. "The intent of the fit out was to create a more hotel-like feel for patients and visitors to enjoy being in a light, bright, modern building. The refurbishment project will be ongoing in 2011," Executive Director Mater Private Hospital Brisbane and Redland Mr Don Murray said.

### ★ New collection centres opened

Mater Pathology continued to expand in 2010, with the opening of new collection centres in Inala, Beenleigh, Macleay Island, Jacobs Well and Eastern Heights.

"The addition of these collection centres has provided their local communities with access to qualified phlebotomists experienced in the collection of adult, maternity, paediatric and neonatal tests," Mater Pathology Specimen Collection Service Manager Mark Maguire said.



# New services

## Mater Mothers' Private Redland opened

**On 3 March 2010 the maternity ward at Mater Private Hospital Redland was redeveloped and relaunched as Mater Mothers' Private Redland. Along with the name change came a new 'boutique hotel' look and an aim to highlight our individuality as a centre for exceptional obstetric care in the Bayside area.**



**Marcia Morris**  
Mater Mothers' Private Redland  
Nurse Unit Manager

"Every effort has been made to ensure that 'home comforts' are available in each room from the boutique hotel style accommodation which includes a double sofa bed, fridge and tea and coffee making facilities to the welcome basket and access to a 24-hour menu.

"Our midwifery team are a highly experienced group of midwives who provide the highest standards of care with an overriding philosophy of 'putting the patient first'.

"We find the unit a relaxing and calm place to come each day and we enjoy being at work, not just because of the work we do but because we're like one big family."



**Scott and Terri Clarke**  
New parents

"It's been great because Scott has been able to sleep on a sofa bed in the room with us and help me. It's a lovely place, great location and the midwives are fantastic—I'd like to take one home with me."

# New social work role trialled at Mater Adult Hospital

**In 2009, the Mater Social Work Department identified a need for further support to assist Mater Adult Hospital Social Workers reach their optimum level of skill and experience.**

In response to this, the department secured funding through the Queensland Health Allied Health Advice and Co-ordination Unit (AHWACU) to undertake an 18 month project to develop and trial a new support function for social workers, the Social Work Assistant role.

The Social Work Assistant role performs a variety of tasks including sending referrals to government and community services, assisting patients with completing forms, liaising with other professionals to provide supporting evidence in applications, researching information for patients and finding accommodation vacancies such as in aged care facilities.



**Angela O'Malia**  
Director of Social Work

"It was very exciting to be given the opportunity to pioneer the Social Work Assistant role. The team has embraced the new role and is keen to expand the assistant workforce.

"The position allows us to spend more time on complex cases which provides a better service for patients and better job satisfaction for the staff. It's a clinical role that interacts with patients, family and organisations. It operates under a strict social work delegation model, thus ensuring patient safety is maintained at all times.

"The outcome of this project has been very successful with a well defined support role in place and recurrent funding for the Social Work Assistant role at Mater Adult Hospital.

"Based on the work developed by Mater, the Community Services and Health Industry Skills Council (CSHISC) is scoping the development of a national qualification in Social Work Assisting."



**Belinda King**  
Social Work Assistant

"I love my job. Every day is different and I really enjoy being able to help people, even though it may only be in the smallest way possible. I like knowing I have made a difference."

## The Social Work Assistant role includes:

- Sending referrals to government and community services e.g. home help, home delivered meals, social support and interim care.
- Assisting patients with completion of forms e.g. Centrelink and Patient Travel Subsidy Scheme.
- Liaising with other professionals to provide supporting evidence in applications e.g. discharge summaries and medical reports.
- Researching information for patients such as providing brochures and information about services such as transport assistance.
- Finding accommodation vacancies such as supported accommodation and aged care facilities.
- Being part of the resource committee which manages and actively develops resources in the department.
- Parking concessions.
- Attending daily allocation meetings, weekly team meetings and monthly departmental meetings.

## HIGHLIGHTS

### ★ New breast care nurse at Redland

Clinical midwife and registered nurse Jenny Jones received her final accreditation to become a dedicated breast care nurse at Mater Private Hospital Redland.

Ms Jones works closely with Breast Surgeon Dr Jason Lambley, physiotherapists and women's health nursing staff to develop the most supportive care path possible for women being treated for breast cancer.

"As a breast care nurse, I am there for the patient at all key points in their journey. I am with them on the day of surgery—I go with them to theatre and I am there when they wake up.

"I look after them until discharge and then they are encouraged to call me at any time from home if they need to," Ms Jones said.

# Cultural Diversity at Mater

**In an effort to improve cultural responsiveness and interpreting service processes at Mater, the Mission Leadership division has spent the past two years reviewing Mater's service offering. The review included policy development and implementation, Mater staff participation and feedback from external community groups and individuals with a strong interest in developing an organisation wide approach to improving cultural diversity.**

In collaboration with Administrative Services, particularly Teleservices, Mater's Cultural Diversity Unit supports nearly 30 contracted interpreters at Mater.

The provision of professional and timely language and interpreting services is critical to facilitate accurate communication between patients, their families and health care professionals. This is vital for achieving safe, quality and compassionate care that is respectful of the dignity of all Mater patients.



**Madonna McGahan**  
Executive Director  
Mission Leadership

"The principal function of Mater's Cultural Diversity Unit is to provide strategic and practical advice, support and education to staff to continually improve Mater's cultural responsiveness to patients.

"The unit plays an integral role in building long term relationships with culturally and linguistically diverse background communities to facilitate feedback on patient experiences and to enhance communication between patients and staff regarding the cultural needs of diverse groups served by Mater.

"Mater Cultural Diversity Coordinator Jenny Ryan, Vietnamese Interpreter Phuong Nguyen, and Mandarin and Cantonese Interpreter Ling Ling Holloway, all contribute to ensuring exceptional care is provided to all patients who arrive here at Mater, including those for whom English is not their first language.

"As a Catholic health care ministry we are called to respond to the needs of the whole person. As the communities we serve grow more culturally complex, developing cultural competence and delivering culturally responsive services is an organisational responsibility.

"The work of the Cultural Diversity Unit is making a real difference by giving staff the confidence and practical resources to respond in culturally responsive ways to all Mater patients. Through this work the Mater Mission is fulfilled and our culture is increasingly enriched as it responds appropriately to the diversity within our community."



*Phuong Nguyen, Jenny Ryan and Ling Ling Holloway*

## HIGHLIGHTS

### ★ Mums offered a helping hand with new babies

New mothers at Mater Mothers' Private Hospital now have access to baby care assistants to assist with breastfeeding and settling newborns, allowing mothers to get their rest while in hospital.

"To ensure that mothers are able to meet their baby's needs for frequent feeding and also have some much needed rest the baby care assistants can help settle the baby in the new 'mother's room'," Maternity Inpatient and Gynaecology Services Deputy Director Sally Cowan said.

### ★ Workplace drugs of abuse testing now available

In 2010, Mater Pathology expanded its scope of services to offer urinary drugs of abuse testing. By combining industry-leading scientists with the state-of-the-art equipment, Mater Pathology provides a Queensland-based quality service for workplace drug and alcohol testing with a 24—48 hour turnaround time.

# Mater launches onsite Diploma of Nursing course

**Mater solidified its place at the forefront of nursing initiatives in Australia with the launch of an onsite Diploma of Nursing program in July 2010. The 18-month course complements other clinical undergraduate programs at Mater and is facilitated by expert clinical educators from hospitals across our campus.**



**Caroline Hudson**  
Executive Director  
People and Learning

"We have redeveloped one floor of the original Mater Mothers' Hospital into a training ward which means students are taught in a simulated environment and then put what they have learnt into practice on a ward supervised by expert clinicians. Students are exposed to a broad range of clinical areas including acute surgical and medical, maternity, paediatrics, neonatology, perioperative, aged care, critical care and refugee health services.

"As a Registered Training Organisation, Mater is the only Queensland hospital group to offer onsite training, endorsed by the Queensland Nursing Council, without the use of an external training provider such as a university or TAFE. We have taken the best of traditional and contemporary programs and created an outstanding new offering."



**Sharon Harris**  
Diploma of Nursing student

"My background has been predominantly working as an Assistant in Nursing in Aged Care over the past 18 years so when I saw the opportunity to do hands-on training at Mater, I was very interested.

"The hands-on approach is wonderful and it's great to be able to put into practice what we have learnt. The facilitators are wonderful and extremely approachable. I enjoy the challenge of learning so many new skills as well as working with new friends to reach our common goal.

"And, since completing my two week clinical placement at Mater Private Hospital Brisbane, I have been offered a permanent part-time position as a Personal Assistant on Ward 10 East. I now hope to remain with Mater Health Services once I complete my Diploma of Nursing in late 2011."

## Sister Eileen Pollard endowment fund

Sister Eileen Pollard spent more than 60 years living and working within the Mater community. She was a devoted nurse, radiographer, nurse educator, coordinator of the first accreditation of Mater hospitals and recipient of many awards including the Order of Australia Medal in 2006.

In 1986 she was diagnosed with breast cancer and her personal experience led her to become involved in raising funds for cancer research.

More recently Sister Eileen was a member of both Mater Past Nurses Association and Mater Nursing and Midwifery Alumni. She also represented the Sisters of Mercy on the alumni council.

"Sadly Sister Eileen passed away on 5 June 2010. We wanted to do something to honour her memory and her giving nature," Chairperson of Mater Nursing and Midwifery Alumni Cheryl Clayton said.

"As a nurse educator, Sister Eileen was always concerned about her pupils and took the time to get to know each of them personally and offer them friendship.

"With this in mind, as well as Sister Eileen's own battle with cancer, we worked with Mater Foundation to establish the Sister Eileen Pollard Endowment Fund to support the professional education of Mater oncology nurses."

An endowment fund is established with large gifts where the principal of those gifts are invested and the funds raised from those investments support a project or need. This creates a permanent self-sustaining source of income.

Mater Foundation aims to grow the principal of the Sister Eileen Pollard Endowment Fund to \$350 000 in the coming years. Sister Eileen's sister, Maureen Gleeson, was one of the first people to make a donation to the Sister Eileen Pollard Endowment Fund.

"Our mother died of cancer and Eileen had a long battle with cancer herself," Maureen said.

"The nurses who work with cancer patients do such a wonderful job and I believe they need our support. Eileen did so much to raise funds for cancer research and treatment in her life-time and I was glad to be able to do this in her memory."

## Support services for women expanded

In response to the needs of younger women diagnosed with breast cancer, Mater started a 'Younger Women's Breast Cancer Therapeutic Support Program' for patients without children. The program, funded by Mater Foundation's *chicks in pink*, enables participants, aged under 40 years old, to share their experiences of breast cancer and to discuss particular issues of concern for them.



**Sally Graham**  
Mater Private Breast Care Nurse

"These eight week programs have a positive and optimistic focus while providing an opportunity for women to share their fears and develop coping mechanisms. The sharing of each woman's story is so important to the others—it provides a safe place for them to disclose their feelings and fears."



**Dr Louise Du Chesne**  
Psychologist

"Younger women, particularly those who are childless, are likely to face different issues in treatment and follow-up than older women with the disease.

"Their concerns range from the effects of treatment on fertility to changes in their sexuality or body image.

"Younger women also report feeling a significant sense of isolation regarding their experience from other breast cancer patients and from their peers.

"While their peers are establishing careers or developing partnerships and building families, young women with breast cancer may confront challenges to their fertility, sexual identity and to beliefs and expectations about their health and wellbeing.

"Some younger women also experience menopausal symptoms early because of treatment. The group builds social support among members and addresses things like relationships, support networks, sexuality, fertility, grief and loss, fear of recurrence, stress management and how to negotiate the 'new normal' of life after breast cancer including returning to work."

## New volunteer services

**Mater Volunteer Services is constantly reviewing the services it offers to meet the changing needs of the patient population. In 2010 three new volunteer services were started; Mater Volunteer Toy Service, Mater Patient Companion and Mater Youth Mentors.**



**Jane Hulands**  
Service Manager  
Volunteer Services

"The Mater Volunteer Toy Service was set up in response to a gap in service identified by Mater Children's Hospital Complex Care Staff. It is a unique resource run by three volunteers.

"Patients are given the opportunity to engage and interact with toys designed to stimulate their visual and tactile senses. Although the service has only been in operation for the past seven months, the response has been overwhelmingly positive.

"Seeing patients react and enjoy the playful opportunities provided to them bestows an extreme sense of satisfaction and joy on the volunteers.

"While the Patient Companion service offers companionship to women hospitalised due to difficulty during pregnancy or suffering through illness.

"It aims at reducing boredom amongst longer term patients and gives women the opportunity to talk with someone non-clinical."



**Sean Andrews**  
Youth Mentor

"The Youth Mentor program was started after a need was highlighted within the community for volunteers to work with vulnerable and at risk young people.

"There are currently 13 mentors on the program from a wide variety of backgrounds and cultures and another 10 will begin the program in 2011."

Jordan with her mum Mary-Ann



## Mother and daughter's brave battle

Jordan was a fun-loving 16 year old looking forward to a future studying medicine when she was diagnosed with breast cancer. With her mum by her side, Jordan was admitted to Mater Adult Hospital to undergo a lumpectomy followed by six months of radiation and chemotherapy. As Jordan was young, she still needed regular injections for the next three years to keep the cancer at bay.

"I take every day as it comes but the amazing support you receive from Mater really makes a difference when you're going through treatment," Jordan said.

While Jordan had the relief of getting close to remission, her mother Mary-Ann received some bad news—she was also diagnosed with breast cancer.

Mary-Ann's treatment at Mater followed the same path as Jordan and she went into remission. Sadly, 20-year-old Jordan recently learned that the cancer had spread to her bones. Breast cancer is the most common cancer to spread. Jordan is now back at Mater for chemotherapy treatment for bone cancer every week until the end of the year.

Mary-Ann said, "Going through my treatment wasn't as shocking as I'd walked Jordan's path and knew what to expect. It was more upsetting when we were told Jordan's

cancer had spread as she was so close to the five year remission period to be cancer free.

"We encourage everyone to support *chicks in pink* to provide an immediate benefit to breast cancer patients at Mater."

## Making a difference

Breast cancer patients like Jordan are helped through the Mater Foundation's *chicks in pink* lottery which raises funds for breast cancer care and research. Phillip Lepou and his wife Tina were the proud winners of a lottery in 2010.

"We've been buying tickets in the Mater lotteries for about four years," Phillip said. "We felt it was a great way to make a difference to others whilst also giving us the chance to win something life-changing."

Phillip remembers the phone call Tina received on 19 November to tell him he'd won. "Tina was so excited that she couldn't speak and handed the phone to me!" he said. "When the foundation told me that I had won the first prize, a Mercedes, I had to ask them a few times if it was real," Phillip said. "I felt really humbled to have won."

## Sustainability at Mater

**Mater Health Services began the journey towards sustainability in 2007 when a range of legislations were introduced including The National Greenhouse and Energy Reporting 2010, the state legislation of Clean Energy Act 2008 and the associated Smart Energy Savings Program.**

Mater addressed this need and incorporated sustainability as part of the 2009-2013 strategic plan including the introduction of a Sustainability Committee in 2008 and the appointment of a Sustainability Manager in March 2010.



**Chris Hill**  
Sustainability Manager

"Before I started in my role, Mater's focus was water, which was a requirement of the Water Efficiency Management Plan (WEMP), which was set by the Brisbane City Council—now Queensland Water Commission.

"Mater met the requirements set by WEMP and has since successfully completed two audits and continues to report on a yearly basis.

"As part of my role as Sustainability Manager I joined forces with Griffith University and The University of Queensland to assist me in my efforts to further promote environmentally friendly behavior in the workplace across Mater Health Services.

"Ideas and strategies from this project have resulted in a number of campaigns at Mater to promote participation.

"Another joint partnership is with Griffith University Masters of Environment management students who are assisting to produce an Environmental Management System to comply with ISO14001 standards.

"In all, 54 initiatives were identified—19 are now completed, 22 are in progress, 4 are not viable and 9 are on hold. Our next major initiative to tackle is the waste management system.

"Promoting sustainability at Mater has been challenging but I do enjoy meeting different work groups and educating them about Mater's journey to sustainability and what they can do to help.

"Sustainability is achievable, and I look forward to continuing my role and making it happen at Mater."

## New program to reduce osteoporotic fracture

**In 2010 Mater Health and Wellness launched a new program aimed at reducing the chance of a fracture in adults with osteoporosis.**



**Sally McCray**  
Director of Nutrition and Dietetics

"The 'Building Better Bones' program was designed to teach adults about osteoporosis and the risk factors and strategies they can take in their exercise and dietary management to reduce their chance of a fracture.

"It features a series of sessions run by physiotherapists and dietitians.

"Osteoporosis is a major cause of disability in Australia so programs such as this are an important way of keeping patients in better health and out of hospital.

"In Australia, one-in-two women and one-in-three men over 60 years will suffer an osteoporotic fracture. This means that every five to six minutes, someone is admitted to hospital for treatment of an osteoporotic fracture.

"With our aging population, this figure is expected to rise.

"Sessions cover a range of subjects, including: the basic facts and risk factors, strengthening and balance exercises to reduce falls, dietary review and the role of calcium and vitamin D.

"A personalised program is developed for each client with strategies to meet long term goals.

"Building Better Bones was developed in conjunction with an accredited educator from Osteoporosis Australia.

"The program is designed for high risk patients, such as the elderly, peri- or post-menopausal women and adults who have had a bone mineral density scan and identified as at risk."

# Rehabilitation program opened at Redland

**In November 2010 Mater Private Hospital Redland launched a new rehabilitation unit providing local residents with a comprehensive multidisciplinary inpatient rehabilitation service for individuals following injury or illness.**

The service provides individual inpatient specialist rehabilitation focusing on orthopaedics including spinal, reconditioning and pain management and may include treatment of general health, strength and body functions, pain management, functional performance, and other medical interventions as required as well as advice and organisation of equipment and adaptations.



**Dr Victor Voerman**  
Director of Rehabilitation  
Mater Private Hospital  
Brisbane and Redland

“By opening the only private rehabilitation unit in the Bayside area, Mater now offers local patients the opportunity to recover and receive in-patient treatment close to home.

“The opening of the rehabilitation unit is the first step in our plans with a new gymnasium and day therapy services still in development.”



**Tracey Hutley**  
Director of Clinical Services  
Mater Private Hospital Redland

“Our new unit serves as a satellite service to the already established 44 bed inpatient and day therapy Mater Private Rehabilitation Unit at South Brisbane.

“Director of Rehabilitation, Dr Victor Voerman, is supported by a team of nursing staff, physiotherapists, occupational therapists, patient care assistants, dietitians, speech pathologists, orthotics/prosthetics, podiatrists and psychologists.

“We are delighted to offer this comprehensive service to the local community- as it enables our patients in need of rehabilitation, to receive this care, close to their home.

“As the service expands, we will be commencing a Day Therapy Program which will enable patients to access the necessary treatment they require for recovery, while being able to remain at home with their families.”



**Susan Harris**  
patient

“I feel so much better now than had I gone home immediately after my surgery, I have so much more confidence now.

“They pushed me to go a little bit further each day which is more than I would have done to myself; my family would have mothered me at home.”



*Dr Victor Voerman with the first rehabilitation patient Susan Harris*



# Reaching new heights

## 100 years on Mater Hill

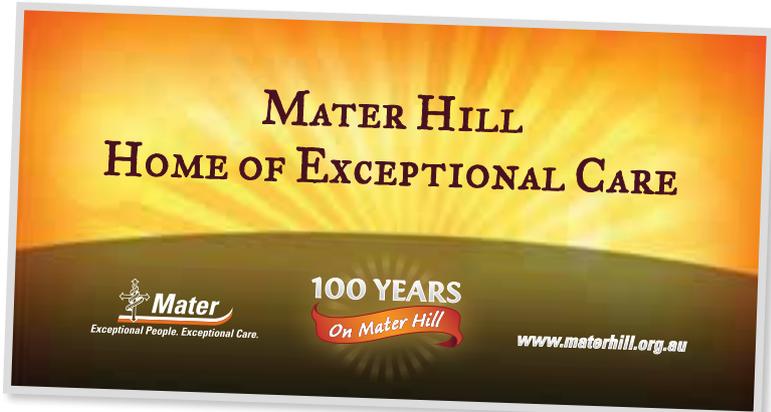
**On 14 August 2010 Mater Health Services celebrated the 100th anniversary of the first hospital to open on Mater Hill at South Brisbane.**

The opening of the 130-bed Mater Private Hospital in 1910 was a grand occasion attended by 8000 people who crammed onto the site to witness Cardinal Moran and Governor Sir William MacGregor officially bless and open the new facility.

The hospital was the vision of Mother Mary Patrick Potter who was determined to build a private fee-paying hospital to support a public hospital for the less affluent. The Sisters of Mercy then opened Mater Public Hospital in 1911, Mater Children's Hospital in 1931 and Mater Mothers' Hospital in 1960. To commemorate the 100th anniversary a number of celebrations were held including a staff event, a special Eucharistic Celebration and a gala ball held for members of Mater's Doctors' Alumni and Nursing and Midwifery Alumni.

### **Brisbane Telegraph, March 1908**

"... a new hospital is to be built on a hill facing the cool summer breezes, and protected by the rising hill behind from the westerly winds."



**Dr John O'Donnell**  
Chief Executive Officer

"The day marked an important milestone for the Sisters of Mercy, as the opening of Mater Private Hospital on Mater Hill was an important step for Mater's ongoing development.

"With each passing decade, Mater has been a health care leader with groundbreaking innovations in technologies, systems and treatments.

"Now, building upon our solid foundation, we have an exciting, promising future as we continue to grow and reach out into the community by providing health care to those who need it, just as our founders did."

## People and Learning initiatives recognised at state-wide awards

**Two key People and Learning initiatives were recognised at the 2010 Health and Community Services Workforce Innovation Awards. The awards—aimed at recognising innovative workforce practice across health and community services in Queensland—received 80 nominations across the categories.**

A finalist in three categories, Mater took out two awards: Outstanding Recruitment Strategy and Outstanding Human Resource Development.

Mater Education Centre's Distributed Student Clinical Placement Model—aimed at attracting and retaining nursing and midwifery students—won the Outstanding Recruitment Strategy award. While the Mater Leaders Program (MLP), which concentrates on the development of leadership skills for current and future senior leaders from across Mater, won the Outstanding Human Resources Development award.



**Caroline Hudson**  
Executive Director  
People and Learning

"Both programs have delivered exceptional results for the organisation and it is fantastic that this success has been recognised at a state level.

"The Distributed Student Clinical Placement Model ensured all nursing and midwifery students were exposed to all clinical shifts for seven days of the week throughout the entire semester.

"This has changed the perception of students from being transient visitors to integrated members of the health care team.

"The percentage of nursing students who have completed clinical placements at Mater and who apply for Graduate Nursing positions within the organisation has risen by 23 per cent since the model was implemented in 2007.

"While MLP is a year-long intensive program for senior leaders that gives its participants an opportunity to learn from renowned experts in a range of subject areas designed to support their long-term success at Mater.

"The program weaves leadership theory and content seamlessly with Mission and personal reflection."



*Katherine Jackman and Donna Bonney at the award ceremony*



**Michael Barras**  
Medication Safety and Quality Unit  
Coordinator, MLP graduate

"MLP allows staff to develop an interdisciplinary collegiality that will strengthen clinical and professional networks throughout Mater.

"It provides an understanding of the models of leadership and team processes necessary to guide effective and innovative delivery of care. Importantly, the MLP creates a broader base of health practitioners who can articulate Mater's Mission and Values to patients, carers and staff. Personally, I made some good mates as well!"

### HIGHLIGHTS

#### ★ Patient satisfaction on the rise

As a part of an ongoing commitment to exceptional care, Mater Private Emergency Care Centre is now ranked as one of the best performing emergency centres in Australia. A Press Ganey satisfaction survey reported patient satisfaction levels at the centre had risen significantly since 2007 taking the centre to the 95th percentile.

"It's about putting our patients first. This is a measured reward for the tremendous effort from everybody in the team from administration to nursing staff and medicos," Director of Emergency Medicine Dr Steve Costello said.

# 80 years for Mater Pharmacy

**On 1 July 2010 Mater Pharmacy marked 80 years of providing individualised and comprehensive care to Queenslanders. It was on this day in 1930 the Sisters of Mercy opened their first pharmacy at Mater Private Hospital.**

In the years that followed, the pharmacy opened two satellite outlets in Mater Mothers' Hospital and Mater Adult Hospital. The new Mater Children's Hospital also included a pharmacy outlet. While Mater pharmacies have traditionally been hospital-based, with a focus on acute clinical care, more recently Mater Pharmacy has extended to link inpatient care to care in the community.



**Steve Parry-Jones**  
Mater Pharmacy Services Director

"In 1930, Queensland law required pharmacies to be owned by pharmacists so the pharmacy was registered in the secular

name of Sister Mercia Mary—the Sisters' only qualified pharmacist.

"This step undertaken by Sister Mercia Mary established a precedence that has allowed Mater to operate a private pharmacy since then.

"It also provided Mater the rights to own and operate an additional five community pharmacies, along with the pharmacy at Mater Private Hospital Brisbane.

"Now we have extended into the community with the opening of Mater Pharmacy Redland with further expansion to occur in the future."



**Sister Mercia Mary RSM**

"It looks so simple; but in fact, the obstacles which had to be overcome were enormous."

Sr Mercia Mary Higgins, Sr Mary Conrad (Loyce) Gordon and Sr Mary Agnese Fitzgerald in Mater Private Pharmacy 1962



# Redland celebrated a decade of service

**Mater Private Hospital Redland was opened in September 2000 to provide the highest quality health care services to the Bayside area. The hospital celebrated its 10th birthday on 4 September with a cocktail function at Redlands Sporting Club.**

Since opening, the hospital has continued to meet the growing needs of the Redland community while being regularly acknowledged for its exceptional patient satisfaction results.



**Don Murray**  
Executive Director  
Mater Private Hospital  
Brisbane and Redland

“The exceptional service standards delivered at Redland have been regularly recognised by both the health sector and external organisations. These service standards exist because of the wonderful staff who deliver care to our patients on a daily basis.”



**Judy Lewis**  
Mater Volunteer

“I joined Mater Private Hospital Redland as a volunteer two weeks after it opened because I wanted to help hospital patients, staff and visitors, especially within my local community.

“The hospital has grown considerably as only one floor was in use originally and now both floors are in operation and the operating theatres are more fully utilised. Five years ago I had an operation at Mater Private Hospital Redland and I was very touched by the attention I received and it made me realise what a wonderful team of nursing staff the hospital has.”



**Grant Jones**  
Perioperative Services Manager

“I was one of Mater Private Hospital Redland’s foundation staff members. There was a team of five managers and our job was to fill the hospital with all the furniture and equipment needed before the other staff started.

“When we arrived the hospital was completely empty with not even a chair inside and the medical centre was more like an industrial storage shed with boxes of equipment occupying the entire medical centre from floor to ceiling.

“It took us two weeks to unpack everything. Since we opened there has been a highly engaged staff culture and, as a result, a minimal staff turnover. A very high percentage of foundation staff—myself included—are still here and the ‘family’ feeling has remained strong despite our growth.”



*Cheryl Clayton, Grant Jones, Sr Marcia Maranta RSM, Dr John O'Donnell and Don Murray officially cut the cake.*

## HIGHLIGHTS

### ★ Outstanding results for Mater Childcare

The Mater Childcare facility achieved ‘outstanding’ accreditation from the National Childcare Accreditation Council (NCAC) in all seven areas of accreditation.

“We have previously received ‘outstanding’ in most areas but this is the first time we’ve achieved it for all seven,” Mater Childcare Director Robyn Tasker said.

### ★ Mater Mothers’ Hospitals welcomed its 300 000th baby

Mater welcomed a very special delivery on Friday 12 February when Alicia Zeneldin became the 300 000th baby birthed at Mater Mothers’ Hospitals. Weighing a healthy 3.85 kg, Alicia was the second child for parents Ramsey and Nastasha.

“Delivering our 300 000th baby would not be possible without the support of the Queensland public and our exceptional staff who made this day a reality,” Director of Women’s Health Services Maree Reynolds said.

## Not all babies have an easy start to life

“Our story begins when our son Petros was born at 32 weeks gestation in December 2006. Before we had Petros we had no idea of what having a premature baby meant or of the dedication of the staff who work at Mater Mothers’ Hospital.

“Then, when our precious baby daughter Stella arrived 15 weeks premature (25 weeks gestation) we had no idea what her future held, or whether she would even survive. It was amazing to think that she was due September and born in May 2008.

“It was a long and difficult journey which felt like two steps forward, one step back, as we watched and prayed for our daughter’s survival. We believe that the incredibly skilled and compassionate work of the Neonatal Critical Care Unit staff at Mater Mothers’ Hospital definitely contributed to the best possible outcome for our family.

“After 12 weeks we were able to bring home a healthy baby girl. My wife and I will be forever thankful for the life saving medical treatment provided to our daughter and the compassion and care shown to our family. We have had some extremely stressful and difficult times over many months—whilst our babies were in hospital and we watched them fight for their right to live.

“For us this experience has shown how fragile and precious life is. It was through these experiences that we felt compelled to give something back. We wanted to show our appreciation and gratitude for the care and compassion provided by Mater Mothers’ Hospital. My wife and I will be forever thankful for the life saving medical treatment provided to our daughter and the compassion and care shown to our family.”

*An excerpt from a letter written by Tas and Janice Moulis.*

Tas and Janice with their children Petros, Stella and Luke who was also born at Mater Mothers’ Hospital.



# An exceptional start; a promising future

## It has been 50 years since the first newborn cry rang out through Mater Mothers' Hospitals.

Officially opened on 1 December 1960 by His Excellency Sir Henry Abel Smith, Governor of Queensland, the first patients were admitted in early 1961.

The original hospital cost approximately \$2 million and offered 70 public and 70 private beds, accommodation for 100 resident staff and physiotherapy, pathology and X-ray departments.



**Maree Reynolds**  
Director of Women's  
Health Services

"More than 100 people attended a special morning tea to commemorate and reflect on this amazing milestone.

"Since opening, Mater Mothers' Hospitals have welcomed more than 300 000 babies into the world, with one in seven Queenslanders born at Mater."



**Dr Don Cave**  
Perinatal Medicine and Women's  
Health Services Director

"Mater continues to deliver its values-based approach to the women and families who access the hospitals' care.

"Looking to the next 50 years, we will continue to look at ways to incorporate emerging technology into all areas of women's and neonatal health.

"We will also explore opportunities to introduce new models of care to all women and their families and, of course, all of our efforts will be undertaken with the overriding principle that safety and quality will be the cornerstone of our endeavours."



**Maree Lash (nee Carr)**  
First baby born at Mater  
Mothers' Hospital

"It's hard to believe we are both 50 years old!

"Mater Mothers' Hospital and I have a lifetime connection; while I can't say I remember the blessed event of being the

first baby born, my 'special call to fame' was announced to all within reach by my Grandmother throughout my childhood.

"And I still have my silver cup to remind me, albeit a little worn from its 50 years.

"Here's to another 50 years of new life!"



*Maree Reynolds with Louise Ashdown and her baby Samuel. Samuel was the first baby born on Mater Mothers' Hospitals' 50th birthday.*

## A parent's wish

Miriam and Robert Moreton were no different to any other parents who want the best for their child. So, when Miriam was airlifted from Gladstone to Mater Mothers' Hospital in Brisbane at 26 weeks gestation with complications, she was comforted to know that her son Stirling, now 18 months, would be receiving the very best of care.

Following their experience at Mater, Robert and Miriam have chosen a powerful way to help others who may urgently need specialist care and treatment in the future—they have decided to make a gift to Mater Foundation in their Will. As a young, caring and forward-thinking couple, they are happy to know that in the future this will help many people to receive the kind of care that they and Stirling experienced—they are very satisfied to use their resources in such a meaningful way.

Springfield Land Corporation  
Deputy Managing Director  
Raynuha Sinnathamby, MyLife  
Medical Group's Dr Peter  
McCleary, Mater CEO Dr John  
O'Donnell and Springfield Land  
Corporation Managing Director  
Bob Sharpless.



# Changing face of Mater

## New health services for Brookwater announced

**Mater Health Services along with MyLife Medical Group (GP practice) signed a lease agreement to ensure the delivery of an integrated health service for the residents of Greater Springfield.**



**Dr John O'Donnell**  
CEO

"We are thrilled to be working with Springfield Land Corporation and MyLife Medical Group to deliver a diverse range of health services to the Greater Springfield region.

"The lease agreement signed for Brookwater Retail Village enables Mater to open a specialist suite for private health professionals, a pathology collection centre, a pharmacy and allied health services.

"It was an historic first step for Mater as it demonstrates our commitment to meeting the growing health care needs of the western corridor.

"Mater is in discussions with other independent health care providers to ensure the people of Greater Springfield have access to a seamless and holistic health service. It will be a one stop health shop."



**Terry Kearney**  
Springfield Land Corporation  
Executive General Manager  
for Health

"The vision for Greater Springfield is to plan and support the delivery of services required to enable local people to live a healthy lifestyle.

"Our master planned community has the very best in residential, retail and commercial offerings and we're adamant about maintaining a blue ribbon standard of health care for our growing community.

"The announcement by Mater and MyLife Medical Group is a significant step in giving the residents of Springfield world class medical care."

# Mater developments take shape

**2010 saw the completion of a number of construction projects and the commencement of others.**

## Hancock Street Car Park and Auditorium opened

In October Mater completed the 1536 seat auditorium project associated with the Hancock Street Car Park development and handed over the new building to St Laurence's College. This signified the final completion of the construction project which commenced in 2008. The car park provides 700 additional car parks for staff, patients and visitors while the new auditorium provides a purpose-built venue for the staging of events, lectures and shows and sits alongside an open playing field on top of Hancock Street Car Park.



**Steve Willis**  
Director of Capital Works

"The Hancock Street Car Park and Auditorium project was a complex development but ultimately has delivered a much needed car park for Mater as well as a state-of-the-art auditorium and playing field for St Laurence's College."

## Mater Childcare Centre construction began

Construction of a new Mater Childcare facility started at 8-12 Clarence Street in June 2010 to provide an additional 188 childcare places for children from babies to school entry age. The first-class five storey facility incorporates outdoor play areas at each level to maximise fresh air and natural light along with an onsite kitchen facility so that daily fresh cooked meals are provided to each child. The new facility is expected to open mid 2011.



**Robyn Tasker**  
Director of Mater Childcare

"Mater Childcare will offer 66 new places in the nursery, junior toddler and toddler age groups, 48 new pre-kindy places and 74 new toddler, pre-kindy and kindy places. Our new centre will enable Mater Childcare to extend the care provided to many more Mater families."

## Biomedical Department complete refurbishment

The Biomedical Department underwent a refurbishment which effectively tripled its work area and allowed the team to designate certain areas for specific types of equipment.



**Graham Carter**  
Manager, Biomedical Engineering

"The team started with three people in 1980 and now has ten engineers looking after complex medical equipment, totalling approximately 9500 items across the Mater campus.

"We have been able to design the workshop to allow better throughput of repairs, resulting in a faster turnaround time of equipment. The end result is that our clinical staff can have confidence that their patient care equipment will be repaired or serviced with minimum downtime in a modern, well-equipped workshop. And the big winners are our patients who can rely on the equipment being used to treat them to be at its peak performance level."

## Holy Cross Laundry

Holy Cross Laundry—a ministry of the Sisters of Mercy who also founded Mater Health Services in South Brisbane—entered into a joint venture partnership with Mater Health Services to purchase a 1.75ha parcel of land in Banyo.



**Dr John Gilmour**  
Executive Director Facilities

"Holy Cross Laundry will move their laundry services from their current site at Woolloowin to Banyo after the site has been redeveloped. Mater will work in partnership with Holy Cross to develop a purpose-built, state-of-the-art laundry which will incorporate environmentally sustainable technology including water recycling and the latest equipment to reduce heat and power outputs.

"This project will enable Holy Cross Laundry to increase their capacity whilst retaining their 200 employees, many from disadvantaged groups in our community. The facility is expected to be operational by mid 2012."



## New ADAWS facility officially opened

The new Adolescent Drug and Alcohol Withdrawal Service (ADAWS) at Mater was officially opened on Thursday 29 July 2010 by Queensland Deputy Premier Paul Lucas and blessed by Auxiliary Bishop, the Most Reverend Joseph Oudeman.

ADAWS provides an 11 day residential detox program for young people (aged 13 to 18 years) to help them stop or withdraw from their substance use. It also offers a range of additional services through outreach and day programs such as 'Artspace'.

The new ADAWS facility is a three storey purpose-built development designed to be in keeping with the character of its surrounding environment.

Ground level is a dedicated recreational 'Artspace' with a modern recording studio and industrial kitchen which is used for daily group programs and also vocational training programs.

The other two floors provide living quarters and individual bedrooms for up to five patients, a health clinic, space for an outreach team, training facilities and video conferencing to assist in providing access for young people throughout Queensland pre and post ADAWS.

Queensland Health contributed \$5.4 million to the new \$6.1 million facility and Mater Foundation raised funds to contribute to the remainder of the building cost.

# A welcome change for ADAWS

**Since March 2000 ADAWS has been providing a unique service for young people in Queensland.**

Operating previously out of two houses, the highly anticipated new ADAWS facility was designed to meet the needs of the young people. In the past 12 months, ADAWS has had 101 young people enter the 11 day residential detox program with many more assisted through the day programs. The main substances of concern were cannabis, alcohol and inhalants.



**Amanda Tilse**  
Manager of ADAWS

“The opening was an exceptional day for ADAWS. It was great to be able to showcase our new space to our colleagues, supporters and the young people and their families who use the service.

“Programs like ‘Artspace’ engage young people on a number of different levels—artistically and musically. We want to engage with them on any level we can and then we can begin to work with them therapeutically.

“Our new building enables us to facilitate programs like this more effectively.”



**Nigel Harris**  
Executive Director  
Mater Foundation

“Mater Foundation is fortunate to have had the support of many individuals, companies and community groups who have donated to ADAWS over the years.

“We are delighted that Mater is now able to deliver the next level of exceptional care through the opening of the new ADAWS facility.”



**Professor Brett McDermott**  
Director of Mater Child & Youth  
Mental Health Service

“The opening was an important day for all the people who have been involved in the service since it first started. The new, expanded facility better meets the needs of ADAWS and

provides a comfortable, welcoming and home-like space for this youthful age group.

“Already, the new building has enabled the team to run a daily group program, extend the residential and outreach programs and plans are underway to run post-detox programs and health clinics.”



*New ADAWS facility*

## FebFast

In 2010, ADAWS was the Queensland beneficiary of FebFast—an annual health and charity event that encourages people to forgo alcohol in February while raising vital funds to support young people with alcohol and other drug related issues.

Funds raised through FebFast supported the ADAWS Artspace program. This unique program is designed to help young people adjust to life after the ADAWS residential program and provide them with a chance to learn new skills or participate in vocational training.

More than 684 Queenslanders participated in FebFast in 2010, raising \$63 000 for Artspace.

“FebFast was delighted to support the ADAWS team and Artspace Program with 2010 campaign funding,” CEO and Founder of FebFast Fiona Healy said.

“ADAWS does some fabulous work when it comes to supporting young people who are experiencing problems with substance use. We know they will make good use of the funds,” she added.



# Exceptional people

## Jordan encourages other children to *Be Brave*

**Jordan Fothergill's journey at Mater began before birth after a routine antenatal scan revealed he had hypoplastic kidney disease, which meant that his kidneys would not function normally.**

Despite being given a poor prognosis, Jordan was able to lead a relatively normal life for nine years until his health began to deteriorate.

His treatment involved daily dialysis and he was placed on a transplant waiting list. While waiting for his transplant Jordan required regular blood tests and, like many children, did not enjoy them.

So, Jordan, determined to be brave, wrote a book called, *Be Brave*, which encourages children to be courageous when having needles or injections.

In August 2010, a suitable kidney became available for Jordan and his transplant was able to go ahead. He is now back at school and enjoying a full and active life with his mum, dad and three younger brothers.



**Cherie Fothergill**  
Mother

"Jordan and our whole family were so thrilled that Mater Pathology published Jordan's book. It means so much to us, and Jordan, to know that his simple, from-the-heart story is helping so many other young lives. Mater has helped our son's dream come true."



**Professor Deon Venter**  
Director of Mater Pathology

"We estimate Jordan has had almost 200 blood tests in his short life and it was after one of these routine blood tests, he decided he needed to start being brave when it came to needles.

"He was so successful at it, that he wrote a book to help other children cope with the pain of injections and blood tests using some simple methods such as counting or thinking of rainbows.

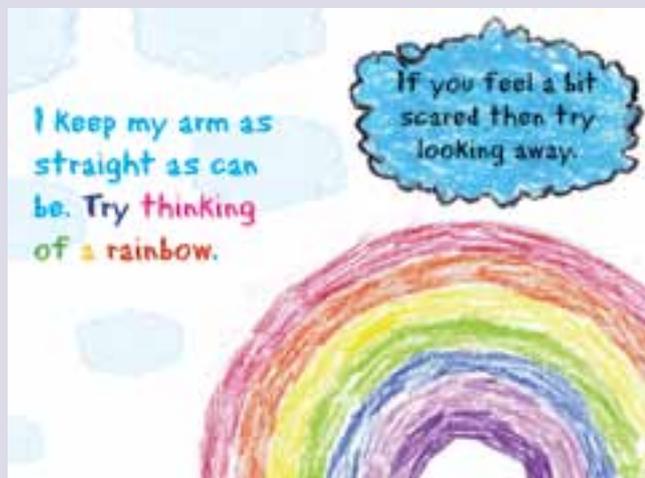
"Mater Pathology printed 1500 copies of Jordan's book to be given to young patients awaiting blood tests to encourage them to be brave and within weeks all the copies had been given away. We then went on to a second print run."

### **Be Brave**

**Written by Jordan Fothergill**

Hi I'm Jordan and I am 9 years old. I have a kidney problem which I was born with and I have had lots of blood tests. I wrote this book because I wanted to help the other kids who had needles done. I have thought of some ideas that help me when I am getting a blood test. What I want to do is send my book all around Australia and I hope that this book helps you to "Be Brave" just as I try each time I get a blood test.

You can use the sticker page at the back of the book for the good work that you have done trying to "Be Brave" getting your blood test.



## HIGHLIGHTS

### ★ Fellowship sends researcher to Switzerland

Mater Children's Hospital's research engineer Caroline Grant was awarded a \$16 000 Queensland International Fellowship to spend 13 weeks studying at the Paediatric Respiratory Research Group at the University Children's Hospital in Bern, Switzerland.

"The Paediatric Respiratory Research Group in Bern is at the forefront of respiratory research involving mechanical ventilation and Electrical Impedance Tomography. By better understanding lung physiology in healthy and sick subjects, we hope to be able to improve mechanical ventilation and reduce the risk of ventilator induced lung injuries, particularly in children," Ms Grant said.

### ★ A Red Nose Day hero

Mater Mothers' Hospitals Specialist Neonatologist Dr Lucy Cooke was a finalist in the 2010 Red Nose Day Heroes awards. Finalists included Queenslanders from a range of occupations including counselling, neonatology, social work, midwifery and nursing, education and special projects plus peer supporters.

As Chair of the Mater Mothers' Perinatal Mortality Committee, Dr Cooke reviews each case of perinatal loss, chairs weekly meetings to discuss 'special interest' cases, reviews trends in perinatal loss to ascertain possible cause and is involved in ongoing research into perinatal loss including grief reactions.

"The work of these heroes is making a big difference in the areas of safe sleeping education and bereavement support and we are proud to have each and every one of their nominations," SIDS and Kids Queensland State Manager Janet Davis said.



Dr Lucy Cooke

# Caring for the youth

**The Mater Parent Advisory Group (PAG) was a finalist in the 2010 Queensland Health Mental Health Week Achievement Awards. PAG enables parents and carers of young people using the Mater Child and Youth Mental Health Service (CYMHS) to be actively involved in the planning and evaluation of a mental health service.**



**Kerry Geraghty**  
Consumer/Carer Consultant

"Over the past 13 years Mater Child and Youth Mental Health Service Patient Advisory Group has blossomed.

"From an idea on a piece of paper in 1994, the group has grown to be a valued and integral part of Mater CYMHS and in 2010 was recognised as a finalist in the Queensland Health Mental Health Week Achievement Awards in the 'Carer Organisation' category.

"The members of the Parent Advisory Group have opportunities to inform the mental health service about particular needs parents and carers may have. The discussions that take place at PAG can make life better for all parents using the service.

"Parents who have attended PAG bring their lived experience of their son or daughter's mental health problems and paint pictures in words of what life is like."



**Erica Lee**  
Mater Child and Youth Mental Health Service Manager

"The management of Mater CYMHS acknowledged the need to respond to families who use the service and to create avenues for participation.

"Mater CYMHS PAG is a fine example of how parents and carers of young people using the service can actively be involved in the planning and evaluation of a mental health service.

"In an independent evaluation of CYMHS PAG the surveyor wrote: "It is obvious that it has made a great contribution to the culture of the organisation which is now very consumer focused in all areas."

## 1.2 million reasons to smile for Mater Little Miracles

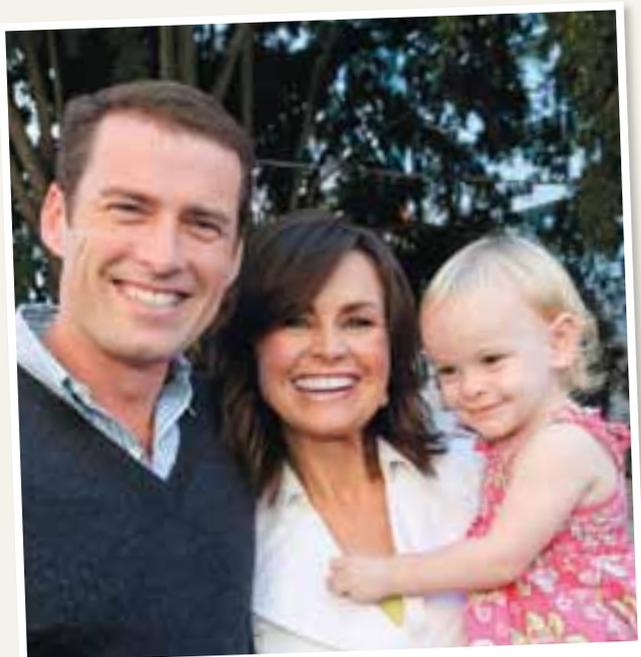
On Good Friday 2010, babies and children at Mater Mothers' and Mater Children's Hospitals touched the hearts of people all over Australia when Channel Nine broadcast the Mater Little Miracles Telethon live from the front of Aubigny Place.

The public responded by opening their wallets and a team of Mater volunteers—along with a legion of Channel Nine celebrities like Today Show hosts Karl Stefanovic and Lisa Wilkinson, Kerri-Anne Kennerley, A Current Affair's Tracey Grimshaw and former Olympians Grant Hackett and Giaan Rooney—took calls from generous donors around the country.

"The enormous efforts on Good Friday combined with funds raised from the Mater Little Miracles Easter Appeal meant almost \$1.2 million was raised for Mater Mothers' and Mater Children's Hospitals," Mater Foundation Executive Director, Nigel Harris, said.

"Channel Nine have been long-term supporters of Mater and we can't thank them enough for bringing Mater's little miracles into the homes and hearts of people across Australia."

The Mater Little Miracles Easter Appeal was also supported by the 2010 appeal partners IGA, Bendigo Bank, Australia Post, Pizza Capers, Guardian Pharmacy and Golden Casket.



Today's Karl Stefanovic and Lisa Wilkinson with Mater Little Miracle Jessica Simmons



## Lilly Munn

At two hours old Lilly Munn was rushed to Mater Children's Hospital. She was diagnosed with Congenital Adrenal Hyperplasia (CAH)—an inherited condition that affects hormone production by the adrenal glands.

The hormones produced by the adrenal cortex are steroids essential for growth and metabolism. They play a vital role in regulating blood pressure, blood sugar levels, the immune system and salt levels among other things.

Lilly's condition means that her kidneys excrete too much salt and her immune system is very weak so she is very susceptible to infection.

Doctors also discovered that Lilly had three holes in her heart and could not feed normally because she had severe reflux which meant she required a gastric nasal tube.

Her family didn't get to take her home until she was two months old.

After several additional visits to Mater Children's Hospital that same year, Lilly had surgery on her first birthday to

repair the largest hole in her heart. The other two were successfully treated with medication.

Lilly has a full team of doctors, surgeons, endocrinologists, dieticians and speech therapists who regularly monitor her condition and adjust her treatment. Even the most simple of colds is life-threatening and means she is regularly hospitalised. Medication, blood tests and injections are part of Lilly's everyday life and she will need daily antibiotics forever.

For Lilly's family it can be difficult at times coping with the constant visits to hospital, but Lilly's mum and dad keep positive and her older brother and sister shower her with love.

"All the staff have been so supportive. They have honestly saved her life more than once," Lilly's mum Sherrillee said.

"The Mater is like a second home."

*End note: In 2010 Lilly's family, friends and day care centre all helped raise money for Mater by walking in Mater Little Miracles 5ks. That day, Lilly took her first steps!*

## Lavinia uses her experience to help others

**Mater Health Services used Refugee Week (20-26 June) as a unique opportunity to reflect on the care of refugees and celebrate the diversity they bring to the community. Mater interpreter Lavinia Yor, a Sudanese refugee, shared her story as part of the event.**



**Jenny Ryan**  
Cultural Diversity Coordinator

"To mark Refugee Week, a morning tea was held giving staff a chance to indulge in Eritrean finger food and meet special guest speakers.

"Among the speakers was Sudanese refugee, mother-of-seven Lavinia Yor who fled Sudan more than 20 years ago and has since joined the Mater staff as an interpreter in her native language, Dinka."



**Lavinia Yor**  
Interpreter

"I'm a refugee and I'm proud to be a refugee; it's something that I cannot change.

"I am from South Sudan and I left my country 20-something years ago when my father was killed trying to protect me.

"My experience was not different from any other refugees, we have all suffered trauma; all suffered in many ways, some of us physically, some of us mentally or both.

"As one of the first African refugees in Brisbane, I think people didn't know what to expect from me or what to do.

"As refugees we carry a lot of things in our hearts, so when we come to a service we need people to be patient with us.

"The things we have been through mean we are not able to trust easily but if I see patience and trust in someone's eye, I follow that, it is easier.

"The way we are treated in the community has changed. People are more willing to help us now."



*Volunteer Services Director Sophia Cole, Patient Representative Roxanne Regan, CEO Dr John O'Donnell, Clinical Nurse Marina Luck and Executive Director Mission Leadership Madonna McGahan*

## Mercy Week – celebrating an exceptional Mater community

**Each year in September, Mater celebrates its identity and the heritage of the Sisters of Mercy as part of Mercy Week. The week is a chance for staff to acknowledge their ongoing commitment to Mater's Mission and Values and for the Mercy Awards to be presented to honour those staff who have made an exceptional contribution to Mater.**



**Madonna McGahan**  
Executive Director  
Mission Leadership

"Mercy Week 2010 focused on 'celebrating an exceptional Mater community' as it's the contributions of our different gifts, services and work that create an exceptional Mater community.

"The 2010 Mercy Awards honoured exceptional contributions to the organisation in three categories: Clinical Services, Support Services and Team.

"The winners were Clinical Safety and Quality Unit Patient Representative Roxanne Regan for the Support Services Award, clinical nurse Marina Luck for the Clinical Services Award and Mater Volunteer Services took out the Team Award.

"Our winners demonstrate daily Mater's Mission and Values in the work that they do and make an ongoing positive contribution to the organisation."

# Developing Mater's Managers

**The Mater Managers Program was implemented for the first time in 2010 and is a unique personal development program specifically designed for Mater Managers.**

The program is separated into four modules identified as being integral to successful management—a more effective team, a more effective business, a more effective service and a more effective me. Fifty managers went through the program in its inaugural year.



**Terry van der Ham**  
Director Supply Services

“As Director of Supply Services I, along with other directors and heads of department, were invited to nominate managers for inclusion in the program. I nominated Logistics and Business Support Manager, Anthony Wilson.

“I like the way the program uses executives and directors to give presentations on topics which they are considered experts in. Participants are then given activities to work on such as workshops, individual or team activities, coaching, self-assessment, goal setting and reflection.

“The program is focused on the listen, do, and learn approach which I think is a very effective way of applying knowledge learnt to your specific area of speciality.

“Having managers exposed to a variety of different directors on campus helps breakdown barriers with peers and build constructive professional relationships which provide a robust platform on which we can not only meet our daily challenges but grow also with demand.

“The program has met a gap in our current skill sets across our managers. It is consistent, structured and relevant not only to Mater, but these newly acquired skills can be used in many other working environments people may find themselves in the future.

“It helps build confidence and gives exposure to parts of the business and employees that they would otherwise not have. Anthony has only completed the first module of the program and already I have seen his confidence in his ability as a manager skyrocket and this in turn has improved his performance as a manager.”



**Anthony Wilson**  
Logistics and Business  
Support Manager

“As a participant in the program I benefited from the learning being interactive. The workshops took us off site monthly, away from our workplace and consisted of a number of great guest speakers.

“They exposed us to topics they are recognised in as experts and discussed ways on applying initiatives to our workplace.

“I found this to be a really successful approach to learning and I'm looking forward to the first module in 2011 which is titled 'A more Effective Business'.

“The program has been developed to provide a management and leadership framework for the future, long term leaders here at Mater.

“As a manager it is satisfying to see a program like this developed—it reinforces our values and is evidence of the investment made in Mater people.”

## HIGHLIGHTS

### ★ Sleep science success

Mater Paediatric Sleep Scientist and UQ post-graduate student Chloe Parsley was named winner of the PolyPower Applied Innovation Contest in partnership with UQ biomedical engineering student Richard Lawrence.

Danish company Danfoss manufactures the PolyPower film and invited students to design, manufacture and demonstrate a working device using the technology in just three months. The pair produced a non-invasive breathing monitor, primarily for sleeping infants with known or suspected sleep disordered breathing.

“The evaluation of [this] project across all four evaluation parameters—innovative height, demonstration of unique features, potential for commercialisation and reliability of demonstrator built—was high, and [this] project ended up with the highest score,” a Danfoss spokesperson said.

## On the shoulders of giants

**Mater's values of mercy, dignity, care, commitment and quality are displayed throughout the organisation on a daily basis. However, over the Christmas/New Year break, two staff from Mater Pathology went above and beyond to help treat a young patient at Mater Children's Hospital.**



**Dr Andrew Carter**  
Chemical Pathologist

"Sir Isaac Newton once said, "If I have been able to see further than others, it is because I have stood on the shoulders of giants".

"This is one of my favourite quotes and it describes the kind of people I work with every day in Mater Pathology.

"I could give you many examples of how these 'giants' impact positively on outcomes for patients and their health care providers daily but I'll choose one that illustrates my point best.

"On Boxing Day 2010, I received a phone call from Dr Andrew Cotterill, the Director of Endocrinology at Mater Children's Hospital, who was treating a newborn suffering from hypoglycaemic episodes that were difficult to control.

"Dr Cotterill suspected the cause was a type of familial hyperinsulinism (PHHI).

"Confirmatory testing for PHHI is urgent, as identifying which gene is faulty is required to establish whether there is a diffuse or focal histology. That, in turn, will impact on the approach required for imaging and surgery.

"There were two genes we needed to look at but the testing is complex.

"To make matters worse the sequencing facility that we refer our amplified products to was closed for a fortnight over the Christmas/New Year break.

"Dr Cotterill's brief was simple—he needed the test results as soon as possible.

"I contacted Mark Williams, a senior molecular genetics scientist, who came in without hesitation on Boxing Day to urgently extract DNA from both the patient and the parents.

"He then amplified the DNA so that he could himself set up sequencing for the genes of interest (KCNJ11 and ABCC8).



*Ivan McGown and Mark Williams*

"First he sequenced KCNJ11, but it was negative, so he then tackled the ABCC8 gene (which at 39 exons is a very large gene).

"Mark sequenced the entire gene for the PHHI patient over Boxing Day and the following two days.

"Once the mutation was identified it was important to establish whether it was paternally or maternally inherited as this sheds light on the histological form.

"Mark then tested both parents and found that the mutation was of paternal origin.

"Throughout this time, Mark had been in constant contact with the supervising scientist in molecular genetics, Ivan McGown.

"Ivan was responsible for setting up all of the paediatric endocrine testing done at Mater Pathology—most of which (including this testing) we are the only referral laboratory in Australia to perform.

"Ivan then came in over the New Year's Eve long weekend to confirm the mutation, write-up the report and try to characterise the mutation by insilico-based analysis (because the mutation they had identified was novel).

"A subsequent PET scan confirmed that the pathology was focal and the offending lesion was surgically removed. The child's hypoglycaemia has subsequently resolved.

"Because of the work of these 'giants', we were able to assist with a diagnosis for Dr Cotterill within the week.

"The combination of dedication, professionalism and scientific ability demonstrated by these two exceptional scientists is inspiring."

# 2010 Mater Clinical Teaching and Learning Awards

**Mater's Clinical Teaching and Learning Awards are held every year by the Mater Education Centre and have been growing in popularity. In 2010, the awards had a record number of nominations and attendees at the award ceremony.**

Introduced seven years ago the awards provide a great opportunity to recognise the exceptional work of clinicians and educators throughout Mater who dedicate time, energy and enthusiasm to sharing their knowledge and expertise with others.

The awards also acknowledge students, graduates and clinicians who have demonstrated exceptional attributes as a novice practitioner, and an outstanding commitment to learning and development.



**Donna Bonney**  
Director of Clinical Education

"It is always very inspiring for me to read so many testimonials from students and staff of just how exceptional clinical teaching and learning is done at Mater.

"In 2010 we had some fantastic nominations representing all disciplines who demonstrated continuous commitment to improving the learning journey of themselves and others."



**Katherine Jackman**  
Award winner and  
Education Coordinator

"It was a huge honour to find out that I had been nominated for the Clinical Teaching and Learning Awards.

"Each nominated individual was outstanding. When I was announced as the winner I felt a mixture of absolute delight and awe. An incredible realisation dawned. The award for me was a reflection of who I am as a result of the people I associate with, my team and every member of Mater's education community, of which I am but one person.

"I have been provided with incredible opportunities and challenged in the most amazing ways by different individuals to achieve and drive quality improvement, striving for the highest educational outcomes in every circumstance. I have the Mater Education Community of Practice to thank and recognise.

"Had I had the opportunity to hijack the microphone I would have highlighted that I learn because others make me learn, I study because others have encouraged me to study, I coach because I have been coached and I mentor because I have had a very intelligent, capable person guide me.

"I stand with others in the learning and development community at Mater and am grateful that we will always have opportunities to teach and be taught.

"I look forward to continuing to rely on our extended Education Community of Practice to provide that challenge, the freedom of thought where ideas can flow (with humour and good will) and ultimately positive outcomes achieved."

## HIGHLIGHTS

### ★ Mater ingenuity assists patients

When an essential piece of medical equipment for the Mater Children's Hospital Sleep Unit was discontinued—the impedance meter—staff turned to Mater's Biomedical Engineering Department for a solution. The impedance meter is used to check that electrodes are within an acceptable range to perform a sleep study.

"Developing our own impedance meter was a great opportunity for us to showcase our own abilities in design. It was quite a challenge but with patience and dedication the outcome has been well worth the effort," Mater Biomedical Engineer Scott Everden said.



*Scott Everden presents the new impedance meter to Mater Children's Hospital Sleep Scientist Chloe Parsley*

# Mater nurse volunteers in Africa

**In 2010 Mater Children's Hospital nurse Alison Pickering swapped her life at Mater for four months volunteering in one of Africa's largest slums—Kibera. As part of the African Inland Mission (AIM) volunteer scheme, Ms Pickering lived in Jamhuri, a lower to middle class section of Nairobi in Kenya, and worked as a nurse in Kibera.**



**Alison Pickering**  
Nurse

"One of the main reasons I studied nursing was to partake in activities such as volunteer work abroad.

"I love the continent of Africa; it intrigues and amazes me, the people are fantastic and I have a few Kenyan friends so I thought Kenya would be a good place to start.

"I was based in a centre called Conesus which had a medical clinic, school, English classes, bible classes, knitting and sewing school, a club foot clinic and a widows beading group.

"Some of my tasks involved holding health classes for the school kids once a week, home care assistance for HIV patients and a support group, working in the club foot clinic, assisting in the medical clinic and educating patients at the clinic.

"In Kibera there are about 1.4 million people living in poor unsanitary conditions and suffering diseases that should not even be an issue and they don't have a hospital.

"Whatever you can think that is bad in the world is exacerbated in Kibera; poverty, sickness, lack of health care, death, child abuse, poor sanitary conditions, social injustice and the list goes on.

"It's not hidden; it is in your face every day you go in there. I knew it would be hard and it challenged me but I am glad I did it.

"I'd definitely recommend people considering volunteer work in Africa do it but to keep in mind that while a picture may tell a thousand words, it will never give it justice.

"This work is confronting but also life changing."

## Kibera—Nairobi, Africa

- Population more than 1.2 million people.
- No sewerage infrastructure.
- No running water.
- No rubbish collection.
- No hospital.
- 20 per cent of Kibera has electricity.
- Average monthly rent \$10—\$20.
- 50 per cent unemployment.
- The average house is made from cement or mud floor and iron or mud walls with an iron roof.
- Houses average 5 m x 5 m in size but often smaller.



*Alison Pickering in Kibera*



L to R: Dr John O'Donnell, CEO, Mater Health Services, Catherine and Joan Bremner and Nigel Harris, Executive Director, Mater Foundation officially launch the "Just Joan" Scholarship.

## 'Just Joan' Scholarship for mature age staff

Mature age Mater staff have an opportunity for further learning thanks to a \$10 000 (and growing) scholarship from Joan Bremner who has been a Mater staff member for 22 years.

Eight years ago, Joan's husband died of cancer. She realised that although she had good support from family and friends, it was still up to "just Joan" to make decisions.

Joan attended university which gave her new skills and knowledge, but more importantly, confidence to tackle the new challenges in her life.

"I found that few scholarships were available for mature age students, so I decided to help others by setting up an education fund for mature age people facing life changing circumstances.

"I encourage mature age Mater staff to apply, even if it's for a new profession, it's a great chance for staff to further their career," Joan said.

Joan will add to the fund every year and encourages other Mater staff to support this scholarship with donations.

"The Just Joan Scholarship fund is set up so the principal gift is invested and the income from the investment is used to fund the scholarship. This means the Just Joan Scholarship fund will continue in perpetuity," Mater Foundation Director of Business Services, Mark Young said.

## Farewell to Sr Sandra Loth

**Sister Sandra Loth, the last Sister of Mercy to work at Mater in a clinical capacity, retired as an enrolled nurse and was farewelled at a morning tea held in her honour at Mater Adult Hospital. Sr Sandra will continue her connection with Mater in a volunteer capacity.**



### Sue Gardiner

Specialist Clinic Nurse Unit  
Manager, Mater Adult Hospital

"Sr Sandra Loth initially worked as a cadet radiographer at Mater in 1962, before working as a qualified radiographer for six years between 1965 and 1975 after completing a Certificate in Diagnostic Radiography.

"In February 1975, Sr Sandra commenced nursing training at Mater and, after gaining her enrolled nursing qualifications the following year, worked in various departments across Mater, mostly within Mater Adult Hospital.

"In December 1986, Sr Sandra commenced a role with the Mater Adult Specialist Clinic—a role she would continue for the next 24 years.

"Sr Sandra has always been greatly admired by both staff members and patients for her genuine kindness, caring, generosity and thoughtfulness.

"She consistently values people and endeavours to promote positive relationships with staff and patients.

"We have observed her provide many acts of thoughtfulness, such as bus fares for a patient to get home, or organising sandwiches and a drink when there was a need."



Jennifer Pitt, Sue Gardiner (right) and Professor John McAuliffe join to farewell Sr Sandra Loth (centre).



Photo courtesy of Patrick Hamilton

# Helping others

## Mater supports 50 Lives 50 Homes

**In June 2010, the 50 Lives 50 Homes campaign was launched by Micah Projects in partnership with Mater Health Services and with funds donated by Mater Foundation. The campaign aimed to house Brisbane's 50 most vulnerable homeless people.**



**Mary Nichols**  
Pastoral Carer

"As a pastoral carer in Mater Adult Hospital, I have met people who sleep rough, those at risk of homelessness and those who have the limited choice of boarding houses and hostels for a short term solution. Their stories have given me an insight into this way of surviving so when the opportunity arose to be part of the 50 Lives 50 Homes project I volunteered to take part.

"Each morning a team of volunteer surveyors met at 3 am at All Hallows and, armed with our surveys and torches in hand, we set out. We were assigned to the CBD covering King George Square, Adelaide Street, Anzac Square, King Edward Park, Roma St Parklands and the Queen Street Mall.

"I met men and women, young and old. They were generous with their information, stories and taking a photo which is a big ask of anyone at 4 am.

"As I made my way to Mater to begin work, my thoughts would be with the people I had met on the bus seats, park benches or the cold ground.

"I was honoured to have been a part of 50 Lives 50 Homes campaign. It wasn't just an information gathering exercise, this survey put names to faces and needs followed by action that would change their lives.

"Vulnerable people were given the opportunity to have a roof over their heads, to feel safe and the basic right of dignity."



**Madonna McGahan**  
Executive Director  
Mission Leadership

"As a result of the 50 lives 50 Homes campaign, more than 50 of Brisbane's most vulnerable homeless people are no longer sleeping rough, having been housed in permanent long-term accommodation."

# Mater donates much-needed medical equipment to Uganda

**Each year, a team of dedicated Mater staff work together to source equipment required for the various mission projects and communities we support in Uganda and Kenya. The equipment is discontinued product from across Mater which can not be used elsewhere in the community or has been specifically donated by staff, friends or business partners.**

The 2010 shipment to Uganda arrived a few days prior to a terrorist bombing in which the local hospital was inundated with the injured and suffering.



**Terry van der Ham**  
Director Supply Services

"When we arrived in Uganda we found out their only X-ray machine had broken down the day before. In an amazingly fortuitous set of circumstances we had included a portable X-ray machine in the shipment.

"Hospital staff immediately unpacked it from the container where it was put to use in helping to save many lives.

"On a separate trip, Madonna McGahan and I travelled to Kenya to visit the Nairobi based Mercy Hospital and the Mutomo Mission Hospital.

"It was during this visit that it became abundantly clear that without the donated medical equipment we send, delivering the high quality of care which the Sisters of Mercy are renowned for would be all the more challenging for them.

"The equipment we send replaces very old and barely functional gear.

"Surprisingly, the replaced equipment is then sent on to Mutomo Mission Hospital replacing what one can only be described as antiquated. There truly is a use for everything."



**Graham Carter**  
Biomedical Engineering Manager

"We help where we can make a difference.

"We try to build continuity into the mission by returning and supporting the same projects year after year.

"As well as medical products, we include general humanitarian aid items for charities and missions working in needy areas including educational supplies, nappies and baby clothes for three orphanages and mosquito nets."



**Peter McLennan**  
Brisbane Roar  
Chief Executive Officer

"The football community is a global community and we were extremely happy to be involved with the Mater Health Services project in Uganda with our donation of back-packs and soccer balls.

"We hope our small contribution has helped to enrich the lives of these people in need through football and that we have given them the opportunity to escape the difficult circumstances in which they find themselves, even if it is for 90 minutes a week."



Brisbane Roar CEO Peter McLennan

## Mater Adult Hospital Auxiliary Report



**Terry Pender**  
President, Mater Adult  
Hospital Auxiliary

"The Mater Adult Hospital Auxiliary had a particularly busy year in 2010. We had a lovely morning at Sebel and Citigate Hotel in March where we held our St Patrick's Day Concert and morning tea.

"At our June event, we were fortunate to have Ms Therese Rein, wife of then Prime Minister Kevin Rudd, as our guest speaker. Ms Rein spoke of her family's long association with Mater during a wonderful morning tea at the Stamford Plaza.

"We also held a successful morning tea at Tattersall's Club in October. On this occasion our guest speaker was well known journalist and radio presenter Madonna King. Madonna entertained us with a sparkling and humorous insight into her work and family life.

"In 2010 we were asked by the hospital to fund some more Patient Wandering Systems—used to help keep track of patients with dementia—as we had provided one for Ward 9B in 2009 and it was highly effective and appreciated. In 2010, we were happy to provide four more systems, for Wards 8A, 8B, 9A and 10B.

"We are most grateful to our friends and donors for your support of our fundraising events, and we look forward to another successful year in 2011. Thank you."



*Therese Rein at Mater Adult Hospital Auxiliary Tattersall's Morning Tea*

## Mater Mothers' Hospitals Auxiliary Report



**Shirley Kennedy**  
President, Mater Mothers'  
Hospitals Auxiliary

"The ladies of Mater Mothers' Hospitals Auxiliary had a busy 2010. Along with looking after the Baby Shop—located on Level 5 of Mater Mothers' Hospitals—the Auxiliary also held several fundraising activities including raffles, craft and cake stalls and the hugely popular Christmas stall and raffle. Thanks to the hard work of all the ladies, we were able to raise over \$46 000 to help fund the production of DVDs to assist new mothers to care for their babies.

"We are sad to report that our dear friend and dedicated member Sr Eileen Pollard passed away in June. Sr Eileen was much loved by all the ladies on the Auxiliary and dedicated a lot of her time to our fundraising activities. She will be greatly missed by all.

"I would like to thank the Auxiliary Committee and all other members for their hard work during the year—if it were not for their help we would not have had such a successful year. Some of our members have contributed more than 30 years to the Auxiliary and their ongoing involvement is greatly appreciated.

"We are always looking for new members to help run the Baby Shop or organise fundraising activities. The Auxiliary meet on the first Wednesday of every month to organise the Baby Shop roster and plan fundraising activities—if you would like to volunteer your time we would love to hear from you."



*Mater Mothers' Hospitals' Auxiliary Baby Shop*

# Mater Private Hospital Redland Auxiliary



**Sister Marcia Maranta RSM**  
President, Mater Private Hospital Redland Auxiliary

"Mater Private Hospital Redland Auxiliary had a busy and very successful 2010.

"During the year we held several bus tours—including a mystery tour to Boonah, Moogarah Dam and a winery—for the local community, our regulars from the Dutch Village as well as volunteers and friends. Other bus tours included visits to Murwillumbah, Jupiters Casino on the Gold Coast and the Tweed Coast for some enjoyable sightseeing.

"Our annual Race Day was held in July at Doomben, proving to be very successful with over 180 people attending.

"We are proud to say that since 2004, we have been able to give Mater Private Hospital Redland more than \$62 000 for equipment and furniture to enhance patient care.

"2011 is shaping up to be a very good year, and we're looking forward to welcoming new ladies to the Auxiliary and organising new and exciting fundraising events."



Mater Private Hospital Redland Auxiliary

## How you can help Mater

### Make a donation

Whatever the amount, all donations make a positive impact. A gift to Mater Foundation could support a life-saving research project, enhance patient care or help a family in need.

### Make a monthly donation

A growing number of people are supporting Mater with a regular monthly gift by direct debit or credit card, or through payroll deductions. Become a monthly donor and you will help ensure we can fund life-changing research and health care programs. From as little as \$5 per month you can make a real difference.

### Circles of Giving

Mater Foundation's Circles of Giving program recognises your support and loyalty as a regular donor to one of Queensland's leading health care facilities. You will lead the way in enabling Mater to provide the best possible care through exceptional treatment, research and teaching.

### Leave a bequest

A bequest in your Will to Mater Foundation will help ensure that Mater continues to provide exceptional care to future generations. Your legacy, whether large or modest, signifies a lasting and meaningful gift to future generations.

### Mater Endowment Fund

The Mater Endowment Fund provides a permanent self-sustaining source of income for world-class health care and research projects at Mater for generations to come. Mater Foundation is committed to building the Mater Endowment Fund. In 2014 the foundation will celebrate its 25th anniversary and with your generous support we aim to have a \$20 million capital base.

### Buy a lottery ticket

By buying a ticket in Mater Lotteries you can change your life and the lives of patients at Mater. Mater Prize Home lottery gives everyone the opportunity to win a million-dollar home for only \$2. The Cars for Cancer lottery gives you the chance to win a high-performance car whilst helping cancer research and treatment. The Cash for Kids lottery raises funds for Mater Mothers' and Mater Children's Hospitals; and the *chicks in pink* lottery supports breast cancer services and research at Mater.

# Our supporters

## Circles of Giving

Mater Foundation is grateful for all the support we receive. We would like to give a special acknowledgement to our Circles of Giving donors who, by placing their trust in us to direct their gift to the area of most need, enable us to respond quickly to the people who need our help.

### ANZ Banking Group Ltd

### Mr David Grace

### Daryl and Lisa Holmes and 1300 Smiles

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## \$100 000+

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The Olivia's Lunch Committee  
The Vince Rehbein Trust

## \$25 000–\$49 999

Mater Mothers' Hospital Auxiliary  
Jimboomba Police  
Qld Mining Industry Health & Safety Conference  
Bowenville Ladies Auxiliary  
Ronald McDonald House Charities  
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Fundraising Efforts of Mary Lakey and Committee  
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## \$1000–\$24 999

A & P Mega Entertainment  
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Algester Ladies Bowling Club  
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 Two Little Indians  
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# In memory

## **Jimmy Adams**

21 August 1953—September 2010

Jimmy worked for Mater Health Services during the time the Mater Private Hospital owned and ran the laundry under the convent at the South Brisbane site.

When the Mater laundry and the Holy Cross Laundry (HCL) were amalgamated and the Mater Laundry South Brisbane was closed down, the staff were offered a transfer to the HCL site in Woolloowin.

Ward Services and Housekeeping Manager Mr Owen Wills recalled that Jimmy did not wish to transfer to HCL as he had worked at Mater for many years, so Jimmy became a member of the Hotel Services Housekeeping team.

"The many, many windows through the common areas of the Mater South Brisbane complex needed to be cleaned every

week and Jimmy was our man for the job! Jimmy was very happy cleaning windows. He quickly learned the technique and was always content doing this task over and over every day of the week.

"Jimmy was a very happy, friendly person who would always say "Hello" and smile. When asked how he was he would always reply, "I'm Perfect".

"He was very sad when his Mother passed away and missed her very much, seeming quite lost. His aunties decided that Jimmy would be happier in the UK with his younger cousins, so Jimmy resigned from Mater and travelled to the UK to be with his younger family members.

"Mater staff were all saddened to hear of Jimmy's passing," Mr Wills said.

May his soul rest in eternal peace.



**Sr Mary Flora Heaney RSM**  
September 1914—25 February 2010

Margaret Mary Heaney, later Sr Mary Flora Heaney, was the sixth child, and first daughter of Anthony and Mary Heaney. Born in September 1914 in Ireland, she completed primary school before entering St Michael's College, a Sisters of Mercy school.

It would be her introduction to the Sisters of Mercy—and when two Sisters from Australia visited her college seeking volunteers to join the Mission—Margaret Heaney agreed to travel across the seas to join the Brisbane Sisters of Mercy Congregation.

On 6 November 1930, Margaret and 35 others sailed to Brisbane on the SS Bendigo, arriving on Christmas Eve. After four years of religious and secular studies, Margaret Heaney officially became Sr Mary Flora Heaney on 31 January 1934,

Immediately following her Profession of Vows, Sr Mary Flora began her ministry as a primary school teacher, which she continued for the next 43 years. When she retired from teaching in 1976, Sr Mary Flora joined the Mater community. She would welcome patients to Mater Adult Hospital and escort them to their destination.

A warm and friendly lady, Sr Mary Flora would help assuage the fears of those people she encountered and guide them through sometimes strange and fearful journeys.

When she wasn't helping patients, Sr Mary Flora loved to chat to the Mater team and spoke to everyone she met, spreading goodwill, and enjoying a friendly laugh.

Sr Mary Flora moved to St Vincent's Nudgee in 1987, and then to Emmaus, where she was a much loved member of the community at Damien Cottage.

The motto on Sr Mary Flora's Profession ring was I can do all things in Him who strengthens me and as a Sister of Mercy, everything she did was strengthened by the God she knew so intimately, and by her commitment to her religious vocation.

Sr Mary Flora passed away on 25 February 2010 at Mater Private Hospital Brisbane.

May her soul rest in eternal peace.



**Sr Mary (Molly) Ignace**  
9 April 1916—29 April 2010

Sr Mary (Molly) Ignace, born Mary McLoughlin in Tullamore, Ireland on 9 April 1916, was the first of nine children to John and Kate McLoughlin.

At the age of 17, Mary left her home and family in Ireland, arriving in Australia on 12 December 1933 and because she was too young to enter the Convent, she spent a year with two Irish women studying in Stanthorpe.

The following year Mary returned to Brisbane and on 19 December 1935 she entered the novitiate of the Sisters of Mercy Brisbane Congregation.

On 13 January 1938 Mary was professed as a Sister of Mercy, and became Sr Mary Ignace.

Sr Mary Ignace spent the next 45 years as a nurse at Mater Private Hospital, working in the operating theatre before many years as a ward sister in charge of various suites of rooms.

Sr Mary Ignace is remembered as being energetic, efficient, sensitive to the needs of her patients and pleasant in her manner. With medical and nursing staff she was helpful, intelligent and cooperative, and was held in high esteem. Nurses who worked with her in their training days found in her a role model they never forgot.

Sr Mary Ignace had a great gift of friendship and became life long friends with many of her professional associates, other hospital staff and patients she had nursed (and often supported through health or personal issues).

In 1982 Sr Mary Ignace retired from Mater Private Hospital to care for Sisters of Mercy who were ill or recuperating at the Mater Convent until 1988, after which time she became the Assistant Sacristan at the Mater Convent Chapel.

In 2007 after 70 years as a member of the Mater Convent community, Sr Mary Ignace moved to Emmaus. On the morning of 29 April 2010 Sr Mary Ignace mentioned she was tired and would have a rest instead of taking her daily morning walk. She passed away peacefully in her sleep that very morning.

She is survived by three sisters—Peggy, Brigid and Tess.

May her soul rest in eternal peace.

## In memory



**Loren Jane Jenkins**

16 October 1986—6 April 2010

Mater Children's Hospital lost one of their beloved nurses in April when Loren Jenkins died in a tragic accident at her Karalee home.

But Loren's legacy will live on with her family and friends donating more than \$1500 to purchase equipment for her much-loved Ward 8S.

Loren, 23, joined the nursing staff as a new graduate two years ago.

Nursing Unit Manager Lynda Briggs said Loren worked tirelessly to make life better for sick children and would be greatly missed by all who worked alongside her.

"I have been overwhelmed by the impact Loren has had on people within the entire Mater Children's Hospital," Ms Briggs said.

"She has touched nurses far beyond the ward she worked in as well as doctors, cleaners, allied health and administrative staff, cuddle mums, wardsmen, supplies and equipment staff and most importantly the families she has cared for."

May her soul rest in eternal peace.

*"The perfection of the soul depends, not so much on doing extraordinary actions, as on doing extraordinarily well the ordinary actions and exercises of every day."*

Catherine McAuley (1788 to 1841)



**Sr Eileen Pollard RSM OAM**

11 June 1926—5 June 2010

"I began nursing at the Mater on Friday, 13 January 1942, when the Mater Hill was covered in grass, there was a fish pond, and seats, overhung with branches and vines." Sr Eileen Pollard

Sister Eileen Pollard was the second child of Robert and Evangeline Pollard. She started her nursing training at Mater at age 15 and later took her vows as a Sister of Mercy. Her religious name was Sister Mary Gerada.

Sister Eileen spent more than 60 years living and working within the Mater Community. She was a devoted nurse, radiographer, nurse educator and recipient of many awards including the Order of Australia Medal in 2006.

Sister Eileen's pupils, the nurses, were always her main concern; she made it her business to know them personally and to give them support and friendship.

In 1986 Sister Eileen was diagnosed with breast cancer. Her experience led her to become aware of the personal stories and experiences of her fellow sufferers and their families. With true compassion she visited cancer patients in hospital and at home and worked tirelessly to raise funds for the Cancer Council.

Sister Eileen was a member of both the Mater Past Nurses Association and the Mater Nursing and Midwifery Alumni. She also represented the Sisters of Mercy on the Alumni Council.

Two days before she passed away, Sister Eileen was told the Nursing and Midwifery Alumni would establish an award in her honour. The annual award will enable a Mater nurse to advance their learning in the area of oncology.

We should all reflect with thanks on the life of Sister Eileen, whose selfless devotion to the care of others and her indomitable spirit made her a central figure in the life of the Mater.

May her soul rest in eternal peace.



**Professor Emeritus Kevin Ryan**  
**CBE, RFD, QC**  
September 1925—November 2009

We will remember him as former chairman of the Mater Board but Dr Kevin Ryan was also a brilliant lawyer, scholar and judge.

Born and raised in Victoria, Dr Ryan moved to Queensland to join the Christian Brothers order and taught in Bundaberg and Mackay.

After leaving the order at age 23, Dr Ryan commenced law studies in Brisbane and spent several years working as a barrister before applying for a lecturer's position at The University of Queensland.

He married Josephine Morrison in 1954 and then spent two years earning his PhD at Cambridge University before he returned to Australia and was made a Queen's Counsel.

After time abroad as Australian Trade Commission and Commercial Counsellor, Dr Ryan returned to The University of Queensland as Professor and Dean of the Law School.

Dr Ryan also held positions with the Work Discrimination Committee and the Migrants Commission, was made a Commander of the British Empire for his work with migrants, remained a tireless worker for charity and published several books.

In addition to sitting on the Mater Board (including his time as chairman), Dr Ryan was chairman of the Archbishop's Finance Board and chairman of the Archbishop's bio-ethics committee. He was also vice-patron for the Guide Dogs for the Blind Association.

Dr Ryan returned to the Bar in the 1980s and was appointed a Supreme Court judge in 1984.

After several high-profile cases he retired from the Supreme Court in 1994.

He is survived by his wife Josie, children and grandchildren.

May his soul rest in eternal peace.

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References: A scholar and a gentleman. The Courier-Mail 2009 Nov 26; 75



**Denise Watego**  
7 December 1943—  
12 November 2010

"Accept the things you cannot change and change the things you can." This is the motto by which our colleague and dear friend Denise Watego lived.

Denise belonged to the Nhoogi-Goenpul clan of North Stradbroke Island and Moreton Island.

Denise began working at Mater as Indigenous Hospital Support Worker. Denise worked tirelessly to build the profile of the Indigenous Liaison service and she was integral in developing MOSHPIT, a service that provides health care directly to the Indigenous community—meeting people on their own ground.

She provided not only physical care but also spiritual and emotional support.

Denise was instrumental in establishing the Mater Indigenous Antenatal Clinic—the Murri Clinic. This clinic became Denise's 'baby' from the start. Over the next six years, she maintained her standing as the backbone of this clinic and shared her knowledge, wisdom and expertise with women, families, staff, clinicians and colleagues alike. Part of her legacy to Mater is that via the clinic, she helped to build a culturally safe and caring environment in which women and their partners and family are made to feel comfortable and are treated with respect and dignity.

Denise was a passionate figure of strength and never waned in her support of and love for her family. She soldiered on, even when times were tough. In her final weeks of life, Denise upheld her grace despite experiencing pain and suffering.

Thoughts and memories of Denise are of a caring, vibrant person who brought enlightenment with an unforgettable smile.

May she forever rest in peace.

# Thank you

## Mater Health Services Board Membership

### Directors

Professor John McAuliffe (Chair)  
Brian Flannery (Deputy Chair)  
Sr Pauline Burke rsm  
Vince O'Rourke  
Peter Pearce  
John Reynolds  
Professor Russell Strong  
Sr Mary Tinney rsm  
Professor Catherine Turner

### Company Secretary:

Laurie Rogencamp

## Mater Foundation Board Membership

### Directors

Phil Hennessy (Chair)  
Simon Porter (Deputy Chair)  
Dr John Bell (Resigned June 2010)  
Greg Burton (Resigned February 2011)  
Kate Farrar (Appointed August 2010)  
Xavier Kelly  
Michael Liddy (Resigned February 2011)  
Clare Nourse  
John McCoy  
Betty McGrath OAM  
Bill Noye  
Joseph O'Brien (Appointed August 2010)  
Dr John O'Donnell  
Professor John Prins (Appointed January 2010)  
Rebecca Pullar

### Company Secretary:

Laurie Rogencamp (Appointed January 2010)

## Mater Foundation Committee Membership

### Allocations and Investments Committee

Bill Noye (Chair)  
Mark Bowles (Appointed May 2010)  
Topaz Conway (Resigned January 2010)  
Joe Foster (Resigned August 2010)  
Nigel Harris  
Dr John O'Donnell  
Chris Perkins (Appointed May 2010)  
Mark Young

## Operations, Finance and Audit Committee

Simon Porter (Chair)  
Greg Burton (Resigned February 2011)  
Bruce Dennehy  
Nigel Harris  
Phil Hennessy  
Bill Noye  
Laurie Rogencamp (Appointed January 2010)

### Lotteries Committee

Greg Burton (Chair) (Resigned February 2011)  
Rebecca Pullar (Chair) (Appointed February 2011)  
Steven Banks  
David Bell  
Bruce Dennehy  
Nigel Harris  
Michael Liddy (Resigned February 2011)

### Major Gifts Committee

Kate Farrar (Chair) (Appointed January 2010)  
Denny Baker  
Dyls Bertelsen  
Leigh Cleave (Resigned December 2010)  
Topaz Conway (Resigned January 2010)  
Nigel Harris  
John Homewood  
Peter Johansen  
Dominic Katter  
John McCoy  
Clare Nourse  
Joseph O'Brien  
Andrew Sexton  
Lori Sexton (Resigned September 2010)  
Jodie Siganto  
Amanda Spink (Resigned March 2010)

### Mater Little Miracles

Simon Porter (Chair)  
Frank Bowling  
Jane Brass  
Brett Clark  
Nigel Harris  
Judy Hudson (Appointed January 2010)  
Carolyn McSweeney  
Lesley Ray  
David Tudehope  
Gary West-Bail (Resigned February 2011)

### Betty McGrath Award 2010 – Recipient

Mary Lakey

# Mater Health Services Patient Statistics 2010

	Patient Discharges	Patient Days	Theatre Patients	Beds
Mater Private Hospital Brisbane	27,106	97,504	11,871	323
Mater Private Hospital Redland	6,654	12,111	3,530	71
Mater Mothers' Hospital	9,361	37,049	3,391	126
Mater Mothers' Private Hospital	6,036	35,458	2,447	123
Mater Children's Hospital	15,860	39,776	5,759	137
Mater Children's Private Hospital	4,957	10,655	2,946	37
Mater Adult Hospital	23,345	56,544	6,300	198

## Emergency Attendances

Mater Adult Hospital Emergency	33,796
Mater Children's Hospital Emergency	41,836
Mater Private Emergency Care Centre	17,257

## Births

Mater Mothers' Hospital	4,926
Mater Mothers' Private Hospital	4,622
Mater Mothers' Private Redland	431

## Outpatient Clinical

Mater Mothers' Hospital	64,151
Mater Children's Hospital	57,990
Mater Adult Hospital	67,224





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