

It's three minutes into the **first day** of January 2008 and a 23-year-old motorcyclist has just arrived by ambulance. He is suffering from a closed head injury, lower limb fractures and an open leg wound. So begins another **routine day** at Mater Health Services, the first for 2008 ...

ANNUAL REVIEW 2008

better every day
2008.mater.org.au





Introduction

On any given day up to 7500 staff members and volunteers work together to develop new methods, practices and techniques for better patient outcomes.

Mater's seven hospitals (Mater Adult Hospital, Mater Mothers' Hospital, Mater Children's Hospital, Mater Mothers' Private Hospital, Mater Children's Private Hospital, Mater Private Hospital Brisbane and Mater Private Hospital Redland) are regularly acknowledged for their outstanding contributions to health care.

Each page of the 2008 Annual Review is a daily account showcasing Mater's exceptional year for 2008. For a more detailed report visit 2008.mater.org.au.



Our Mission

In the spirit of the Sisters of Mercy, Mater Health Services 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

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.

Every day, in every way, we are getting better and better.

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Messages

Congregation Leader

2008 has been another year of great achievements for Mater Health Services.

The opening of the new Mater Mothers' Hospitals, the refurbishments of the Adult Hospital and Emergency Department, and the successful relocation of the Queensland Paediatric Cardiac Service to Mater Children's Hospitals are only a few of the capital works completed.

Mater's commitment to Mission is expressed in the everyday delivery of patient care and through special outreach projects for the community. It is also expressed by a commitment to future sustainability, not only of our services but of our planet.

The 2007 Annual Review is a wonderful example of this approach. Instead of the usual glossy magazine, it was

an attractive but smaller printed edition on 100 per cent recycled paper with further information provided on a website. Congratulations to those who inspired and carried out this project.

I would like to take this opportunity to publicly express the thanks of the Sisters of Mercy for the beautiful artwork *Embrace* that recognises the contribution of 263 Sisters of Mercy at the Mater from 1906 to 2006.

To the Members of the company (Mater Misericordiae Health Services Brisbane Ltd); the Board of Directors; the Chief Executive Officer (Dr John O'Donnell); his Senior Executive Team; and all staff, volunteers and supporters of Mater, thank you and congratulations on your commitment to compassionate care and professionalism in a spirit of collaboration and innovation.

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

Chairman of the Board

For me, 2008 was another truly remarkable example of Mater Health Services living the values and continuing the important Mission of the Sisters of Mercy.

It was a year of great change—upheaval even—with the opening of the new Mater Mothers' Hospitals; the launch of the redeveloped Mater Adult Hospital; and the planning, development and building works undertaken for the new Queensland Children's Hospital.

And through all of this progress and commotion, Mater staff continued to work through every day and provide exceptional care for our patients and the community. This passion and commitment embodies the charism of the Sisters of Mercy that lives on through the very people who work at Mater today.

Together, we keep the Mater Mission and Values alive, while continuing to provide compassionate care for the sick and needy and plan for another exceptional year ahead.

Thank you for the special part you play in pursuing innovation and excellence, and delivering health care to address unmet needs across the community. You're doing an exceptional job every day.

Professor John McAuliffe AM
Chairman, Mater Health Services Board

CEO

Today was a reflective day. I was asked to reflect on the performance of Mater Health Services as an organisation in 2008. I jotted down some of the achievements and events as they came to mind and before I knew it the page was full.

In 2008 at Mater we opened new and improved hospitals; we trialed innovative patient care initiatives to improve patient safety and satisfaction; made exciting ground with research projects and we started a new strategy for developing teaching and learning.

The Queensland Government confirmed the development of the \$1.1 billion Queensland Children's Hospital adjacent to Mater and we have exchanged an agreement on the inter-relationship between Queensland Health and Mater Health Services. As a precursor to the Queensland Children's Hospital development, the Queensland Paediatric Cardiac Services transferred to Mater from The Prince Charles Hospital so that patients, families and staff could function in an integrated tertiary paediatric health care environment. There is now no waiting list for children's heart surgery.

Intra-operative CT scanning was introduced into the neurosurgery unit in Mater Private Hospital Brisbane—an Australian first.

Mater's ongoing role as a provider of health care services to the Queensland community for 102 years was acknowledged in a unique piece of legislation—the Mater Public Health Services Act.

Mater staff worked as a team to improve our performance in waste management, recycling, energy and water conservation to help ensure our environmental sustainability.

All of this has been achieved through the guidance of Mater's ever present Mission, and the continuing ability and willingness of staff to translate this Mission into an experience for patients which shows genuine compassion and care.

I believe every day at Mater Health Services is a good day because each and every day we are working at doing our job better.

Dr John O'Donnell
CEO, Mater Health Services



Photo courtesy of Scott Burrows.

2 January 2008


New beginnings

At 4.12 pm, Jessica Simmonds was born at Mater Mothers' Hospital. She weighed just 382 grams.

Fifteen weeks premature, Jessica's early arrival was a matter of necessity as her mother, Karleen, was in danger of losing her own life suffering a severe complication of pre-eclampsia. At birth Jessica was rushed to the Neonatal Intensive Care Unit where for the next 10 weeks she overcame five blood transfusions, two bowel infections, two platelet transfusions and pneumonia.

Throughout this time her anxious parents remained at her crib and celebrated each of her successes; the day she could breathe on her own, the day they could touch her for the first time, the day she had her first bath and her 100th day. Every day brought hope.

After 117 days in hospital Jessica, the smallest girl ever to have survived at Mater, went home. It was a day her parents will never forget.

Thought for the day 

"When Jessica was born what struck me was her skin. It was transparent and paper-thin. I just kept thinking this is our little girl. Even through the hard times, we never gave up hope, there is always hope. She is getting better every day."

Daniel Simmonds, Jessica's father



Mater helping new mums

On Tuesday 19 February 2008 more than 80 Brisbane women gathered at Mater to be part of an innovative program to help bridge the gap between clinical care and practical advice. The Ward Nanny program was developed at Mater as a part of delivering a new era in midwifery and obstetric care.

Utilising the skills of experienced volunteers to support new parents during their hospital stay, the Ward Nanny program complements the clinical expertise of Mater's exceptional team of midwives and nursing staff.

Now one of the most popular programs at Mater Volunteer Services, ward nannies are regularly involved in bathing, settling and massaging babies as well as just lending a helping hand or comforting ear. Through the Ward Nanny program, new parents have the opportunity to share in wisdom learned over many years and are equipped with all the necessary skills to care for their new baby when they return home for the first time as a family.

Thought for the Day

"Our Ward Nanny program is an exceptional service. It offers an enhanced level of support to women and their families as they begin their journey through parenthood and complements the health care provided by Mater by equipping mums and dads with the

knowledge and confidence they need to fulfil the basic needs of their new baby.

"The program also responds to community needs by supporting new mums who may be isolated from their extended family and by helping to reduce stress levels when they return home. We're very proud of all our ward nannies and the exceptional support they provide."

*Mish Hill
Women's Health Services Director*

My Day

It's 8.30 am and I've got four hours to make a difference.

I don't need to change the world. Just fold the baby clothes, so the linen trolley is tidy. Just hold a baby so that a mum whose had a rough night can have a sleep, so her day will be easier. Just say the right thing when a new mum is on the verge of tears, or a new grandma thinks she's forgotten it all, or a new dad needs encouragement. These words come from having had the privilege of giving birth to my four beautiful babies at the Mater. They are the words of the midwives and other hospital staff that meant so much to me.

Today, it's my first patient discharge—escorting mum, dad and their new baby Ivy to their car. I bring the trolley to Room 1004. We load up all the flowers and presents, their

suitcase and Bounty Bag. I take a photo of the new family.

Sitting with mum in the hospital foyer while dad gets the car, we watch as a heavily pregnant woman is escorted to the delivery suite, as flowers and balloons are delivered, as customers attend the ladies auxiliary stall and as people come and go from the coffee shop. It is very busy. I notice a tear on mum's cheek. I tell her how I fondly remember leaving the Mater with my little Alice. How my husband drove the car home at 20 km per hour with our precious new cargo. How we got home, put the capsule containing our sleeping infant in the nursery and then both looked at each other and said, "What now?" I told her how I felt like I was playing "dress ups" as I hung out the first load of baby clothes and how now that Alice is a teenager, I still feel like a beginner so much of the time. She smiles.

As I wave the car off, I take a moment to look around. I am in the Aubigny forecourt—the heart of Mater's South Brisbane campus. Some of the Sisters of Mercy are leaving the Convent Chapel. These women, who have dedicated their lives to the service of others, are the embodiment of the spirit of Catherine McAuley.

As I take the trolley back to ward 10, I am grateful for the opportunity to be a part of something so special.

*By Kate Naughton, Ward Nanny
Ward 10 Mater Mothers' Private Hospital*

21 March 2008



New technology to revolutionise cardiovascular care at Mater Private

Friday 21 March 2008 saw the dawning of a new era of cardiovascular care at Mater Private Hospital Brisbane. With revolutionary new technology installed in the hospital's second catheter lab Mater took a significant leap forward in the treatment of cardiovascular disease.

The Siemens Artis Zee Bi-plane flat panel detector is the most advanced of its kind and provides highly sophisticated imaging in interventional radiology and cardiology. Working in concert with a SOMATOM Definition Dual Source CT Scanner acquired by QScan, the technology dramatically improves the speed and quality of diagnosis and treatment for many cardiovascular patients.

The first in Australia to offer the new technology, clinicians at Mater Private Hospital Brisbane are now able to perform complex interventional cardiac and neuroradiology procedures unavailable elsewhere.

Higher image quality, reduced radiation exposure and improved features including upgraded software ensure procedures are faster and safer and ultimately better for the patient.

Thought for the Day 

"Our approach to cardiovascular care is enhanced by technology but driven by our exceptional people."

"A solid partnership between radiologists, cardiologists and staff in the Mater Private CardioVascular Unit ensures the process of diagnosis and treatment can be truly integrated to provide a patient care experience second-to-none."

"With this new technology providing higher quality images, faster and with less radiation the impact on patients and their families is significantly reduced and our capacity to provide exceptional care greatly enhanced."

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

30 April 2008

Refurbished Emergency Department officially opened for business

Wednesday 30 April saw Queensland Health Minister Stephen Robertson MP back at Mater for another milestone in the extensive building works which were such a feature of Mater's South Brisbane campus throughout 2008.

Refurbishment of the Mater Adult Hospital Emergency Department formed part of a \$188 million project jointly funded by the Queensland Government and Mater Health Services. The project featured new operating theatres and support areas, expanded day unit facilities, improved intensive care and coronary care units, increased medical record services and a new outpatient service.

The Emergency Department upgrades included an additional 14 bed short stay Medical Assessment Planning Unit, Transit Lounge and Ambulance Forecourt, along with a new Specimen Collection and Preadmission Clinic.

Delivery of a new helipad on top of the Mater Adult Hospital was also part of the refurbishment project, along with the replacement of the pedestrian bridge that links Mater Adult Hospital to Mater Private Hospital and Mater Hill car parks.

Thought for the Day



"Mater Adult Hospital's Emergency Department sees an average of 30 000 people per year so it was important the redevelopment project was undertaken in careful stages to allow the hospital to remain functional throughout the process."

"Our commitment to providing care did not cease despite the disruptions throughout the significant upgrade of the facility and now we are able to commit to delivering a greater level of services to our patients."

*Dr John O'Donnell
CEO, Mater Health Services*



CEO Dr John O'Donnell, Acting Director Mater Adult Emergency Services Dr Stephen Walker, Health Minister Stephen Robertson, Chairman of the Board Prof. John McAuliffe, Queensland Health Acting Director General Prof. Andrew Wilson.

30 May 2008

An exceptional delivery: the new Mater Mothers' Hospitals

The official opening of one of Mater's most eagerly anticipated arrivals—the new Mater Mothers' Hospitals—was held on Friday 30 May 2008.

Her Excellency, Ms Quentin Bryce AC, the Governor of Queensland and The Honourable Anna Bligh MP, Premier of Queensland officially opened the hospitals and the Most Reverend John A Bathurst DD, Archbishop of Brisbane blessed the facility.

Despite inclement weather, the event was held in the historic Aubigny Place forecourt and attracted hundreds of guests and dignitaries including The Honourable Kevin Rudd MP, Prime Minister of Australia, Sisters of Mercy, past and present patients, supporters and Mater staff.

The ceremony was highlighted with significant symbolism that depicted the transition from the original hospital to the new Mater Mothers' Hospitals with a combination of elements that represented Christian Values, Mater Health Services and life.

The result of a four year construction period, the state-of-the-art maternity facility features 88 public maternity beds, 90 private maternity beds and 16 birthing rooms. An expanded Neonatal Critical Care Unit provides 79 cot spaces, including intensive care and special care cots, making it one of the biggest neonatal critical care units in the nation.

Among a range of new services being delivered to expectant mothers in the new hospital is a Pregnancy Assessment and Observation Unit collocated with the Birth Suite. Managed by Mater midwives, this unit enables women with pregnancy-related concerns to be reviewed in a setting that is comfortable and inviting.

The new Early Pregnancy Assessment Unit is also located adjacent to the Maternal Fetal Medicine Unit where women with early pregnancy problems are managed by midwifery and medical staff specifically designated for this purpose.

Jointly funded by Queensland Health and Mater Health Services, the new \$188 million facility will assist in up to 10 000 births each year.

Thought for the Day



"Our new Mater Mothers' Hospitals have been designed on a balanced model of wellness and highly specialised care in response to women's expectations of maternity care."

"As part of our commitment to providing high quality care, the new facility features a range of services to deliver real benefits to women, along with providing a family-focused environment in terms of care and support. It is an exceptional facility."

Dr Don Cave

Director of Perinatal Medicine and Women's Health Services



Minister for Health Stephen Robertson, Prime Minister Kevin Rudd, Premier Anna Bligh and Governor of Queensland Quentin Bryce.

We asked some of the day's participants for their perspective on the opening of the new Mater Mothers' Hospitals.

Sister Michaelleen M. Ahern RSM
Mater Redevelopment Project

"I had feelings of joy, pride and gratitude in witnessing the successful culmination of years of dedicated team work by the Project Team, the consultants, and the Mater Mothers' Hospital staff. Through the architecture and art of the new hospital's construction, it presents a balance of wellness and highly specialised health care. I felt quiet satisfaction that we had achieved our aim of a modern environment where the Mission of Mercy would continue. I was touched by the dignity and appropriateness of the opening ceremony, and the special personal tributes paid by each of the day's speakers. Even the rain that fell from the sky signified new life.

Dr Michael Beckmann

"At first I wasn't sure why I was asked to carry a 25 metre long piece of material from the door of the old hospital to the door of the new, but it seemed to mean something when the moment came. Alongside me, Sisters of Mercy, volunteers, midwives, doctors and allied health professionals walked this very short

journey together. I was informed that the cloth we carried symbolised a river, water and therefore life. For me it was the short journey I walked that was by the far more powerful symbol. It was a short walk but it seemed such a very long journey when thinking about the history of the Mater. And it seemed a long journey when thinking about those men and women in the crowd in their 30s and 40s who, more often than not, had been born in the original Mater Mothers' Hospitals. It even seemed a long personal journey when pondering my experience as a medical student and junior registrar here in the old hospital. But like many journeys, looking back, it was all just a brief moment on the road to something much more exciting."

Premier Anna Bligh

"The Mater Mothers' is not just dear to me because it is the biggest birthing hospital in the southern hemisphere that just happens to be in my electorate—it is also the caring centre where I have spent time with my own children. The Mater Mothers' also honours the



enormous contribution of the Sisters of Mercy to this city and state. Adding to their first-rate efforts, the community, through sustained fundraising, has joined with governments to ensure it remains one of the State's premier health institutions. We all recognise its on-going successes and are honoured to play a part in continuing its proud tradition."

"The Mater has been the strong heartbeat through it all: the gentle hand, the watchful eye, the graceful gesture of care"

—Governor of Queensland Quentin Bryce



Beth Burt
Midwifery Unit Manager

"Reaffirmed is how I felt about the opening of the new Mater Mothers' Hospitals. The excitement was tangible in every part of the building on the day. Everyone was excited about being a part of history. For me the opening felt like a coming together of minds and hearts as I felt the grand old lady 'push' us towards a new beginning."

Melissa Fox
Mother of two and consumer representative with Maternity Coalition Inc.

"Mater Mothers' Hospitals meaningfully engage maternity consumers in a number of ways including the

development of new services and policy review. I was touched that in recognition of mine, and other consumer representatives' contributions to this process, my four-month-old daughter Mia and I were invited to be part of the opening ceremony of the new facility. As a mum, I felt the opening ceremony recognised the importance of birth and mothering for women and families. I was pleased when I heard our state and national leaders speak, as I believe they too understood how important maternity care is to communities. We must always remember—birth matters."

Dr John O'Donnell
CEO, Mater Health Services

"We finally made it! I was well aware that as well as providing a place for people to care for each other in the safe delivery of children into the world, the opening ceremony marked a major milestone for Mater. The new Mater Mothers' Hospital and Mater Mothers' Private Hospital together confirmed Mater's future as Australia's busiest maternity service. Many guests commented on the personal character of each speech at the opening ceremony—the Archbishop, the Premier, the Prime Minister and the Governor all included significant personal experiences of the Mater Mothers' Hospitals in their addresses, and spoke with obvious pride and affection for a Queensland icon. Sr Jill Stringer, with her usual humility and grace, inspired the audience with reminiscences of her time as Matron of the original Mater Mothers'. This set the scene for my strongest memory of the day—a sense of the Sister's selfless service to the community; a sense of the staff pride in the Mater's care, and an appreciation of a positive, vibrant, albeit very different, future."

More from the day, visit
2008.mater.org.au



an opening

Prime Minister Kevin Rudd

“I was proud to join Governor Quentin Bryce and Premier Anna Bligh at the opening of the redeveloped Mater Mothers’ Hospitals in May 2008. Having personal links back to the original Mater Hospital where I dealt with dedicated and highly professional staff, I am extremely happy to be involved in the next chapter of this iconic hospital. From my observations, the new Mater Mothers’ Hospitals will be leading the way in a new era of maternity health care.”

12 June 2008



Transition complete: Queensland Paediatric Cardiac Service at Mater

Thursday 12 June 2008 was a special day for Mater as we welcomed staff, patients and their families to the official opening of the re-located Queensland Paediatric Cardiac Service (QPCS).

Although the \$39.3 million relocation of the QPCS from The Prince Charles Hospital to Mater Children's Hospital took place on Tuesday 20 May 2008, the opening function gave us all a chance to celebrate what had been achieved. For the first time, the QPCS is located in a dedicated paediatric facility.

The Honourable Stephen Robertson MP, Minister for Health and the Most Reverend Brian V Finnigan DD, Auxiliary Bishop for Brisbane led the official ceremony and blessing of the newly relocated facility. They were ably supported by speeches from Mater staff and a QPCS family representative in highlighting the importance of the service.

The new QPCS facilities include:

- cardiac specialist clinics and clinical measurements services
- a new state-of-the-art catheter laboratory and an expanded Paediatric Intensive Care Unit (PICU)
- dedicated cardiac operating theatre and perfusion areas in the theatre complex
- a 19 bed cardiac inpatient ward area
- expanded allied health facilities
- expanded parent facilities
- administration areas for cardiac clinicians.

The transition of QPCS to Mater represents an important milestone towards the integration of tertiary children's health care services in preparation for the opening of the State Government's Queensland Children's Hospital in South Brisbane by 2014.

Thought for the Day 

"We are glad to have the QPCS at Mater in an environment where the needs of children and their families are well understood and supported by a comprehensive range of paediatric sub-specialties to ensure that the child's clinical needs can be addressed by a coordinated team of staff."

"It's an exciting time for paediatric health services in Queensland, with a move towards greater integration of health service delivery."

*Dr John O'Donnell
CEO, Mater Health Services*

My Day



On Saturday 15 July 2006 my son Dane was born with Bacterial Endocarditis, an infection that ate away the inside of his heart. At six weeks of age Dane underwent open heart surgery to replace his destroyed Aortic valve with a new one from a donor, as well as to repair a hole in his heart and remove any remaining infection.

It's 5 am on Wednesday 27 August 2008, the day of Dane's second open heart surgery at Mater Children's Hospital. My parents arrive to look after our other three children who are still asleep. The drive to Mater is an hour from our house and we have to be there by 6.45 am. Thankfully due to it being so early Dane sleeps all the way. It is a quiet trip, my husband and I share the occasional bit of conversation but our minds are elsewhere. I didn't sleep much last night and now I am fighting the sinking sick feeling in my stomach. All the bad memories from the last time come flooding back. What if they can't get his heart started again ... what if something goes wrong ... I can't lose him after so much.



We arrive on time and straight away we are taken to get Dane prepared for surgery. After checking all his vitals and sedating him we are led into the pre-op room where I change into a gown and hair cover. Only one parent can go in, which is so impossible for us. We have both always been there for him. As they put him to sleep I sing him a silly little song I made up when he was in hospital last time. I always sing it to him when he goes to sleep or is upset.

When he goes into theatre we wait ... emotions are running high. We wander around like two lost sheep, not wanting to go too far away but not wanting to look at other people at the hospital. By lunch I have a terrible headache from lack of sleep, so we head to Ronald McDonald House to try and rest.

At 3.30 pm we go up to the parents lounge to wait. I am waiting by the lifts for a friend to arrive but when I turn around, I see Dane's surgeon, Dr Nunn, strolling down the hall with a pleased look on his face. Dane is out of surgery and it was a complete success! Dane is in recovery and is coping better than expected. An hour-and-a-half later he is

wheeled into the Paediatric Intensive Care Unit (PICU) with a new, larger cut down his chest. It is still so hard to see him like this but the fact that he is doing so well and that some of the nurses and doctors that had looked after him last time are there again is a great comfort to us both.

Dane spent 48 hours in PICU and five days later we were all home.

By Liv White

In 2008 one of Australia's top cardiac surgeons, Dr Graham Nunn joined the Mater team as Director of the Queensland Paediatric Cardiac Service (QPCS) surgical team. Dr Nunn has worked extensively in Australia and overseas and has been a senior paediatric cardiac surgeon at the Children's Hospital Westmead and the Sydney Children's Hospital. He is one of only 10 dedicated children's cardiac surgeons operating in Australia.

Later in the year Dr Nunn was joined by another world renowned children's cardiac surgeon, Dr Tom Karl. Dr Karl relocated to Australia from the United States, where he was a cardiothoracic surgeon at the University of California San Francisco Children's Hospital. Dr Karl is a former Director of the Cardiac Surgical Unit at Melbourne's Royal Children's Hospital.

1 July 2008

Research solidifies Mater's commitment to maternity care

In July 2008, after two years of planning and development, the Mater Mothers' Research Centre (MMRC) was officially endorsed by the Mater Health Services Board.

A centre dedicated to facilitating research projects at Mater Mothers' Hospitals, the key objective of the MMRC is to conduct nationally and internationally competitive multidisciplinary research which builds on the strength of the clinical services of Mater Mothers' Hospitals and Mater Health Services as a whole. This research will lead to improved health for women and newborn infants.

There are currently 171 research projects underway at Mater Mothers' Hospitals. These involve 41 researchers and cover 11 key areas of inquiry; maternal fetal medicine, neonatology, obstetrics and gynaecology, midwifery, nursing, physiotherapy, social

work, epidemiology, basic science, endocrinology and paediatrics.

Project examples

Epidemiology of Unexplained Fetal Deaths in Australia—an NHMRC funded study aiming to develop a model that will predict a baby who is at risk for unexplained stillbirth. Unexplained stillbirth is 10 times more common than unexplained death (i.e. SIDS). It is thought that if a prediction can be made, action can then be taken to prevent unexplained stillbirth. By examining information on all births in Australia, this project aims to identify factors that affect the risk of stillbirth, and potential causes of stillbirth.

Gestational Diabetes Study—a study focusing on pregnant women who develop the temporary, hormone-related form of diabetes known as gestational diabetes.

These women have a 30 per cent risk of developing diabetes over the next 10 years. The Mater Diabetes in Pregnancy Care team is investigating how best to develop preventative strategies to reduce the risk of permanent Type 2 Diabetes in these women. Current research progress includes the study of the feasibility of introducing exercise into everyday lifestyles, and the relationship of babies' weight to maternal obesity.

Effective screening method to detect Congenital Heart Disease (CHD) in babies, prior to birth—a study to develop a screening method that will improve the detection rate of CHD before birth, and evaluate whether this will improve outcomes for babies and their families. CHD is the most common congenital anomaly in newborns—eight babies in every 1000 are born with CHD. It accounts for around 40 per cent of perinatal deaths with more than half of these occurring in the first month of life.



31 August 2008

Mater Private Hospital Redland #1 again

For the second year running, Mater Private Hospital Redland (MPHR) has been rated the number one Australian private hospital for patient satisfaction.

The result puts MPHR ahead of 148 private hospitals throughout the country in the Press Ganey organisation's assessment rankings but that's nothing new. Mater Private Hospital Redland has maintained a top three ranking for private hospitals of its size for the past five years.

Thought for the Day



"To be consistently the best does not occur through luck, it requires the commitment of all staff, no matter the area they work in, to enhance the patient's experience. The results of this survey reflect Mater Private Hospital Redland's facility-wide approach to delivering the best in quality service and clinical outcomes."

"Every day our staff and volunteers challenge themselves to improve the standard of care we provide to our patients."

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



My Day



The ward was busy and operating at capacity with theatre patients and medical patients, including patients requiring palliative care. We admitted a 30-something year-old lady, a married mum, who was at the end stage of breast cancer.

While the nurses were very gently attending to the clinical needs of the lady, I did my best to make her husband feel comfortable, embraced, and cared for. He was clearly emotionally and physically shattered and my heart went out to him. He was reaching the end of a very difficult journey. I remember how quietly he spoke, his politeness, and how grateful he was. This man was losing his wife, his best friend, and the mother of his children.

Donna, our Nurse Manager, made it a priority to go straight to that room. After some time she came out with tears in her eyes. I just grabbed her and hugged her. This experienced, professional young woman was receiving comfort from little old me. I have always thought medical/nursing staff must be pretty tough, constantly accepting death as a sad fact of

life but when your boss is crying in your arms you think to yourself, "yes, we are all human, and yes, some things are just rotten and wrong."

Whilst Donna had been in the room with the couple, she had encouraged the husband to lie on the bed beside his young dying wife, and hold her in his arms. The young lady lost her fight with her illness and died not long after.

Two older gentlemen also succumbed to their illnesses today. I accept that elderly, very sick people who have raised children, grandchildren and perhaps even great-grandchildren, will die and it is often a release and a blessing. I will never ever accept young people dying.

Yes, I hugged my boss today ... we do a lot of that on our ward.

*Aileen Harris
Personal Assistant for Patient Care
Mater Private Hospital Redland*

24 September 2008



Mercy Award winners—the Mater Broker Team, Robyn Tasker and Dr Andrew Cotterill.

From little things, big things grow

Every year in September, as a part of Mercy Week, Mater celebrates Mercy Day (24 September). Mercy Week is an opportunity for all Mater people to celebrate the legacy of Catherine McAuley and the Sisters of Mercy by acknowledging the organisation's ongoing commitment to Mercy.

During Mercy Week 2008, staff were encouraged to think about the role Mater plays in community and environmental sustainability in the context of their day-to-day tasks. This reflection was illustrated by the notion of all the small things we do every day and how they can make a big difference for other people. This theme was extended through a number of events and activities throughout the week.

An important part of Mercy Week, the Mercy Week Awards were announced on Wednesday 24 September

and highlighted the efforts of some exceptional staff members in "making a difference".

Dr Andrew Cotterill was named the Clinical Award winner for his passionate advocacy for children and young people with diabetes in Queensland. Dr Cotterill has been the Director of Paediatric Endocrinology and Diabetes at Mater Children's Hospital for 13 years. During this time he has developed an outreach program that provides support and assistance to regional, rural and remote paediatricians and other health professionals. He was instrumental in obtaining Queensland Health funding to develop a state-wide program for the effective transition of young people with diabetes from paediatric to adult care. He has also overseen the development of state-wide Best Practice Guidelines which will provide a framework to assist health professionals to deliver

effective care to young people. Dr Cotterill is well known and highly regarded for his collaborative and inclusive approach to paediatric care.

The Support Services Award went to Robyn Tasker, the Director of Mater ChildCare after the service achieved an exceptional result from its re-accreditation process through National ChildCare Accreditation Council. The quality of the service was assessed against 692 quality indicators. Mater ChildCare received 98.85 per cent as well as a result of 100 per cent across five of the seven quality areas (including staff relationships with children and peers, and partnerships with families). The results were a true reflection of Robyn's team leadership and her focus on putting the care of children first.

The Mater Broker Team won the Team Award for its innovative Mater initiative focusing on the coordination of long overdue, and in some cases life-saving surgery for thousands of patients who have waited on public health lists for extended periods. Under the leadership of Darren Sonter, with Cathy Ross and Selah Williams, the Team puts the patient first. The complexity of logistics required to coordinate thousands of patients with hospitals, surgeons, anaesthetists and travel agencies across the state are substantial, and the team has delivered quality and value to its various stakeholders and found an appropriate balance between "Mission and Margin" ensuring much needed compassionate care to thousands of people.


16 October 2008

Medical aid abroad

On 16 October 2008 a 40-foot shipping container was packed with medical equipment for delivery to Phonsavan, Xieng Khuang Province in Laos. Laos is one of the least developed countries in South-East Asia where health problems persist including the endemic diseases of malaria and dengue fever.

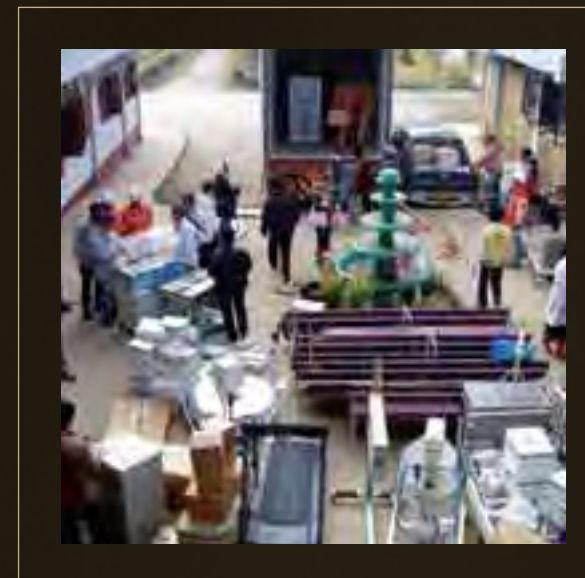
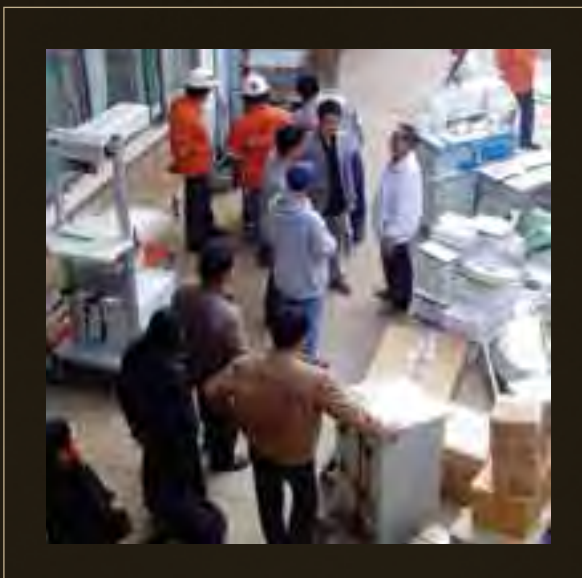
In keeping with a commitment to assist underprivileged communities, Mater collaborated with leading South-East Asia copper and gold producer PanAust Limited to donate medical supplies to a hospital in need. Supplies were carefully selected to match the urgent requirements of the hospital including fridges, crutches, beds, baby humidifiers, examination tables, bed linen and rehabilitation equipment.

Thanks to PanAust, Mater's donation arrived in Laos in December and was gratefully received.

Thought for the day 

"We are pleased to be able to contribute towards improving health services in Laos, where life expectancy at birth is 25 years below Australia and the infant mortality rate is 16 times higher. Having seen the desperate need for even the most basic medical supplies in these needy countries, we have been very glad to assist in making this vital delivery."

*Mr Terry van der Ham
Director of Supply Services*



Clockwise from the top left: PanAust and Mater staff pack the container with medical supplies; Director Adult Critical Care Services Dr Peter Cook lends a hand; shipment being unloaded in Laos; unloaded equipment in Laos.

11 November 2008

Embrace celebrates the work of the Sisters of Mercy

The Sisters of Mercy are the cornerstone upon which Mater's commitment to exceptional care has been built. As a group of 263 individuals, they have worked tirelessly for more than 100 years at Mater; a contribution which represents in excess of 6500 years of service.

The Sisters' contribution was officially recognised on 11 November 2008 with the unveiling and blessing of the Sisters of Mercy Centenary Artwork, "Embrace" by the Sisters of Mercy Congregation Leader Sister Sandra Lupi RSM and Most Reverend Brian V. Finnigan DD Auxiliary Bishop for Brisbane. The artwork contains the names of the Sisters, listed as they were commonly known either in the form of their baptismal or religious name.

Embrace was commissioned as part of Mater's centenary celebrations in 2006 and pays homage to the 263 individual Sisters of Mercy of the Brisbane congregation for their contribution to Mater Health Services from 4 January 1906. It is a tangible reminder of the dedicated service to the health of the community which laid the foundation for a tradition of care and compassion to the sick and needy which continues today.

Now every day, patients, visitors and staff can visit this unique sculpture in front of Aubigny Place and walk among the names of the exceptional women who helped shape the Mater of today.

Thought for the day



"Embrace is a testament to the Sisters of Mercy who dedicated their lives to helping others. This artwork allows us to celebrate these women for their commitment and tireless work for the community."

"It is a privilege to have worked on this project to ensure the Sisters of Mercy's pioneering spirit is remembered always."

Sister Michaeleen M. Ahern RSM



8 December 2008

A new era in paediatric care

On 8 December 2008, CEO of Mater Health Services Dr John O'Donnell and Queensland Health Minister, Mr Stephen Robertson MP signed an historic agreement to build a world class Queensland Children's Hospital at South Brisbane.

Opening from 2011 to 2014, the Queensland Children's Hospital will unite the services of the Mater Children's Hospital and Royal Children's Hospital into a single campus, to provide the highest standard of paediatric care for the Queensland community.

Queensland Health Minister, Mr Stephen Robertson said the vision that Queensland Children's Hospital will be a hospital not just for today, but one that meets the health care needs of Queensland children and young people into the future, has underpinned all decision-making and subsequent arrangements contained in it.

The agreement between Queensland Health and Mater Health Services is a formal memorandum of understanding that secures the new Queensland Children's Hospital as a government-owned facility for up to 90 years.

Thought for the Day



"The united efforts and goodwill shown by staff from Queensland Health and Mater Health Services will ensure that the Queensland Children's Hospital will be a world class centre for paediatrics in this state."

"We want to create an environment in the new Queensland Children's Hospital which is in harmony with the neighbouring Mater hospitals, one that supports families, patients and the staff who work there."

*Mr Stephen Robertson
Queensland Health Minister*

Thought for the Day



"The agreement is structured to ensure the best possible facility is built for the children of Queensland and highlights Mater's commitment to working with the government to deliver the most advanced children's tertiary health care service in the country."

*Dr John O'Donnell
CEO, Mater Health Services*



366 days

In 2008 Mater Health Services and our staff achieved some exceptional outcomes.

On 24 **January** the volunteer doctors who staff the Queensland Integrated Refugee Community Health (QIRCH) Clinic were honoured for their selfless and untiring contribution to the community with a 2008 Griffith Australia Day Award. Dr Amanda Maitland, Dr Dominica Bartlett, Dr Megan Evans, Dr Margaret Kay, Dr Maria Haase, Dr Alison Stewart and Dr Rashida Hassan were all recognised for their significant involvement in the clinic.

In **February** Mater established a complex-wide Sustainability Committee to help further entrench the organisation's commitment to reducing its ecological footprint and help to formalise a comprehensive approach. The committee meets monthly to formulate new and innovative ways of achieving outcomes like reductions in water usage, energy savings, recycling, and ensuring efficient use of products.

On 10 **March** Mater Children's Private Hospital celebrated 10 years of care. When the hospital opened in 1998 it was Australia's first private acute paediatric hospital. Today, the facility provides 66 private inpatient beds, including a six-bed high observation area for acute care patients and 15 day surgery beds.

In **March** Mater Private Hospital Redland was the first Queensland Hospital to be officially awarded partnership status with ecoBiz (a Queensland Government Environment Protection Agency program) at a ceremony held at Parliament House in Brisbane.

In **April** Mater Adult Hospital Breast Care Unit Advanced Practice Nurse Maureen Gleeson was awarded an Order of Australia Medal (OAM) for her service to nursing and to women diagnosed with breast cancer. Maureen has worked at Mater for 35 years and has been an integral part of the Mater Adult Hospital Breast Care Unit since 1997.

Mater Pathology opened a number of new collection centres starting with two new purpose built collection centres at Wynnum and Capalaba in **April**. Followed by the opening of another two centres, at Springfield and Yamanto in September, and on 10 November the Wickham Terrace collection centre opened its doors.

In **April**, after more than 30 years of delivering his very special brand of medicine, much loved Mater Mothers' Hospital Director of Neonatology Professor David Tudehope retired from Mater. Described by Sister Angela Mary Doyle as "a blessing to us all", Professor Tudehope has cared for some of Queensland's most vulnerable babies. Accomplished neonatology specialist Dr David Knight has taken over the reins from Professor Tudehope.

In **May** Mater Pathology highlighted its commitment to the environment by offsetting the carbon emissions generated by its fleet of vehicles. A partnership was developed with Greenfleet, a not-for-profit company that specialises in offsetting carbon emissions for business.

In **June** Kerry Hart began work in her new role as Queensland's first Paediatric Emergency Nurse Practitioner. As a nurse practitioner, Kerry is able to perform specialised tasks that extend beyond the normal scope of practice of a registered nurse. These can include things like ordering blood tests, prescribing medications, and referring patients to other health care professionals.

On 27 **June** Mater Health Services entered into an agreement to partner in the development of Springfield Health City. It is planned to be a one stop health and wellness destination to cater for Greater Springfield and its surrounds.

In **June** Mater Pathology installed its first tandem mass spectrometer—an analytical instrument used in the laboratory to identify the chemical composition of compounds or samples based on the mass to charge ratio of their particles. This technique has a wide range of applications including laboratory diagnostic testing, newborn screening and forensic testing.

In **July** Mater Private Hospital Brisbane learned that it was the state and national winner for the Look Good... Feel Better Program Hospital/Centre of the Year Award.

In **August** 2008 a new performance development system was introduced called CIEAR (Clarify, Expect, Achieve, Results). It is an organisation-wide initiative aimed at making performance development an integral part of day-to-day life at Mater. Mater is one of the first organisations in the Australian health care sector to take such a progressive and holistic approach to performance development supported by a fully automated tool for capturing development plans.

Mater's Marketing Department won the organisation an Australian Business Award for Marketing Excellence on 29 **August**. The Business Awards Program praised Mater Health Services as an industry leader for outstanding achievement in marketing strategy and execution. It said the Marketing Department had maximised a modest budget to achieve a significant return on investment while sustaining and enhancing Mater's brand reputation in an increasingly complex health care industry.

More than 250 staff and volunteers were recognised for their commitment and long service to Mater at the Staff Long Service Awards held on 3 **September**. Clinical Pathology Technician Robyn Manko was the longest serving staff member to receive an award, having dedicated 40 years of service to Mater.

In **September** Mater Private Breast Cancer Centre launched a new program, "Mindful Parenting in the context of breast cancer", that gives women being treated for Breast Cancer the tools to effectively

communicate what is happening to them with their children. Participants in the weekly program share their experiences of parenting and learn ways of communicating about cancer and treatment that are appropriate for children at different stages of development.

Mater Education Centre, the only hospital-based education facility of its kind in Queensland, celebrated its tenth birthday in **September**. The centre provides a centralised point of focus and coordination for organisational learning and clinical education. Its integrated and collaborative approach is acknowledged as the national benchmark in the provision of education, training and learning services to health care professionals.

Mater Private Hospitals Brisbane and Redland teams received national top honours at the 2008 Press Ganey Success Story contest for their Triple E Program— Exceptional Experiences Every time—in **September**. The program, delivered by the hospitals' service improvement unit, was applauded for the delivery of customer service within the health care environment.

20 **October** 2008 marked Mater nurse Ros Butler's first year in the challenging role of community clinical nurse at the Brisbane Homelessness Service Centre. In this time Ros has cared for more than 200 individual patients, whose medical conditions varied from scrapes and bruises to drug-related illnesses and cancer. The centre focuses on providing early intervention, finding

emergency crisis accommodation and providing preventative health measures and referrals for more acute conditions that affect marginalised people.

Mater Private Hospital visiting medical officer Dr James Morton was announced as a Queensland finalist for the prestigious Australian of the Year Awards in **November**, as a Local Hero for his work as an autism campaigner.

In **November** Mater Adult Hospital installed Australia's first STERRAD® 200 Sterilization System. This advanced sterilisation technology provides optimal efficiency and maximum instrument throughput.

On 14 **November** Mater launched a new Refugee Maternity Clinic in response to Brisbane's growing refugee population. The clinic provides specialised health services and general pregnancy support to women of a refugee background who will give birth at Mater.

On 3 **December** The Holy Cross Laundry, a laundry established by the Sisters of Mercy in 1889 to help the community's disadvantaged, celebrated the International Day of People with a Disability by presenting recognition awards to various employees, volunteers and clients of its service. Mater Health Services was delighted to receive the Community Partners Award.

Our daily bread

In one day, patients at Mater Health Services consume

1500 eggs

1600 bottles of water

210 loaves of bread

230 kg meat/fish

160 kg potatoes

340 litres of orange/apple juice

In one day, Mater Cafés

Serve 1200 customers

Make 580 cups of coffee

Make 300 sandwiches

Make 30 pizzas

Make 48 muffins

Cook 132 eggs

Cook 6 kg bacon

In 366 days, Mater staff used

581 600 Luer Lock 10 ml syringes

10 700 crepe bandages medium weight

94 750 Emesis 1.5 litre bags

64 800 dressing strips 70 x 20 mm

126 400 disposable feeding bottles

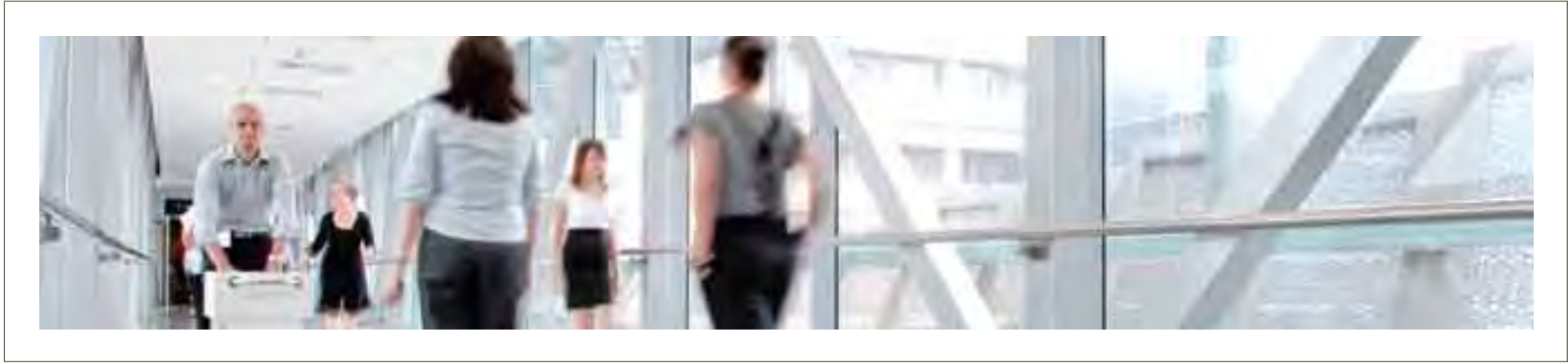
In 366 days, Mater received

4256 mentions in the media (print, television or radio)

206 596 visits to Mater's main website

7671 visits to Mater's 2007 Annual Review website





Statistics—Mater Health Services 2008

	Beds	Patient Discharges	Patient Days	Theatre Patients
Mater Private Hospital Brisbane	323	26 038	97 400	11 567
Mater Private Hospital Redland	71	6 816	12 102	3 479
Mater Mothers' Private Hospital	93	5 501	30 590	2 167
Mater Children's Private Hospital	37	4 437	8 997	2 762
Mater Mothers' Hospital	102	9 229	35 808	3 045
Mater Children's Hospital	141	14 956	36 847	6 115
Mater Adult Hospital	205	20 022	53 845	6 095

Emergency Attendances	
Mater Adult Hospital Emergency	33 089
Mater Children's Hospital Emergency	40 625
Mater Private Hospital Brisbane Emergency	17 024

Births	
Mater Private Hospital Redland	405
Mater Mothers' Hospital	4 275
Mater Mothers' Private Hospital	4 330

Outpatient Clinical	
Mater Mothers' Hospital	51 259
Mater Children's Hospital	68 976
Mater Adult Hospital	70 834

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ANNUAL REVIEW 2008
better every day



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