

# ANNUAL REVIEW

2007



Exceptional People. Exceptional Care.

## Introduction

When the Sisters of Mercy opened the first Mater Hospital at North Quay, they made a commitment to meet the health care needs of the community. That commitment remains a cornerstone of our organisation and is a central theme through our Mission and Values.

To ensure we continue to meet that commitment, Mater has developed business strategies within our not-for-profit framework which address the issues of financial, social and environmental sustainability. These strategies focus holistically on Mater's role as a health care provider, as an employer and as a contributor to the broader community.

The 2007 Mater Annual Review has been developed in accord with these strategies and has been produced in two parts; the summary document you now hold which was printed on recycled paper and an Annual Review website which provides greater detail and extra features not available in the document.

This approach allows us to reach more people using fewer resources and also highlights a changing approach to health care information. Always at the forefront of innovation, the people at Mater Health Services hope you will enjoy this new approach to our Annual Review.

## Our Mission

In the spirit of the Sisters of Mercy, Mater Hospitals offer compassionate service to the sick and needy, promote an holistic approach to health care in response to changing community needs and foster high standards in health-related education and research.

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

## Our Values

Mater staff are dedicated to providing the highest quality health care services through a sincere commitment to Mater's core values of mercy, Dignity, Care, Commitment and Quality. These values are a guide for our interactions with our patients and their families, each other, and our business partners. Through these values Mater staff promotes the professionalism and care that has been a part of the Mater since its beginnings.

mercy – The spirit of responding to one another.

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

Care – The spirit of compassion.

Commitment – The spirit of integrity.

Quality – The spirit of professionalism.





## CONGREGATION LEADER'S MESSAGE

One only has to look around the Mater Health Services campus these days to notice that change is a constant feature of life at the Mater. The ability to initiate change and provide the necessary resources to implement change is a call to courage and risk taking at its best.

Innovation and change at the Mater are always about ways to improve patient care, ensure knowledge and skills are relevant to today's health issues and to provide the best possible facilities and care. Our services and facilities will continue to evolve and change but the 'why' never changes. The motto on the Mater Cross 'For God and Humanity' underpins the philosophy and mission of Mater Health Services.

I take this opportunity on behalf of the Sisters of Mercy to sincerely thank the Members of the Company—Mater Misericordiae Health Services Brisbane Ltd, the Board of Directors, the Chief Executive Officer Dr John O'Donnell and his Senior Executive Team and all staff, volunteers and supporters of the Mater for their spirit of collaboration and innovation, their patience during difficult days of change and their dedication and commitment to compassionate care and professionalism.



Sister Sandra Lupi rsm  
Congregation Leader, Sisters of Mercy, Brisbane

## CHAIRMAN OF THE BOARD'S MESSAGE

Since their inception in 1831, the Sisters of Mercy have taken their mission straight to the people—breaking away from convention and 'filling the gaps' in the community where it was needed most.

To this day, 102 years after the foundation of their first Brisbane hospital, their spirit of mercy lives on through the Mater people. Together we have perpetuated the Mercy mission and lived the values, whilst continuing to provide exceptional care.

2007 was another exceptional year for Mater Health Services—we pursued innovation and excellence in our field, and delivered health care to address unmet needs across the community. We reflected on and celebrated our countless achievements and planned for another year of innovations and milestones.

Some of the highlights include the building of the new Mater Mothers' Hospitals; progression towards the goal of creating a single children's health service, the Queensland Children's Hospital; and our partnership with the Brisbane Homelessness Service Centre. 2007 was also the year Mater strived to become 'greener' and more environmentally sustainable.

We have experienced some incredible achievements in the past year, things that I believe have been made possible through our faith in God and the charism of the Sisters of Mercy.



Professor John McAuliffe AM  
Chairman, Mater Health Services Board

## CEO'S MESSAGE

2007 has been a year of building, not just in physical development but also in terms of new service development and the development of people.

Throughout the year, Mater has experienced unprecedented expansion with the refurbishment of the Mater Adult Hospital, the building of the new public and private Mater Mothers' Hospitals and construction in the Mater Children's Hospital to accommodate the Queensland Paediatric Cardiac Service. These exciting developments are well underway and are set to provide high-quality facilities to the people of Queensland.

It was also a year where Mater shone a spotlight on its service delivery in many areas of the complex to improve efficiency and effectiveness. The Mater Mothers' Hospitals' new midwifery models of care have proven very successful while Mater Private Hospital Redland continued to top national benchmarks for patient satisfaction.

Acknowledged in the BRW list of top 100 Australian companies for 2007, Mater is financially robust and stable and, more importantly, able to re-invest in the clinical equipment and technology and non-clinical infrastructure we need to provide exceptional patient care.

Ultimately, however, it is the staff who perpetuate the founding Sisters of Mercy's values of compassion and mercy in service. It is through their daily workings that we can attain our consistent high levels of achievement and remain at the forefront of world health services.

I would like to personally and sincerely thank each member of Mater's exceptional team and our generous supporters for yet another successful year.



Dr John O'Donnell  
CEO, Mater Health Services





## MATER HIGHLIGHTS FOR 2007

### MATER HEALTH SERVICES

Mater Health Services is more than just a group of hospitals; it is part of Queensland's heritage and an icon for our growing community.

An important Ministry of the Sisters of Mercy, Mater Health Services provides quality health care through three public (Mater Adult Hospital, Mater Mothers' Hospital and Mater Children's Hospital) and four private (Mater Private Hospital Brisbane, Mater Mothers' Private Hospital, Mater Children's Private Hospital and Mater Private Hospital Redland) hospitals.

Since the first hospital opened in 1906, the Sisters of Mercy and Mater's staff, have upheld the philosophy of providing health care for the sick and needy, and applying the values of mercy, dignity, care, commitment and quality to their work

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**In 2007 Mater saw 88,698 patients through our three emergency departments, delivered 8,628 babies, provided outpatient services for another 468,583 people and performed 33,092 theatre cases.**

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But those are just the numbers. The real story begins and ends with the exceptional people who deliver exceptional care on a daily basis.

### READY FOR TAKE OFF!

Mater's new state-of-the-art helipad was officially opened by the Premier Anna Bligh MP and Health Minister Mr Stephen Robertson on 20 September 2007. The new helipad is the first of its kind in Australia and provides better access and expanded capacity to support helicopter retrievals across the state.

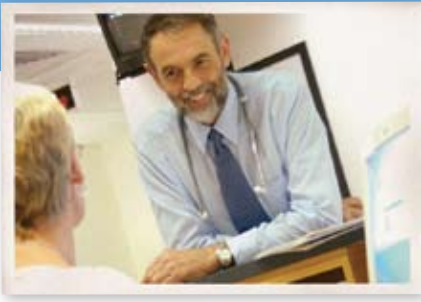
Located atop of the Mater Adult Hospital, the helipad structure uses a Singapore designed aluminium construction system that has been used throughout the world for off shore and land based helipads.

The new helipad boasts a number of advantages over standard steel and concrete structures as it has a unique fire retardant design with inbuilt fire fighting systems, a third of the weight and is maintenance free.

Mater Health Services CEO Dr John O' Donnell said the new helipad was a great enhancement in patient care delivery.

"Currently, Mater retrieves on average more than 300 premature babies and children a year from across Queensland and northern NSW."

"This new state-of-the-art helipad ensures our patients continue to receive the highest standard of health care," CEO Dr John O' Donnell said.



## REDLAND RATED NUMBER ONE

Mater Private Hospital Redland was ranked as the top private hospital in Australia in the final quarterly Press Ganey patient satisfaction results for the period June to August 2007.

Having maintained a presence in the top three hospitals in Australia from the outset of the survey process in 2003, Mater Private Hospital Redland reached the highest level of patient recognition as a direct result of the hospital's leadership, the facility culture and the commitment of all staff.

"To reach this national pinnacle does not occur through luck, but rather from the commitment of all staff who contribute, either directly or indirectly, to the overall patient experience and the facility-wide approach to achieving the best in quality service and clinical outcomes for all who entrust their care to us," Executive Director Don Murray said.

### Mater Private Hospital Redland

Mater Private Hospital Redland was commissioned in September 2000 as a joint collocation project between Queensland Health and the Sisters of Mercy to provide the highest quality health care services for the people of the Bayside community.

The 60 bed facility features the area's only private women's health unit and is supported with onsite specialists and nursing staff dedicated to providing exceptional care.

In 2007, Mater Private Hospital Redland cared for more than 6,500 people and delivered more than 350 babies as it continued its exceptional service to the community.



## BEING 'ECO' FRIENDLY WITH ECOBIZ

In 2007, Mater Private Hospital Redland was awarded a commendation for being the first Queensland hospital to receive official ecoBiz partnership status.

ecoBiz, a partnership program between the Queensland Government Environmental Protection Agency and Queensland Business, involves taking a closer account of resources—energy, water and materials—and proving that it is possible to 'do more with less'.

Mater Private Hospital Redland entered the program in 2006 and initial results from 2007 show a decrease in water consumption, a review of waste handling and increased recycled waste collection. The hospital also found there has been a significant decrease in natural gas usage, with correlating decreases in greenhouse gas emissions.

"This program has motivated our staff to participate in environmentally friendly work practices and has highlighted many ways we can provide our services more effectively," Director of Clinical Services, Cheryl Clayton said.

"The staff have been really keen to play their part in building an ecologically sustainable future in the beautiful Bayside area."



## **MATER UNVEILS THE FIRST FULL HD INTEGRATED OPERATING THEATRE IN AUSTRALIA**

In August 2007 Mater Adult Hospital surgeons performed their first procedure in the hospital's new full high definition digital integrated operating theatre, the first of its kind in Australia.

The fully integrated digital operating theatre is part of the Mater Adult Hospital refurbishment and has been funded by the State Government and Mater Health Services. Using equipment from medical distribution company N Stenning & Co., the technologically advanced theatre helps to deliver better patient outcomes.

Mater Health Services CEO, Dr John O'Donnell said the new theatre provides surgeons with a number of advantages, but in particular the true high definition screens enable surgeons to see the area on which they are operating with greater clarity.

"The high quality optical lenses and HD technology within the camera head provide a true high definition image which vastly increases the clarity on the visual screens to assist the surgeons' vision particularly in keyhole surgery," Dr O'Donnell said.

"The wide-screen display allows for a much wider field of view and the increased screen resolution improves depth of field and colour definition, which assists surgeons in diagnosis and surgery."

The integrated theatre's technology now enables surgeons and theatre clinicians to perform procedures with more information at their fingertips thus reducing procedure times.

"This technology ultimately benefits the patients as it reduces their recovery time and allows them to return to their family or the work place sooner," he said.

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### *Also in 2007...*

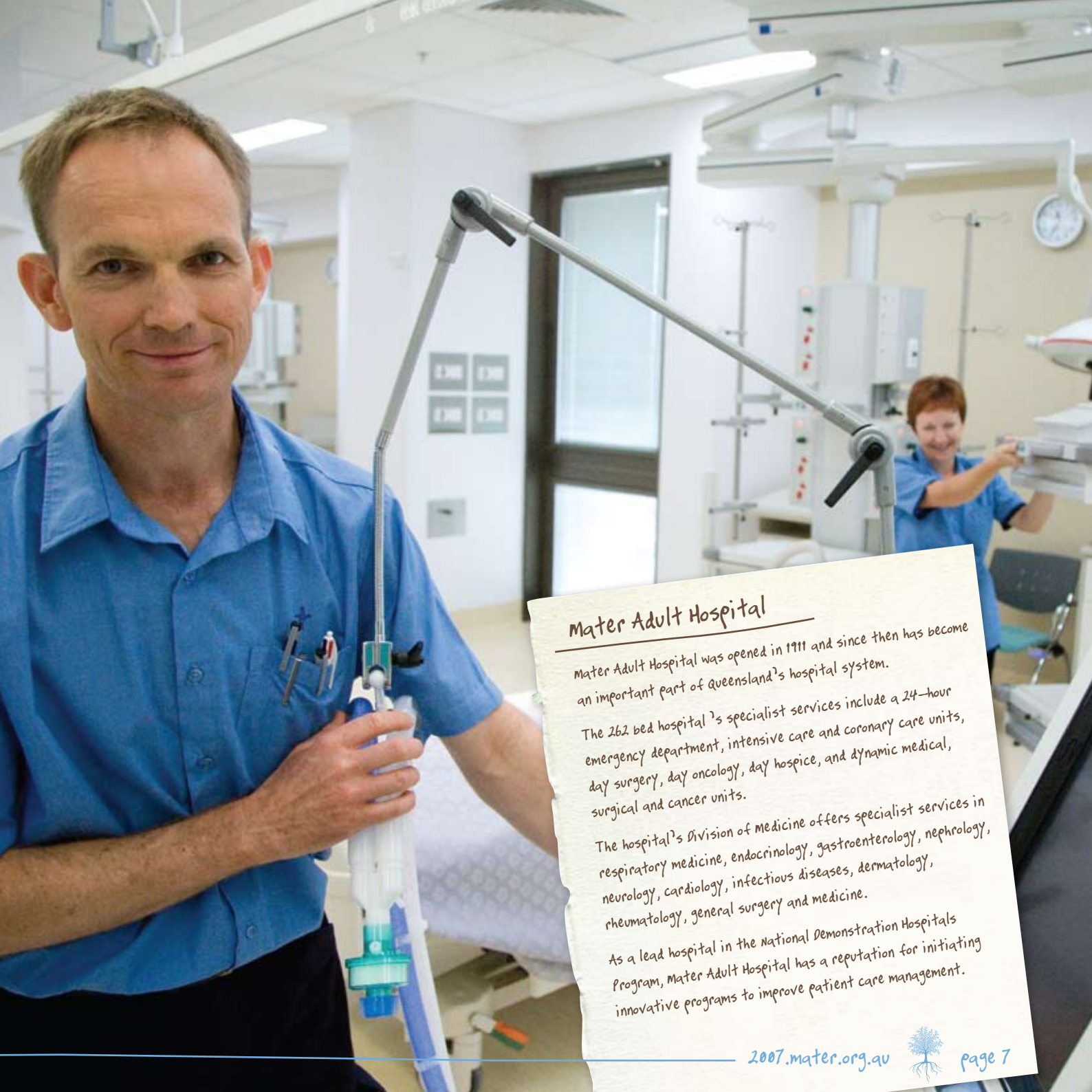
Mater Adult Hospital underwent a major refurbishment to support public services in a range of specialties with a particular emphasis on gynaecology and gynae-oncology services, medical oncology, chemotherapy and an increase in services for a range of medical and surgical conditions.

The key areas that were redeveloped in 2007 included:

- a refit of all operating theatres and support areas including additional operating theatres and endoscopy suites
- a refit and expansion of the day unit facilities and intensive care and coronary care units
- the inclusion of a three level extension to the current building towards Stanley Street to provide additional medical record storage and a new outpatient service
- a refit of the kitchen facilities for the site and expansion of staff cafeteria facilities
- refurbishment of inpatient wards including some ensuite upgrades and replacement of key clinical systems including suction and nurse call system
- a replacement pedestrian link bridge across Stanley Street to improve access and linkages between the hospital and the major car parks.







## Mater Adult Hospital

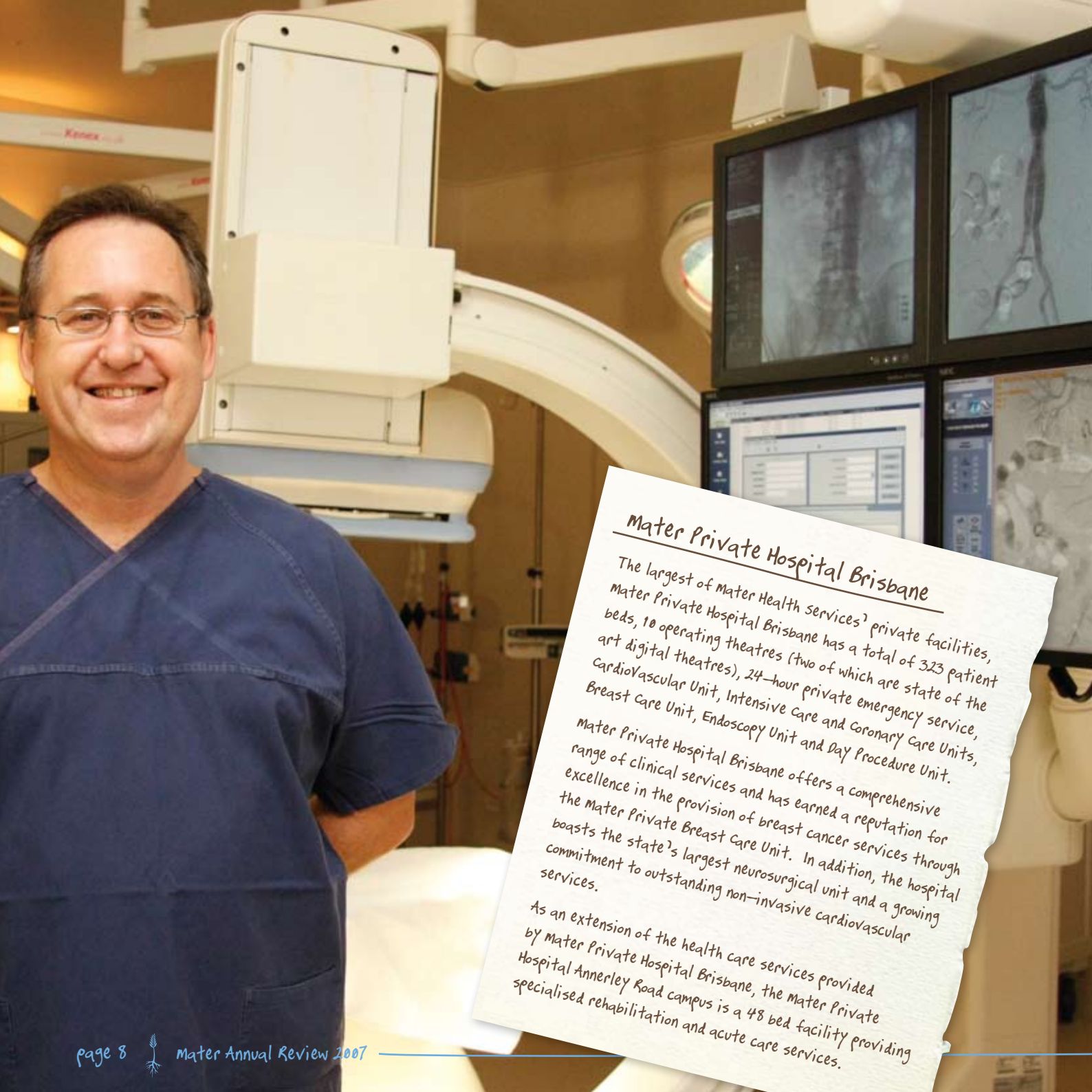
Mater Adult Hospital was opened in 1911 and since then has become an important part of Queensland's hospital system.

The 262 bed hospital's specialist services include a 24-hour emergency department, intensive care and coronary care units, day surgery, day oncology, day hospice, and dynamic medical, surgical and cancer units.

The hospital's Division of Medicine offers specialist services in respiratory medicine, endocrinology, gastroenterology, nephrology, neurology, cardiology, infectious diseases, dermatology, rheumatology, general surgery and medicine.

As a lead hospital in the National Demonstration Hospitals Program, Mater Adult Hospital has a reputation for initiating innovative programs to improve patient care management.





### Mater Private Hospital Brisbane

The largest of Mater Health services' private facilities, Mater Private Hospital Brisbane has a total of 323 patient beds, 10 operating theatres (two of which are state of the art digital theatres), 24-hour private emergency service, Cardiovascular Unit, Intensive care and Coronary Care Units, Breast Care Unit, Endoscopy Unit and Day Procedure Unit. Mater Private Hospital Brisbane offers a comprehensive range of clinical services and has earned a reputation for excellence in the provision of breast cancer services through the Mater Private Breast Care Unit. In addition, the hospital boasts the state's largest neurosurgical unit and a growing commitment to outstanding non-invasive cardiovascular services.

As an extension of the health care services provided by Mater Private Hospital Brisbane, the Mater Private Hospital Annerley Road campus is a 48 bed facility providing specialised rehabilitation and acute care services.



## QUEENSLAND FIRST FOR MATER PRIVATE HOSPITAL BRISBANE

In February 2007, a team of specialists at the Mater Private Hospital CardioVascular Unit successfully performed a Queensland first.

By using a Prostar closure device during an Abdominal Aortic Aneurysm repair, otherwise known as Aortic Endograft, a 62 year old male patient was able to be discharged the day after surgery.

In August 2006, the patient was diagnosed during an ultrasound for abdominal pain with an aneurysm 3.4cm in diameter. Five months later, it had increased and the patient was referred to Dr Russell Price who made the decision to operate when the aneurysm reached 5.1cm.

Dr Price and Cardiologist, Dr Peter Hadjipetrou performed the procedure using two devices, the Prostar closure device and the Gore Endovascular prosthesis.

The technique initially involved puncturing the common femoral artery on the right and passing the first Prostar device into the artery. The device was then actuated to expose four needles and slowly withdrawn, with the needles puncturing the arterial wall from within. These needles carried two sutures and four ends which were brought out onto the surface of the skin. A second Prostar device was then used on the left side.

The Aortic Endograft then proceeded as normal with the stent graft components deployed via guiding sheaths placed

in the arterial punctures. At the conclusion of the procedure, the sheaths were withdrawn, and the ties used to close the arterial punctures, thereby reducing the size of incisions from at least 5cm in length to 6mm.

Ordinarily for a procedure of this type the patient would have been to ICU post operatively for 24-48 hours and needed a further 5-7 days in hospital.

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### Also in 2007...

- Mater Private Hospital Annerley Road saw the introduction of a private Rehabilitation Day Therapy Program for individuals with complex rehabilitation needs. The new service is designed for private patients who require a coordinated approach to rehabilitation in a day therapy setting.
  - A new patient care partnership service model was implemented into two 'showcase' units in the Mater Private Hospital Brisbane. The model delivers a five star hospitality experience whilst patients receive excellence in clinical care, where their emotional and spiritual needs are personally catered for, and their families and carers are welcomed into their hospital journey and supported throughout the process.
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## WE'RE EXPECTING!

Delivering a new era in maternity health care, the new public and private Mater Mothers' Hospitals are on target to open in June 2008.

Boasting 88 public and 90 private maternity beds as well as 16 delivery suites, the hospitals will provide integrated tertiary services for women and babies including obstetrics, gynaecology, neonatal, maternal fetal medicine, obstetric medicine, perinatal outreach education and midwifery models of care.

Mater Women's Health Services Clinical Divisional Head, Dr Don Cave said the new hospitals will effectively be the busiest maternity facility in Australia delivering up to 10,000 babies each year.

"The Mater has a long history in maternity services and we will ensure our patients continue to receive an exceptional level of care from our committed team of professionals," Dr Cave said.

An expanded Neonatology Unit will provide 79 cots, including intensive care, high dependency and special care cots.

Additional services within the new facility will be a Pregnancy Assessment and Observation Unit to be collocated with the Birthing Suites and an Early Pregnancy Assessment Unit. Managed by Mater midwives, these units will enable women with pregnancy related concerns to be reviewed in a setting that is comfortable and inviting.

At completion of this project, the Mater will be in a position to deliver improved access, improved physical facilities, and build on the public and private model of health care, which has been a feature of the Mater for over a century.

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### Also in 2007...

- Mater Mothers' Hospitals saw the implementation of a new Breastfeeding Support Centre run by internationally qualified Lactation Consultants to help and support women as they develop their breastfeeding technique for newborn, premature and special needs babies.
- A new Mater Mothers' Bereavement Support Program was introduced which provides care and support to families following the death of a baby. Led by a dedicated bereavement support midwife and a multidisciplinary team, the 18 month pilot program is unique in its coordinated approach through clinical practice, support, education and research.
- The highly successful Midwifery Group Practice program where midwives establish one-on-one partnerships with women through the stages of prenatal, labour, birthing and postnatal care continued to grow with eight Mater midwives now recruited to the program.

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### Quick Facts

- Mater Mothers' Hospitals have delivered more than 260,000 babies since their doors opened in December 1960.
- Mater Mothers' Hospitals currently manage more than 8,000 births and over 2,000 neonatal admissions each year.
- One in six Queenslanders are born at the Mater Mothers' Hospitals.



## Mater Mothers' Hospitals

The Mater Mothers' Hospitals are one of Australia's largest and busiest maternity facilities providing both public and private health care services to women and newborn infants from south east Queensland, northern New South Wales, and the Pacific region.

Together, the hospitals currently care for more than 8,000 babies a year and cater to the needs of women and babies through antenatal, labour, birth and postnatal periods.

A tertiary referral facility, the Mater Mothers' leads the way in managing high risk pregnancies as well as newborn disorders. The Mater centre for Maternal Fetal medicine continues to achieve results amongst the best in the world and is at the forefront of ultrasound screening and fetal laser therapy techniques.



## REACHING NEW HEIGHTS IN SPINAL SURGERY

Spinal Surgeon, Dr Geoffrey Askin and a group of specialists at the Mater Children's Hospital have performed a number of groundbreaking surgeries on eight year old Bryonie Smith, who has a congenital deformity of the neck and thoracic spine.

Without surgery, Bryonie's spine would have continued to deform and eventually compromise her organs, so the spinal team developed a plan to correct her spine by releasing the deformity, followed by prolonged traction to improve the curve.

"In young children, like Bryonie, traditional methods of stabilising spine deformities are not recommended as the surgery will prevent further growth of the spine, and pose risks to spinal cord function," Dr Askin said.

"These procedures are complex and often involve multiple operations and prolonged periods of immobilisation in orthoses," he said.

The multifaceted procedure involved breaking the affected bones to allow them to realign; applying a 'Halo ring' with screws into the outer cortex of the skull; putting traction with weights of up to 25 - 30% of her body weight through the Halo ring and finally placing her in a specially designed 'wheelie walker' by GB Orthopaedics to allow her to move while in traction.

"Over time, the specially designed halo traction system will pull her spine into better alignment, giving Bryonie a stable spine and the satisfactory development of her heart and lung tissue," Dr Askin said.



### Also in 2007...

In the lead up to the opening of a single purpose built Queensland Children's Hospital in 2011, the Mater Children's Hospital experienced some major changes.

After much discussion and planning the Mater Children's oncology unit was moved to the Royal Children's Hospital to create the Queensland Children's Cancer Centre. It was concluded that integrating the service was the best way to provide a comprehensive state-wide cancer service.

In addition, in May 2007 extensive building works began in the hospital to house the Queensland Paediatric Cardiac Service (QPCS), currently operating at The Prince Charles Hospital.

### Mater Children's Hospitals

Mater Children's Hospitals provide both public and private health care services for children from Queensland and northern New South Wales in a family focussed environment. A major tertiary referral centre, the hospital has an intensive care unit, theatres, inpatient and outpatient services and a 24-hour emergency department, which is the busiest paediatric emergency department in Queensland. Mater Children's Private Hospital sees more than 3,500 patients each year and boasts some of Queensland's leading surgeons and nursing staff. The hospital offers 61 private inpatient beds including a 6 bed high observation area for acute care patients and 15 day surgery beds.



## MATER SUPPORT SERVICES

Clinical Support Services including Pathology, Pharmacy, Hotel Services, Clinical Safety and Quality Unit, Research Support Centre, Medical Management Unit and Centre for General Practice provide complex wide services to Mater's diverse range of hospitals. Some of the 2007 highlights for Clinical Support Services include:

- Mater Pathology continued to expand their off-site presence with the introduction of a new home collection service for Bayside residents.
- The Lean process-improvement philosophy was adopted in Pathology. This has reduced both the turnaround time and the variation in turnaround time for urgent chemistry testing by 20% compared to March 2006 base data.
- A care improvement searchable database was implemented to facilitate the reporting, collating and showcasing of care improvement activities across Mater Health Services.
- A Risk Manager position was created and filled to integrate categories of risk across the organisation and coordinate business risk activities.
- A new Cafe on Three staff dining facility opened in November. It includes two made to order sandwich bars, 'grab & go' section and a balcony equipped with a barbeque.

### Also in 2007...

- Mater commenced a pilot of a new clinical portal that provides clinicians with a single point of access to Mater's electronic clinical information systems. The new system from IP Health, known as Verdi, provides clinicians with convenient and timely electronic access to diagnostic results, dispensed drugs, Mater's electronic discharge summary, theatre, obstetric, neonatal and oncology clinical information.
- Mater's new Obstetric Clinical Information System, Matrix, was successfully deployed in the Mater Mothers' Hospitals. The system, designed in collaboration with obstetricians and midwives, delivers significant productivity savings in the collection and recording of key obstetric and perinatal clinical information.

### Research

Research is an integral function in the provision of quality health care and in 2007 there were more than 480 world class multidisciplinary research programs in progress involving over 820 researchers across Mater's seven hospitals.

These projects cover areas such as basic science, health services, preventative medicine, clinical medicine and science, and public health research. Since 2006, Mater researchers have published more than 220 articles in peer reviewed journals and have been assisted by the Mater Research Support centre, established by the Mater Board to further encourage and support Mater researchers.



## **MATER'S EXCEPTIONAL PEOPLE**

In 2007, Mater welcomed 1,900 new people to join the ranks of some 6,000 dedicated staff and volunteers.

Mater is committed to developing exceptional people and recognising their outstanding contributions to the organisation and the community.

### **MATER LEADERS PROGRAM**

In 2006, as a centenary gift to Mater Health Services, the Board of Directors provided a new and unique virtual centre for leadership development—the Mater Leadership Centre. The centre's flagship program, the Mater Leaders Program, was launched in 2007, offering participants leadership development activities to facilitate and support their long-term success at Mater.

### **TEACHING AND LEARNING**

A 2007 finalist in the Australian iAwards, Mater Education Centre is the only hospital-based education facility of its kind in Queensland that is a Registered Training Organisation offering nationally accredited courses.

In 2007, the Mater Education Centre created a new two day Preceptor Program for nurses, negotiated a new partnership model of clinical placements with Southbank TAFE for enrolled nursing students, introduced a Strategic Skills for Leaders course, developed an Evacuation Warden Course for online delivery and attracted two \$80,000 funding grants for Rural and Remote Junior Medical Officer placements in Bundaberg and Goondiwindi.

### *Also in 2007....*

- Mater Private Hospital Registered Nurse Barbara West was invited to attend a peace meeting and extend a gesture of goodwill to governing officials in Pakistan.
- Ten staff members travelled to sites across the world with Operation Smile International's World Journey of Smiles to help change the lives of young people with cleft lip, cleft palate and other facial deformities.
- Engineering and Environmental Services, Finance and Supply Services organised a container load of medical equipment, linen, wheelchairs, beds, toys and clothes to be sent to Uganda.
- Senior Medical Photographer Vicki Adams photographed the 36,000th episode of clinical photography at Mater.
- Volunteer Gary Lawrence fundraised to purchase a 'bed bath' for the Mater Private Hospital Intensive Care Unit.
- Mater Private Hospital Executive Director Don Murray travelled to Sri Lanka to help build a home for children left orphaned and homeless by the devastating 2004 Boxing Day Tsunami.
- Sr Regis Mary Dunne rsm, Adjunct Professor John McAuliffe and Professor Aldo Vacca were recognised in the 2007 Queen's Birthday Honours List.
- The first group of Administrative Services staff graduated with a Certificate IV in Business (Frontline Management).
- Mater staff started a Bicycle Users Group for members of the Mater community interested in living greener and getting healthier.
- The Mater Child and Youth Mental Health Service (CYMHS) Parent Advisory Group, comprising parents, carers and staff members, celebrated its 10 year anniversary.





## Volunteering in Sierra Leone

In June 2007 Mater Private Hospital Redland Urogynaecologist Judith Goh volunteered at the mercy ships Aberdeen Fistula centre in Sierra Leone.

Judith has been involved in the management of women with genital tract fistulae in developing countries since 1995, and was invited over to train another surgeon as well as to perform operations. Childbirth injury is the most common cause of female genital tract fistula, which often results in a lifetime of suffering with incontinence, unless surgically treated.

"I still consider it a tremendous privilege to assist these women and, God willing, will be able to continue to do so in the future," Judith said.



## MISSION SERVICES

Perpetuating the role of the Sisters of Mercy as 'gap fillers' and 'gap finders', in 2007 Mater continued to respond to changing community health care needs through a variety of community benefit projects.

The Mater Mission portfolio comprises of Pastoral Care, Community Liaison, Hospital Ethics, Refugee Community Work, an Aboriginal and Torres Strait Islander Service, the Mater Archive and Heritage Centre, and a Community Nurse for the Brisbane Homelessness Service Centre.

Within this varied portfolio, some of our exceptional achievements in 2007 include:

- Work on a project to improve care of African women birthing at Mater through the Refugee Community Worker.
- The establishment of an Ecumenical Prayer Space based on best practice observed from Copenhagen, Denmark.
- A \$10,000 donation to keep the Murgon Swimming Pool open and operable over the 07/08 summer to assist the health and welfare of the young people in the Murgon and Cherbourg communities.
- The Queensland Integrated Refugee Community Health Clinic, for refugees and humanitarian entrants characterised by histories of torture, trauma, family and cultural dislocation, came under the auspice of Mater Health Services, supported by St Vincent's and Holy Spirt Health from 1 January 2007.

## MERCY WEEK

From 23-29 September 2007 Mater celebrated the work of the Sisters of Mercy during Mercy Week. The festivities provided a time for reflection and celebration for members of the Mater community.

This year a variety of activities were organised, including a sausage sizzle, Dublin Pilgrimage presentation, morning tea for the Sisters of Mercy, and the annual Mercy Awards.

83 nominations were received for the esteemed Mercy Awards. The winners—June Adams, Nurse Unit Manager, Day Surgery, Mater Adult Hospital (Clinical Award); Chris Hill, Director, Administrative Services (Support Services Award); and Food Services (Team Award)—were announced at the annual awards ceremony. June and Chris were also awarded a place in the Dublin Pilgrimage in April 2008 for the first time in Mater history.

## BRISBANE HOMELESSNESS SERVICE CENTRE

In July 2007 Mater formed a partnership with the Brisbane Homelessness Service Centre to provide and meet the costs associated with the provision of a full-time Clinical Nurse.

Mater nurse Ros Butler commenced the role of Clinical Nurse in October to assist the centre in the management of primary health care needs of the homeless people who utilise the service. In addition, Mater also provides a vehicle to assist Ros in the delivery of this valuable and unique service.

Ros works as part of a multidisciplinary team, supporting volunteer GPs, conducting sexual health clinics, providing immunisations to children, and liaising with Mater agencies. Ros also tends to primary health issues and education such as diabetes management and vein care, and visits clients 'sleeping rough' in public spaces.

In the true spirit of the Sisters of Mercy, Mater Pathology and Mater Pharmacy absorb the costs associated with co-payment resulting from pathology tests and pharmaceuticals. And the ATSI Liaison Service and Social Work Department assist Ros in the delivery of health care.



## Partners

### Mater Foundation

The Mater is part of the Queensland community and has often called on community support to help it deliver its unique brand of health care. In 2007, Queenslanders continued to show that support by donating over \$6 million to the Mater Foundation, the philanthropic and community arm of the Mater.

### Mater Medical Research Institute

The Mater Medical Research Institute continued its ground-breaking research into new biological solutions to disease including advancing a world-first phase one clinical trial for a prostate cancer vaccine and research aimed at fighting cancer, diabetes, bowel disease, and heart attack.

## STATISTICS

### 2007 MATER HEALTH SERVICES PATIENT STATISTICS

	Patient Discharges	Patient Days	Theatre Patients	Births	Outpatients Clinical	Beds
Mater Private Hospital Brisbane	24,582	93,382	11,041	N/A	N/A	323
Mater Private Hospital Redland	6,381	11,526	3,194	356	N/A	67
Mater Mothers' Hospital	8,896	33,056	2,772	3,972	45,180	102
Mater Mothers' Private Hospital	5,311	29,176	2,103	4,216	N/A	94
Mater Children's Private Hospital	4,138	8,434	2,564	N/A	N/A	32
Mater Children's Hospital	14,070	31,524	5,431	N/A	53,528	129
Mater Adult Hospital	18,378	50,614	5,986	N/A	70,982	191

### Emergency Attendances

Mater Adult Hospital Emergency	28,555
Mater Children's Hospital Emergency	41,382
Mater Private Hospital Brisbane Emergency	18,553



Exceptional People. Exceptional Care.

[2007.mater.org.au](http://2007.mater.org.au)

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