



# Annual Review 2017-18

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# 1 Who we are

## Our Mission

In the spirit of the Sisters of Mercy, Mater offers compassionate service to the sick and needy, promotes an holistic approach to healthcare in response to changing community needs and fosters high standards of health-related education and research. Following the example of Christ the healer, we commit ourselves to offering these services without discrimination.

## Our Values

The Mater Values of Mercy, Dignity, Care, Commitment and Quality guide our interactions with those for whom we are privileged to care, our colleagues and the many people with whom we interact each day.

### **Mercy**

The spirit of responding to one another.

### **Dignity**

The spirit of humanity, respecting the worth of each person.

### **Care**

The spirit of compassion.

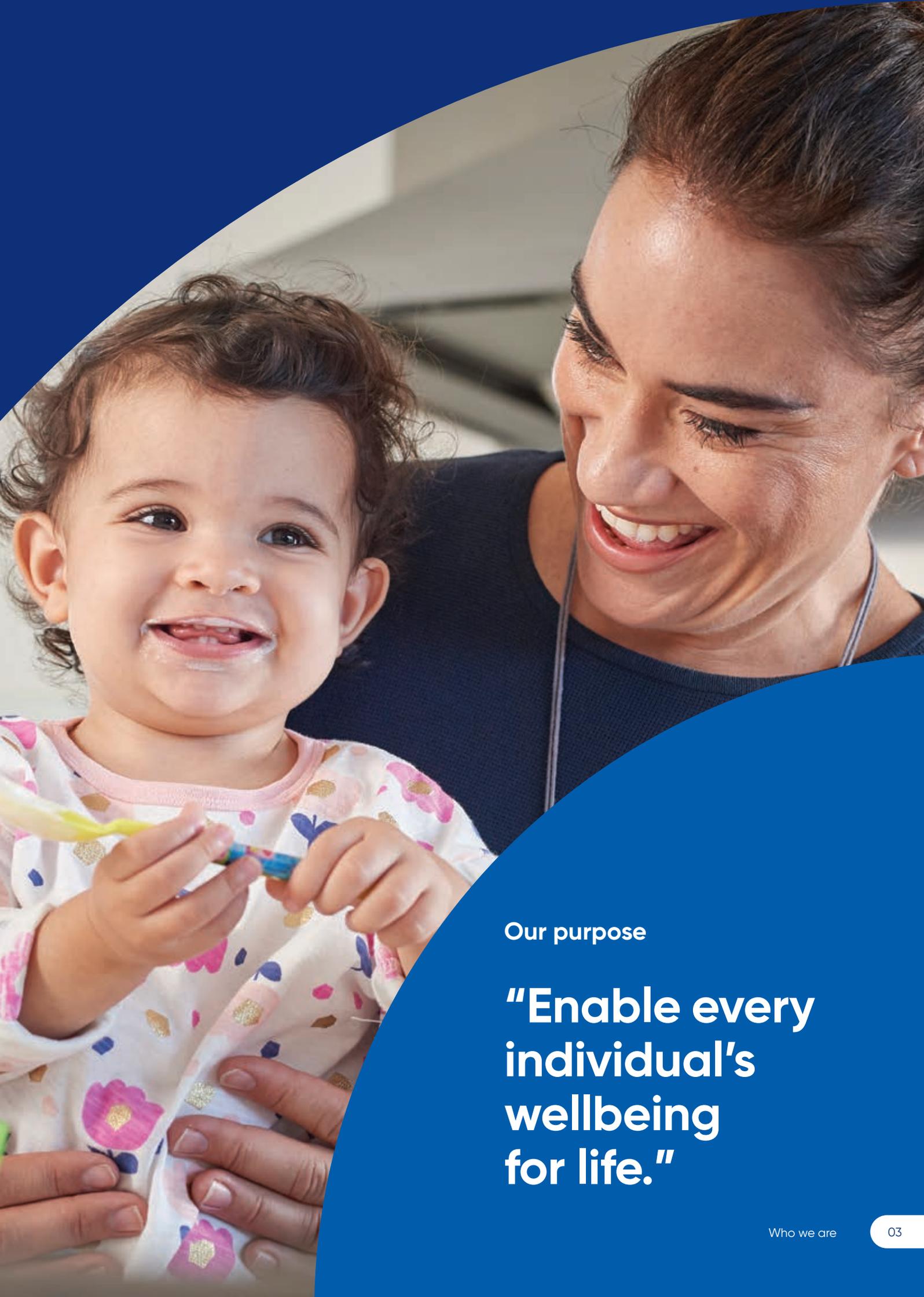
### **Commitment**

The spirit of integrity.

### **Quality**

The spirit of professionalism.





Our purpose

**“Enable every individual’s wellbeing for life.”**



# About Mater Group

With expertise across health, education and research, we're now one united group. Introducing: Mater Group.

A Catholic not-for-profit ministry of Mercy Partners, Mater is guided by the spirit of the Sisters of Mercy who established Mater in 1906 when they built the first Mater Private Hospital. This was the start of a tradition of care and compassion for the sick and needy that has shaped and inspired us for more than a century.

Through our extensive network of hospitals, health centres and related businesses, and as a nationally accredited education provider and a world-class research institute, we've grown to become much more than hospitals. We have evolved to become one united group working together to improve the health of our community.

Mater Group brings together our collective expertise and resources across Mater Health, Mater Education, Mater Research and Mater Foundation to deliver new services in new ways, and to support you in making better choices about your health every day.

Working together as a group, we will continue to honour our Catholic heritage built on the charism of the Sisters of Mercy and remain dedicated to providing our services through a sincere commitment to our Mission and core Values of Mercy, Dignity, Care, Commitment and Quality.

## Our vision and strategy

We're on a mission to revolutionise the way our community experiences good health and wellbeing.

Mater was built on a foundation of collaboration and a shared vision to meet unmet community need. While that vision continues to guide us, how we deliver our services has changed.

Our new Mater Group Strategy outlines how we are adapting to our rapidly changing world and identifying new services that will empower people to live better lives through improved health and wellbeing.

It is a genuine commitment to shift our approach to healthcare and align all of our resources across health, education and research to dynamically deliver on our Mission. Most importantly, it provides us with a clear and actionable roadmap to the future.

As part of this, we will continue to embed our *Exceptional Every Time* program to ensure our clinical care is human-centric, evidence-based at the highest standard with low variability across our clinical services.

In moving towards our vision and enabling our goals, we have identified our strategic priorities that consistently link our people and resources to our purpose: collaborating to improve the health of the community.

# A message from Mercy Partners

One of the great joys of my working life has been the creation of partnerships between organisations to achieve more than the sum of the parts.



My personal involvement partnering with primary health, human services and community care organisations to achieve better health outcomes that benefit all, has taught me that when partnerships are formed within the internationally accepted partnering principles of transparency, mutual benefit and equity, the outcomes in terms of strategic coordination, project delivery and system analysis benefit all partners to better align services, take full advantage of collaborative effort and plan for a sustainable future.

As the Canonical Sponsor of Mater, Mercy Partners is in partnership—or theologically speaking, in a Communion of Mission—with Mater. What differentiates this partnership from other partnerships are the Mercy values which inform both organisations.

In the midst of the changes buffeting the health sector—for example, falls in the uptake of private health insurance, the movement to the provision of in-home clinical services and changes to funding models—it is pleasing to see Mater maintaining strong links with its Mercy history and values.

Mercy Partners has been privileged to see the Mercy values expressed in a variety of ways as Mater engages with its Mission. For example, cutting-edge management and leadership development; Mater visioning and strategising; provision of inclusive and effective clinical care for all, independent of gender, ethnicity and religion; showcasing of cutting-edge medical research; and interventions such as spina bifida in-utero surgery.

On behalf of the Mercy Partners Council, I thank the Mater Board, senior leadership and staff for their ongoing commitment to the Mater Mission and the provision of values-based clinical service provision.

God's blessings on you all.

**Dr Ricki Jeffery**  
**Chair**

Mercy Partners Council

# A message from Mater

As part of our Mission, we are committed to providing 'an holistic approach to healthcare in response to changing community needs'.



This past financial year has seen Mater focusing on this change and building strategies to ensure we evolve so that we are well positioned to offer compassionate care well into the future.

With more than a century of experience in providing exceptional healthcare, we've seen a vast amount of change and what we've learned is: we must be strategic in how we grow. Our challenge is to remain true to the legacy entrusted to us by our founders—the Sisters of Mercy—while providing relevant, exceptional care to a modern-day community, drawing on new technology and tools to be the best we can be.

In the past financial year, we've implemented a number of strategies and plans which provide a vision for the future and clear goals to work towards, in order to meet this challenge.

In 2017/18 we launched the Mater Group Strategy. More than just a transitional approach, this strategy is a genuine commitment to change. Core to the strategy is our opportunity to leverage Mater Group's unique service offering: integrated health, education and research across both public and private sectors. By collaborating across Mater Group, we ensure our services and products are valuable and relevant to the community we serve as the needs of consumers continue to change.

We also launched the Clinical Services Plan, which provides a detailed and transparent approach to sharing our healthcare goals for the future and how this will be achieved over the next 10 years. Working with general practitioners, specialists, government partners, clinicians and other providers, the Clinical Services Plan outlines a connected and logical pathway to delivering a world-class standard of care for all of our patients across all stages of their healthcare journey.

Another key initiative we launched was the Digital Plan. The Digital Plan identifies key priorities and looks to gain efficiencies across the business via digital advancements relevant to Mater's needs now, and in the future. Informed by our own expertise in conjunction with wider industry best practice, the Digital Plan is designed to leverage digital technology to provide the very best patient experience.

This past year, we aligned our previously separated ministries—Mater Health, Mater Education, Mater Research and Mater Foundation—under the umbrella of Mater Group. Looking to the future, we also rebranded to become Mater Group, not only to help cement this alignment, but also to, once again, ensure we remain relevant and offer an exceptional experience to a modern-day community.

On a final note of change, I am delighted to welcome Dr Peter Steer as Mater's new Group Chief Executive Officer, commencing early in 2019. It has been a privilege to serve Mater as Acting Chief Executive Officer and witness the evolution thus far of an incredible organisation. On behalf of Brian Flannery and myself, I wish to thank you for your continued support of Mater, as we work to evolve and grow, ensuring the continued provision of compassionate care for those who need it most.

**Professor John Prins**  
**Acting Group Chief Executive Officer**  
Mater Misericordiae Limited

**Brian Flannery**  
**Chair**  
Mater Misericordiae Limited Board

## 2

# Our governance

Reporting to Mercy Partners, the Mater Misericordiae Limited Board of Directors governs Mater by providing effective oversight and guidance across the group to support the ongoing fulfilment of our Mission.



# Mater Misericordiae Limited Board of Directors

The Mater Misericordiae Ltd Board is supported by our Mater Education, Mater Research and Mater Foundation Boards and works closely with our Mater Group Executive team.

This collaborative approach enables our leaders to tap into extensive knowledge and expertise across the entire Mater Group and effectively guide the broader Mater Group Strategy, ensuring the provision of exceptional care and service to all whom we are privileged to serve.

Currently comprising nine members, the Mater Misericordiae Ltd Board represents a dynamic blend of contemporary expertise and business acumen. Diverse in their professional backgrounds and community interests, each Director has extensive experience guiding organisations through critical phases of change.

With this diverse gathering of experience, knowledge and skills, Mater Group possesses the vibrant and cohesive leadership essential for the successful integration of health, education and research to ensure the continued delivery of our Mission.

Together, Mater's Boards work to uphold the values established by the Sisters of Mercy, guiding a team of more than 7000 Mater People to remain true to Mater's Mission: providing compassionate care, responding to changing community needs and fostering high standards in health-related education and research.



# Guiding the Mater Group Strategy

Our boards guide Mater's position as a leader across health, education and research. The Mater Misericordiae Limited Board oversees and governs Mater Group, and is supported by our ministry boards to provide effective guidance across the entire group.

## Mater Misericordiae Limited Board of Directors

- Mr Brian Flannery (Chair)
- Mr Terry Crawford (Deputy Chair)
- Sr Pauline Burke rsm
- Dr Geof Hirst AM
- Dr Mark O'Brien (appointed Nov 2017)
- Vince O'Rourke AM (resigned Nov 2017)
- Mr Peter Pearce
- Mr John Reynolds
- Ms Susan Rix AM
- Prof Catherine Turner AM
- Laurence Rogencamp (Company Secretary)

## Mater Education Board

- Mr John Reynolds (Chair)
- Prof John Prins
- Prof Catherine Turner AM
- Emeritus Prof Michael Ward
- Laurence Rogencamp (Company Secretary)

## Mater Research Board

- Mr Jim Walker (Chair)
- Dr Carrie Hillyard (Deputy Chair)
- Prof Perry Bartlett
- Mr Terry Crawford
- Prof Elizabeth Eakin
- Prof Geoffrey Keil
- Prof David McIntyre
- Prof John Prins
- Steven Denaro (Company Secretary)

## Mater Foundation Board

- Mr Phil Hennessy (Chair)
- Mr Simon Porter (Deputy Chair)
- Dr Shane Kelly (resigned)
- Mr Xavier Kelly
- Mr John McCoy
- Mr Bill Noye
- Mr Joseph O'Brien
- Mr Allan Pidgeon

- Prof John Prins
- Ms Susan Rix AM
- Mr Jason Titman
- Ms Janet Wilson
- Laurence Rogencamp (Company Secretary)

## Holy Cross Laundry Board

- Mr Vince O'Rourke AM (Chair)
- Mr Richard Marszalek
- Prof John McAuliffe
- Mr James O'Sullivan
- Ms Lynn Smart
- Laurence Rogencamp (Company Secretary)

# Mater Misericordiae Limited Board committees

## Finance Committee

- Mr Terry Crawford (Chair)
- Mr Brian Flannery
- Ms Susan Rix

## Risk Management and Audit Committee

- Ms Susan Rix (Chair)
- Mr Peter Pearce
- Dr Geof Hirst
- Dr Mark O'Brien

## Mission and Ethics Committee

- Sr Pauline Burke (Chair)
- Prof Catherine Turner
- Mr Peter Pearce

## Mater Clinical Advisory Board Committee

- Dr Geof Hirst (Chair)
- Mr Terry Crawford
- Dr Don Cave
- Ms Leonie Hobbs
- Dr Mark O'Brien
- Ms Karen Roach

## Human Resources Committee

- Mr John Reynolds (Chair)
- Mr Brian Flannery
- Prof Catherine Turner
- Sr Pauline Burke

## Strategy and Planning Committee

- Mr John Reynolds (Chair)
- Mr Brian Flannery
- Dr Geof Hirst
- Mr Peter Pearce
- Mr Terry Crawford
- Dr Mark O'Brien

## Board Nominations Committee

- Mr Brian Flannery (Chair)
- Prof Catherine Turner
- Mr Terry Crawford
- Mr John Reynolds
- Dr Geof Hirst



# A connected group

Our Mater Group Executive comprises 11 leaders from across Mater's core components of health, education, research and foundation, ensuring Mater operates as a connected group under a single leadership team.

Guided by our Mission and driven by Mater's concerted pursuit of innovation—to discover, improve, adopt and adapt—each member brings a wealth of experience and foresight to their role, underpinned by a commitment to ensuring the continued provision of exceptional care to all whom we are privileged to serve.

- **Prof John Prins**  
Acting Group Chief Executive Officer
- **Mr Sean Hubbard**  
Chief Executive Officer, Mater Health
- **Ms Donna Bonney**  
Chief Executive Officer,  
Mater Education
- **Dr Maree Knight**  
Acting Chief Executive Officer,  
Mater Research
- **Mr Nigel Harris**  
Chief Executive Officer,  
Mater Foundation
- **Mr Bob Beusekom**  
Group Director Corporate and  
Shared Services
- **Mr leuan Hyde**  
Group Director Strategy, Business  
Development and Marketing
- **Mr David Kempson**  
Group Chief Digital Officer
- **Ms Madonna McGahan**  
Group Director Mission Leadership
- **Ms Sharron McMahon**  
Director People and Organisation
- **Mr Ian Wright**  
Group Chief Finance Officer



Absent – Prof John Prins.



**We translate  
research into  
practice to  
deliver the  
very best care  
to our patients.**

# Our highlights



**492 894**

patients seen

\*inpatients & outpatients



**10 167**

babies born



**62 751**

emergency  
attendances



**\$16 833 654**

distributed by Mater  
Foundation



**6900**

paid employees

\*as at 30 June



**563**

Mater-affiliated  
research papers  
published



**80 000**

hours  
contributed by  
Mater volunteers

\*approximately



**439**

students  
graduated  
from Mater  
Education's RTO



# 3 Our ministries

Our four ministries—Mater Health, Mater Education, Mater Research and Mater Foundation—work together to serve a common purpose: the delivery of our Mission.



# A message from Mater Health



For more than one hundred years, Mater has been responding to changing community needs by providing compassionate service to patients and families in line with our Mission and Values.

Today, Mater Health forms one part of Mater Group which strategically aligns health, education and research under one umbrella organisation, Mater Group, to advance the provision of healthcare to best support our community health needs.

In delivering this support, Mater Health has developed a Clinical Services Plan to provide a detailed and transparent approach to sharing our healthcare goals for the future. Launched in November 2017, the Clinical Services Plan informs ways that we are able to build a connected and logical pathway to deliver a world-class standard of care for all our patients across all stages of their healthcare journey.

One example of Mater listening to patient feedback and making changes to our service to deliver a world-class standard of care is Mater Mothers' Hospital Pregnancy Assessment Centre (PAC). The purpose-built 24/7 centre opened in early 2017 to care for women with pregnancy complications, who previously would have had to present to an Emergency Department rather than a specialist facility. In early 2018 we marked PAC's first birthday and in that year more than 22 650 women presented to the service, highlighting the community need Mater has been able to meet.

Mater Mothers is also one of the first hospitals in Australia to introduce new technology to safely monitor babies during labour and help reduce the risk of brain injury to the baby and stillbirths. The technology called INFANT (Intelligent Fetal Assessment), critically analyses fetal heart monitoring and draws clinical attention to any abnormal fetal heart rate patterns through the use of visual and audible alerts to provide improved outcomes for our smallest patients.

In another patient first, Mater Cancer Care Centre (MCCC) patients can now have their chemotherapy disconnected in their own home seven days a week as a result of a

new service introduced by Mater at Home. The 'chemo disconnect' program was introduced after feedback from patients and now negates the need for patients to travel into hospital to have their chemo disconnected, allowing them to stay in the comfort of their own home.

Improved patient outcomes were also a key consideration when the neurosurgery and epilepsy team performed laser surgery to treat epilepsy earlier this year. The procedure, called laser thermo-coagulation ablation, allows previously untreatable areas of the brain, such as the memory centre, to be safely accessed. It offers hope for patients who have been told surgeons are unable to operate because the risk of functional deficit is too high and can have life-changing results.

This year also saw Mater Health undertake a project to accept additional emergency presentations through Mater Hospital Brisbane. Refurbishment of an existing ward has enabled us to provide an additional 17 acute inpatient beds for patients who are identified as likely to have a length of stay less than three days. This model supports patient flow from the Emergency Department, ensures patients are in the most clinically appropriate location and have an appropriate length of stay so that they are able to return home sooner.

It is pleasing to report on some of the many achievements of the Mater Health team over the past year. Mater Health will continue to deliver on the targets outlined in the Clinical Services Plan in its pursuit of the highest standard of evidence-based clinical care which meets and contributes to international benchmarks for quality, safety and clinical outcomes for every patient, every time.

**Sean Hubbard**  
**Chief Executive Officer**  
Mater Health

# A message from Mater Education



In the past year, Mater Education has strengthened its collaborations, expanded its service offering and continued to deliver as a leader in health education—a leader that is genuinely improving the health and wellbeing of our community.

As Mater continues to collaborate and integrate as a group, Mater Education has demonstrated its strong commitment to excellence and expertise in education design, development and delivery.

This commitment is exemplified in the collaboration between Mater Education, Mater Health and Mater Research in developing an education program to improve the identification and management of fetal growth restriction. The program, initially implemented in Victoria, will continue to be rolled out nationally through 2018/2019 with an e-learning module currently in development.

Another successful collaboration was with the Royal Flying Doctors Service (Queensland) to provide education and training to flight nurses with the ultimate goal of giving even greater peace of mind to pregnant women living and working in rural and remote areas of Queensland.

Simulation continues to be a key area of focus and Mater Education is regarded as a leading provider of inter-professional healthcare education, training and simulation. Our partnership with the Center for Medical Simulation in Boston continues and two Mater People recently completed their international simulation fellowship there. As a result of support from Mater Foundation, we have also been able to continue our own simulation fellowship program to strengthen the use of innovative simulation at Mater. These fellowships are invaluable for Mater Education to continue developing clinical expertise and professional practice at Mater and to develop individual clinicians' capability to effectively develop others.

In the past year we've also seen the first graduates of our nursing refresher program, with plans to deliver a midwifery refresher program in the future. These important programs have been developed in collaboration with the Australian College of Nursing and Australian College of Midwives, supporting much needed skilled clinicians to re-join the

workforce and be able to confidently deliver contemporary best-practice care to patients.

With our courses growing in popularity by the day, there was a need to build additional training facilities. Mater Education's new simulation facility was opened in January in the Potter building, and this new education hub and simulation learning environment enables us to expand our offer through additional vocational education and training in schools and Certificate level programs.

While Mater Education supports our clinical teams extensively, we also have a strong focus on the development of all Mater People. One example is the Speaking With Good Judgement program which aims to empower and encourage all Mater People to give and receive feedback, and to create a psychologically safe environment for open discussions about what they find concerning and why. Starting with its first course on 30 March 2018, more than 500 Mater People were trained in the program's first three months.

Our expanding reach into online learning, community education, workforce development and professional practice development continues to broaden the scope for Mater Education to capably fill knowledge and practice gaps across Mater Group and more broadly across the health sector. We look forward to building on this collaborative foundation and expanding our reach as we strive to improve the health of our community through knowledge, capability and empowerment.

**Donna Bonney**  
**Chief Executive Officer**  
Mater Education

**John Reynolds**  
**Chair**  
Mater Education Board

# A message from Mater Research



Mater Research has delivered exceptionally strong results this year through its commitment to translating scientific discovery into the best possible outcomes for patients and the broader community.

In the 2017/2018 financial year, Mater Research has increased its competitive research funding to more than \$14 million (an increase of \$4 million), including the award of our first Medical Research Future Fund (MRFF) grant—a landmark fund established by the Australian Government supporting clinical trials for rare diseases and unmet medical needs—and substantially increased the quantity and quality of its published research with 563 papers (an increase of 83).

Funding from the MRFF was secured by Professor Janet Hardy for a Queensland study to evaluate the benefits of medicinal cannabis for symptom relief in cancer patients receiving palliative care. This is a major achievement and highlights the strides our researchers are making and the impact they are having on delivering tangible patient outcomes.

In developing our research the voice of the patient is always a key consideration. Each year Mater Research builds on this consideration through our annual TRIP (Translating Research into Practice) Symposium. The 2017 event brought together 80 Mater Group staff, students and industry peers to discuss the theme 'The Path to Preventative Health: Building Evidence for Policy and Practice'.

Partnerships are fundamental to exceptional outcomes and our partnership with Equity Trustees is another example. Announced this year, the inaugural Equity Trustees Cancer Award as part of the Equity Trustees Medical Health Partnership Program is valued at \$360 000 over three years and will assist Mater's Breast Physiology and Cancer Group to identify new approaches for targeting difficult-to-treat breast cancers.

Mater Research has focused on supporting exceptional female researchers and has established a Gender Equity

Working Group (GEWG) and the Mater Research Strategic Grant for Outstanding Women to support the research and career progression of high potential female researchers. It was an honour to be awarded the Employer of Choice award at the Women in Technology awards in September 2017.

At an Executive and leadership level there have been some changes over the past year. Notably, Professor John Prins was appointed Acting Mater Group CEO in May 2018, which led to my appointment as Acting Mater Research CEO and Professor Mike McGuckin farewelled Mater to take up an appointment at the University of Melbourne, after 19 years of service to Mater. Professor McGuckin has a strong history with Mater and was one of the first appointees to the newly established Mater Medical Research Institute in 1998.

Following Professor McGuckin's departure, Associate Professor Allison Pettit was appointed to the position of Director of Biomedical Research and Adjunct Associate Professor Aimee Catalan was appointed to the role of Director of Operations.

None of our achievements would be possible without the support of many organisations, to whom I would like to extend my sincere thanks. I would particularly like to acknowledge Mater Foundation, their donors and supporters for their unwavering belief in the work of Mater Research to deliver strategically relevant research that can be tangibly translated to clinical and social practice for improved health outcomes.

**Dr Maree Knight**  
**Acting Chief Executive Officer**  
Mater Research

**Jim Walker**  
**Chair**  
Mater Research Board

# A message from Mater Foundation



As the philanthropic arm of Mater Group, Mater Foundation has a significant role to play in supporting Mater Health, Mater Education and Mater Research.

We must consistently evaluate the financial impact we are having on Mater to achieve its Mission.

There is more to philanthropy than funds alone, it's the people—Mater's dedicated supporters—whose lives and stories make up who we are and why we exist.

Mater improves the lives of so many in our community and it's this community that allows us to continue to support Mater to meet the healthcare needs of its patients.

The giving nature of the Mater community is as alive today as it was when fundraising helped to build Mater's first public hospital in 1911.

It's forever been the foundation of who we are and how we have been able to fulfil our Mission of meeting unmet need in our community for so many years.

When it comes to our supporters, who they are and their reasons for giving are often varied. Their life experiences and interaction with Mater influences how they engage with Mater Foundation and the causes we represent.

The RACQ International Women's Day Fun Run is a shining example of how the community comes together for a common cause—breast cancer—a disease that devastatingly impacts such a large number of women and their families.

This year's event was our largest yet, not just in terms of participants, but the amount raised. This year's sea of pink raised more than \$720 000 for Mater Chicks in Pink—an overwhelming contribution that will help the many women treated for breast cancer at Mater each year.

There is the immediate impact these funds bring to support patients, but it's also the long-term commitment to medical research that we strive for.

If we want to see genuine, positive change in developing healthy communities into the future, we must invest in Mater Research and their potentially life-saving programs.

This is why Mater Foundation's many supporters have helped us raise close to \$14 million for research at Mater during the last financial in areas of mothers and babies' health, along with cancer, diabetes and other chronic conditions greatly impacting our community.

We are fortunate to have so many individuals who believe in this vision and who wish to be a part of the solution.

Giving to Mater and supporting what we do isn't always a visible action, like taking part in the RACQ International Women's Day Fun Run.

There are hundreds of people, many who reside in South East Queensland, who individually pledge their support, whether that's through a bequest or providing a gift to fund a service that is close to their heart.

Modest in their approach, these people want to leave a legacy to Mater so that future generations can benefit from their generosity.

This year we reflect on the many people who have so kindly contributed to Mater's success over the last financial year and who remind us that as a collective group, we can help create a positive future for our patients.

For this, we and our patients, are sincerely thankful.

**Nigel Harris**  
**Chief Executive Officer**  
Mater Foundation

**Phil Hennessy**  
**Chair**  
Mater Foundation Board



**We value  
mercy: the spirit  
of responding  
to one another.**

# 4

## Providing compassionate care

In the spirit of the Sisters of Mercy, we offer compassionate service to the sick and needy. Our patients come first ... they are the reason we exist.



## Ground-breaking brain surgery leaves teen seizure free

### A Queensland teenager suffering from debilitating epilepsy is now seizure free, following brain surgery in October 2017 during which he remained awake.

Eighteen-year-old Adam Barry underwent the complex surgery at Mater Hospital Brisbane with neurosurgeon Dr Jason Papacostas, after medication failed to control his epilepsy.

"He would flip over fully and bang his head repetitively into whatever was beneath him. It was cognitively disabling and incredibly socially disabling," Nurse Practitioner in Epilepsy Peter Jones said.

Epileptologist Dr Sasha Dionisio, along with Mr Jones and neurosurgeon Dr Papacostas offered the family new hope through surgery for epilepsy.

"Adam's MRI scans had been normal so we undertook a stereotactic electroencephalography (SEEG) procedure, inserting thin electrodes into the brain at various points. The SEEG detected the seizure onset site. Unfortunately it was in the area of the brain that was responsible for speaking. The only way we could proceed was for Adam to remain awake during his brain surgery to reduce the risk of permanent speech damage," Dr Dionisio said.

Dr Papacostas explained the team's process during the awake craniotomy.

"During the craniotomy I placed a grid—a sheet of electrodes—against Adam's brain. Dr Dionisio's team would then stimulate the grid so that I could mark on Adam's brain exactly where language was coming from," Dr Papacostas said.

Mr Jones worked closely with Adam during the surgery, along with two speech pathologists.

"I held up flashcards of things that Adam is interested in—Star Wars, Lord of the Rings, Aztec history, the Egyptians—and asked Adam to tell me more about it. If they stimulated that part of the brain and Adam's speech was affected, then we knew we couldn't remove that part of the brain."

Reflecting on the surgery, Adam was surprised with how well he handled it.

"I thought I would be one of those people that might freak out in it but for some reason I felt calm all the way through. I'd built a good relationship with the team and trusted them."

Mr Jones explained the surgery was the most levelling experience he has ever had while working in healthcare.

"I was in tears at the end. I was overcome ... I was 20 centimetres away from Adam, under a shroud in the operating theatre and Adam's fist-pumping and high-fiving me, while remembering objects on the flashcards. It was absolutely incredible."

For Adam's mother Melissa, Mater's Advanced Epilepsy team has made a huge impact on the family.

"It's like one of those ripples. They think 'I've just healed this person' but they've actually healed the whole family. Every day Adam is getting back to the guy that we knew rather than the person who was consumed by his epilepsy," Ms Barry said.

"All you can do is take these options when they're given to you and see. This surgery has given Adam back his life and put Adam back in our lives again."

Image: Adam Barry (front, centre) with Lucy Lyons, Julia Matthews, Peter Jones, Dr Sasha Dionisio and Dr Jason Papacostas.



## Aussie-first trial provides new hope for newborns

**An Australian-first trial led by Mater Researcher Associate Professor Helen Liley is investigating more effective treatment options for babies born with Neonatal Hypoxic Ischaemic Encephalopathy (HIE), which can cause brain injury and death.**

HIE occurs when a baby does not receive enough blood or oxygen before or during birth. This lack of oxygen can destroy vital cells in a newborn baby's brain. While about half the babies with signs of moderate or severe HIE after birth will lead healthy lives, tragically almost half will die or go on to have a long term disability, even with state-of-the-art treatment.

Mater wants to change this outlook. The National Health and Medical Research Council (NHMRC)-funded Preventing Adverse Outcomes of Neonatal Encephalopathy (PAEAN) trial, the first of its kind in Australia, is offering parents hope by improving outcomes for babies worldwide.

A/Prof Liley said the trial aims to find new ways to reduce the rate of death and disability of babies suffering from HIE.

"The trial involves hypothermia therapy combined with a high dose of Erythropoietin, a natural hormone, which shows promise as a treatment for HIE when given to babies in their first week of life," she said.

All babies in the trial receive the cooling therapy, and as it's a blinded, randomised trial, they either receive the hormone or a placebo. The trial follows patients—and their progress—up until two years of age.

The trial received additional funding after being named the recipient of a \$500 000 donation from Golden Casket.

A/Prof Liley said the generous donation will benefit not only seriously ill babies at Mater, but potentially babies who suffer from HIE globally.

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Image: Associate Professor Helen Liley.

The generous donation will benefit not only seriously ill babies at Mater, but potentially babies who suffer from HIE globally.



# Medicinal cannabinoids trial for symptom relief

**Mater Research, in collaboration with The University of Queensland, is conducting a trial to evaluate the benefits of medicinal cannabis for symptom relief in cancer patients receiving palliative care.**

The clinical trial is funded by the Medical Research Future Fund (MRFF), a landmark fund established by the Australian Government supporting clinical trials for rare diseases and unmet medical needs.

Mater Research Institute–The University of Queensland (MRI-UQ) lead researcher Professor Janet Hardy said she was beyond thrilled to receive the highly prestigious and competitive grant.

“We will conduct the first trial to assess symptom burden, to rigorously evaluate the efficacy, safety and acceptability of medicinal cannabinoids for symptom relief in advanced cancer patients receiving palliative care. The study will be a randomised, blinded, placebo-controlled trial that will define the role of medicinal cannabis in the care of these patients,” she said.

As the Medical Director of Mater Cancer Care Centre, Prof Hardy acknowledged the strong interest from patients.

“A large number of patients who come to us in clinic ask for cannabis, due to the public perception around its beneficial effects.”

Prof Hardy said that without high quality trials showing efficacy and safety of medicinal cannabinoids, neither doctors nor patients know which cannabis product or what dose is best for them.

“In palliative care there has been a lot of uncertainty around which patients would benefit most and which particular cannabinoid is most suited to the needs of people with advanced cancer. These are the questions we hope to answer through this trial.”

The trial will assess symptoms as a whole—physical and psychological—rather than focusing on the impact of individual symptoms.

“Patients participating in the trial will be asked to score a range of symptoms including pain, nausea, appetite, bowel function, anxiety and depression. The primary outcome we are assessing is their ‘total symptom score’ representing their symptom burden to enable us to look at the holistic care of patients with advanced cancer.”

The research team is part of the Queensland Palliative Care Research Group (QPCRG). Commencing late 2018, the multicentre trial is being conducted in several hospitals throughout South East Queensland and supported by experts with special knowledge of cannabinoid pharmacology and trial methodology.

Image: Matthew Spitzer, Associate Professor Phillip Good, Professor Janet Hardy and Georgie Cupples.



## Improving access and restoring vision

**As many as one in 600 Australians will be affected by keratoconus—a disease of the eye that causes progressive thinning of the cornea—before they reach their 30s.**

Blurred vision, short sightedness, light sensitivity, and the appearance of ghosting and halos around light sources are all symptoms of the disease; without early diagnosis and treatment, it can result in the need for corneal transplant.

Fortunately, improved rates of detection and a procedure known as Corneal Collagen Cross Linking (CCXL), which halts progression of the debilitating disease, is changing outcomes for sufferers of keratoconus.

Mater's Eye Clinic is now one of only three eye health facilities in Queensland where keratoconus patients can access publicly-funded CCXL treatment and then be fitted with a specialised keratoconic contact lens that in the majority of cases, will result in fully restored vision.

Mater Health Head of Ophthalmology Dr Brendan Cronin was instrumental in securing funding through Mater Foundation, which allowed the clinic to begin delivering this complete treatment model in February 2018.

"We identified an unmet need for this treatment and wanted to address it," Dr Cronin said.

"Keratoconus has a higher rate of occurrence in indigenous and islander populations, as well as among people of middle eastern background.

"Mater, in particular, sees a large number of indigenous patients due to its close proximity to the Aboriginal and Torres Strait Islander Community Health Service situated at Woolloongabba, and providing strong access to specialist medical care for this section of our population remains challenging."

Dr Cronin said the clinic was now fully equipped and able to accommodate a range of patient needs in order to achieve stronger vision outcomes.

"We are able to collagen cross-link patients and visually rehabilitate them with a contact lens in the one location quickly and efficiently so that they can be discharged back to the community with excellent vision and continue on with their study or working lives," he said.

"Keratoconus is a condition that must be diagnosed promptly and treated with CCXL before significant eye damage occurs."



**As many as one in 600 Australians will be affected by keratoconus before they reach their 30s.**



We strive to  
be exceptional,  
every time.

# Ten thousand operations and counting: Mater Private Hospital Springfield

**In 2017, Mater Private Hospital Springfield achieved a milestone when Dr Stuart Philip performed the hospital's 10 000th operation since its opening in October 2015.**

Mater Private Hospital Springfield Director Justin Greenwell said the milestone cements Mater's role in building a healthy community at Greater Springfield.

"We're proud to provide the Springfield community with access to some of Queensland's leading doctors in our state-of-the-art hospital. Since opening, the hospital has treated many local patients who would have otherwise had to travel all the way into Brisbane for treatment," Mr Greenwell said.

On the day of his surgery, recipient of the milestone operation, John Stanley, was in good spirits.

"It's been excellent. I live about 10 minutes away so it's easy to get to this hospital. It's invaluable having a hospital in this area, there is no question about that," Mr Stanley said.

"I'm 76 and I've had a good run. A few broken bones and that's about it. But I'm glad I'm in here now. I feel wonderful ... a million times better than I did when I arrived this morning.

"I think Mater has done a fantastic job and I'm more than delighted."

Mater Private Hospital Springfield performs an average of 32 operations per day, with the team having performed up to 67 operations per day.

"We have 40 private doctors across our medical and surgical specialities, which has increased from an initial 14 doctors on opening," Mr Greenwell said.

Medical and surgical specialities include dermatology, gastroenterology, ear, nose and throat, endocrinology, general medicine, general surgery, gynaecology, haematology, medical oncology, ophthalmology, oral and maxillofacial, orthopaedics, plastics and reconstructive, radiation oncology, rehabilitation, respiratory, urology and vascular.

"The team has performed hundreds of types of operations with some of the most common including cataract, endoscopy, arthroscopy, tonsillectomy, various plastics and total knee and hip replacements.

"The community is always very interested in future stages of Mater Private Hospital Springfield and we are so grateful for their support. As the Greater Springfield community grows, the hospital and our services will continue to grow to meet the demand."

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Image: Dr Stuart Philip, John Stanley and Justin Greenwell.



## Growing with the local community

**Mater Private Hospital Redland continues to grow with Brisbane's Bayside community, tailoring and developing services that cater directly to the needs of local consumers.**

The 60 bed hospital delivers a wide range of surgical and medical services and in 2017/18 Mater Private Hospital Redland expanded its capabilities in the area of sleep medicine in response to growing community need.

While the hospital has been providing a dedicated sleep study service for the past five years, in 2018 the service went from offering twice-weekly study admissions to providing three weekday studies and one on every alternate Saturday.

Clinical Nurse Manager Ellie Grieve said demand for the service has been growing steadily since it began in 2013.

"Sleep issues affect a large section of the population and people living in the Redland area are regularly surprised and delighted that they can access specialised sleep study services so close to home," Ms Grieve said.

"Coming in to Mater Private Hospital Redland for a sleep study is manageable after a long work day, whereas driving an hour at night to access one is that much harder to make time for."

Respiratory specialists Dr Geoff Eather and Dr Miriam Vassallo manage the service.

"As demand grew there was a clear need to increase the flexibility of our services as well as increase patient throughput, so we set about establishing a roster that allows us to do both," Ms Grieve said.

"The feedback we regularly get from patients is that Mater Private Hospital Redland, across all of our service areas, is very responsive to the needs of the local community and I think this is a good example."



**"... people living in the Redland area are regularly surprised and delighted that they can access specialised sleep study services so close to home."**

The hospital enjoys a strong relationship with Redland Public Hospital and this year was able to provide surgical support to address public waiting lists for endoscopy services.

In January Mater Private Hospital Redland signed a special service agreement with Redland Public Hospital to care for more than 400 non-critical endoscopy patients, some of whom had been waiting more than a year for surgery.

Perioperative Services Manager Grant Jones said the agreement had made for a seamless transfer of services and local patients were incredibly grateful.

"Working in partnership to improve outcomes for patients is gratifying and it only serves to strengthen the relationship between Mater Private Hospital Redland and Redland Public Hospital," Mr Jones said.



We value  
dignity:  
the spirit of  
humanity.

# Miracle Max Club creates new connections with families—Sonny's story

**In its first year, the Miracle Max Club—an initiative of Mater Foundation—has created lifelong connections with more than 1800 Mater Little Miracles born at Mater Mothers' Private Brisbane and cared for in Mater's Neonatal Critical Care Unit.**

Miracle Max, a well-known Mater Little Miracles icon, has been busy visiting the hospital each week, spending time with our tiniest patients and their families. With a single wave of his hand or a quick cuddle, Miracle Max makes them smile, and this can make a huge difference to their day.

One Mater Little Miracle who will have a lifelong friend in Miracle Max is Sonny.

When first-time mum Jenny saw the look on her midwife's face as she tried to find her baby's heartbeat, she was worried.

She had been rushed to Mater Mothers' Hospital in an ambulance after experiencing bleeding at home—a little over a week before she was due for a caesarean section. As a paramedic herself, Jenny knew how serious the situation could be.

She knew she potentially had vasa previa, a condition where the baby's blood vessels are low and easily ruptured, and that meant a high chance the blood loss was coming from her tiny baby.

"I broke down in tears as we arrived to see Mater Mothers' medical team waiting, I was just so relieved to be in the hands of people who I knew were so good at what they do," Jenny said.

She was taken straight into theatre, leaving her husband Parata with an anxious wait while the team worked to get their baby out as quickly as possible, and hopefully save his life.

Sonny was born on 16 November 2017 at 7.53 am—just 61 minutes after Jenny first called the ambulance.

But he was far from out of the woods—Sonny needed resuscitation. After a quick moment for dad to see him, he was whisked off to Mater's Neonatal Critical Care Unit to be cooled for 72 hours to reduce the risk of brain injury.

While Sonny received lifesaving care to recover from his dramatic entry into the world, Jenny and Parata waited six long days before their first cuddle with their baby.

"Sonny's special Miracle Max plush toy says 'I belong to a Mater Little Miracle' and to say Sonny earned that title is an understatement! Being a part of the Miracle Max Club with other families who have gone through similar experiences reminds us how amazing babies like Sonny are and also how lucky we are to receive the care we did."

Jenny said if it weren't for the care she and Sonny received at Mater Mothers' Hospital, she doesn't think they'd be where they are today—at home with a happy and healthy little boy.

"I truly don't believe Sonny would have survived. The entire experience has proven to me why Mater Little Miracles is such an important cause to support.

"Until you've experienced it yourself, you don't realise what a difference it makes—and just how needed this kind of research, treatment and support is."

Image: Sonny and Jenny.





## Records smashed at RACQ International Women's Day Fun Run

**They came. They ran and walked. And the best result in the history of RACQ International Women's Day Fun Run was achieved on 4 March 2018.**

A record number of more than 13 000 people turned out to help Mater Foundation smash its fundraising goal, with more than \$720 000 raised for breast cancer research and support services at Mater.

The Mater Group Executive team formed part of the largest sea of pink and so did Queensland Premier

Annastasia Palaszczuk, Deputy Premier Jackie Trad and six Members of Parliament.

Among them were participants of all ages, paying tribute to their loved ones who have been affected by breast cancer.

Mater Foundation Executive Director of Philanthropy Lesley Ray said the event had been a resounding success thanks to the generosity and support of the community, including a number of Mater People.

"On behalf of the whole team, I would like to thank everyone who took part this year for so enthusiastically supporting Mater Foundation and the Mater Chicks in Pink program.

"Your commitment means that more funds can support life-saving breast cancer research at Mater and more Mater patients can be assisted through their breast cancer journey," she said.

## Christel joins sea of pink

**Like many young women diagnosed with breast cancer, 37-year-old Christel was taken completely by surprise.**

"I found a lump but convinced myself it was nothing. I just happened to be at the shopping centre with my mum and my daughter, so I thought I'd pop into my GP and get it checked," she said.

Christel was sent immediately off for a mammogram and ultrasound, which resulted in a biopsy and confirmed not only that she had breast cancer, but that it was aggressive.

"To say it was hard doesn't capture the feeling I had at the time. It was devastating."

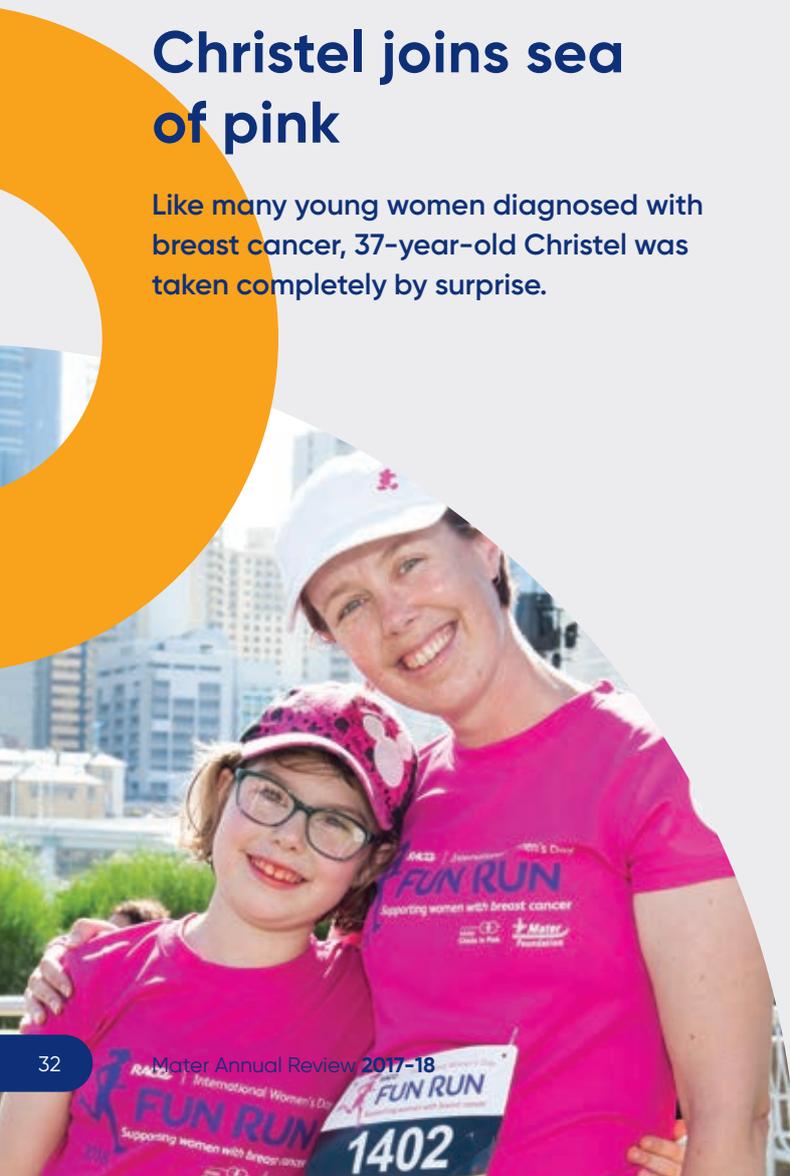
Christel immediately underwent a lumpectomy at Mater and the results found that she had a less common type of breast cancer—triple negative. Soon after, Christel commenced chemotherapy at Mater Private Hospital Springfield.

"Telling my daughter was the hardest thing I have ever done, it was traumatic for us all. I told her 'Mummy can fight this'," Christel said.

"I went from being a full-time working mum to a cancer patient. Emma went from a naive six-year-old to a very grown up seven-year-old."

Christel was faced with a difficult decision during chemotherapy, having to decide to either undergo a mastectomy or proceed with radiotherapy to reduce the risk of her tumour returning.

It was a gruelling decision, but one she now feels, a year later, was the right choice.





## Mater Young Adult Health Centre Brisbane: helping young adults with chronic illness

**Just a few years ago Kelsie Dummett was fighting for her young life. At 17 years of age she was diagnosed with an autoimmune illness which causes internal bleeding, immune system issues and failure of the digestive system.**

After years spent trying to control her illness with medications, Ms Dummett made the difficult decision to go ahead with ileostomy surgery. The procedure involved removing Ms Dummett's entire bowel and replacing it with an ileostomy bag.

Ms Dummett was cared for at the Mater Young Adult Health Centre Brisbane, a unique service specially designed to address the needs of young adults with chronic illness. The centre cares for patients aged 16 to 25 with chronic conditions such as diabetes, inflammatory bowel disease and cystic fibrosis.

Thankfully, Ms Dummett's ileostomy surgery was a success. After three additional surgeries, including a reconstructive procedure in which her ileostomy was removed, Ms Dummett was able to fulfil her dream of travelling the world.

During her time at Mater Young Adult Health Centre Brisbane, Ms Dummett also participated in a number of research studies into bowel disease. Mater's Dr Jake Begun is using ultrasounds to provide doctors with real-time assessments of disease activity and studying the effectiveness of e-health tools in treating young adults with chronic disease.

"I honestly don't know how I would have survived if it weren't for the doctors and specialists at Mater," Ms Dummett said.



"I'm so thankful for the support of Mater Chicks in Pink and my breast care nurse who supported me through it," Christel said.

It was during her radiotherapy at Mater Private Hospital Springfield that Christel met Carolyn, a fellow breast cancer patient. The two young mums bonded immediately through treatment, taking part in the 2018 RACQ International Women's Day Fun Run together.

"There are many women out there that don't survive breast cancer and events like the RACQ International Women's Day Fun Run give us an opportunity to reflect on them and their families.

"Raising funds for Mater Research into this terrible disease will hopefully ensure that their children, like my daughter, do not experience a breast cancer diagnosis."



Safety is  
our priority.

## Supporting our patients through discharge

**At Mater, we are committed to the health and wellbeing of our patients, extending well beyond their stay in hospital.**

In keeping with this commitment, Mater launched a new discharge summary system in February this year—Communication from Hospital at Transfer (CHaT)—to provide our patients and GPs with the information they need to safely transition from hospital care.

CHaT was designed by clinicians, for clinicians. The system aligns Mater with new national guidelines for discharge summaries and provides a reliable way to send discharge summaries to GPs.

Opinions and feedback obtained through our General Practice Liaison Program, as well as the findings from the discharge summary survey recently conducted by Queensland Health have helped shape the system to meet the needs of all who use it.

CHaT Working Group Chair Dr Clare Morgan said the system plays an important role in ensuring Mater provides the highest standard of clinical handover at the important time of care transition from hospital to community.

“CHaT enables us to effectively monitor discharge summary compliance, review educational opportunities and obtain ongoing GP and staff feedback, all of which are critical in ensuring Mater maintains a high standard of handover at discharge,” Dr Morgan said.

## Putting patients first

**Regular service evaluation to ensure patients receive exceptional care every time is the Mater way, which is why in August 2017 Mater Private Hospital Brisbane cancer care ward decided to make some changes.**

Mater Director of Nursing, Cancer Care Services Carlie Nielsen said a review of the service at the time highlighted that the existing dedicated cancer care ward was not able to accommodate all cancer patients all of the time.

“We identified an ongoing need to care for some patients in other wards,” Ms Nielsen said.

“It was something we saw an immediate need to address: research supports that it is best practice for patients to be collocated and we are constantly working to provide cancer care that is patient-focused and as seamless as possible,” she said.

Without the ability to increase the size of the ward, the Cancer Care Services team approached fellow ward teams in an effort to rethink the situation.

“By working collaboratively, we were able to re-organise the positioning of some wards and utilise an existing ward for the establishment of a new oncology ward collocated next to the current cancer ward,” Ms Nielsen said.

To support the initiative and help maintain optimum patient flow, four specialised chemotherapy chairs were also installed in the new ward.

Ms Nielsen said the chairs have aided the coordination of admission and discharge, which has improved the patient experience.

“Bed availability ensures we now have the ability to get patients in on the day of their treatment rather than the day before, which is optimum,” she said.

“The ward collocation in collaboration with the introduction of the chairs has helped us refine and enhance our service.”

## Finding support and a solution

**Brisbane mother Sarah Boyle said she will be forever grateful to Dr Aaron Easterbrook and the team at Mater Health and Wellness Multidisciplinary Paediatric Feeding Clinic because they had the expertise to help her daughter when others couldn't.**

In December 2017, Ms Boyle and her husband Tim were desperate. Their 10-month-old baby Elka, who had been born extremely premature (at just 25 weeks) and had been feeding predominantly via a nasogastric tube since birth, was struggling to make the transition to solid foods. She was vomiting frequently, struggling to gain weight and no longer demonstrating hunger cues.

"Elka had become totally dependent on the feeding tube and feeding her became increasingly challenging," Ms Boyle said.

"We tried to support her to transition to solids, as advised by health professionals at the time, but she wasn't making progress and it seemed pointless when she wasn't demonstrating hunger or interest in food.

"It was heartbreaking and incredibly stressful to see her going backwards so dramatically."

The Boyles sought advice from doctors and allied health professionals but were left conflicted when they were told to simply persevere with the feeding tube.

"My instincts were telling me we needed to do more but the situation was so stressful I didn't know what to do," Ms Boyle said.

"I had googled and found two hospitals with programs offering intensive feeding tube weaning—one was in Adelaide and the other was in Austria. Then, by chance, I found out about the Mater Health and Wellness Multidisciplinary Paediatric Feeding Clinic."

Following an initial appointment with Mater Paediatrician Dr Aaron Easterbrook, Ms Boyle said she felt instantly supported and hopeful.

"Mater had experience with intensive tube weaning and they talked us through an inpatient program that we could start straight away," she said.

Mater Health and Wellness Multidisciplinary Paediatric Feeding Clinic provides access to specialists in dietetics, speech pathology and occupational therapy.

"It felt like I'd finally found people who were speaking my language."

The next challenge was an intensive in-hospital two-week tube wean for Elka.

Medical and nursing staff closely monitored Elka as her feeding tube intake was gradually restricted to induce hunger; the goal was for Elka to associate hunger with a bottle.

"The process was very stressful and there were points where I felt we should quit, but each time I was reassured by the team that Elka's hydration and blood sugars were fine and they encouraged us to persevere," Ms Boyle said.

"On day eight we got our breakthrough. Elka started drinking from a bottle and I burst into tears. Within two days she had stopped all tube feeds. By day 11 we were discharged and able to go home."

Elka is now thriving, actively engaging in meal times and her motor skill development is on track.

"The change in Elka's life and in our life as a family is hard to put into words," Ms Boyle said.

"The care we received at Mater was exceptional and we have been so thankful for the continued support of the outpatient team."



## New care model making a difference for Queensland women

### **An innovative approach to breast cancer care being led by Mater is giving Queensland women earlier access to specialists and a more cohesive treatment journey.**

In October 2017 Mater Hospital Brisbane was awarded state funding to trial the new care model following the successful application for Queensland Health Futures project funding. The new care model centres on a state-wide virtual meeting group of breast surgeons, oncoplastic surgeons, plastic surgeons and the referring doctors of breast cancer patients.

Using video conferencing, telehealth technology and 3D imaging software, the group conducts live case-conferences where a patient's oncology history and clinical photography can be reviewed and an individualised treatment pathway can be mapped out for them.

Acting Clinical Stream Lead for Surgical and Acute Care Services Dr Chris Pyke said the model allowed breast surgeons from anywhere in Queensland to refer a patient who has been diagnosed with breast cancer to the meeting group.

"We have been able to take pressure off public waiting lists and reduce the need for breast cancer patients to travel from remote locations to attend multiple appointments," Dr Pyke said.

The new care model was developed in line with international best practice for breast cancer care and makes breast reconstruction discussions between patient and reconstructive surgeon a priority before undergoing a mastectomy.

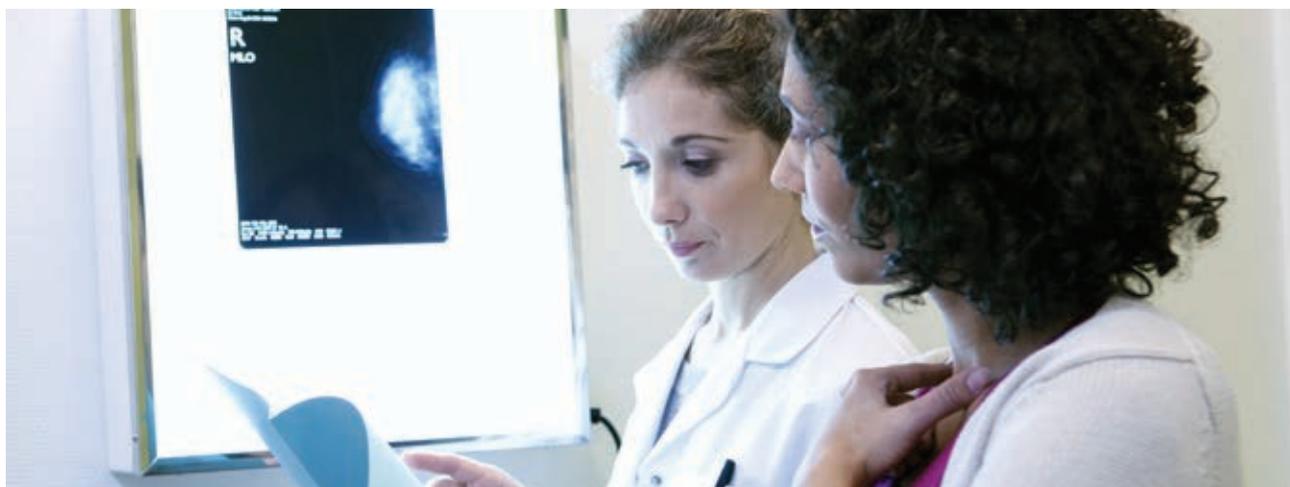
Dr Pyke said this was not happening in Queensland before the trial began.

"A lack of access to plastics and oncoplastics specialists, particularly in regional and remote centres meant important discussions about suitability and the range of reconstruction options were not happening before a mastectomy," he said.

"Now we are able to ensure that this important step in the treatment pathway happens when it should."

The new model of care has been credited with strengthening communication between patients and tertiary and primary care settings, reducing waiting times, and the creation of a professional network between referring specialists and GPs.

Breast cancer is the most commonly diagnosed cancer in females and one of the top three most prevalent cancers in Queensland; at Mater, we are committed to providing high quality care and support for this high-need area.





## Collaborating on care

**Mater and leading cancer care provider ICON are proving that careful collaboration can deliver a more connected, less stressful treatment journey for cancer patients.**

In March 2018, following 18 months of detailed planning, Mater and ICON's South Brisbane day hospital launched the role of Cancer Nurse of Experience, Efficiency and Flow.

The role is responsible for coordinating various elements of a patient's treatment pathway to provide an experience that occurs as a seamless journey.

Mater Director of Nursing, Cancer Care Services Carlie Nielsen said the initiative was the result of Mater and ICON recognising an opportunity to better link their services.

"We decided we wanted to investigate as many ways as we could find where working together would improve the patient experience," Ms Nielsen said.

"This meant putting in place a system of really good documentation and communication between ICON and the ward, looking at things like the timing of admission to our ward following treatment at ICON South Brisbane, assessing patient length of stay in the ward, and the management and coordination of appointments.

"A key goal was to help facilitate patients being at home wherever possible, rather than in hospital, and making changes that would reduce their levels of stress and anxiety."

Ms Nielsen said even small system adjustments like ensuring follow-on appointments were scheduled in before a patient's discharge had helped improve patient satisfaction and reduce anxiety.

"Part of the planning and establishment of this new dedicated role was seeking feedback from our patients on how they feel about all aspects of their care," she said.

"Every change we have made has been patient-centred and patient-focused.

"We want to ensure that a patient's experience is one experience, not a whole lot of interconnected ones."

Following completion of a six month pilot period, outcomes of the position will be assessed with a view to it becoming a permanent role.

# Responding to changing community needs

5

As part of our Mission, we constantly seek to learn and evolve, updating our services and planning for a healthy future in response to changing community needs.





We value  
care: the  
spirit of  
compassion.

# A 10-year roadmap: Mater Health launches Clinical Services Plan

**Since humble beginnings in 1906, Mater Health has grown to be an iconic provider of hospital-based healthcare for the community, striving to deliver an exceptional standard of care in line with our Mission to meet unmet community need.**

To address the changing environment, in November 2017 Mater Health Chief Executive Officer Sean Hubbard launched the Mater Health Clinical Services Plan: a 10-year roadmap to ensure we continue meeting the health needs of our community in a financially sustainable, ethical and socially appropriate manner.

The Clinical Services Plan was developed in consultation with Deloitte's health advisory team and provides a detailed and transparent approach to sharing our healthcare goals for the future and how this will be achieved over its 10-year life span.

Working collaboratively with staff, general practitioners, specialists, government partners, clinicians and other providers, the Clinical Services Plan will inform ways that we are able to build a connected and logical pathway which delivers an exemplar standard of care for all of our patients across all stages of their healthcare journey.

Mater Health is committed to delivering the highest quality of care to improve the health of our community in four key focus areas for growth: women's health (maternity, newborn and gynaecology), neurosciences, age-friendly care and healthy living.

Mater has had a long-standing connection to women's health and growing families in Queensland through Mater Mothers' Hospitals. Mater's services have expanded to include gynaecology, gynaecological oncology, breast and women's health services. Mater Health will continue to build this expertise into new models of care and specialised services.

Looking to the future, Mater has developed a mental health plan and secured funding to deliver improved mental health services with a focus on infant and perinatal mental health. A Steering Committee has been established to integrate existing parenting services into a larger Mother Baby and Family Centre.

This will increase Mater's capacity to respond to perinatal mental health and deliver on the plan.

Strong forecast growth in neurology and neurosurgery means opportunity to continue focusing on our neuroscience service. Mater Health has developed a strong reputation for high quality neurosciences and boasts the team, facilities and expertise to expand this service.

In the area of age-friendly care, Mater Health is focused on providing tailored, age-relevant care which takes into account the various stages of life. This will be most notable through service provision for the elderly, a significantly growing proportion of our population which is currently under-served, but will also focus on young adult services. Currently, Mater runs Australia's largest centre for young adults: Mater Young Adult Health Centre Brisbane.

Mater's focus on healthy living will see us continue to play a significant role in providing a comprehensive care platform to support all stages of the healthcare journey, including palliative care services to support 'dying well'. This will take account of the determinants for disease, and engage in a personalised approach to care to provide integrated services to meet patients' needs.

In line with the Clinical Services Plan, Mater Health has already achieved significant outcomes in the past financial year, such as dramatically reducing public patient wait lists.

"Our collective efforts to reduce wait lists speaks to our vast potential when we pull in the same direction," Mr Hubbard said.

"It demonstrates our commitment to patient-centred care and our capacity to deliver results."

The Clinical Services Plan will support Mater Group's Strategy to genuinely enhance the standard and quality of community health through a commitment to health, education and research.

We exist to provide compassionate care to those who need it most. As our community evolves and healthcare needs change, we must transition to provide relevant and financially sustainable clinical services both within, and beyond, the hospital setting. Through the Clinical Services Plan, we will continue to build a stronger, more sustainable health service for our community.

## A new model of care for acute medical admissions

**Mater is committed to being there for our patients whenever they need us and a new project to provide additional capacity for ambulance presentations is helping patients in times of greatest need.**

Mater has been provided with additional funding each year towards accepting extra emergency presentations through Mater Hospital Brisbane Emergency Department, primarily to assist Metro South with providing additional capacity for medical admissions.

Mater Medical Director Medical/Chronic Disease Services Dr Trisha O'Moore-Sullivan said Ward 10A had undergone a refurbishment as well as a review of the model of care.

"The refurbished ward 10A now provides us with 18 acute inpatient beds for patients who are to be admitted medically and who are identified as likely to have a length of stay less than three days on admission," Dr O'Moore-Sullivan said.

The ward is now able to manage sicker patients such as earlier intensive care unit discharges and non-invasive ventilation patients, which has helped with bed management.

The ward has been designed to meet the new standards for delirium and dementia care; the colours, furniture and the design of the ward are appropriate for elderly and frail patients.

"We have made a deliberate investment in allied health support by turning a multi-purpose room into a communal eating room which is really important for some of our older patients to get them up, engaged and walking around to help them get back home sooner," Dr O'Moore-Sullivan said.

"The ward includes safe haven high acuity beds for patients who require a higher level of acute care as well as eight single isolation rooms."

Dr O'Moore-Sullivan said that Mater is currently averaging 12 extra ambulances per day.



## Our digital future

**Mater is in the first stages of implementing a digital plan that will use technology to transform our organisation and provide seamless, connected consumer experiences.**

This plan will guide our transition from traditional infrastructure-dependent care to a model of operation centred around consumers, wherever and whenever they need assistance.

Mater Group Chief Digital Officer David Kempson described the Mater Digital Plan as a “digital vision for the delivery of exceptional care”.

“Our fundamental goal is to deliver an improved experience for the consumer and at Mater that means patients, students, family members, benefactors, and internal consumers such as doctors and nurses and other Mater People,” Mr Kempson said.

“It is also about presenting Mater’s services in an integrated and consistent way and one that is designed to delight the consumer. Right now we present our services to the consumer as a collection of separate parts rather than as an interconnected whole. We will be using technology to improve information flow and the experiences of our consumers and staff. Ultimately this will deliver stronger outcomes and improved consumer loyalty.”

A digital patient engagement system known as ‘MyMater Bedside’ will be the first aspect of the Mater Digital Plan to be rolled out.

Large electronic tablets will be installed in all patient rooms to allow patients to engage digitally with their healthcare team about aspects of their care and access customised services with ease.

MyMater Bedside operates in two modes: patient mode and clinician mode.

In patient mode, patients use the tablet to access services: ordering meals for themselves or a guest, accessing entertainment or patient education, making requests for their comfort, learning about their care team and providing real time feedback on their experience, and Skyping with loved ones.

In clinician mode, which is activated when a doctor or nurse swipes their identification badge over the tablet, patients and their healthcare team can collaborate on care. This might include reviewing medical images or other diagnostic results, completing clinical rounding, or conducting patient assessments.

MyMater Bedside will be part of a broader ‘MyMater’ platform that is central to the Mater Digital Plan. MyMater is the collection of digital services giving consumers access to information and services across all of our ministries.

“If you choose to store your information we can retrieve it on demand across a range of settings to prevent you from having to re-enter the same information again,” Mr Kempson said.

“Our goal is to allow consumers to interact with us in a more convenient way, making it easier to manage appointments, prepare for hospital admission, learn about clinical research or sign up for a Mater Education class. Even after discharge from the hospital we can provide information and customised reminders to help ensure a safe and timely recovery.”

The Mater Digital Plan has been designed to better serve a community accustomed to accessing services online, ensuring our relevance in a digital world.

“The Mater Digital Plan will allow our Mater tradition of service to the community to extend into the digital age,” Mr Kempson said.

The complete Mater Digital Plan will be implemented over six years.

**“Our fundamental goal is to deliver an improved experience for the consumer ...”**



## Working together to deliver excellence

**At Mater, we are committed to empowering our people to deliver the highest quality clinical care and the very best patient and staff experience.**

In May 2018, Mater's nursing and midwifery leaders launched 'Core@Mater': a roadmap to enable professional excellence in nursing and midwifery. The word 'core' is derived from an Irish word of the same pronunciation meaning 'the power of working together', which is a crucial aspect of the project.

The project will ensure Mater continues to provide an exceptional level of care and patient experience, along with building pride and a culture of positive teamwork, to guarantee we have an outstanding future ahead.

Core@Mater has been designed to improve our capability in four key areas:

1. **Leadership**—will focus on building clinical leadership capability and a culture that values strong teamwork in delivering exceptional care.
2. **Productivity**—will focus on developing capability in nursing and midwifery roles to work at top of scope for continuous improvement in safety, quality and efficiency.

3. **Standards**—will focus on developing capability and capacity in nursing and midwifery to focus on delivering evidence-based care, agreed-standard work and continuous process design and enhancement.
4. **Data**—will focus on establishing consistency of agreed performance metrics and developing capability in using data for improvement.

Chief Nursing and Midwifery Officer Callan Battley said Core@Mater aims to connect nurses and midwives to purpose, building pride in good care and teamwork.

"We are excited to work with nurses and midwives across Mater Health to deliver on this project and to ensure a culture and team that is positive, professional and passionate, at every interaction," Mr Battley said.

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Image: Susan Geyer, Cheryl McWilliams, Lorette Jubilius and Donna Harrison at a Core@Mater Expo.



**We exist  
to provide  
compassionate  
care to our  
community.**

# Chemotherapy patients cared for at home

**In difficult times, small comforts can make all the difference. In recognition of this, Mater Cancer Care Centre (MCCC) patients can now have their chemotherapy disconnected in the comfort of their home seven days a week, including public holidays, thanks to support from Mater at Home.**

Mater at Home Director Fiona Hinchliffe said the chemo disconnect program was introduced to improve the patient experience.

"The Mater at Home team is always looking for ways to help our patients and colleagues," Ms Hinchliffe said.

"Up until now, patients had to either come in to the MCCC or the Oncology ward, often driving long distances for a simple disconnect procedure," she said.

"After trialling the service with two patients, now we're seeing more than 30 people. If a patient is finishing their 19th round of chemo, well that's 19 times they don't have to come in to a hospital setting—they can just be sitting in their lounge room."

For patient Amanda Brooke-Pestell, who was diagnosed with bowel cancer last year as a 40-year-old single mother of four young children, the service has made all the difference.

"I commenced an IV treatment on day one and after two days, the beautiful nurses came to my house to disconnect," Ms Brooke-Pestell said.

"I absolutely loved being at my kitchen table at home, being with my family. Feeling sick, worrying about getting to hospital on time and your increased risk of infection all played on my mind but this service significantly reduced all of that."

Nursing Director Ambulatory Care MCCC Paul Moran is thrilled to value-add to the service.

"This program reduces the anxiety for our patients who are potentially quite unwell during treatment," Mr Moran said.

"Many of our patients have said the service has enriched their lives and helped them cope by reducing the need to travel to hospital by half."



# Food for thought: healthy lunchboxes make a difference

## Mater has commenced a pilot program for children from refugee and asylum seeker backgrounds to help teach families about healthy eating.

Mater Refugee Health Nurse Katherine Roddom facilitated two workshops for kindergarten-aged children and their parents.

"The purpose of the workshops was to teach parents how to make a lunchbox healthy in an easy, fast and cost effective manner, and not to simply copy what is often put into the average Australian child's lunch box," Ms Roddom said.

"The key points I try to share are that leftovers are fantastic, kids like small portions of different foods and that treats affect a child's health and teeth, as well as their mood and energy levels.

"The traditional cuisine of those from a refugee background is often very healthy so I encourage that to be added to the lunchbox in the form of leftovers, plus some vegetables and fruit, and to avoid packaged foods that are high in sugar, salt and preservatives," Ms Roddom said.

During the workshop, children are engaged through storytelling and sorting different food into 'sometimes' and 'always' food groups.

"I then ask the children to sort foods into 'grow' which are calcium rich and protein foods, 'go' which are carbohydrates and 'glow' which are vitamin and mineral rich groups."

Parents who attended the workshop said they left with a very clear indication of which foods are healthy and unhealthy.

"I can now clearly say what is for everyday and what is for sometimes," commented one parent, with another parent adding: "it was helpful to get ideas for what food items to include in lunchboxes".

The Refugee and Asylum Seeker Early Childhood Kindergarten Pilot is facilitated by Multicultural Development Australia (MDA), the key refugee settlement service in Queensland. Mater Refugee Health Service has a long standing partnership with MDA. Mater delivers an innovative co-location model in 13 GP practices, where nurses deliver refugee healthcare with practice teams.

Image: Ms Roddom with children at the workshop.

**"The purpose of the workshops was to teach parents how to make a lunchbox healthy in an easy, fast and cost effective manner"**



## Mater in Mind provides vital mental health support service

**In May 2017, Mater Health launched Mater in Mind, a consultation liaison psychiatry service to support our patients who may have mental health conditions and require treatment throughout their health journey with Mater.**

Mater in Mind comprises a small multidisciplinary team of mental health nurses, allied health and medical professionals, led by Clinical Director Dr Paul Pun.

Mater in Mind services include provision of mental health assessments, review of acute and chronic presentations, medication advice for patients experiencing acute mental health symptoms, and psychological intervention, as well as advice, information and support for staff.

The Mater in Mind team provides a flexible, innovative model of care and has also developed an outpatient service to support our patients post hospital discharge. The service provides a brief intervention—up to three or four sessions—to assist in transitioning to community-based mental healthcare and reduce the need for ongoing hospital admission.

To date, the team has provided close to 1500 occasions of service to our patients. The service has been well received and—in keeping with our Mission to respond to unmet need—is set to expand in the near future in response to demand for the service.

Nurse Unit Manager at Mater Young Adult Health Centre Brisbane, Catriona Smith, said the service has been a real benefit to patients in her ward.

“It’s so valuable to our team to have the support of Mater in Mind when it comes to dealing with our patients’ often complex mental health needs,” Ms Smith said.

**“It’s so valuable to our team to have the support of Mater in Mind when it comes to dealing with our patients’ often complex mental health needs.”**

# High Risk Foot Service Clinic opens

**In February 2018, Mater Hospital Brisbane opened a High Risk Foot Service Clinic to provide a more comprehensive model of care for diabetic patients with lower limb issues.**

The clinic has amalgamated vascular, orthopaedic, endocrine, podiatry, wound care and diabetic nursing teams into one, cohesive service.

Operating from one clinic has reduced the number of clinic appointments patients are required to attend, increased the coordination of appointments and reduced variation of care among patients at 'high risk' for diabetic foot conditions.

The clinic helps diabetic patients who, for example, have significant nerve damage, foot deformities and active or healed ulcers.

Vascular Surgeon Dr Daniel Hagley said the clinic is now a 'one stop shop' for improving patient care.

"Patients suffering from lower limb complications often have issues which need discussions between lots of

specialists and now that's a quick consultation in person with an instant resolution," Dr Hagley said.

"The outcome for our patients is that they have less hospital appointments to attend and most importantly faster wound healing which improves their overall health and reduces the risk of ongoing complications," he said.

Medical Director Medical/Chronic Disease Services Dr Trisha O'Moore-Sullivan said that during the first clinic, there was a real sense of excitement and joy that the team was achieving great outcomes together.

"Patient travel and waiting time has been drastically reduced by bringing multiple specialities into one morning rather than spread over weeks," Dr O'Moore-Sullivan said.

"The patients universally loved it," she said.

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Image: The High Risk Foot Service Clinic team.



## Interactive waiting room for young adults

**Waiting to see a specialist can be a stressful experience. Mater Young Adults Diabetes Clinic is working to change this, with the establishment of an interactive waiting room.**

Patients with diabetes aged 16 to 25 who need regular appointments with a range of specialists can now enjoy entertainment, snacks and conversation with Mater volunteers in the waiting room, easing the strain of waiting.

A team of doctors, dietitians, psychologists, psychiatrists and diabetes nurse educators at Queensland Diabetes and Endocrine Centre at Mater, in collaboration with Mater Young Adult Health Centre, and through funding from Mater Foundation, developed the interactive patient waiting room.

The waiting room has been a game changer for Joanne and her son Luke, who often struggled with the wait times when he was due for his check-ups.

Luke, who is intellectually impaired, was diagnosed with diabetes in 2010 at the age of 11. To manage his condition he needs regular check-ups and in the past these have been stressful for both Luke and his mum.

"When Luke transitioned to the Mater Young Adults Diabetes Clinic, we were thrilled to hear about the interactive waiting room," Joanne said.

"The staff were so lovely and accommodating and there was so much to keep Luke occupied while we waited for his appointments. The new program suits Luke to a tee; it's the dream environment for someone like Luke who has no patience when it comes to waiting.

"The PlayStation, big screen TV and snacks all make it a much more relaxed experience for both Luke and I."

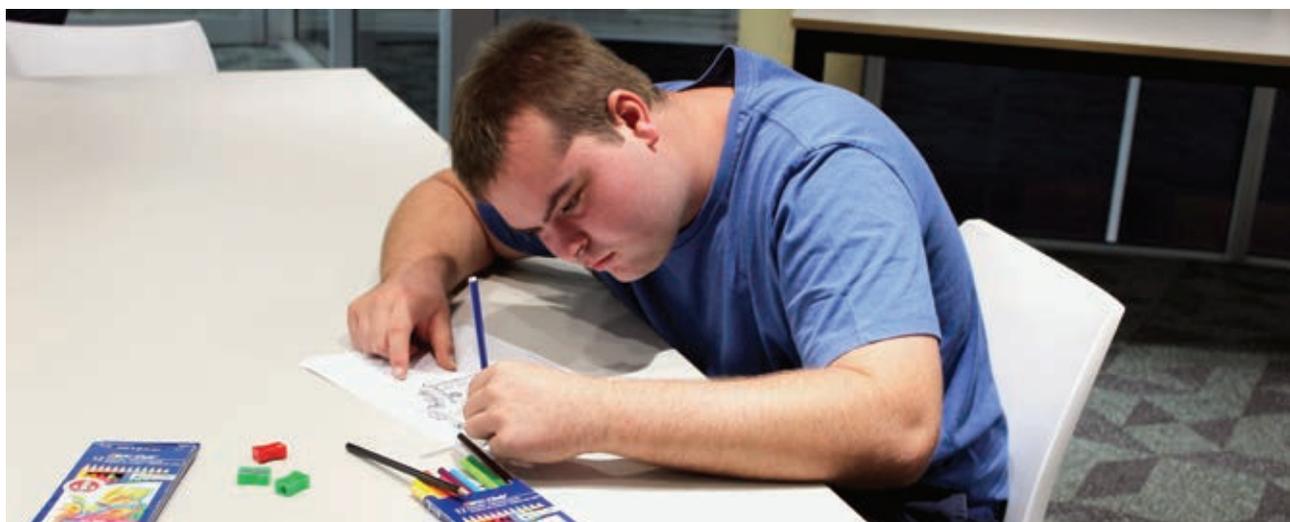
Dr Helen Barrett, Director of Endocrinology, Queensland Diabetes and Endocrine Centre said the space has been developed in response to patient needs and to help ease the strain during waiting.

"Patients were seeking a space to interact with each other and the new interactive waiting room is the ideal environment for this to take place.

"It also provides an opportunity for healthy snacks to be made on site and used as an educational tool to demonstrate the importance of understanding how many carbohydrates might be in your snacks," Dr Barrett said.

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Image: Luke enjoying the interactive waiting room.



# Fostering high standards

As part of our Mission, we foster high standards by awarding excellence and upholding the highest standards of clinical safety and quality.





**We seek to  
meet or exceed  
expectations,  
every time.**

## A multidisciplinary approach to diabetes

### Every day 280 Australians develop diabetes –that’s one person every five minutes.

A major challenge confronting the Australian health system, the treatment and management of diabetes requires a multidisciplinary approach; this is exactly what Mater’s Queensland Diabetes and Endocrine Centre (QDEC) is delivering.

In October 2017 QDEC received accreditation as a National Association of Diabetes Centre Tertiary Care Diabetes Service.

Accreditation recognises centres that are providing a defined set of specialised educational and clinical services for people with diabetes.

It aims to improve the quality and safety of diabetes care by focusing on a combination of governance, educational and clinical criteria.

QDEC was commended by the accreditation committee for its work delivering the national outpatient group education program for adults with type 1 diabetes, OzDAFNE, and for its tailored services for young people—in particular the Young Adult Transitional Services.

QDEC has now set itself the goal of obtaining accreditation as a Centre of Excellence (COE) in diabetes care.

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Image: Jennifer Meier, Dr Janelle Nisbet, Joanne Pennisi and Margaret Vitanza.



## Supporting mothers to feel confident about breastfeeding

**Supporting women to feel confident about breastfeeding is a priority for Mater Mothers' Private Redland, which in 2017 earned reaccreditation with the World Health Organisation's Baby Friendly Health Initiative (BFHI).**

The BFHI accreditation was developed by the World Health Organisation and the United Nations Children's Fund (UNICEF) in 1990 to protect, promote and support breastfeeding.

Accreditation and the initiative's guiding Ten Steps to Successful Breastfeeding standards have been successfully introduced in more than 152 countries.

Mater Mothers' Private Redland Nurse Unit Manager Ellie Grieve said it was vital that women had access

to strong support and information about infant feeding in both the antenatal and postnatal period.

"For mums, it is important that they are receiving consistent care, information and advice," Ms Grieve said.

"The aim of our midwives is to empower mothers to make an informed choice about feeding their newborn.

"We support early bonding by encouraging skin-to-skin physical contact immediately post birth, but our focus is always on providing the best experience for mothers and their babies and supporting them to have greater confidence in their skills when they leave hospital—regardless of the feeding method," she said.



# Listening to our patients

**As part of Mater's *Exceptional Every Time* program, we are committed to providing our patients with safe, high quality, compassionate care.**

Central to this commitment is listening to our patients in order to improve care and ultimately deliver an exceptional experience.

Positive care experiences are linked to good clinical and quality outcomes. An increasing body of research shows strong correlations between organisations that provide reliable, positive patient experiences and lower readmission rates, shorter length of stay, fewer hospital acquired complications and fewer serious patient safety events.

Mater has developed a patient experience survey (PES) tool to summarise patient experience feedback into a single standardised score for clinical service units. The PES incorporates elements of the Australian Commission for Safety and Quality in Health Care's Australian Hospital Patient Experience Question Set. This approach ensures we are seeking feedback from patients based on the best available evidence identifying what is most important to patients, and will also allow us to benchmark patient experience results against other health service providers in the future.

Results from the PES allow timely visualisation of patient experience across the organisation, enabling managers to share patient feedback with frontline staff. Overall feedback demonstrates that patients experience very good treatment and care at Mater. By far the most frequent form of feedback praises Mater staff, such as: "I cannot thank the nurses and doctors enough. Every single person I dealt with was caring, friendly and professional. I always felt safe and comfortable and well informed about my care and options".

Collecting meaningful data is integral to our work at Mater and triangulating patient feedback with other metrics—such as safety incidents, complaints and clinical audits—allows us to assess what we are doing well and what needs improving on a continual basis.

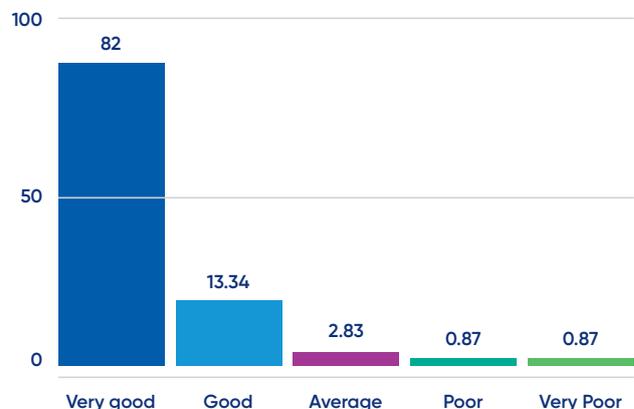
For example, we perform a Patient Safety Bedside Audit (PSBA) annually, which enables us to measure some of the most important clinical care processes known to prevent or reduce significant pertinent safety risks.

The PSBA provides a key opportunity to benchmark our performance nationally and demonstrate how we meet the requirements of the National Safety and Quality Health Service Standards (NSQHSS). The 2018 PSBA revealed positive results: 92 per cent of patients felt included in the handover process and 90 per cent of patients said they were assisted in a timely manner.

At ward level, the practice of patient safety huddles and the implementation of after-hours and weekend patient safety huddles has demonstrated significant improvements in communication and increased staff awareness of pertinent patient safety risks.

Our primary aim at Mater is to ensure that all our patients receive the best possible experience we can provide at all points of their healthcare journey. When our patients talk, we listen ... and we act. We recognise the feedback we receive from our patients plays a critical role in ensuring we provide exceptional care, every time.

**Overall, the quality of the treatment and care I received was:**





**We value  
commitment:  
the spirit of  
integrity.**

# Mater Education celebrates graduation milestones

**In December 2017, Mater Education celebrated the success of 167 students graduating from its exceptional healthcare courses.**

The Diploma Graduation Ceremony observed 89 newly qualified Nursing and Anaesthetic Technology graduates. Among them was Mater Education's very first part-time Diploma of Nursing cohort, of 12 students.

After taking three years to complete the qualification (normally 18 months), the inaugural part-time cohort was acknowledged for their perseverance, while often balancing their work, life and family commitments with their study.

The combined Certificate III Graduation Ceremony saw an additional 78 students graduate from Allied Health Assistance, Health Services Assistance and Pathology Collection courses.

Additional milestones celebrated by Mater Education in the past financial year include seeing the very first Diploma of Anaesthetic Technology students and the 500th Diploma of Nursing student graduate in July 2017.

*Image: Mater Education's inaugural part time Diploma of Nursing graduates.*



# Continuing Professional Development ensures best practice

**In line with our *Exceptional Every Time* program, we continuously evolve to serve our community at a consistently high standard.**

One way we achieve this is through Mater Education's Continuous Professional Development (CPD) offerings.

Mater Education currently offers a wide, and growing, suite of CPD courses, including practical and skill-based clinical learning such as venepuncture and cannulation, communication and supervision programs, and a new twilight wound care and cancer care series.

"To provide the very best care for our community we must strengthen our knowledge and skills. In fact, we're professionally and ethically obligated to continuously improve and offer best practice," Director of Learning and Development Katherine Jackman said.

In partnership with various subject matter experts across the organisation, the CPD team develop courses to fill knowledge gaps, overlaying educational principals to ensure courses are engaging and impactful.

One course that has proven popular is the Nursing Refresher Course, designed for nurses who are still

registered but require a refresher course due to a short absence from the workforce.

"This program is a Queensland-first, which we run in partnership with the Australian College of Nursing, to refresh nurses' skills and help them return to the acute care setting," Ms Jackman said.

Using contemporary educational methodology and adult learning principles, the program recognises prior learning and evidences competence, and is inclusive of 24/7 accessible online learning, with workshops, simulation and clinical placement.

Another popular course is the full day Introduction to Young Adult Health course. Targeted broadly to all clinicians, topics include engagement and communication, psychosocial care, mental health, substance abuse and integrated care of young people.

"Our greater purpose is to be key enablers and translate knowledge into practice. By investing in CPD, we not only guarantee our professional future, we ensure we are providing the very best care to those who entrust us with their lives," Ms Jackman said.

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Image: Education Coordinator Peta Sullivan with students from the Clinical Skills Refresher program.



# Mater Education presents at 2018 International Meeting of Simulation in Healthcare

**As a leading provider of healthcare education, training and simulation, Mater Education was given the opportunity to present at the 2018 International Meeting of Simulation in Healthcare.**

Mater Education's simulation team—Melanie Barlow, Dr Sarah Janssens, Stephanie Barwick and Sharon Clipperton—flew to Los Angeles in January to present at the prestigious conference.

In collaboration with the Center for Medical Simulation (CMS), the Mater Education team delivered a series of insightful workshops to other simulation experts, as part of the 'Making the Impossible Possible' themed conference, which attracted approximately 3000 delegates from around the world.

Mater Education's Director of Simulation Melanie Barlow said the conference enabled the team to establish invaluable networks with other global simulation experts.

"It's great to be able to help develop the skills and abilities of the international simulation community. This will help strengthen and develop Mater's simulation capability and continue to improve patient safety, clinical feedback, and professional education," Ms Barlow said.

Image: Sharon Clipperton, Melanie Barlow, Dr Sarah Janssens and Stephanie Barwick at the conference.

**"It's great to be able to help develop the skills and abilities of the international simulation community."**



# Compassionate Mater People recognised at Mercy Week Awards

## Living Mater's Mission and Values

Mercy Week provides an opportunity every September for Mater to celebrate, acknowledge and applaud all of the ways Mater People are living out the Mater Mission and Values in their work each day.

Celebrations coincide with Mercy Day, 24 September—the day Catherine McAuley established the House of Mercy in Dublin in 1827. Ms McAuley founded the Sisters of Mercy four years later.

A highlight of Mercy Week is the announcement of the Mercy Week Mission Awards, which recognise Mater People who consistently demonstrate the Mater Mission and Values of Mercy, Dignity, Care, Commitment and Quality. Congratulations to the 2017 Mercy Week Mission Award winners.

## Individual Award

Isaac Wensley's positivity, compassion, and willingness to go 'above and beyond' in his work as Senior Neurophysiology Scientist with the Mater Centre for Neurosciences Advanced Epilepsy Service earned him the 2017 Mercy Week Mission Award individual winner.

Mr Wensley received nine nominations for the award, each one praising his pursuit of excellence in all areas.

"Isaac's work ethic is simply outstanding; he always goes above and beyond. He is compassionate, patient and always treats people with respect and dignity," one nominator said.

"His eagerness and positivity, which he ultimately imparts upon his patients, make him a perfect role model," another said.

"Isaac lives and breathes Mater Values. His commitment to excellence in his work and the quality of his delivery is exceptional every time."

Mr Wensley said the award was further affirmation he is working in the right organisation.

"Mater is a very unique place to work and I have an amazing support network and role models," he said.

## Team Award

Seven days a week, the Homeless to Home Healthcare After Hours Service provided health and housing support to people living rough in Brisbane, as well as those who have managed to make the transition from homelessness to housing but still need a helping hand.

The trailblazing service, a collaboration between Mater and the innovative not-for-profit, Micah Projects, was named winner of the 2017 Mercy Week Mission Awards team award.

Two Homeless to Home teams—each with a nurse and a Housing to Home outreach worker—were on the streets from 5 pm to 11 pm providing direct nursing care, performing health assessments, creating referrals to hospital, primary care and allied health facilities, and organising housing support. Homeless to Home Manager Kim Rayner said winning the team award was a great boost.



# Neonatal pop-up program takes innovation to new heights

**A pop-up simulation program developed by Mater Education to refine neonatal care across a range of settings has been named a world leader.**

In September 2017, the Neonatal Pop-Up Simulation Program received the "Innovation in Neonatal Simulation" award at the 6th Annual Neonatal Simulation Conference in the United Kingdom.

As its name suggests, the program's simulations are created to 'pop up' in particular settings, whether it be Mater Mothers' Hospitals' birth suites or the hospital car park, presenting inter-professional healthcare teams with real life scenarios that build on their response skills.

The program was created in 2015 to deliver emergency response training for medical and nursing staff working in adult and paediatric areas, and a year later extended its reach to neonatal care.

Mater Simulation Educator Alison Michaels said receiving international recognition of the program reinforced the strong outcomes it is delivering at Mater.

"This gives us insight into the fact the work we are doing here is groundbreaking—we are forging a path as leaders in the field of point-of-care simulation," Ms Michaels said.

Mater Education's range of simulation services are designed to help increase the efficiency, effectiveness and safety of healthcare facilities, and their service delivery.

To date the program has created 248 neonatal, obstetric, paediatric and adult simulation events.

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Image: Alison Michaels, Dr Richard Mausling, Natalie Loriaux-Dyer and Alicia Godmon.

**"We are forging a path as leaders in the field of point-of-care simulation."**





## Fellowships give Mater the simulation edge

**For six months in 2017 Mater's Stephanie Barwick and Dr Sarah Janssens were in Boston, Massachusetts, honing their skills as educators in medical simulation at the world-leading Center for Medical Simulation (CMS).**

Ms Barwick, a critical care nurse, and Dr Janssens, an obstetrician and gynaecologist, both hold key simulation roles within Mater Education and were the first recipients of an exclusive Fellowship program delivered through Mater's affiliation with CMS.

Mater Education Acting Director of Simulation Ms Barwick said the opportunity to undertake the fellowship together allowed her and Dr Janssens to bring enhanced outcomes back to Mater.

"Both of us going together—a doctor and a nurse—meant we were gathering simulation skills from two different vantage points," Ms Barwick said.

"Professional development does not usually have the same focus for nurses as it does for doctors, but from this experience we were able to bring back an exciting synergy between the two and embed this in the simulation education we deliver at Mater."

Mater Education Clinical Simulation Director Dr Janssens agreed the immersive fellowship experience at CMS had advanced their skills as simulation educators immeasurably.

"The wide range of courses we got to participate in, from clinical drills though to a comprehensive instructor course, gave us the opportunity to grow our skills and make connections with simulation experts from all over the world," she said.

"We gained an appreciation of how to be better educators by focusing on our listening skills and facilitating debriefings that enhance the learning of all involved with the simulation."

Since returning to Mater, Ms Barwick and Dr Janssens have worked closely with CMS as co-faculty to deliver their world famous simulation instructor course at Mater Education for medical, nursing and allied healthcare professionals throughout Australia.

The course, Simulation as a Teaching Tool, trains participants to teach clinical, behavioural and cognitive skills through simulation.

# Australia's first epilepsy Nurse Practitioner

**As part of the advanced epilepsy team at Mater Centre for Neurosciences, Peter Jones has been involved in many firsts: Queensland's first stereotactic electroencephalography (SEEG), Australia's first surgery for epilepsy using the ROSA robot, Queensland's youngest SEEG patient and Australia's first laser ablation for epilepsy.**

With the ultimate goal of changing the lives of thousands of Australians living with refractory epilepsy, Mr Jones' humbling encounters with patients drove him to add another first to that list: becoming Australia's first Nurse Practitioner in epilepsy.

"When I started at Mater I thought I knew about epilepsy; I had run a service and I had worked as a NUM in neurology for years. I had the chance to work here with Dr Sasha Dionisio again and I realised at that point, I have so much more that I need to learn."

Mr Jones said that studying to become a Nurse Practitioner, the highest level of clinical nurse, was the extra push he needed.

"Because you can't step back, you can't stop when thinking about the lives of these patients," he said.

"Neuroscience ... it's not easy medicine. Sometimes we are telling someone that they have a condition for life. MS—that is brutal—or telling someone they have motor neurone disease; that patient might not be back for their second appointment."

"The part I love about being a Nurse Practitioner is that you get time ... when you really do need time in this specialty. I don't have to limit myself to a certain amount of time per patient," he said.

**"You've got to be a great detective. It is the fine detail that gives you the diagnosis."**

Mr Jones said this role allows him to do all the things that made him want to be a nurse in the first place.

"In neurology you have to recognise the severity of the condition, know what to offer, know when to be realistic and be consistent. You've got to be a great detective. It is the fine detail that gives you the diagnosis, and that is what we push for: that proper, eloquent, tight diagnosis to give you the best care. The Nurse Practitioner can do that because our job is to follow through."

Mr Jones' passion doesn't go unnoticed by his colleagues: in 2017 he was nominated for Mater's Mission award and awarded the Health Practitioner of the Year award by Epilepsy Queensland, for his significant contribution to the medical care of people with epilepsy.

Mater Epileptologist and Mr Jones' Clinical Mentor Dr Sasha Dinionisio said Mr Jones' role as a Nurse Practitioner provides huge clinical support which allows the team to expand their work.

"I always knew he could do it. He is the most motivated person I've ever met. He loves what he does and we're very proud of him."



## Excellence in research

For two decades Mater Research has been undertaking bench-to-bedside research projects that save lives.

Mater Research is home to a team of more than 300 researchers and support staff and each year the significant achievements of a number of shining stars are recognised through the Mater Research Awards for Research Excellence.

Congratulations to the 2017 medal and award winners.

### **Sr Regis Mary Dunne Medal**

*(for outstanding research contribution)*

**Winner: Professor Josephine Forbes**

Prof Forbes is one of Mater's most consistently productive biomedical scientists, fostering numerous biomedical-clinical interactions and leading several teams within the multi-faceted Chronic Disease Biology and Care Program. Her scientific contributions were recognised nationally in 2017 when she received the Australian and New Zealand Society of Nephrology TJ Neale Award for Outstanding Contribution to Nephrological Science.

### **Sr Madonna Josey Medal**

*(for outstanding contribution to Mater Research)*

**Winner: Professor Geoffrey Kiel**

As one of Mater Research's longest standing directors, Prof Kiel has been pivotal in shaping the strategic direction of Mater Research. In 2008, together with Professor Bob Williamson, he conducted a review of research which ignited a major restructure and set the course for a new phase of expansion and productivity including establishing partnerships with The University of Queensland and The Translational Research Institute.

### **Sr Eileen Pollard Medal**

*(for incorporating research into clinical care provision)*

**Winner: Professor Sue Kildea**

Prof Kildea has established a strong research program around midwifery services, with particular work aimed at improving outcomes for indigenous and rural women. As a mentor to many young researchers she is passionate about developing the research capabilities and careers of midwives. Her strong national reputation in research has paved the way for Mater to be involved in multiple collaborative partnerships that are recognised by competitive funding.

### **Sr Michaeleen Ahern Medal**

*(for outstanding levels of performance in the supervision, mentoring and training of postgraduate research students)*

**Winner: Professor Michael McGuckin**

Prior to taking up a role in Melbourne late in 2017, Prof McGuckin was Deputy Director of Research and a committed mentor to a large number of students. He was recognised for the high quality mentoring support and training he provided to students to ensure their research success, and for his ongoing support post-graduation.

### **Doctor Laurence Catley Clinical Student Award**

*(clinical researcher who has made a significant contribution to Mater Research and the community)*

**Winner: Ms Amal Alsolai**

Third year PhD student Ms Alsolai demonstrated high productivity and significant contribution to community through her research into fetal cardiac function and assessing the risk of intra-partum fetal compromise. Ms Alsolai's research has been presented at a number of national and international conferences.

## Achieving excellence



### Research Higher Degree Student Award

*(scientific researcher who has made a significant contribution to Mater Research and the community)*

**Winner: Ms Ramya Movva**

Third year PhD student Ms Movva has made a significant contribution to research on Inflammatory Bowel Disease. She has authored five publications and has made a number of oral and poster presentations at local and international conferences.

### Early Career Researcher Award

*(recognising exceptional work undertaken at Mater Research)*

**Winner: Dr Hanna Reinebrant**

Dr Reinebrant is a postdoctoral researcher at Mater's Stillbirth Centre for Research Excellence (CRE), where her work is helping to grow understanding of the causes of stillbirth and perinatal mortality. She also plays a significant role in team coordination and student supervision at the centre.

### Simon and Nell George Award

*(introduced in 2016 to recognise the long-standing support of Mater provided by the George family, particularly in the area of care of newborns and maternal health)*

**Winner: Associate Professor Helen Liley**

A/Prof Liley has undertaken exceptional work towards improving outcomes for infants requiring resuscitation at birth and subsequent neonatal intensive care.

### Bill Siganto Award

*(introduced in 2016 to recognise the long-standing support of Mater provided by the late Bill Siganto and his family, particularly in the area of prostate cancer research)*

**Winner: Associate Professor Allison Pettit**

A/Prof Pettit is helping Mater make great strides in the field of prostate cancer research. In particular, her study of bone metastasis among prostate cancer sufferers is unlocking new understanding of the disease.

## Experts in teaching and learning

**Mater's pursuit of innovation in the delivery of exceptional care is underpinned by an organisation-wide commitment to ongoing education.**

Each year the Mater Teaching and Learning Awards recognise Mater People who have contributed to the provision of exceptional care at Mater through their outstanding commitment to learning and development in the areas of health, education and research.

Mater Education CEO Donna Bonney said a record number of nominations for the 2017 awards demonstrated the strong culture of teaching and learning now firmly established at Mater.

"Mater's commitment to teaching and learning at all levels is reflected in our organisational strategy, structure, resourcing and the integration of health, education and research," Ms Bonney said.

### **Congratulations to the 2017 Mater Teaching and Learning Awards winners:**

- **CEO Mission Award**  
Dr Michael Burke
- **Excellence in Teaching**  
Dr Minda Lowry
- **Clinical Supervisor of the Year**  
Dr Narelle Fagermo
- **Excellence in Translating Research into Practice**  
Clare Kreis
- **Sr Eileen Pollard Graduate of the Year**  
Elyssa Hughes
- **Student of the Year**  
John Little.

## CEO Mission Award winner Dr Michael Burke

**Mater Director of Nephrology Dr Michael Burke is passionate about teaching, which is why he makes it a priority to carve out space inside his busy clinical workload each year to teach and mentor dozens of medical registrars, junior doctors and members of nursing staff.**

"A lot of benefit can be derived from senior clinicians giving time to train junior doctors and nurses in the clinical setting—more than simply the skills we can impart," Dr Burke said.

"In many ways teaching helps us as much as it does the students. Teaching encourages us to think about why we do things and to be constantly seeking ways to improve the way we look after our patients."

Dr Burke has helped make the Mater Nephrology Service, which includes the Dialysis Unit, an active training environment for junior doctors and nurses.

Mater's ability to offer dialysis to both private and public patients in the past two years has provided an opportunity for Dr Burke and fellow Mater renal physician Dr Richard Baer to embark on a large scale teaching initiative for third year medical students, junior doctors, medical registrars studying for their FRACP exams, and nursing staff.

"We have our trainee staff front and centre with us instead of in the corner feeling out of place. We want them to see that their presence is a real positive," Dr Burke said.

"I think it is important for everyone to feel they are a part of the team. This helps foster a learning environment where people are comfortable to ask questions, which in turn improves patient care."

Dr Burke said he felt privileged to be part of Mater's organisation-wide commitment to teaching and learning.

"Mater realises how connected teaching is to everything we do and that it lifts the level of medical care we provide to patients," he said.

## Employing the right outlook

### **Mater Research is well known for achieving scientific and treatment breakthroughs, but in 2017 its performance as an employer attuned to gender equality attracted recognition.**

On Friday 1 September 2017, Mater Research was announced winner of the Women in Technology (WiT) association's Employer of Choice Small Business Award.

WiT represents the interests of women in the fields of Information Technology and Life Sciences technology and the association's annual awards celebrate women who are playing lead roles in these traditionally male-dominated fields.

The Employer of Choice Small Business Award was presented to Mater Research for "clearly recognising the challenges that women face in climbing the academic ladder".

Mater Research Acting CEO Dr Maree Knight said Mater Research aimed to create choice and agility as an employer.

"Our activities fall at the intersection of research, education and health, so employees often need to share multiple working roles across several working locations," Dr Knight said.

"To reduce the burden of this we support flexible working arrangements that best suit personal working styles—this can include home-based work and desk-hopping locations—and while Mater comes from a solid base in supporting its staff we've coupled this with gender-specific initiatives to ensure women are empowered and encouraged to excel.

"The goal is to create the kind of choice and agility that will meet present and future challenges and make for a working environment that retains talented employees."

Mater Research has undertaken a number of strategies to support equal opportunity and advancement for women:

- A Gender Equity Working Group (GEWG) has been established to support the achievement of Mater Research's equality objectives.
- A Mater Research Strategic Grant for Outstanding Women has been established to support the research and career progression of high potential female researchers.

- A number of formal policies have been implemented, embedded with gender equity practice to guide employees on recruitment practices, equal opportunity and anti-discrimination.
- A partnership with The University of Queensland (UQ) in the Athena SWAN program has been established to assess gender diversity and equity.
- There has been a focus on promoting STEM (science, technology, engineering and mathematics) among school-aged girls.

### **Entrepreneurial achievement**

Mater Research Deputy Chairman Dr Carrie Hillyard was named joint winner of the WiT Sue Wickenden Entrepreneurial Established Award.

Along with her role at Mater Research, Dr Hillyard is Chairman of the DNA-focused healthcare program Fitgenes and is an Angel investor.

The award recognised her 'vision, leadership and initiative in establishing her own enterprise'.

Dr Hillyard also received the WiT Life Sciences Outstanding Achievement Award for her significant contribution to the growth and development of Queensland's Life Sciences industry.

Image: Maree Knight receiving the WiT award.



## Unlocking answers

**Mater researcher Professor Josephine Forbes' efforts to bring about greater understanding of kidney disease through preventative strategies and innovative treatments to improve patient outcomes have been recognised by the Australia and New Zealand Society of Nephrology (ANZSN).**

In September 2017 Prof Forbes was awarded the society's prestigious TJ Neale Award for outstanding contribution to nephrological science.

This annual award is given to a clinician or scientist deemed to have made the most significant contribution to the field.

Director of Nephrology at Sydney's Royal North Shore Hospital Professor Carol Pollock, who nominated Prof Forbes for the award, described her colleague's long-standing innovation, excellence and self-direction in her field of endeavour as exceptional.

"Professor Forbes has made a truly outstanding contribution to understanding the pathogenesis of diabetic nephropathy, as well as developing a research program to better understand issues in the diabetic milieu relevant to glycaemic control, one of the major risk factors for diabetic kidney disease," Prof Pollock said.

The nomination also cited Prof Forbes' international reputation in diabetic kidney disease and her leadership role in research and diabetes advocacy both in Australia and overseas.

Since 2012 Prof Forbes has led the Glycation and Diabetes team at Mater Research.

She has been the recipient of numerous awards for her work, including the 2016 World Science Festival Women in STEM prize, the 2014 Queensland Women in Technology Excellence in Life Sciences Award, and the 2010 Commonwealth Health Minister's Award for Excellence in Health and Medical Research.

Reflecting on her latest accolade, Prof Forbes praised the exceptional team of researchers she works with each day.

"This award could certainly not have been achieved without the commitment of my research team, the support I've received from Mater Research, and the collaboration of my colleagues across Australia and overseas," she said.

"I must also acknowledge the funding bodies that have supported my research, including Kidney Health Australia, Diabetes Australia, the Juvenile Diabetes Research Foundation, the National Institute of Diabetes and Digestive and Kidney Diseases (NIDDK) USA and the National Health and Medical Research Council (NHMRC).

"Last but not least I would like to thank the individuals with diabetes and their families, including those at Mater Young Adult Health Centre, who have generously contributed to my research projects."



# Fostering women in research

**In 2018 women remain under-represented when it comes to lead roles in the field of medical research, but Mater's world-class research institute is working to change this.**

Each year on International Women's Day (8 March), Mater Research helps foster the careers of two deserving women by awarding them \$90 000 through the Mater Research Strategic Grant for Outstanding Women program.

Mater's Director Biomedical Research Associate Professor Allison Pettit said the program was about closing the research and academic gender gap.

"The intention is to provide a flexible injection of funds to substantially support outstanding women with demonstrated research excellence who face disadvantage due to career disruption and/or gender associated barriers, so that they will be better positioned for ongoing success in external funding schemes," A/Prof Pettit said.

"At Mater Research we are dedicated to being proactive about gender equity given the clear challenges on this front.

"The barriers for women are multifactorial but motherhood, with many women being the primary carer, coupled with being a clinician and/or a researcher, are significant contributors. It is hard to balance these competing demands while remaining competitive in the health and medical research space."

A/Prof Pettit said research could be an unforgiving field and the attrition rate was high for women, despite their overall levels of excellence.

The program's 2018 recipients were Associate Professor Katharina Ronacher and Professor Josephine Forbes, both Group Leaders at Mater Research Institute—The University of Queensland.

## **Associate Professor Katharina Ronacher**

A/Prof Ronacher heads the Infection, Immunity and Metabolism group at Mater Research.

Currently her research investigates why patients with diabetes are more susceptible to infectious diseases including tuberculosis and defining the extent of the problem in Australia. She also focuses on the development of new therapies to improve treatment outcomes of infectious diseases in patients with diabetes.

A/Prof Ronacher, a mother of three, said being awarded the grant had reduced the pressures she faced balancing her home and work life.

"With the grant money I have been able to recruit another staff member who can assist in my research work around stopping the spread of tuberculosis (TB) in Australia, so it's a huge help," she said.

"Funding that is consistent over two years allows enough time to truly make a difference in our research."

## **Professor Josephine Forbes**

Prof Forbes is a Program Leader of the Chronic Disease Biology and Care research theme and the Group Leader of the Glycation and Diabetes Complications Research Group at Mater Research.

Prof Forbes' lab is investigating new treatments for diabetes and the chronic complications associated with it, such as kidney disease, blindness, amputations, and heart disease.

She also balances a young family with her high-level research career.

"My husband is a fantastic ongoing contributor to our family and wholeheartedly supports my research career. However, as a mum you have to be very innovative and selective about how to use your time," she said.

"It becomes particularly challenging for a woman at this level, where you are a professor and a group leader. I am expected to maintain international excellence in my field, be an entrepreneur, innovator and mentor, and provide sustainable funding for myself and my team, while balancing a stable and happy home life.

"I could not sustain this without the ongoing support of Mater, for which I am extremely grateful."

## Mater Baby Products reach new markets

**The high quality of Mater’s award-winning maternity and baby care product range continues to win plaudits, connecting with mums and dads in Australia, and now abroad.**

In 2018 the range launched in two overseas markets—China and Singapore—adding to existing distribution channels in Australia including pharmacies nationally, childcare centres throughout Queensland and Victoria, and Woolworths stores in South East Queensland.

Mater Products Director Tania Alves said this expansion into international markets was a natural next step for the innovative products.

“Our range occupies a unique space in the market—there is no other range like it,” Ms Alves said.

“The products are hospital quality and have been specially developed by midwives and mums, who worked together to create a high quality and affordable range that reflects the exceptional care delivered every day at Mater Mothers’ Hospitals.

“Ours is a brand families know they can trust.”

The launch of a new, retail-friendly website in January has helped to facilitate Mater Baby Products’ growing market reach.

“Mater Baby Products were developed for use in our hospitals and then made available for retail in the community because Mater believes every baby deserves the best possible start in life,” Ms Alves said.

The product range includes Mater Body Balm for pregnancy, Mater Baby Wash, Mater Baby Moisturiser, Mater Nappy Balm and five sizes of Mater Nappies, from Newborn First Weeks through to Toddler.

The exceptional quality and unwavering commitment to premium ingredients of the Mater Baby Products range continues to be recognised by consumer-led awards: in 2017, the range won silver and bronze medals at the Australian Mother and Baby Magazine Awards.

Proceeds from the Mater Baby Products range supports Mater Little Miracles to fund life-saving research for babies born throughout Australia and across the globe.

## Queen’s Birthday Honour

**In June 2018 Mater surgeon Professor Mark Smithers was among the select group of high achieving Australians named on the Queen’s Birthday Honours list.**

Prof Smithers was made a Member in the General Division (AM) of the Order of Australia for his significant contribution to medicine in the fields of gastrointestinal and melanoma surgery, and to medical education and professional organisations.

He said receiving an Order of Australia was a significant honour, which he owed in part to his family.

“I thank my family for their support and encouragement over the years, without which I would not have been able to do the activities that have led to this accolade,” Prof Smithers said.

Prof Smithers’ contributions to medicine have attracted widespread recognition in 2018.

Earlier in the year he was awarded the Royal Australian College of Surgeons’ Sir Hugh Devine Medal for meritorious service to surgery—the highest honour the college can bestow upon a Fellow during their lifetime.

Image: Professor Mark Smithers.



# Serving the community

We are strongly connected to our community, which we are privileged to serve. Our partnerships help extend our reach—we couldn't do it without you.



## Building a healthy community

**Mater Private Hospital Springfield is shaping new thinking about healthcare. Since opening in 2015, the hospital has been servicing the needs of Australia's newest city, Greater Springfield, with innovation and patient-focused care.**

The state-of-the-art facility provides a range of specialist medical and surgical services, and is equipped with its own dedicated cancer care centre which allows local cancer patients to access world-class treatment just minutes from home.

Mater Private Hospital Springfield Director Justin Greenwell said patient and family-centred care is integral to every aspect of Mater Private Hospital Springfield's design.

"We have no set visiting hours, which allows for family to be closely involved in the care and recovery of patients and our dietician-approved room service menu allows patients freedom of choice during their stay," Mr Greenwell said.

Seeking input from the local community on all aspects of the hospital has been a priority.

In May 2016 Mater Private Hospital Springfield established the Patient and Family Advisory Group, which comprises local residents who provide a consumer perspective on everything from service design through to patient information.

Mater Private Hospital Springfield Director of Clinical Services Suzanne Hawksley said the group represented consumer engagement at its best.

"Their perspectives on the needs of patients and their families are invaluable," Ms Hawksley said.

Initiatives that encourage preventative health in the local community are also a strong focus for the hospital.

In February this year the hospital hosted a group of Year 11 Students from the Springfield Central State High School (SCSHS) to deliver a preventative health project targeting young people.



## Seeking input from the local community on all aspects of the hospital has been a priority.

Students from the school visited Mater Private Hospital Springfield Cancer Care Centre to tour the facility, meet with medical professionals, and gain practical understanding of the effects of skin cancer and associated treatments.

Springfield Central State High School Health teacher Ben Williams said the initiative had two aims: to educate students about the field of cancer care and ultimately impact on their behaviours in relation to sun exposure.

The initiative is one of many that allow Mater Private Hospital Springfield to engage with various sectors of the local community.

In 2017 students from two local kindergartens donned hospital scrubs for excursions to the facility where they learned about the different roles at work within a hospital and the importance of eating well and keeping active.

The visits also provided an opportunity to increase the children's familiarity with hospital settings, helping to remove the connotative connections of fear children can often make to hospital.

Mr Greenwell said these and other initiatives feed into a truly holistic healthcare vision for Mater Private Hospital Springfield.

"We have a role not only to provide medical services, but also to educate and promote proactive health initiatives in order to foster a healthy community at Greater Springfield," he said.



## Volunteers critical to simulation success

### A unique volunteer program is playing a key role in Mater's nation-leading endeavours in the field of healthcare simulation.

The Embedded Simulation Person (ESP) Program was developed by Mater Simulation Education Coordinator Pauline Lyon in 2014 to train volunteers to perform as patients in simulated medical scenarios which mirror real life.

Today the program has 29 ESPs, who help deliver more than 30 training units in Mater Education's suite of simulation training courses for doctors, nurses, midwives, allied health professionals and students.

Ms Lyon said the ESPs are fundamental in creating simulation scenarios that play out authentically.

"Simulation allows healthcare providers to learn, practise and apply new or not-so-new skills in a safe space, but no matter how detailed or complex simulation mannequins are, they don't react or respond the way a real person would," she said.

"This is where real life experiences and the ESP training our volunteers are given is invaluable—it makes the learning experience more realistic and therefore all the richer."

ESPs are trained specifically in the concepts of simulation and how to perform in the roles of patient or family member and can find themselves in a range of scenarios, from a simulated blood transfusion to being a patient with a neurological disorder.

Mater Hospital Brisbane Volunteer Coordinator Russell Williams said the commitment volunteers showed to the ESP program was wonderful.

"They take it very seriously, which is so important for ensuring that each simulation feels real for the student or staff member undergoing training," Mr Williams said.

"The feedback they are able to give to students and health professionals is very valuable as well—this allows those being trained to see things from the patient's perspective."

Christine Allport has spent more than 250 hours as an ESP and has been with the program since its inception.

Ms Allport, who loves acting, said taking on different personas—which can flip from a non-English speaking patient to one who is distressed and very vocal—for the benefit of creating real-world training scenarios was addictive.

"We get to see people move right through their training, which is really very exciting," she said.

"You watch the growth of a student, a nurse, or a doctor. These situations are designed to be challenging and confronting and to be a part of a mode of training that is so important and valuable is amazing."

Mater Education simulation training is used in a range of settings across Mater Health, from testing and reviewing procedures through to dedicated learning courses for medical and nursing and midwifery staff and students.



## Patient volunteers helping to train our future doctors

**Patient volunteers are at the heart of a clinical education program equipping medical students with communication and diagnostic medical history-taking skills.**

The Patient Volunteer Program is a joint initiative of Mater and The University of Queensland Faculty of Medicine and has been operating since 2016 at the Mater Clinical School in South Brisbane.

Targeting second year medical students, the program involves dedicated Mater volunteers who have a chronic but stable medical condition—each of them filling the role of a patient undergoing an initial doctor’s appointment.

The students practise taking focused histories from the volunteers and must employ their evolving clinical reasoning and diagnostic skills in endeavouring to make accurate diagnoses of the volunteers’ medical conditions.

The program’s GP Facilitator Dr Collette Sheridan said this authentic learning experience, delivered in the nurturing environment of the Mater Clinical School, was extremely valuable to students.

“This program is strategically positioned in the medical course as a bridge between the basic sciences taught in the students’ earlier years and their clinical attachments in the final two years of the course,” Dr Sheridan said.

“The sessions provide an opportunity for the students to practise clinical reasoning and presentation skills and to receive feedback from the volunteers, their colleagues and their clinical coach.

“The volunteers also share invaluable insights about their medical conditions and their care to date with the students.”

Currently, 22 volunteers are involved in the program, which delivers close to 50 clinical training sessions each year.

## Mater Research launches new and improved website

**In a rapidly changing world we must continually evolve our technology and communication to remain relevant to the community we serve.**

In recognition of this, Mater Research launched a new and improved website in October 2017 to provide users with a more contemporary experience.

The website features a refreshed design and improved search functionality and user experience, allowing users to easily navigate and access information about researchers, programs, projects and key achievements on desktop, tablet and mobile devices.

Publication abstracts are also available for viewing within researcher profiles. The new website is also an important student recruitment tool, with new functionality introduced to allow university students to search for current student research opportunities and submit an expression of interest (EOI) application via the Mater Research website: [materresearch.org.au](http://materresearch.org.au).

## Growth in Mater Lotteries

### **Mater has a long and proud tradition of operating lotteries in our community to support vital medical research and patient care.**

Our existing program comprises three lotteries—Mater Prize Home, Mater Cars for Cancer and Mater Cash for Kids—each occurring six times a year.

The financial performance for 2017/18 has been focused on maintaining our acquisition activities, while rationalising our expenses so that more funds can be distributed to Mater.

We have a number of long-term supporters, many of whom are our regular monthly VIPs.

This group remains an integral part of our result, particularly in the growing Mater Cars for Cancer lottery. This limited lottery has sold out on several occasions and demand is likely to continue in the 2018/19 financial year.

Looking ahead, our focus for the program is to continually drive operational improvements, assess our product offering and deliver a quality experience for our supporters, while enhancing the Mater brand in the community.

## Mater Prize Home lottery changes lives

### **Winning a \$1.6 million Mater Prize Home lottery package on his son's birthday was the best present Brian and his family could have received.**

A long-term Mater supporter, Brian has been a \$30 VIP Club member since 2013 but never did he imagine he would actually win a Mater Prize Home.

"This doesn't happen to me," Brian said when he received the exciting news that he was the owner of a stunning new Sunshine Coast home.

After the initial shock, Brian eagerly told his family and friends, including his partner and two sons.

"The boys are so excited by the pool and having a TV in their rooms," he said.

And for Brian he was more excited to cook on his new six-burner stove top.

After winning the lottery, Brian and his family soon moved into their Birtinya home and he has since retired from working in the building industry, giving him more time to appreciate his new Sunshine Coast lifestyle.

In 2017/18, Mater Lotteries distributed more than \$12 million in prizes, including:



The funds raised through Mater Lotteries support Mater's world-class research institute, Mater Research and the exceptional work of Mater Health and Mater Education. Thank you to all who have purchased tickets throughout the year.

Image: Brian outside his prize home on the Sunshine Coast.



## Beryl gives back to Mater

### One of life's most beautiful activities for 70-year-old Beryl Andriske is simply stopping to view a stunning landscape.

From snow-drenched fields in Norway, to Victoria Falls in southern Africa and her own peaceful garden in Brisbane's Stafford Heights, she has seen and loved it all.

Her adventurous life is all the more impressive considering this energetic woman was diagnosed with type 1 diabetes at the age of 10 and has since fought numerous health battles.

"I've had three goes at a foot in the grave—diabetes, meningitis and then open-heart surgery and breast cancer," Ms Andriske said.

At the age of 10 Ms Andriske started to experience health issues which were a concern for her family.

"My auntie's neighbour was a doctor and he said, 'I think she's got diabetes'," she recalled.

**"I wouldn't have been where I have or met the people I did without my connections to Mater."**

The family moved to Mundubbera in Central Queensland when Ms Andriske and her sister Glenda were halfway through Year 8 so their mother and father could work in a family shop.

It was December 1965 when her next health challenge hit.

She was rushed to a local hospital where she remained unconscious for a week, with the condition relating to diabetes. She spent two months there and was then transferred to Mater for further treatment.

"I had papillary necrosis of the right kidney, but I don't have any after effects," Ms Andriske said.

As her health improved, Ms Andriske was able to leave the shop where she was working, and secured a job at the department store, McDonnell and East, in Brisbane's George Street.

Ms Andriske enjoyed her work but severe headaches took their toll.

"It was meningitis. My doctor on Wickham Terrace said it was little bug called *angiostrongyloidies cantonensis* which comes from a lettuce leaf," she said.

Living at her mother's house at Jindalee during the 1974 Brisbane flood, it was submerged and the stress led to Ms Andriske needing another trip to hospital.

"That was another trip to Mater. I went across in a boat and they told me they'd have to take me somewhere else but I told them I wouldn't go anywhere but Mater."

Through the ups and downs of Ms Andriske's health, Mater has been there to care for her which is why she has decided to leave a gift in her Will to Mater—what she affectionately calls her second home.

"I wouldn't have been where I have or met the people I did without my connections to Mater."



## Making sustainability part of our language

**Mater is committed to striving for sustainability and our well-established Sustainability at Mater program provides a suite of projects to support the responsible management and consumption of Mater's resources and the reduction of our impact on the natural environment.**

Each year new efforts towards sustainability are launched, and in 2018, Mater Childcare rolled out a sustainability curriculum detailing a range of activities designed to engage our youngest minds.

Mater Childcare Educational Leader Allyson Henriquez said the initiative had been led by the centre's recently established Sustainable Project Group.

"The Sustainable Project Group was created two years ago to embed sustainable practices in our service and begin to build a framework of learning around community and environment for the children," Ms Henriquez said.

Clean Up Australia Day in March saw children spending the day sprucing up the centre's gardens and indoor environments as part of the nation's largest community-based environmental event.

A detailed plastic recycling project followed on Earth Day in April. Then an interactive worm farm learning unit was rolled out in May for International Compost Awareness Week.

On National Tree Day in July, the children planted 19 miniature trees at the centre, while learning about the health benefits of connecting with nature.

In the meantime, smaller sustainability activities have become a regular part of the Mater Childcare learning program, like assessing water levels in mop buckets to determine how much is the optimum amount of water to use.

Ms Henriquez said the goal was to get the children thinking and talking about all the areas of our lives that involve sustainability.

"By encouraging them to play a role in protecting the environment, the children are learning to be environmentally responsible and empowered to make a difference," Ms Henriquez said.

"It's also lots of fun."





We constantly seek to improve, innovate and evolve.

## Equity Trustees partners with Mater

**In September 2017 Equity Trustees announced a new Medical Health Partnership Program in which Mater Foundation and Mater Research were named as partners.**

Equity Trustees has directed the combined resources of 24 philanthropic trusts into the Partnership Program which will inject more than \$3 million over three years to three nominated charities.

As part of this program, Mater Foundation and Mater Research were jointly awarded a \$946 000 grant to support a range of projects at Mater in the areas of cancer, diabetes and children's diseases.

Thanks to these funds, Mater researcher Dr Felicity Davis was awarded the inaugural Equity Trustees Cancer Award.

This award, valued at \$360 000 over three years, will assist her team—Mater's Breast Physiology and Cancer Group—to continue its research to identify new approaches for targeting difficult-to-treat breast cancers.

Dr Davis, who started her role at Mater Research in January 2018, said it was a great honour to receive the award which would support the team in taking a novel approach to breast cancer research.

"Our research takes the unique position that cancer should not be pigeonholed and studied as a separate biological entity, but instead considered as a 'broken-normal'.

"Our research involves better understanding normal breast tissue and that of pregnant and breastfeeding women, and how these changes in the breast may affect the development of cancer.

"I'm incredibly grateful to receive this award so the group can carry out this very important research as both approaches—analysing healthy breast tissue as well as the changes seen in breast tumours—are required when looking at the whole picture of breast cancer."

A further seven Mater researchers have benefitted from the funds, including two who have received travel grants to present their work at international conferences.

## Positioning Mater at the cutting edge of medical simulation

**Mater's ongoing affiliation with the world's leading provider of medical simulation education ensures that it remains at the cutting edge of experiential learning.**

In August 2017, following a successful and productive three-year affiliation, Mater Education signed a new five-year affiliation agreement with the Center for Medical Simulation (CMS) which is based in Boston, Massachusetts.

The new agreement delivers Mater Education exclusive access to CMS resources, expertise and experience.

As the only Australian affiliate of CMS, Mater has quickly become the nation's leader in education that creates high-fidelity scenarios in real world healthcare settings in order to allow doctors, nurses and allied health providers to advance and hone their skills through deliberate practice and debriefing.

CMS Senior Director, Educational Leadership and International Programs, Dr Robert Simon said the relationship with Mater reflected a shared vision to advance healthcare practice.

"We are delighted to continue the relationship. We have many common goals [with Mater] and a shared vision to do good work."

Mater Education CEO Donna Bonney said the affiliation between CMS and Mater was based on mutual respect and an unwavering commitment and passion for using simulation to enhance the education of clinicians and improve patient safety.

"Together, through this ongoing affiliation, we continue our commitment to collaborate, advance research and positively impact patient safety and healthcare outcomes," Ms Bonney said.

## Seeking meaningful engagement

### **With the help of a dedicated 'community of consumers', Mater is transforming its approach to consumer engagement.**

In late 2016, Mater's Evidence in Practice Unit established the Mater Community of Consumers by inviting local community members to participate in a range of activities that would provide feedback on various aspects of our organisation, from a consumer/patient perspective.

The community began with 18 members and in less than two years has more than doubled in size, creating a diverse network of people who provide feedback to Mater in a range of ways, from commenting on documents and being a part of working groups and committees, through to attending focus groups and research forums, and participating in clinical training activities.

Evidence in Practice Unit Director Kate Kynoch said the community's rapid expansion has been very affirming.

"Growth of the Mater Community of Consumers has happened really organically, which shows us that our approach is connecting with people," Ms Kynoch said.

"We regularly advertise consumer engagement opportunities available throughout the Mater campus to our community members who then have the opportunity to apply to participate in whatever activity strikes a chord with them.

"This has proven to be an effective way to attract the right fit for each feedback activity."

With the Mater Community of Consumers now thriving, in 2018 the Evidence in Practice Unit has embarked on the next phase of its consumer engagement strategy: building awareness in our teams about the power of consumer engagement and creating processes that support our people to successfully engage with consumers.

In June the 'Partnering with Consumers' intranet site was launched for Mater People. The site acts as Mater's consumer engagement hub, storing links to the Consumer and Community Engagement Framework, key resources, and activity forms for guiding and tracking each consumer engagement event or activity.

"Our overarching goal is to improve the healthcare experience for Mater patients and we have seen all levels of staff embrace the opportunity to work with consumers from our community to help improve the care and services provided in their areas," Ms Kynoch said.

A series of fete-style events centred on consumer engagement have also become a regular feature at Mater.

These events present an opportunity for different units and departments at Mater to showcase to consumers what we do and seek feedback on proposed changes and improvements.

**"Growth of the Mater Community of Consumers has happened really organically, which shows us that our approach is connecting with people."**

## Marisa makes philanthropy her business

**Every now and then you meet someone who achieves the highest level of success in everything they do. Someone with a real passion to make a difference and give back to the community.**

Marisa Vecchio is one of these people. Her charitable nature is inherent—a trait influenced by her mother's natural generosity and grandmother's staunch work ethic.

Ms Vecchio is a renowned businesswoman and philanthropist. She is also the owner of the historic Hanworth House at East Brisbane, and now uses her profile to raise money for Queensland charities, including Mater Foundation.

In 2017, she received the title of Queensland Community Foundation's Community Philanthropist of the Year, and in the same year, earned a Member (AM) in the General Division of the Order of Australia in the Queen's Birthday Honours List for her significant service to the community.

Ms Vecchio raises more than \$40 000 for Mater each year by hosting two successful events and making donations from merchandise sales at the Hanworth Open House.

Ms Vecchio said her commitment to Mater, and in particular fundraising for breast and prostate cancers, has been driven by her lifetime connection to Mater and her family's compassion for the community.

"I was born at Mater, so the Mater has always had a very special place in my mother's heart," she said.

"Since then, Mater has always been part of my family. My mother, a talented artist by the name of Romana Preston, was treated for ovarian cancer at Mater.

"Then in 2016, I was diagnosed with breast cancer and was also treated by specialists at Mater Private Hospital Brisbane."

Ms Vecchio said Mater and the caring staff had helped her family through many life-changing moments, so when she bought Hanworth House after her mother died in 2012, she knew she wanted to give back to the community and to organisations such as Mater that helped her.

"The sentiment of giving has always been strong in our family," she said.

"I've always been very philanthropic, as has Hanworth House, so we continued its legacy and repurposed the house to host those in need and events for the community.

"Together we've been able to achieve many things for the greater community."

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Image: Marisa Vecchio with her daughter Isabella.

**"I was born at Mater, so the Mater has always had a very special place in my mother's heart"**



# Partnership brings new hope to Queenslanders with drug-resistant epilepsy

## At Mater, it's well understood that collaboration is key to improving the health of our community.

In October 2017 researchers from Mater Centre for Neurosciences, QIMR Berghofer Medical Research Institute and Queensland University of Technology joined forces to develop new diagnostic and treatment tools for doctors working with patients who have debilitating, drug-resistant epilepsy.

The three-year project, which has the backing of the Queensland government, will use world-leading diagnostic imaging techniques to improve treatment of epilepsy through brain stimulation.

Mater researcher and Mater Centre for Neurosciences Epileptologist Dr Sasha Dionisio said practical requirements at the Advanced Epilepsy Unit will drive the project, ensuring the effective translation of cutting-edge research to clinical practice.

"When determining the progression of a patient's epileptic seizures, doctors must take into account brain information acquired through multiple imaging, neurophysiology and observational processes," he said.

"There are currently no dedicated tools available to support this vital decision-making process.

"That's why we will develop new software to build a network view that makes it easier for neurologists to see different types of brain activity, at the one time.

"We will also develop clinical procedures and software that maps the strength of connections in the brains of epilepsy patients, measured by giving them electrical pulses. Our goal is to make this procedure practical to deploy in more hospitals."

QIMR Berghofer project leader Professor Michael Breakspear said the partnership would build on the latest research and take it straight to the hospital bedside.

"Our work will secure improved health outcomes for patients and make it easier for doctors to diagnose and treat chronic seizures, with fewer negative side effects.

"Translating and commercialising this technology for clinical practice is a game-changer for Queensland and will build our medical diagnostic and medical device industry capabilities."

Minister for Innovation, Science and the Digital Economy Leeanne Enoch said this vital research was being supported by \$1.5 million from the Palaszczuk Government, as part of its \$15 million Advance Queensland Innovation Partnerships Program.

"Because many cases of epilepsy don't respond to medicine, it's vital we invest in developing alternative treatment models and diagnostic tools," Ms Enoch said.

Prof Breakspear said he hoped that successful completion of the project targeting epilepsy would open up the door to more effective treatment of other disorders, such as Parkinson's disease and Obsessive Compulsive Disorder.

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Image: Members of the Mater Advanced Epilepsy Unit.





We value  
quality:  
the spirit of  
professionalism.

## Benson receives much needed surgery a long way from home

**Our Mission is to respond to unmet community needs—to provide compassionate care to those who need it most.**

In June 2017 our surgeons did just that, donating their time to give Ugandan boy Benson Wasswa hope through reconstructive genital surgery.

Benson underwent surgery at Mater Children's Private Brisbane with Urologist Dr David Winkle, Plastic and Reconstructive Surgeon Dr Scott Ingram and Anaesthetist Dr Amanda Harvey to rectify a procedure performed by witch doctors in Uganda.

Mater Health Chief Executive Officer Sean Hubbard believes that integral to Mater's identity and Mission is our preparedness to respond compassionately to those who are most vulnerable within our community.

"Mater is proud to support our doctors who work to provide a better outcome for patients such as Benson," he said.

"This example of outreach to Benson is one component of Mater's broader community benefit response to provide healthcare to people from a refugee background, people experiencing homelessness, those in poverty, and Aboriginal and Torres Strait Islander Australians."

Dr Winkle said the surgery was made possible by a group of individuals and companies who are delighted—and privileged—to be able to help Benson.

"Benson's condition is not common. Obviously it almost never happens in this environment, but in other environments it does happen."

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Image: Dr David Winkle and Benson Wasswa.



## The gift of a new smile for James

**Playful five-year-old James from the Philippines underwent surgery in July 2017 at Mater Children's Private Brisbane for a complex craniofacial cleft, thanks to Mater Children's Private Brisbane and Operation Smile Australia.**

James' condition increased infection rates in his eyes, created problems for his teeth as the bone structure wasn't formed correctly and affected his facial features.

Mater Director of Surgical Services Dr Richard Lewandowski and Anaesthetist Jason Schoutrop donated their time and Mater waived associated costs, in line with our Mission to provide compassionate care to those who need it most.

Dr Lewandowski, a plastic surgeon and co-founder of Operation Smile Australia, said that he became involved with the not-for-profit organisation 25 years ago while studying medicine in the United States and has since volunteered all over the world.

"I brought Operation Smile to Australia around 1995, and we've treated 40 to 50 major cases here in Brisbane," Dr Lewandowski said.

"James' condition is a bit unusual. It's a complex facial cleft which instead of just affecting the lip goes right up to his eyes making it more difficult to treat in his home country.

"Essentially, he has little structure underneath his skin and he has issues with his eyes which will ultimately give him grief over time. These are all things we repair surgically regularly in Australia but may not get repaired regularly in the Philippines."

During the surgery Dr Lewandowski repaired James' eyes using local tissue, ensuring the ducts connected up and repaired bone deficiency with bone from his hip. He also worked to minimise the scarring.

The life-changing surgery means James is now free from infection in both his eyes and teeth and is in much better health.

"If this takes the stigma from the cleft and gives him the opportunity to be just 'another face in the crowd' then we see the surgery as a success," Dr Lewandowski said.

"We've started up training units in the Philippines and Vietnam so that doctors can treat their own patients.

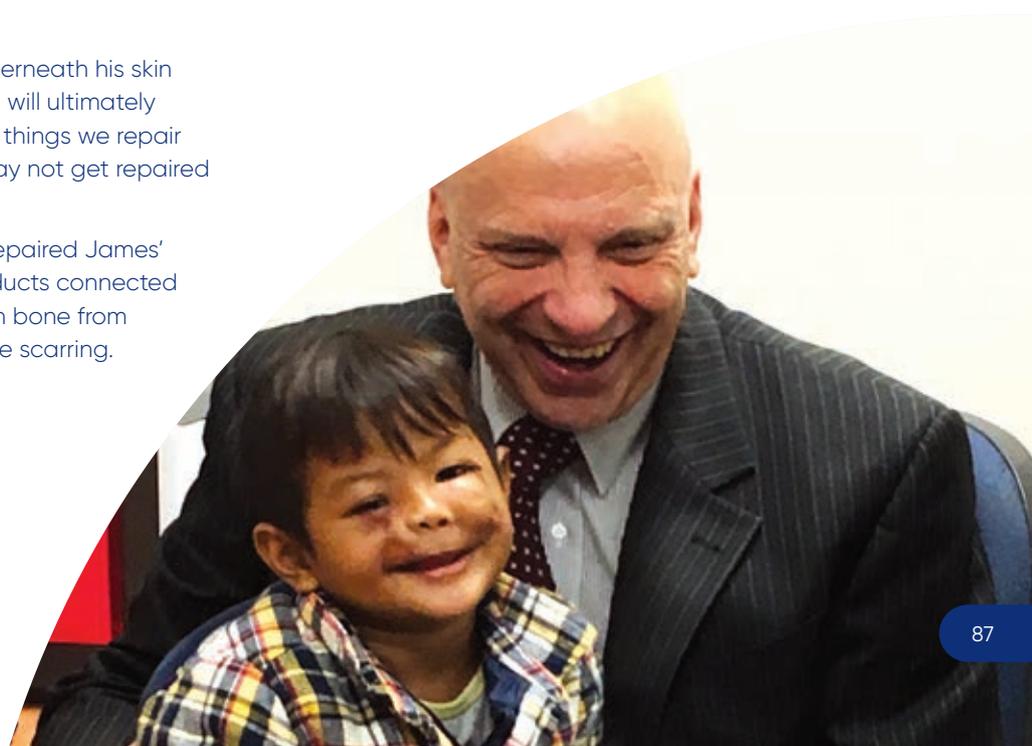
"Everyone involved in this case has the same vision long term about providing care to those people who have been afflicted with either birth deformity or trauma."

James and his mum Wendy travelled from Camotes Islands in the Philippines for the surgery, and stayed with host family Jackie and Gary Arnold—both Mater employees.

The Arnolds have been involved with three other Operation Smile cases and value the opportunity to help others in need and give back to the community.

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Image: James with Dr Richard Lewandowski.



# Our performance

Fulfilling our Mission of serving those in need requires us to be prudent with our finite resources, strategic in our planning and engaged in partnerships which allow us to move forward.



# Mater Group

2017/2018 Financial Year

The following reports detail our financial performance, provide scope of our services and show how we've given back to our community.

Revenue	Amount (AUD)
Health services fees and funding	\$779 259 239
Grant funding	\$28 191 736
Sales of goods and services	\$106 659 084
Donation equipment, general or building	\$81 079 634
Rental income	\$10 151 430
Investment income	\$1 310 445
Other revenue	\$8 902 970
<b>Total</b>	<b>\$1 015 554 538</b>
Expenditure	Amount (AUD)
Labour costs	\$634 225 696
Direct (non-labour) costs	\$172 448 704
Indirect costs	\$162 556 957
Asset/financing charges	\$46 271 612
<b>Total</b>	<b>\$1 015 502 969</b>
<b>Net Surplus / (Deficit)</b>	<b>\$51 569</b>

# Holy Cross Laundry

2017/2018 Financial Year

Revenue	\$16 895 091
Expenditure	\$17 894 884
Net Surplus / (Deficit)	(\$999 793)

# Mater Health

2017/2018 Financial Year

Revenue	Amount (AUD)
Queensland Health funding	\$493 384 208
Grant funding	\$14 995 952
Patient fees	\$285 875 031
Sales of goods and services	\$99 147 860
Donation equipment, general or building	\$1 215 300
Rental income	\$11 162 580
Investment income	\$1 349 574
Other revenue	\$9 287 672
<b>Total</b>	<b>\$916 418 177</b>
Expenditure	Amount (AUD)
Labour costs	\$593 795 979
Direct (non-labour) costs	\$179 308 011
Indirect costs	\$96 966 856
Asset/financing charges	\$42 489 404
<b>Total</b>	<b>\$912 560 250</b>
<b>Net Surplus / (Deficit)</b>	<b>\$3 857 927</b>

# Mater Education

2017/2018 Financial Year

Revenue	\$6 276 789
Expenditure	\$5 392 602
<b>Net Surplus / (Deficit)</b>	<b>\$884 187</b>

# Mater Research

2017/2018 Financial Year

Revenue	Amount (AUD)
Grant income	\$8 101 053
UQ infrastructure funding	\$4 040 908
Commercial funding	\$2 154 700
Donations and bequests	\$15 167 462
Other income	\$84 829
<b>Total</b>	<b>\$29 548 952</b>
Expenditure	Amount (AUD)
Administration expenses	\$5 624 427
Research support expenses	\$9 784 693
Research and development expenses	\$16 501 683
TRI equity adjustment	\$1 262 602
<b>Total</b>	<b>\$33 173 405</b>
<b>Net Surplus / (Deficit)</b>	<b>(\$3 624 453)</b>

# Mater Foundation

2017/2018 Financial Year

Distributions	Amount (AUD)
Capital works	\$225 000
Clinical programs and support	\$1 085 452
Education	\$610 112
Equipment	\$820 372
Mission	\$94 598
Research	\$13 998 120
<b>Total Distributions</b>	<b>\$16 833 654</b>

# Community benefit

**As well as providing high quality, safe, compassionate and sustainable healthcare, fulfilling Mater's Mission demands a planned approach to meeting community need through our community benefit response.**

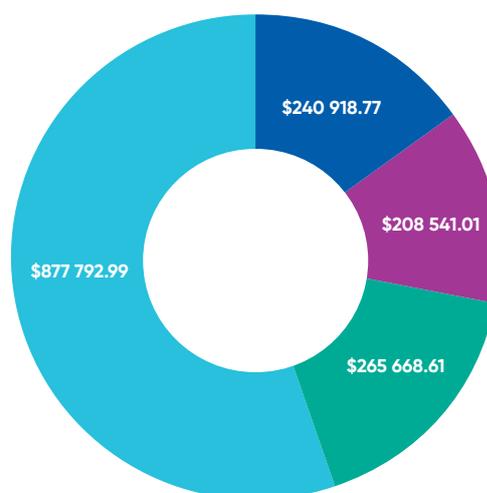
Guided and overseen by the Mission and Ethics Committee of the Board, Mater's community benefit investment is a tangible expression of how we are fulfilling our duty and commitment to enact the key Catholic social teaching principles of respect for human dignity, preferential option for the poor and the common good. Through a range of community benefit programs, initiatives and activities, we work to make visible our commitment to good corporate citizenship and Catholic social teaching. This ongoing community benefit response comprises activities undertaken in direct response to an identified community need, and where the primary goal is not to bring a direct economic benefit to the organisation. During 2017/18, a renewed focus on improving transparency of Mater's community benefit response has resulted in reporting against the following categories:

## Four key strategic areas in which Mater contributes are:

- 1 People experiencing poverty associated with health
- 2 Homeless healthcare
- 3 Aboriginal and Torres Strait Islander healthcare
- 4 Refugee healthcare.

Community benefit contributions	Amount (AUD)
Financial assistance such as planned free, waived and discounted services for those experiencing financial poverty	\$240 918.77
Community health improvement services	\$689 595.73
Health professions education activities or programs	\$68 771.10
Subsidised health services	\$2 829 892.26
Cash and in-kind contributions	\$100 432.72
Community building activities	\$567 346.00
Community benefit administration	\$50 000.00
<b>Total</b>	<b>\$4 546 956.58</b>

Derived from the total amount of \$4 546 956.58 above is:



- People experiencing financial poverty associated with health
- Homeless healthcare
- Indigenous healthcare
- Refugee healthcare

All amounts in AUD.

# Mater statistics

Mater patients	Patient discharges	Patient days	Theatre Cases	Beds – ex. day
Mater Private Hospital Brisbane	34 167	101 501	11 207 – exc. Neuro theatre	281
Mater Private Hospital Redland	12 048	22 879	4 327	60
Mater Mothers' Hospital	19 072	43 785	3 874	124
Mater Mothers' Private Brisbane	8 562	28 942	2 125	121
Mater Children's Private Brisbane	4 350	5 657	2 410	25
Mater Hospital Brisbane	48 603	94 035	9 325	196
Mater Private Hospital Springfield	11 282	22 006	5 772	64
Mater Centre for Neurosciences	3 128	11 720	1 821	63
Mater Young Adult Health Centre Brisbane	1 851	5 327	N/A	21
Mater Private Day Hospital Brookwater (open April 2017)	3 385	3 385	N/A	N/A
<b>Total</b>	<b>141 469</b>	<b>322 190</b>		

## Emergency attendances

Mater Hospital Brisbane Emergency	45 930
Mater Private Emergency Care Centre	16 821

## Births

Mater Mothers' Hospital	6 206
Mater Mothers' Private Brisbane	3 653
Mater Mothers' Private Redland	308

## Outpatient clinical attendances

Mater Mothers' Hospital	138 339
Mater Private Hospital Springfield	19 819
Mater Hospital Brisbane	188 405
Mater Young Adult Health Centre Brisbane	4 862

## Diagnostic services attendances

Mater Mothers' Hospital	90 804
Mater Hospital Brisbane	258 559

# Mater Private Hospital Redland Auxiliary

**With new members joining our hard-working team, bringing our numbers up, this year started with extra energy and enthusiasm.**

Our annual Christmas market was held at the Redland Performing Arts Centre. It included a number of stalls and a variety of wares including Christmas cakes, shortbread, festive floral arrangements, jewellery, books, paper creations and much more. Supper was available for those tired after all their shopping.

The start of 2018 kicked off with a street stall in Cleveland which was a new experience for most of us. It was very profitable and with a Mater sign it gave us good exposure to the general public.

A trivia night was next on our agenda. This was held at Redland Sporting Club and their team was supportive of us and Mater. The night was a great success and very entertaining for those who attended.

With funds raised this year we have been able to assist in the purchase of a scalp cooler to help reduce the impact of hair loss for some chemotherapy patients. Our plans are to continue to raise funds to help finance more patient care items.

The Auxiliary would like to thank the local people of Redland, friends and families for supporting us with their attendance to these functions and for making donations and offering raffle prizes.

I would like to thank my fellow Auxiliary members for their assistance, time and support and I know that the coming year is set to be another outstanding one.

**Judith Johnstone**  
**Vice President**

Mater Private Hospital Redland Auxiliary



# Mater Hospital Brisbane Ladies Auxiliary

**I am pleased to report 2018 has been another successful and enjoyable year for the Mater Hospital Brisbane Ladies Auxiliary.**

Our St Patrick's Day concert in March was a great success with the help of wonderful artists giving their time so generously. We were treated to Irish dancers, singers and flutists. Dr Sarah Cunningham as always was a delight with her Irish ditties.

Our second function in July featured Peter Craig, father of Keri Craig who gave a delightful insight into the establishment and running of Fifth Avenue Frocks. We were treated to a slide show of fashion over the past 40 years. It was a walk down memory lane for some.

In October we hosted our pre Melbourne Cup hat parade with a High Tea at Tattersall's Club. Dale Olsen introduced us to The Pop Up Shop Ladies who conducted the hat parade. We thank Dale Olsen for her unwavering support for this function over many years as she continues to keep us in contact with up and coming milliners.

As always, Tattersall's continues to provide us with an outstanding morning tea. Their staff are courteous and always willing to help.

We will finish our year with a Mass and morning tea for Christmas.

I would like to thank my fellow Auxiliary members for their assistance and support especially with the raffle prizes. Hopefully 2019 will be another outstanding year.

**Nita Buckingham**  
**Chair**

Mater Hospital Brisbane Ladies Auxiliary

# Mater Mothers' Hospital Auxiliary

**It gives me great pleasure to look back on another successful year for the Mater Mothers' Hospital Auxiliary in which we raised thousands of dollars through our baby and craft sales, Christmas stall and raffles.**

This wonderful result would not have been possible without the commitment of our volunteers who contributed their time and resources to work in the shop and to make, bake and create the items we sold—from knitted booties to freshly made cookies.

We have been provided an EFTPOS machine which has helped us to achieve increased sales. Many people these days do not have cash with them; however, they do have cards. On more than one occasion the sales for the day have reached up to \$1000.

A request came from one of Mater's neonatologists in the Neonatal Critical Care Unit for a Patient Monitor System. This monitor would allow continuous and specialist monitoring for babies with cardiac issues being transferred from Mater's Neonatal Critical Care Unit to Queensland Children's Hospital. Thanks to the Auxiliary's contribution, the monitor has now been purchased at a cost of more than \$41 000.

We thank everyone for their ongoing support so that we can help staff at Mater Mothers' Hospital continue to make little miracles happen every day.

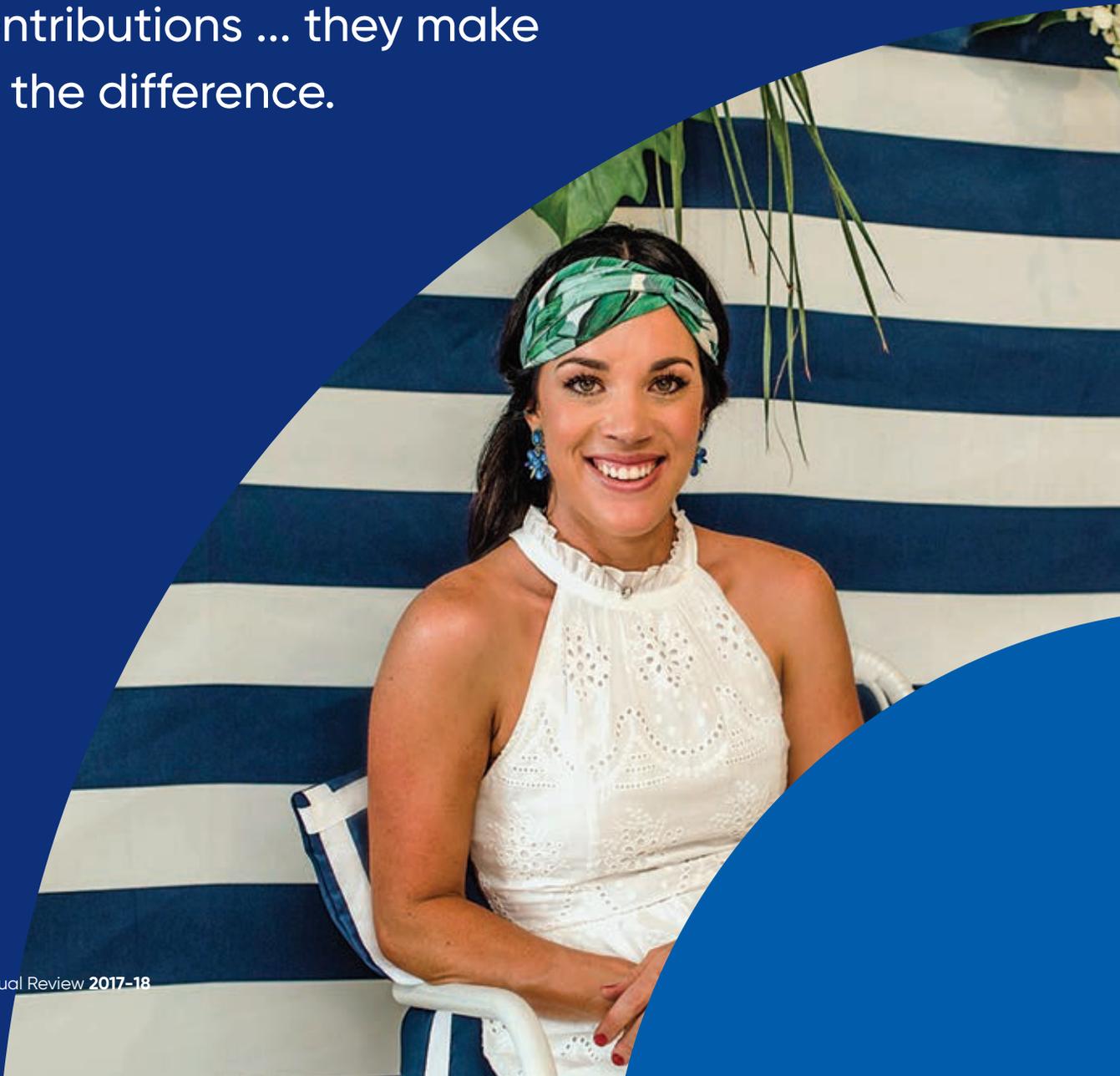
Our Auxiliary comprises a dedicated group of ladies and often their partners, some of whom have donated their time for more than 30 years. We encourage new volunteers to get involved in the Auxiliary with the knowledge that they are changing lives.

**Suzanne Hill**  
**Chair**

Mater Mothers' Hospital Auxiliary

# 9 Our supporters

We wouldn't be in the position to deliver exceptional services and outcomes across health, education and research without your support. Thank you for your generous contributions ... they make all the difference.



# Our donors

Thank you to the following supporters—we are so grateful for your gifts during the year. Your commitment to Mater through Mater Foundation contributes to a healthier community through the advancement of healthcare, education and research at Mater.

All Sports Physiotherapy

Alpha Sport

Australia and New Zealand  
Banking Group Ltd

Amanda Flynn Foundation

Tony and Maree Joseph as Trustee  
for Anthony Joseph Family Trust

Carl Amendola

Terry Armstrong, Logan Police,  
Mt Lindsay Ulysses Motorcycle  
Group, Bunnings Browns Plains

Avenues Early Learning Centres

Big W

G and K Bird

Bottlemart

Brisbane Convention and  
Exhibition Centre

Brooks Running

Danielle Brown – Teal for Grandma

Cardinal Health

Centenary Foundation –  
Trustees Endowment

Child's Play Charity

Brett and Maria Clark

Commonwealth Bank of  
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Coronis

Cory Charitable Foundation

Costco Wholesale

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Insurance Brokers

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Heather Craig

Curavis Fund

Davies Family

Dean Davidson

Marc and Meg DeAngelis

Dry July Foundation

Duncan Family Trust

A E Hingeley Trust; R D Hingeley  
Trust; E Murray Charitable Gift;  
Qld Community Foundation;  
ANZ Bank Fund; Thomas George  
Swallow Trust; J and T Cox Mem  
Foundation; H J Hinchey Charitable  
Trust; LG McCallum Estate; KC  
and BM Thomson Memorial Fund;  
George Weaber Foundation Trust –  
managed by Equity Trustees

Eve Health Australia Pty Ltd

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Flannery Family Foundation

Clancy Follett–McDonald and the  
Creative Express Group

Fordo's Family Golf Day

D M Fraser

Bruce and Jenny Frazer

Garmin Australasia

Girls Got Heart

Goa

Greig-Asbury Foundation

Mr J Griffin QC and Dr L Griffin

Scott Gleeson

Kevin Gong and Brisbane Elite

Mark Herlaar

High Street Underwriting

Holy Cross Laundry Ltd

Honda Power Equipment

John and Gay Hull

In Vitro Technologies Pty Ltd

JJ Richards and Sons Pty Ltd

JLT Charity Golf Day

John Waller Foundation

Johnson and Johnson  
Medical Pty Ltd

Ingrid Kaiser

KandV Enterprises T/A  
Canopy's Edge

Katherine's High Tea Committee

Knappick Foundation

Liu Family

Lions Clubs of Australia – Lions  
Prostate Cancer Research and  
Treatment Project

Longitude Insurance

Macquarie Group Foundation  
Dan and Kathy Madden  
Mancorp Quality Homes  
Mater Hospital Brisbane Auxiliary  
Mater Mothers' Hospital Auxiliary  
Mater Private Hospital Redland Auxiliary  
Mater Volunteers – Baby Footprints  
Edwina McVeigh – Cocktails for a Cure  
Merchant Charitable Foundation  
Misa Constructions  
Mondo Architects  
Tom Maxwell  
Macquarie Group Foundation  
National Storage  
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Olivia's Lunch Fundraising Committee  
Olympus Australia  
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Pitcher Partners  
Plantation Homes  
Professional Cleaning Services  
K Pradella  
Premier Dance Academy  
Quantum Property Services

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Remembering Nat – Bubbles and Bliss Fundraising Committee  
Ride the Ribbon of Hope Committee  
Riverlakes Cancer Charity Golf Day  
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Andrew Russell  
Russells  
Samuel and Eileen Gluyas Charitable Trust  
Shaune Watts  
Sheehan-Birrell Foundation  
Siemon Family  
Siganto Foundation  
Simon George and Sons Pty Ltd  
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Mark "Sharky" Smoothy  
Bev Sotiriou and Racecourse Rd Business Group  
Southern Cross Austereo  
Southern Pacific Development Pty Ltd  
Springmount Services  
Maureen Stevenson  
Dorothy Stringer OAM on behalf of BICARE Inc  
Stryker South Pacific  
Summit Fleet Leasing and Management  
Springfield City Group – Greater Springfield Ball  
Stanthorpe Rotary  
Nathaniel Syme  
Tatts Group  
Ten4Men  
Garath Thomas  
Tour de Cure

T Weston and M Morrison Trust  
The Myer Centre – Christmas Wrapping  
Marisa Vecchio  
Vietnamese Community in Australia – Qld Chapter  
Waterfront Place by Dexu  
Brendan Whipps  
Woolworths Caltex Fuel  
YFG Shopping Centres  
Mick Young  
Dr Felice Zaccari OAM and Margredel Zaccari

**We acknowledge the bequests from the following donors**

Edith Costello  
Elva Jean Hooper  
Gerard F Pearce  
Elizabeth Agatha Schultz  
Josef Steindl  
Neville Thieme  
Dr Rodney Warmington

**Sincere thanks to participants in fundraising events throughout the year**

Bottlemart Smiddy Challenge  
Breast Ever Brunch  
Climb for Cancer  
Footy Finals  
Give your heart to Mater Little Miracles  
Lord Mayor's Christmas Carols  
Mater Golf Day  
RACQ International Women's Day Fun Run  
Steps for Stroke  
Stadium Stomp  
Tassie Smiddy Challenge  
Tea for Teal  
Team Smiddy at the Noosa Triathlon and Multisport Festival

# How you can help

## How you can support Mater

Donations to Mater Foundation help purchase life-saving medical equipment, improve patient care and ensure our research teams can continue to find better ways to diagnose, treat and ultimately cure life-threatening diseases.

There are a number of ways you can support Mater in fulfilling our Mission to provide compassionate care to those who need it most.

### Make a donation

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

### Make a monthly donation

You can support Mater with a regular monthly gift by direct debit or credit card. By becoming a monthly donor you will help us fund various research and healthcare projects.

### Leave a gift in your Will

A gift in your Will can help Mater provide exceptional care for future generations.

### Buy a lottery ticket

By purchasing a ticket in a Mater lottery you can change both your life and the lives of Mater patients.

### Participate in one of our community events

Mater Foundation hosts several events throughout the year which raise funds for key initiatives. You can participate in any of these events, or host your own.

For further information about how you can support Mater, including information about our community events, please visit [materfoundation.org.au](http://materfoundation.org.au) or phone **07 3163 8000**.



# In memory



## Dr John Waller AM

1933 to 2018

**Dr John Waller (RFD, ED, MBBS, FRACGP, FRACMA, FAMA) gave 19 years of dedicated service to Mater, serving as Medical Superintendent of Mater Adult Hospital from July 1978 to July 1995, at which time he was appointed Executive Director of the hospital, a role he occupied until his retirement in July 1997.**

Having graduated from The University of Queensland in 1956, he began his medical career as a resident at Royal Brisbane Hospital, before further developing his career with medical and administrator roles at Thursday Island Hospital (1958–59); Dalby Hospital (Medical Superintendent, 1960–62); Brisbane Chest Clinic (1962–66); Wolston Park Hospital (1970–74); Royal Brisbane Hospital (1975–76) and Princess Margaret Hospital for Children, Perth (Deputy Medical Superintendent, 1976–78).

Dr Waller commenced as Medical Superintendent of Mater Adult Hospital on 3 July 1978. His numerous achievements included overseeing the planning and relocation of the original Mater Public Hospital to Mater Adult Hospital (now named Mater Hospital Brisbane) in 1982.

In later years, he led the hospital through change and advancement in a climate of budgetary constraint. His able stewardship saw him appointed Executive Director of Mater Adult Hospital in July 1995.

Throughout his tenure at Mater, Dr Waller was highly regarded for his great compassion for the patients and staff within his care.

Dr Waller excelled in many areas of his profession, including becoming State President of the Royal Australian College of Medical Administrators and President of the Queensland branch of the Australian Medical Association, and rising to the rank of Lieutenant Colonel in the Army Reserve.

In the 1997 Australia Day Honours List, Dr Waller was appointed a Member of the Order of Australia (AM) for his services to medicine and medical administration.

Dr Waller passed away on 4 February 2018.

**May his soul rest in eternal peace.**

# Natasha Schofield

1970 to 2018

**Natasha Schofield gave almost 10 years of dedicated service to Mater, working as a nurse in a variety of roles.**

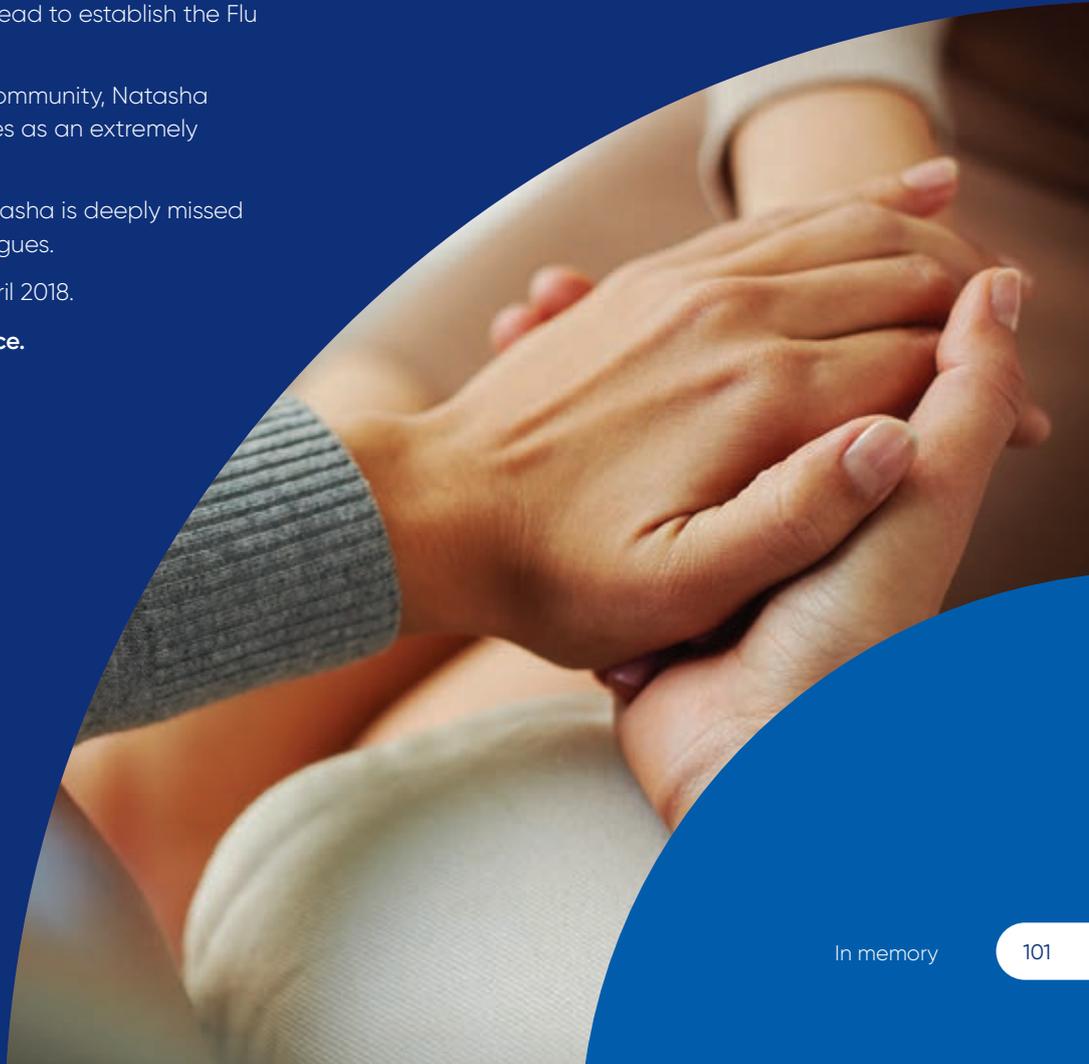
Working through the Central Nursing Office, Natasha spent considerable time in placements both in Mater's Infection Prevention and Control team, Mater Radiology and in multiple hospital wards. Most recently, Natasha worked as a program lead to establish the Flu Vaccination program for 2018.

Highly respected in the Mater community, Natasha is remembered by her colleagues as an extremely generous and caring person.

A devoted wife and mother, Natasha is deeply missed by her family, friends and colleagues.

Natasha passed away on 12 April 2018.

**May her soul rest in eternal peace.**





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