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healthcare™

SUMMER 2018-2019

A MESSAGE FROM **STEVE ATKINS** CEO HEALTH CARE AUSTRALIA, COO LUYE MEDICAL GROUP



It's been a big year of change at Health Care and in the health industry itself!

While we navigate challenge and change, Health Care as part of Luye Medical Group continues to attract the best doctors and staff, allowing us to provide the highest quality care.

It makes me so proud to be part of our 7000-strong team, leading Australian and New Zealand private healthcare.

At the same time, we continue to develop our pan-Asian strategy with Luye Medical Group.

With our growth, we have introduced some changes across our Australian leadership team.

Hats off to Tim ("Yeohy"), Gerard ("Gezza"), Julia ("JB") and Greg ("Procter"), who've all stepped up and are driving excellence and innovation across the group. Health Care is in good hands! It's great to have all the usual crew here to support our hospitals.

What I'm most proud of is the continued commitment of everyone toward our excellent patient care. This year:

- Gossie performed Australia's first minimally invasive spinal surgery with 3D implants

- Epping Private in Melbourne's northwest was opened
- We performed 100,000 operations
- We provided evidence-based treatment for 50,000 mental health day patient attendances
- We performed 5,600 cardiac interventions and procedures
- We recorded 76,500 day patient attendances for our specialty rehabilitation programs

These are fantastic achievements. The result of your hard work - Love Your Work, guys!

It's been a huge year for you all, so I'd love you to find some time to relax over Christmas.

Have fun, stay safe and bring on 2019!



LOVE YOUR IDEA!

A huge shout out to our 7,000-strong employee network, for your ongoing efforts to make sure those accessing our Health Care hospitals receive the best possible experience and care. Without doubt, our employees and hospitals are critical to the care we provide on a day-to-day basis, and play a key role in our future success.

This year, we've collaborated with our hospital business leaders to consider how, through innovation and change, we can create further value, while enabling collaboration and discovery of high impact ideas from our people.

We asked our hospital CEOs how we could create such a program, and they told us that for an innovation program to be successful - to generate ideas and implement change at any level - it needs to be driven locally, relevant to staff, timely, recognised, rewarded and celebrated along the way.

Continued next page...

 love your idea

INNOVATION CREATES VALUE PROGRAM

INNOVATION CREATES VALUE PROGRAM

From previous page

Which is why, as a hospital group, we are focused on harnessing ideas from the ground up to encourage ideas locally, in our hospitals so employees can connect, collaborate and suggest new and improved ways of doing things, with the potential to be rewarded!

With that in mind, 'Love Your Idea' is born!

Love Your Idea is Healthe Care's new way to identify areas of improvement. It is hospital-driven and up to our hospital CEOs how they'd like to adapt it locally to involve staff and make it a success. The key idea areas of focus are:

- Achieving better patient experience
- Eliminating waste
- Improving how we do things to save time and duplication
- Embracing technology

In addition to the local hospital driven program we've termed Stream One, there will also be a second component to the program known as Stream Two, which will have a Healthe Care group focus. Stream Two will start with small working groups focused on particular areas of our business that we are seeking to improve or grow, and there will be opportunities for a diverse mix of staff with particular experience, expertise or special interests to participate in these group working parties.

2019 will see some exciting progress, ideas and success around Love Your Idea – watch this space!



A MESSAGE FROM TIM YEOH DEPUTY CEO



Firstly, a huge thanks to each of you for your can-do attitude, commitment and hard work throughout 2018. People are at the heart of everything we do. Our core values of respect, dignity, recognition, professional integrity and of course, having fun along the way underpin our reputation as a hospital operator or choice, with real people caring for real patients.

Australia and New Zealand's healthcare systems, their quality and diversity continue to be recognised on the world stage. The role that we all play in this as part of the private health sector should not be underestimated. The massive contribution private health makes to Australia's and New Zealand's non-emergency surgery and mental health care is a huge part of the success of our overall health system. A contribution that will no doubt continue to grow in the years to come.

In an ever-changing healthcare landscape, always one constant remains. Our "Healthe Care DNA" is present throughout our hospitals and plays a huge part in the care we provide locally in our hospitals and the communities we service.

I look forward to enjoying with you, our exciting Healthe Care journey that lies ahead. Again, thanks for your contributions, fostering a great place workplace, and thinking beyond boundaries to embrace innovation and change.

Merry Christmas to you and your families, see you in 2019!



PREMS

AS AT NOVEMBER 2018

83% of 77,000+ patients surveyed said they would recommend a Healthe Care hospital to family and friends.

Our move to publish **patient experience** and **outcome data**

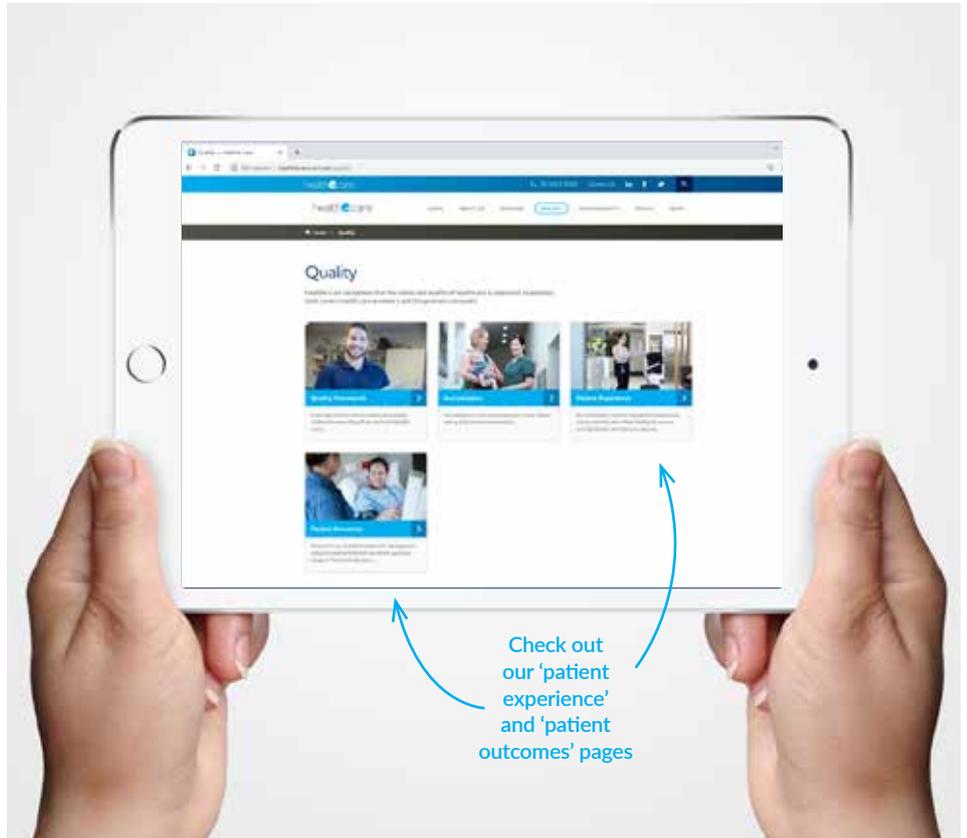
For many years **Healthe Care** has collected outcome and experience data from patients accessing our services. By continually monitoring patient experience via our surveys and other feedback, we can provide better care tailored to our patients' needs and expectations.

In a healthcare landscape increasingly focused on value-based care, it is important that **Healthe Care** showcases the exceptional care our hospitals provide which, in most instances, exceeds the industry benchmark.

Our health fund team continues to engage health funds, to communicate our ongoing commitment to understanding our patients' needs, what they value, how they perceive our hospitals and the care we provide.

Our quality team works continuously to collate, evaluate and report on the fantastic results we are achieving across our hospitals.

To provide greater transparency on our patient care, **Healthe Care** now publishes group patient reported experience measures (PREMs) and patient reported outcome measures (PROMs) on healthcare.com.au. We have also started to publish hospital-specific data on many of our hospital websites, to help patients and their loved ones be informed and assured about choosing a **Healthe Care** hospital.



to recommend a **Healthe Care** hospital) of 77.7 out of 100.

Further, 84 per cent of patients would recommend a **Healthe Care** hospital to others, and we are achieving strong positive ratings on patients' overall care experience. An aggregate score of 9.5 out of 10.

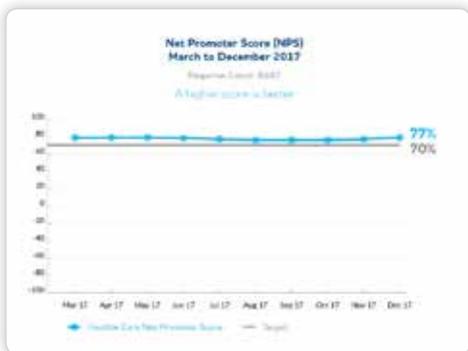
As part of our quality framework, we regularly measure and benchmark ourselves against a range of clinical indicators. Group patient reported outcome measures include:

- Health of the nation outcome score (HoNoS) measuring mental health and wellbeing of our patients on admission and again on discharge to assess how their mental health and wellbeing has improved
- Functional independence measure (FIM) rehabilitation outcome
- Patient falls rates
- Medication error rates
- Unplanned readmission rates in less than 28 days following hospital admission

- Unplanned return to the operating theatre rates
- Pressure injury rates
- Adverse blood transfusion rates
- Term babies transferred to a higher level of care

In all areas, **Healthe Care** consistently achieves results better than the industry target.

Be sure to view our outstanding results on our group website, healthcare.com.au/quality and access our 'patient experience' and 'patient outcomes' pages.



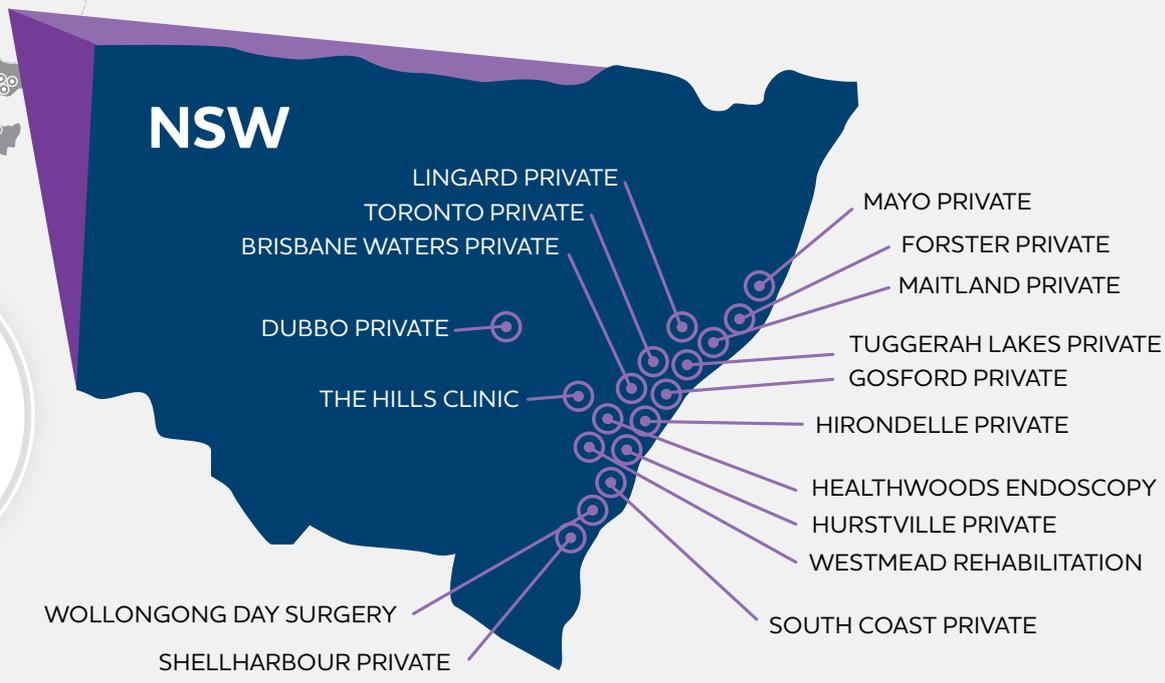
Since introducing our PREMs program (Cemplicity®) in January 2017, we now capture feedback from 50 per cent of eligible patients – an exceptional result! Of the 83,746 patients invited for feedback, 28,859 surveys have been completed.

In the last 12 months, we've achieved an average net promoter score (or willingness





Health Care in New South Wales



Toronto Private



Toronto Private Hospital has identified community relations as an area for growth, and into 2019 will continue to implement a number of strategies to foster links with the community. In December, the local public school choir visited the hospital, singing many Christmas Carols for the enjoyment of patients and staff alike.

A huge thanks to the students for their exceptional performance, and we look forward to welcoming them back for a range of activities throughout 2019. Further community relations initiatives planned for the New Year include sponsorships of the local soccer and netball teams; developing a working relationship with the local Toronto High School; partnering with Toronto Chamber of Commerce and sponsorship of Toronto Christmas Carols.

Jason Thomas, CEO

Mayo Private



MOvember is an annual highlight for the team at Mayo Private. We're always keen to see the many colours Craig Sumpner-Johnson, our nurse unit manager and resident face of MOvember sports for his MO! A renal dialysis, ICU and day surgery nurse whose uncle died from prostate cancer, Craig is passionate about improving patient outcomes by reaching out for help and support sooner, while lessening the impact of illness on friends, family and the community. As is the case every year, the progress of Craig's MO has been a conversation starter. "The bigger and brighter the better", says Craig, so it stands out and makes people stop, stare, ask questions and talk about men's health. Congratulations to Craig who took monies raised to a whole new level - \$1588.56 in fact! We're all really proud of his efforts - Love Your Work, Craig!

Greg Gibson, CEO

Tuggerah Lakes Private



Construction of Tuggerah Lakes Private continues full steam ahead, with significant progress achieved over the past few months. Tuggerah Lakes will provide much needed private health services to the northern end of New South Wales' Central Coast. With three theatres and 20 inpatient beds, Tuggerah Lakes is set to support the Central Coast community with increased access to high quality surgical services. Expected completion of the hospital is April 2019 and recruitment is underway - visit tuggerahlakesprivate.com.au/staff/careers.

Committed to our local community, Matt Kelly (Health Care Regional Manager, Central Coast) and I recently had the honour of visiting Kanwal Public School accompanied by local artist, Margrete Erling and Darkinjung elder, Bronwyn Chambers. During the visit, children helped to create clay tiles featuring imprints of native plants used in indigenous bush medicine.

These very important tiles will be featured as part of a commissioned art work at the entrance of our hospital.

Laura Barnett, CEO

Hurstville Private



Hurstville Community services clients based in Georges River, Sutherland Shire, Campbelltown, Liverpool, Fairfield and Bankstown. Our services primarily target those with physical and intellectual disabilities; people in need of post-orthopaedic surgery care, as well as those with general deconditioning. In 2018 alone, our team treated over 3,800 patients and our referrals continue to grow rapidly month-on-month, confirming the benefit of our service within the community. A growing need for multidisciplinary services recently saw us recruit two more fulltime physiotherapists, a community registered nurse and dietitian. Our 2019 expansion plans include midwifery services within the home, women's health physiotherapy and the January launch of our women's health clinic.

We also look to expand our multidisciplinary team in the community to further assist clients with their specific, complex needs.

Lloyd Adams, CEO

Gosford Private



In July, Gosford Private Hospital was named winner of four awards at the annual Gosford/Erina and Coastal Chamber of Commerce Business Awards:

- Outstanding Employer of Choice
- Excellence in Innovation
- Outstanding Business Leader – Matt Kelly (CEO Gosford Private Hospital and HealthCare Regional Manager, Central Coast)
- 2018 Business of the Year

The hospital then represented the Gosford/Erina and Coastal Region at the 2018 Central Coast Business Excellence Awards in October, winning the Excellence in Innovation category. As regional winner, Gosford Private automatically went through as a finalist for the NSW Business Chamber Awards. Well done to everyone at Gossie on all your success!



Matt Kelly, CEO

Lingard Private



2018 has been a year of innovation and expansion at Lingard Private Hospital, with the completion of a 27 bed surgical unit and surgical theatre complex with four new, fully integrated operating theatres including one hybrid theatre, boosting our total number of hospital theatres to ten. This year, Lingard Private was the first clinical site in Australia to have the Siemens ARTIS Pheno installed, allowing us to treat a range of conditions including vascular conditions from fistulas to blocked arteries and aneurysms. Its placement in our modern and fully equipped hybrid operating theatre now facilitates complex vascular procedures requiring a combination of both surgery and angiography. It also individualises patient procedures, to patients the best possible outcome, while only having to go to the operating theatre a minimum number of times.

Warwick Crosby, CEO

Brisbane Waters



Throughout 2018 we introduced many exciting new additions to our rehabilitation service to meet the needs of our Central Coast community. We opened our brand new rehabilitation gym and hydrotherapy

pool, and commissioned 24 new rehabilitation beds, boosting our total hospital count to 109 beds. We welcomed two new rehabilitation physicians, Associate Professor Michael Pollack and Professor Michael Nilsson. We also welcomed back Dr Murat Acar. Our extended specialty program offering includes a day oncology rehab program, as well as PD Warrior™, which uses exercise to slow the onset of Parkinson's disease and improve quality of life.

Kathy Beverley, CEO

Wollongong Day Surgery



2018 has seen the start of an exciting new era for Wollongong Day Surgery. We farewelled a handful of long serving team members, many who have been with us for over 20 years. These changes have brought some fresh new faces and a renewed appetite for growth and improvement. After more than 10 years of discussions, our business case for the redevelopment and expansion of the day surgery has been approved. This will see us open an additional two theatres, a new recovery and SSD, two levels of underground carparking and two levels of specialist consulting suites in early 2020.

Marc Monsell, CEO

DUBBO PRIVATE

What did we do well?

“All aspects of my husband’s stay and care for a hip replacement was managed well from booking to discharge. Staff were very efficient and professional with his care but had a very warm and welcoming manner.”

A MESSAGE FROM
**JULIA STRICKLAND-
BELLAMY**
COO



As 2018 draws to a close, once again we have seen huge growth across our Healthe Care hospitals and health services. Throughout the year we have really enjoyed welcoming and consolidating our new hospitals into our Healthe Care family and seeing them go from strength to strength.

Plans to extend our new and existing sites are exciting! Led by our hospital CEOs, we've proudly delivered service expansion or new service delivery at Brisbane Waters, Toronto, Lingard, Epping and Shellharbour.

Robina continues to ramp up with record occupancy while introducing day surgery services; Hurstville has introduced community care along with Mackay, which is also developing new mental health services to help its regional community.

We continue to extend and diversify our private rehabilitation and mental health sites to meet demand for these services.

It's great that our new look and feel websites across Healthe Care and our hospitals help us to showcase our inspiring patient stories, experience and outcomes that patients are experiencing from accessing our specialised care.

With our Love Your Work program continuing to acknowledge the quality care delivered within our hospitals, 2018 has seen the launch of our new Love Your Idea program to encourage innovative solutions and ideas from our very important staff, to improve our overall service delivery.

Love Your Work, Team Healthe Care and I look forward to working with you all in the New Year!

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Shellharbour Private's multi-million dollar upgrade complete

More southern Illawarra residents can now undergo surgery and rehabilitation close to home, with the multi-million dollar upgrade of Shellharbour Private Hospital now complete.

The \$7 million redevelopment has seen the addition of a state-of-the-art Stryker integrated theatre, an expanded recovery area and the refurbishment of patient rooms.

It also allows for the introduction of new technologies such as robotic-assisted surgical systems, while improving patient safety and post-operative privacy with the conversion of more single rooms.

Shellharbour Private CEO, Gary Cadwallender says ultimately, the upgrade is about improving patient safety and experience, as well as increasing the hospital's capacity of service delivery.

"Our theatres will increase from two to three. The new integrated theatre will feature voice-activated lights and state-of-the-art equipment. Currently, we conduct around 350 to 400 surgeries per month, so our additional theatre will allow us to perform a further 100 surgeries"

"Patient flow has also improved, and now patients can move from the waiting room to the operating theatre to recovery and then their room in a more streamlined way", says Gary.

"We've also reduced the number of multiple-bedded rooms and in their place delivered single ensuite rooms to ensure better privacy for patients and their visitors. We now have 30 single ensuited rooms and six twin rooms in our hospital", he says.

The hospital offers a range of surgical procedures, with specialties including urology, gastroenterology, gynaecology, ophthalmology and orthopaedics.

Shellharbour Private celebrated its official opening with dignitaries, staff, doctors and key stakeholders at an onsite public event in November.



Shellharbour Private's CEO, Gary Cadwallender

Giving back to those in need a focus for Brunswick Private

North Melbourne's longest serving

private rehabilitation hospital has confirmed it's "community first" focus to give back to those in need, while extending its services to help residents of Melbourne's northwest get back on their feet after surgery, accident or illness.



Under newly announced management, Brunswick Private Hospital has donated medical and rehabilitation equipment valued in excess of \$50,000 to Rotary's "Donations in Kind", helping overseas missions care for people in third world countries.

Newly appointed hospital CEO, Lee Garwood says this forms part of Brunswick Private's community first focus, as it has done since opening its doors in 1923.

Brunswick Private Hospital has donated equipment valued in excess of \$50,000 to Rotary's "Donations in Kind"

"In recent weeks I've had the great pleasure of working with Strathmore Rotary, getting to know about their endeavours in our local community and also in the international health sector."

"Their Donations in Kind arm so perfectly resonates with Brunswick Private's philosophy and commitment to best possible healthcare. This is why we've donated 5 observation machines, 2 beds, 15 mattresses, 3 walking frames, 2 wheelchairs, patient seating and seated showering equipment to improve patient care and experience in the hospitals our equipment will reach", says Lee.

A clinical nurse with over 15 years' industry experience, Lee joined Healthe Care in January 2016, as director of clinical services at its sister hospital, Mayo Private Hospital in Taree.

"Since relocating to Brunswick Private 18 months ago and now in my newly appointed role, I'm focused on engaging with our community, consumers and referrers to enhance the rehabilitation services and patient experience we provide", says Lee.

With a background in clinical nursing, Lee admits he's a nurse "through and through".

"I'm excited about leading Brunswick Private Hospital from an operational perspective, which I feel perfectly complements my clinical nursing focus."

"I look forward to providing quality, outcome-based patient care and welcome the opportunity to meet like-minded people interested in helping our community", says Lee.

A MESSAGE FROM **GERARD CHAN** CFO



Since acquiring and integrating the Pulse Health and Evolution Healthcare businesses in 2017, our most recently added Healthe Care hospitals are achieving financial results beyond our initial expectations.

True testament and thanks to the expertise of management, staff and doctors, to manage through this transition while continuing to deliver uninterrupted, clinical best practice care.

Throughout 2018, the group has successfully commissioned several brownfield and greenfield developments, including Brisbane Waters (NSW), Toronto (NSW), Lingard (NSW) and Epping (VIC), all of which play an important part in the Healthe Care group's future growth. Special thanks to all involved for ensuring the success of these developments.

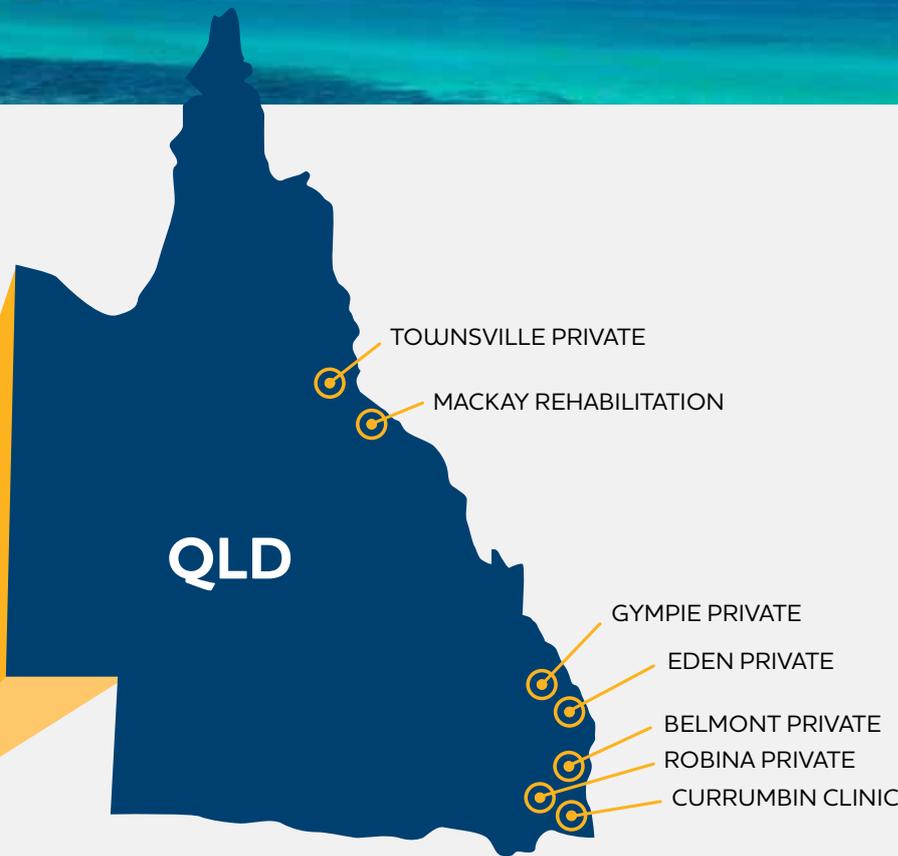
With our people first philosophy and commitment to talent within Healthe Care, it's pleasing that many of our team have taken on expanded responsibilities and roles to guide our exciting new direction, to maintain our position as a healthcare provider of choice.

For 2018, we were rated alongside Apple and Virgin as one of the most desirable places to work. The Randstad Employer Brand Research Survey of 9,500 Australians voted us the 14th best employer in the nation. Well done guys!

Finally, thanks to our project management office and payroll teams for their tireless work in continuing the rollout of our iChris payroll system, to automate many of our prior manual processes and facilitate real-time payroll, leave and approval processes.



HOSPITAL HIGHLIGHTS



Health Care in Queensland

Robina Private



It's been an eventful period of growth since admitting our first patient on October 4, 2016 and without the ongoing support of staff and doctors, Robina Private Hospital wouldn't be where it is today. In October our hospital celebrated two milestones – its 2nd anniversary and also the 1st birthday of our day surgery unit – the first in Healthe Care's Queensland portfolio. In recent months the unit has gone from strength to strength and achieved record admissions, the result of the collective work and reputation of the hospital's committed and expanding team. In another "first", Robina Private is now also the only facility on the Gold Coast to offer the recognised PD Warrior™ program for patients with Parkinson's disease. This will be launched in

January 2019, along with our oncology and cardiac rehabilitation services.

Claire Thurwood, CEO

Mackay Rehabilitation



With the holiday season fast approaching, kindness and community are ever-present in the north Queensland regional township of Mackay. Christmas decorations brighten the corridors of Mackay Rehabilitation Hospital, as well as the spirits of our staff, patients and visitors. We were delighted to recently receive some amazing art donations from the local Whitsunday Anglican School. The work of the many talented teachers and students is now on display, adding an extra splash of colour

to our recently refurbished hospital. It's rewarding to see the wonderful work of the Mackay Rehabilitation team appreciated in the community.

Chris Walsh, CEO

Eden Private



Our new hospital management and recent name change was the perfect opportunity to participate, for the first time, in our local annual Chamber of Commerce and Rotary Cooroy Christmas Street Parade. With more than 15,000 locals cheering along 50 floats, fun was had by all! Special thanks to our Year 10 school experience students who decorated our float beautifully, along with the support of our patients who meticulously crafted the decorations.



Taking the lead from “Elf on a Shelf” – hugely popular on the coast – our nurses joined in, embracing the Christmas theme while leading our float as patients with crutches and frames as their props. This was a wonderful opportunity to further connect with and support our local community.

Jo Munday, CEO

Currumbin Clinic



Going green and reducing Currumbin Clinic’s carbon footprint continues to be a focus of ours. In December we launched our inpatient therapy timetable app, giving patients the convenience of daily program schedules and topics delivered to their smartphone or tablet. At the same time we’ve reduced our paper and ink usage, given we only provide printed timetables to those patients who specifically request one. We’ve also transitioned to recyclable and biodegradable coffee cups throughout the Clinic, and are working towards being disposable plastic free by February 2019.

Kate Cross, CEO

Belmont Private



Our acute community service, a mental health home visit service supported by mental health nursing and allied health staff, has gone from strength to strength this year. Requested by the patient’s treating psychiatrist, this service

can be an alternative to a hospital admission or a part of the discharge plan from a hospital admission. Our dedicated teams provide psychoeducation, relapse prevention planning, skills training in management of symptoms and medication, and exposure therapy to help people continue to stay well in the community. We’re pleased to have recently introduced this service to Currumbin Clinic and Brisbane Waters, to help patients continue to stay well.

Joanne Levin, CEO

Townsville Private Clinic



We’re delighted that recently, Townsville Private Clinic achieved its successful first accreditation of our trauma recovery (PTSD) day program against the National Mental Health Standards. This DVA approved program is designed to treat PTSD for people who have experienced trauma in the performance of their duties and assists current and ex-serving military personnel and first responders. The program uses psychoeducation and psychotherapeutic evidence based material, including trauma-focused cognitive behaviour therapy, eye movement desensitisation and reprocessing (EMDR) and cognitive processing therapy.

Patrick McGurrin, CEO

A MESSAGE FROM GREG PROCTER CCO



In 2018, our development and construction team

delivered projects valued in excess of \$55m. Our hospitals with completed projects include Toronto, Maitland, Lingard and of course, our new Epping Private Hospital in Melbourne’s northwest.

Next year, Healthe Care will undertake several brownfield development projects group-wide. Already, ten projects are either underway (including our latest greenfield hospital development, Tuggerah Lakes Private Hospital in Wyong) or approved to start construction in the New Year. A number of other brownfield projects are also under consideration for 2019 and beyond.

Our facilities management team has successfully rolled out new LED lighting across our Victoria and New South Wales hospitals. The team is also rolling out the installation of solar panels across 27 hospitals, with 11 sites already live, and the remainder to be completed in February 2019. Already, we’ve seen substantial reductions in Healthe Care’s carbon footprint.

Our health fund team is working with our Healthe Care hospitals to ensure our sites and health funds, equally, are informed of health fund arrangements and the care our hospitals provide. Many of our funds continue to praise our work and the unique, positive engagement they experience when liaising with Healthe Care.

Additionally, major contracts have been negotiated throughout 2018. Into the New Year, we’ll continue to engage with our hospitals, clinical reference groups and key pillar teams so patients are supported to access Healthe Care’s clinical best practice, evidence-based and innovate private healthcare services for which we’re renowned.

Intensive care unit under construction at Maitland Private

Hunter region patients in need of complex surgical care will soon have access to a local private intensive care unit, with construction of a state-of-the-art facility underway at Maitland Private Hospital.

The \$4.1 million unit will feature 10 intensive care beds, while extending Maitland Private's range of procedures to a wider patient population in the Hunter including but not limited to joint replacements, major ENT surgery, major colo-rectal surgery, bariatric surgery and major urology surgery

It will be staffed by specially trained intensive care nurses, and experienced intensivists from the Newcastle Intensive Care Specialists Group.

Peter Cizzio, chief executive officer of Maitland Private Hospital says he is delighted to see the project commence.

"Construction of the intensive care unit marks a new chapter in our long-standing history of delivering exceptional care and clinical best practice to the region. This purpose-



built facility will provide spacious and private patient rooms, dedicated observation stations and will be equipped with the necessary resources to help our caregivers deliver the quality of care required for our most complex patients."

"Our ICU means patients won't need to travel beyond the region for complex surgery. Previously, some patients and operations weren't suitable in our hospital, given we could not offer the level of care needed. With the introduction of an ICU, we can now safely cater to more elective surgical patients and also offer a wider range of procedures. This unit is an important addition to critical care delivery for the Hunter region and its residents," Peter states.

Dr Peter Saul, intensive care specialist and head of the Newcastle Intensive Care Specialists Group believes intensive care has become an important part of comprehensive care for all major hospitals, both public and private.

"In the past, Maitland patients who need this extra level of care have been transferred to Newcastle. But now Maitland Private Hospital, with its busy surgical program, will have a fully staffed, 24/7 intensive care unit able to provide this high level care and so keep patients in Maitland, close to family and friends."

"The new ICU will place Maitland Private among the top private hospitals, both in terms of the services offered and the safety and quality that is expected in the modern era. Patients coming to the hospital can be confident that their care will meet all the exacting standards that exist now, and any that will arise in the future. This is a first for Maitland, and the result of years of careful planning. As an intensive care specialist with nearly 40 years' experience, I'm excited to be part of this new phase in the life and work of Maitland Private Hospital."

Maitland Private Hospital's new intensive care unit will welcome its first patients in February 2019.

MAITLAND PRIVATE

What did we do well?

"Nurses with experience in my field of operation were extremely helpful in showing me how to care for myself when discharged. All nurses were very caring and helpful."



PREMS

NET PROMOTER SCORE (NPS)

as at November 2018:

77.4%

of customers (on a target of 75%) are willing to recommend Healthe Care's products or services.

AGING ACCREDITATION AND SMASHING SURVEYS

Hobson Healthcare attains three years accreditation

During October, Hobson Healthcare underwent accreditation under the national standards, successfully attaining three years accreditation. The assessors were impressed by the level of improvement over the past 12 months and the level of staff engagement in the acceptance of change. Congratulations to the team for a successful survey, and particular mention must be made of the "Brunswick/Hobson" team of Helen, Cleo, Anete and Glenda for their support and dedication to get the job done and drive the improvement processes. Spectacular result!

Epping accreditation success

Health Care's newest hospital, Epping Private in Melbourne's northwest completed its successful interim accreditation under the 10 National Standards, also in October. Congratulations to Malak, Ronelle, Karen and the entire Epping team for their efforts and dedication while getting the hospital up and running. Epping is now open for business!

Brunswick brilliance at NSQHS survey

After a massive three-day organisation wide survey in March, Brunswick Private Hospital achieved a fantastic result with all recommendations from the previous survey addressed, all 256 "actions" satisfactorily met and no further recommendations! This was a fabulous achievement and is a testament to the hard work of a dedicated team. Congratulations to Peter who has since relocated to Maitland, Lee, Helen, Cleo, Anete and Kerri and all the incredible staff and doctors at Brunswick Private.



Townsville tops accreditation

In November, Townsville Private successfully completed accreditation under the National Mental Health Standards. This now means that Townsville can offer veteran patients specialised services for trauma recovery programs, as well as being also accredited against the NSQHS and Mental Health Standards. Congratulations to Patrick, Penny and all the staff and doctors at Townsville Private on a fabulous achievement!

North West success

North West Private completed its full organisation-wide accreditation survey in November with flying colours. The team's commitment to quality, safety and clinical excellence achieved meant our surveyors made no recommendations – a fantastic result! Congratulations to Keith, Veronica, Karen (Emily), Sharlene and all the fabulous team at our southernmost hospital. Outstanding!



South Coast smashes accreditation survey

November was a busy month for surveys! South Coast continues to achieve excellent results with a minimum of fuss and a strong commitment to quality mental health services. Congratulations to Kim, Corrinne and all the South Coast Private team for a very successful accreditation. Love your work!



Mackay Rehabilitation achieves accreditation

In November, Mackay maintained ISO and National Standards accreditation. The auditor commented on the commitment of staff to improve various aspects of the hospital and its services over the past year. Congratulations to Chris, Penny, Angela, Clare, Ashlea and all the team at Mackay! Well done!

Shellharbour a success with ACHS

In December, Shellharbour Private underwent its first accreditation with ACHS under the 10 National Standards. After the two day survey, they achieved full accreditation with flying colours, for the next three years. Congratulations to Gary, Mary, Hannah, Dane, Shiobhan, Ashley, Emma, Mathew and the entire Shellharbour team. Love your work!

The Hills Clinic smashes survey

Our last survey for 2018, The Hills Clinic achieved a well-coordinated, two day survey under the 10 National Standards. The team achieved full accreditation for the next three years, meeting all criterion and noting the hard work, effort and commitment of the team to achieve this fabulous result. Congratulations to Jacki, Marlene, Miriam and all of The Hills Clinic team. Fabulous!

Occy's story

Mark Occhilupo and his journey of recovery from addiction

This year, our **Health Care hospitals** have embarked on video production to profile our experienced doctors, compassionate staff and specialist services we provide.

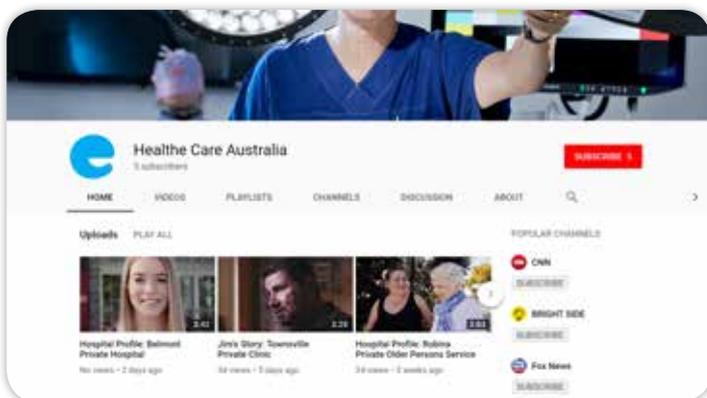
Although the themes are many and varied - from orthopaedic to cardiac, robotics and mental health - the common thread is our value-based care.

We've been very fortunate to have many of our patients tell their story, and how we've helped them on their journey of recovery.

- Graeme Day and his cardiac procedure at Gosford
- Mark Occhilupo and his treatment for addiction at Currumbin Clinic
- Jade Edmestone and living with bipolar disorder, Belmont
- Vicki Noonan and dementia, Robina Private
- Taryn Collins and coping with postnatal depression, Belmont Private
- Jim Petrellis and coping with PTSD, Townsville Private

Our videos are online on our dedicated YouTube channel, be sure to find us 'Health Care Australia' on youtube.com.

Visit our **YouTube channel** to check out our entire library of Health Care videos



A MESSAGE FROM **DARIA SIMIC** DEPUTY COO SUB ACUTE



With **650 beds and 16 sites**, 2018 has been a busy year of growth and achievement across our rehabilitation portfolio.

Our group-wide move towards greater transparency on patient outcomes sees us now publish functional independence measure (FIM) rates – the industry standard functional assessment tool that measures improvement and independence gained from our rehabilitation program/s. A higher score on discharge means a higher level of improvement, and our Health Care rehabilitation services have achieved similar results to the industry average scores.

Our rehabilitation programs have been standardised where appropriate across the group to ensure clinical best practice. We continue to expand our specialty rehabilitation programs to meet demand in the communities we service, and in the New Year look to introduce our PD Warrior at more Health Care hospitals, to improve the lives of those living with Parkinson's disease.

Lingard Private innovates with Australian first wearable device rehab pilot



With our ongoing commitment to innovation and treatment "firsts", Lingard Private has kicked off its orthopaedic pilot program – the first of its kind in Australia.

Not only does it have the potential to streamline pre and post-operative rehab outcomes – it also generates real time patient reported outcome measures (PROMs) to gauge patient satisfaction.

With the BPMpathway wearable device, medical-grade technology is provided for clinicians to remotely assess patient recovery on a daily basis.

Dr Jonathan Young, consultant orthopaedic surgeon at six hunter region hospitals including lingard private, and director of Orthopaedics for Hunter New England Health is leading the Lingard Private pilot which, currently, is trialling total hips and total knees. In time, it may extend to shoulders and spine.

"The device and accompanying exercise program have the potential to greatly enhance recovery after hip and knee replacement by giving patients updates on their progress and inspiring them to achieve the best outcome", says Dr Young.

How does it work?

Following orthopaedic surgery, patients are supplied a wearable device to continue rehabilitation program in- home, without having to attend hospital. This is the first TGA

approved wearable device, used for the first time in Australia. It connects via Bluetooth to the patient's iPad or tablet, and worn while the patient undertakes range of motion exercises with pre-set parameters and end points, as part of their rehabilitation plan.

"The device and accompanying exercise program have the potential to greatly enhance recovery after hip and knee replacement"

Via the device, results are sent to the patient's surgeon and/or physiotherapist, to remotely monitor post-operative care. Patients can also provide verbal feedback on pain points, and if their progress is not reaching post-surgical expectations, pre-set triggers automatically notify the specialist to arrange an in-person consultation. If all is going well, patients can continue their program remotely.

What are the benefits?

- The device is extremely beneficial for pre-operative (prehab) planning and determining baseline motion data, helping patients to immediately progress to post-operative care while continuing therapy

- Measurability of this tool enables us to assess different surgeries, post-operatively with regards to range of motion
- A more efficient model of rehabilitation with greater patient outcomes and engagement may be possible

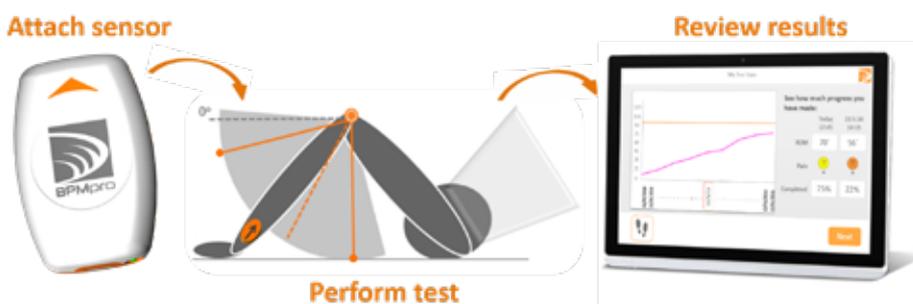
What's next?

Lingard's 30 patient pilot will initially cover total hips and total knees. Subject to outcomes, this may extend to shoulder and spine.

On completion of the pilot, consideration will be given to how this integrates with the hospital, and the parameters for applying for study with a larger patient cohort.

LINGARD PRIVATE
 What did we do well?
 "Cooper is two with previous hospital experience. He was nervous but the admission nurse was patient with Cooper and the anaesthetic nurse was so playful and gained his trust immediately. She really put us at ease. The anaesthetist was wonderful with communication before surgery, the recovery nurse was very empathetic and staff in the day stay unit were so kind. As a mother you always worry, but the staff did a great job putting mine and Cooper's mind at ease. 10/10."

How the BPMPathway works



Mental Health Week 2018



Belmont Private Jade Edmestone

Jade Edmestone, breaststroke world champion and Belmont Private Hospital hosted a free community swimming event and teddy bears' picnic at Clem Jones Centre in Brisbane. The event was part of Belmont Private's week-long activities following mental health week, and part of Perinatal Depression and Awareness week, to reduce the stigma around mental illness while encouraging awareness, discussion and wellbeing among locals.

Children, mums and the elderly joined in a 'mindfulness' water session – for mind and body strength – facilitated by Jade Edmestone, mother of two and mental health advocate living with bipolar disorder. Face painting and a sausage sizzle was enjoyed by all.



Belmont staff and Jade Edmestone host locals in and out of the water.

Currumbin Clinic Pet Therapy

Miniature ponies, goats, dogs and chickens joined Currumbin Wildlife Sanctuary's snake as part of the Clinic's week-long, national mental health week activities to reduce the stigma around mental illness while encouraging awareness, discussion, socialisation and wellbeing for Gold Coasters.

Currumbin Clinic CEO, Kate Cross says that with around 1 in 4 Gold Coasters impacted by depression and anxiety, it is "extremely rewarding" to partner the wildlife sanctuary to raise awareness and community interaction.

"There are many proven benefits of pet therapy. Research shows that interacting with animals can lower blood pressure, decrease depression and anxiety, lessen feelings of loneliness and isolation, encourage communication, and improve socialisation and a sense of community."

"Our hospital policy allows approved support dogs onsite, and soon we will have our own Currumbin Clinic therapy dog onsite to support patients with the healing process", says Kate.

Baby goats, chickens and a miniature pony ensured relaxation and therapy for patients and staff alike at Currumbin Clinic.





Western Australia

Health Care's WA mental health week began with Marian Centre's and Abbotsford Private's annual 'Walk in my Shoes' around Lake Monger, an event that was well attended by patients, doctors and staff. Event sponsor, Krispy Kreme was there to ensure our walkers were well nourished – with not one, but three donuts in some instances! Both hospitals hosted 80 GPs, specialists and allied health staff at their World Mental Health Day event MC'd by Kim Ledger. It was an honour to have Kim in attendance, who spoke of his personal experience around the loss of his son Heath, and the impact that public and media pressure on the world stage had on his loved one. A big thank you to Tim Marney, WA Mental Health Commissioner who also attended as guest of honour.



Townsville Private's resident cooks and staff gather with locals.

Townsville Private Sausage Sizzle

Townsville Private hosted its annual mental health week sausage sizzle, co-hosted with City Oasis Inn. This was a special fundraiser for Mates 4 Mates. Upwards of 200 people came through their stall, including Acting Mayor Les Walker. The event was supported by YWAM (Youth with a Mission and Radio station 99.9 Live FM who did a live broadcast, including live interviews with Patrick and Isacc from Mates 4 Mates. A very special thank you to our staff volunteers, we raised nearly \$600 for Mates 4 Mates.



Townsville's staff and community gather to celebrate wellness and support for mental health



Brisbane Waters

So successful was Brisbane Waters' calendar of health professional and community engagement initiatives during mental health week, back by popular demand, the hospital hosted its second annual mental health conference in the weeks following. During November, more than 100 psychiatrists, GPs and psychologists gathered at the Crowne Plaza Terrigal, with interactive and informative presentations from private and public mental health specialists in their respective fields. This included Health Care's Dr Greg Pearson (Brisbane Waters, NSW) and Dr Tanveer Ahmed (The Hills Clinic, NSW); along with Dr Peter Melvill-Smith (Balanced Health Clinic, WA) and Andrew Watkins (South East Sydney Local Area Health District). Presentations included addictions and mental illness; video games, sex and other emerging addictions; dealing with entrenched resistant depression and managing patients in the community; and metabolic health in mental health conditions.



CALENDARS



Toronto Private

Following Toronto Private's annual mental health art show this year featuring the theme 'Transitions', a calendar containing handpicked artwork from the show, alongside a range of hospital advertisements was created. This calendar is being distributed to, and well received by all local GP practices, referrers from the local public hospitals and local aged care facilities.

Showcasing our patient art
Calendars well-received in the community

Maitland Private

In 2017, a Maitland Private mental health patient suggested the hospital's Paterson unit celebrate mental health month by producing a calendar of patient art, and selling calendars with proceeds donated to a local mental health charity. In 2018 the team launched an art competition themed 'Share the Journey'. Over 20 entries were received and the calendar came to life. Maitland Private created a dual purpose calendar, with hospital advertisements on each page. At \$5 per calendar, over \$500 was raised for ARAFMI Hunter. The remaining calendars were distributed to local public hospitals and GP practices.





Epping Private's grand opening

Epping Private was officially opened on 30 October by Mr Frank McGuire MP, Member for Broadmeadows and Epping Private Hospital CEO Dr Malak Sukkar.

The first stage of the project comprises 24 beds, three operating theatres and an endoscopy room supported by comprehensive radiology, pathology, pharmacy and radiotherapy services.

Dr Malak Sukkar, said the hospital would service growing demand in the local community.



“Melbourne’s north is currently underserved by the few hospitals in the area, and Epping Private Hospital will add much needed beds and specialists to create an integrated health precinct for the northern suburbs. We have received great support from the local community and health professionals,” Dr Sukkar said.

Healthe Care will now start work on the second stage of the \$250 million development, which includes a major expansion on an adjacent one-hectare site on Willandra Drive, with construction set to start mid-2019 and services expected to commence in late 2020. The new expanded hospital will host a range of services and specialities, including diagnostic and interventional cardiology; an ICU; hybrid theatre; general medicine; ear, nose and throat (ENT); gastroenterology; colorectal; general surgery; obstetrics; gynaecology; urology; orthopaedics and plastic surgery.



Guests and dignitaries celebrate the opening of Epping Private.

GEOFF SAM EXECUTIVE GENERAL MANAGER CLINICAL GOVERNANCE, RISK AND QUALITY



With 650 beds and 16 sites, Healthe Care has kicked some major governance and quality goals this year to support our hospitals and doctors, while making sure health funds, referrers, patients and their loved ones understand the quality of care we provide.

“Patient-centred care” is highly topical in today’s healthcare landscape. The fundamental principles – clinical excellence and quality outcomes, delivered in a safe environment with compassionate and experienced people – is something Healthe Care has maintained since its foundation in 2005.

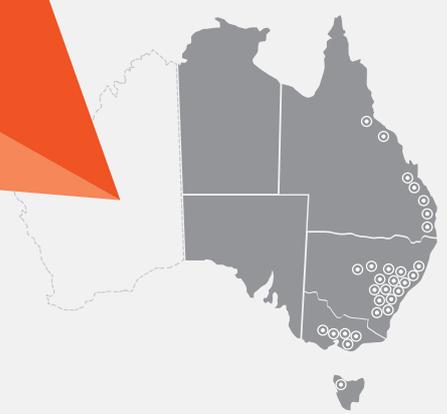
For greater transparency, this year we introduced patient experience (PREMs) and patient outcomes (PROMs) reporting for the Healthe Care hospital group. 50 per cent of patients invited to survey have provided their feedback, and 84% of respondents would recommend a Healthe Care hospital to others. A credit to all of our teams!

Our outcome data also show that for most criteria, Healthe Care exceed the industry standard.

Mercury eCredentialing is now in place at 27 Healthe Care sites, and has been extremely helpful in onboarding the very best doctors and specialists in their respective fields, for opportunities with Healthe Care as a hospital operator, partner and employer of choice.

We continue to develop our peoples’ knowledge and expertise through our Kineo eLearning platform being rolled out to all sites, to support our commitment to staff education and compliance with mandatory training.

And of course, our hospital teams continue to achieve outstanding results in our ongoing calendar of surveys and accreditation.



Health Care in Western Australia

Marian Centre and Abbotsford Private



We were honoured to represent our West Australian mental health hospitals at the recent, Department of Communities annual conference in Perth. This invitation only event is focused on giving back to the community, and highlights the incredible work the Department of Communities, as a public organisation does in support of those in need. We were recognised for our private mental health service, and a number of our highly regarded psychiatrists were named for the outstanding delivery of patient-centred care – Dr Stephen Ford and Dr Richard Magtengaard from the Marian

Centre, along with Dr Peter Hoffman from Abbotsford Private Hospital.



Always on the lookout for interesting events to thank our doctors for their wonderful contributions, we celebrated the start of Summer with a great day out at the first one day match at Perth's new Optus Stadium. With Australia versing South Africa, needless to say the results and friendly competition among colleagues made for a good day out!



In the Christmas spirit of giving and sharing, each year our Abbotsford Private director of nursing, Jane Dowling buys a sack full of presents for patients on Christmas morning. On many occasions, this is the only gift our patients receive so our staff take great pride in dressing up as Santa and spreading some joy and cheer at what can otherwise be a very difficult time for our patients.



Dale Nelligan, CEO

Operation Penpal

a chance to be included

One of the real joys of working in the community service setting is the sense of fulfilment our people feel each day as they support clients living in their own homes who may have become isolated and withdrawn and the transformation that takes place as they help them rebuild confidence and reconnect with friends, families, past interests and their local community.

During the year this was taken to the next level at Healthe Care Community Hunter Nursing through a unique partnership with the Social Work Department at the University of Newcastle and a local primary school to deliver a pilot intergenerational wellbeing program.

The project focussed on an eight week program of purposeful letter writing between clients of Healthe Care Community Hunter Nursing and Year 5 and 6 students at Valentine Primary School, whose motto "Connect, Respect and Inspire" aligned with the spirit of the pen pal project, aiming to foster intergenerational connections and improve people's wellbeing.

The project started with a letter of introduction and then raised a new topic for the participants to engage with and write about each week. These topics included love and safety, learning, participation, material basics, identity and culture, health, and the overall effect the project had on them. 28 students and 28 participants exchanged weekly letters, with letter writing support provided where necessary to overcome any barriers for people wanting to participate.

The program concluded with a get together for all the participants to meet face to face. The joy and excitement in that room on that day was truly inspiring. That such a genuine connection could be formed so naturally between our clients and these young students meeting for the first time supported the overwhelmingly positive feedback the project had generated from the very outset.

Both the participants and students reported they found the experience extremely enjoyable. One student even remarked in her final letter that "When the letters are delivered to our teacher and she hands them out, it's like Christmas!"

The participants recruited from Healthe Care Community Hunter Nursing were equally as excited about receiving their letters; Dianne displayed them proudly on her fridge for all her visitors to see. "When I feel a bit down, I read my letters and they make me feel better", she said highlighting the importance of the project and the positive impact it has had on her.

Another participant was inspired to strike up another overseas adult pen pal friendship, something she said she would not have done without this project, and hopes to meet up with her new friend when she visits Canada next year on holiday. She said that this project "made me think more and worry less", and that "anyone who could take part in it would be lucky, you come out a different person in the end".



A MESSAGE FROM **KAREN GALLAGHER** DEPUTY COO ACUTE



This year we've made significant progress across our hospitals, in our tertiary key pillars of cardiac, musculoskeletal and urology. Already, further plans are underway for 2019. In the New Year we'll introduce our expanded cardiology services in New South Wales across Lingard, Forster and Mayo. Our Healthe Heart Cardiology Services is a new and complete cardiac service to give patients access to our highly regarded cardiologists operating locally at Mayo and Lingard. Our referral teams will coordinate access to cardiologists with a diverse and complementary range of cardiac sub-specialities from our sister hospital, Lingard Private in Newcastle.

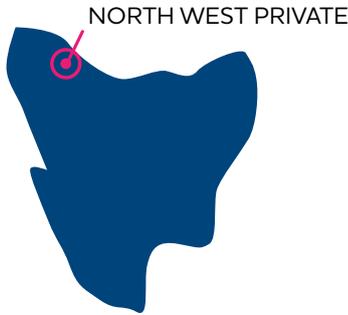
In February, Maitland Private will introduce intensive care services in a new and purpose-built intensive care unit, allowing the hospital to treat patients with more complex surgical needs than it has historically. Stage one of the Lingard Day Surgery Centre, co-located with Lingard Private in Merewether's medical precinct will commence, and in April Tuggerah Lakes Private will open, boosting our Central Coast hospital portfolio to three, alongside Gosford Private and Brisbane Waters.

Development of our New Zealand Boulcott Hospital is expected to kick off in early 2019. This will include construction of two new theatres, a new day surgery and endoscopy theatres, as well as refurbishment of the hospital's existing suites.

A huge thanks to everyone for your support and effort to ensure Healthe Care continues to drive excellence in the acute medical surgical services we provide.



Health Care in Tasmania



North West Private



As the only birthing service on the North West Coast, North West Private Iso offers comprehensive public and private obstetric and neonatal services, with around 1000 babies delivered each year. Our all-inclusive public and private maternity services makes us “the hospital of choice” for locals and beyond. We extended our specialist obstetrics team and look forward to helping our community into 2019.

Keith Cock, CEO

MOvember

Our Health Care MOBros and MOSistas once again joined together in support of men’s health, by growing MOs or raising money, and MOVing for MOvember. This year, the team smashed last year’s record, raising over \$17,000 towards the fight against prostate cancer, testicular cancer and awareness of men’s mental health issues and suicide prevention.



Thanks to the following teams who supported this worthy cause:

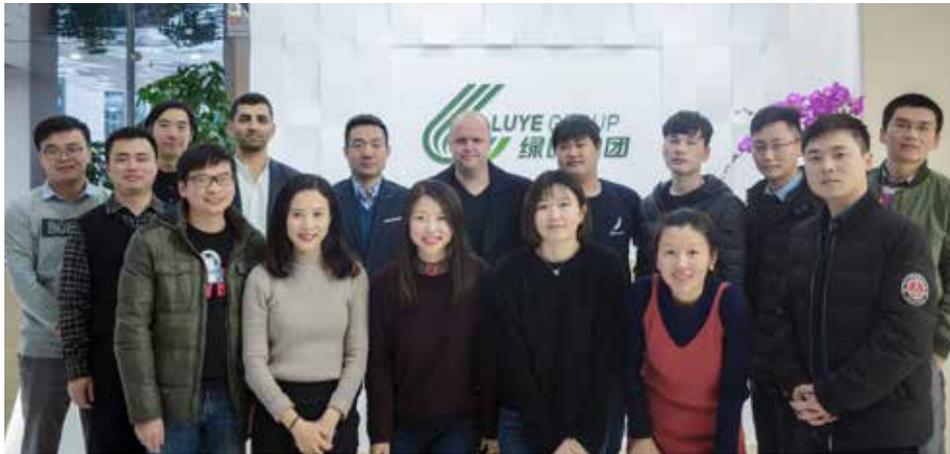
- Hurstville Private
- Lingard MOBros
- Maitland Private
- Matt’s MOraiders (Gosford Private)
- MO-mentous Team Mayo
- South Coast Private
- South Eastern Private
- Team DubMO
- Toronto Private
- WDS Soup Strainers (Wollongong Day Surgery)

Special credit to the Maitland Private team which managed to raise a staggering \$7,854, as well as our Health Care Network Captain – Craig Sumpner-Johnston – for his truly MOMentous green MO.

Next year we plan to grow even bigger and better, with a Healthcare Industry Challenge. Stay tuned!



Collaborating with Luye on innovation



Healthe Care delegates met with the Luye Innovation Center team.

In a rapidly changing healthcare landscape transitioning to relationship-focused and outcome-driven care, Healthe Care is committed to innovation in the patient care we provide.

This year, we've been collaborating with Luye's Innovation Center on an exciting new project to digitise our patient enquiry and admission process. This is the first of many new developments in the digital space.

Initially focused on our mental health pillar, through the use of data we will soon be able to provide and suggest appropriate mental health programs aligned with the needs of our various patient cohorts, and a personalised experience that caters to the needs of each patient.

By connecting and communicating digitally with patients, those opting to move between our Healthe Care facilities will be able to transition seamlessly, as all data specific to each individual will be attached to their unique profile.

Stage One of our innovation project will be launched at several pilot mental health sites early next year, then rolled out to our other hospitals soon after.

Following our Stage One launch, other areas of focus will include:

- Efficient and effective coordination via personalised patient pathways through patient education, coordination, collection of experience and outcome measures
- Connecting care teams to patients post-discharge to proactively assist and guide their recovery through telepsychiatry

These initiatives will also be adapted to our other specialty streams, along with other parts of the business.

Luye Innovation Centre's mission is to invent, launch, scale and invest in game-changing initiatives at the intersection of technology and healthcare that complement existing Luye businesses.

Immersed in China's drive to embrace technology to help ease the burden on an under-resourced healthcare system, Luye brings a wealth of transformational knowledge and learnings to our Healthe Care innovation initiatives.

Luye Life Sciences Innovation Center Director, Tang Dekai says, "Luye Innovation Center and Healthe Care's collaboration is based on Luye Medical Group's philosophy of providing patient-centered, value-based care, aiming to improve enterprise operation efficiency and expand service capability, and in the meanwhile to explore new care delivery models for Healthe Care facilities."

"Through bringing mental health services online, this project will not only help provide more available and accessible services to patients, and extend current acute focused service to pre and post-admission stage, but also help increase Healthe Care's mental health service scope, potentially improving market share and professional presence."

DID YOU KNOW?

- Over 300m citizens in China interact with health services via digital means
- Year on year, internet health services will see a compounding growth rate of approximately 40 per cent over the next 5 years

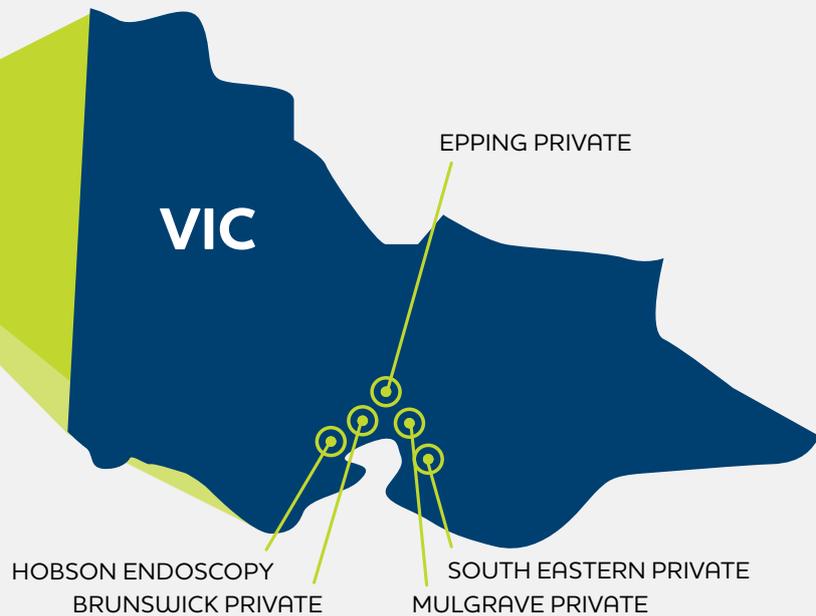
"The project work brings together teams from Shanghai and Australia. They have been working as one united team, and share joy and successes from working together. Many of them have become good friends at a personal level."

"Luye Innovation Center will continue to work closely with Healthe Care's management team and healthcare professionals to identify opportunities in operation and professional practice, and to provide innovative solutions for patients, providers and hospital staff members", says Tang Dekai.





Health Care in Victoria



Brunswick Private



During September, the Australian Physiotherapy Association held a course on the contemporary and evidence-based management of people with Parkinson's disease and other movement disorders. The course was presented by Parkinson's specialist Melissa McConaghy with Brunswick Private physiotherapist Thalia, supporting in a tutor role. Two of our current PD Warrior™ patients, Marta and Les, kindly volunteered to be assessed and treated during the course. With an emerging body of evidence to support the role of exercise in Parkinson's disease, this is a fast-evolving area of physiotherapy and a reason why our PD Warrior™ program is highly sort after. Thank you to Marta and Les for taking the time to help physiotherapists develop their skills in the management of people with Parkinson's disease.

Lee Garwood, CEO

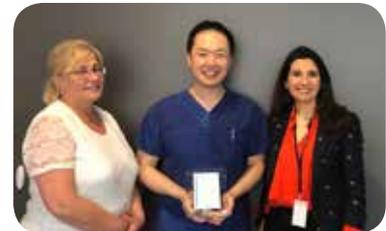
South Eastern Private



Given our hospital provides specialist oncology, palliative care and mental health services to Melbourne's south east, November was the perfect time for us to rally together in support of MOverner for prostate cancer, testicular cancer, mental health and suicide issues faced by men. Thanks to all of our walkers who joined in our MOverner walk to Dandenong Market, and the support received by local council, the wonderful shopkeepers and public. Here our staff and doctors – Gianni, Shaji, Steve and Dr Haksoz – volunteered for a public shaving of their MO's, with WhyNot? Wooden Bakery and Smile Cut Hairdressing volunteering their time, goods and services for this worthy cause. Collectively, we raised over \$2,000 – a great effort by all!

Andrew Blyth, CEO

Epping Private



After opening its doors in October, Epping Private reached its 100th patient in December. To mark this very important milestone, the hospital presented an achievement award to orthopaedic surgeon, Mr Wei-Han Tay, who operated on the patient. Mr Wei-Han says that since consulting and operating from Epping Private on October 1, he's been very impressed with our new facilities and staff. He adds that our unique position in one of outer Melbourne's growth corridors, and our strong relationship to the Northern Hospital make him confident Epping Private will continue to develop into one of the leading hospitals in the north. Orthopaedics has been the leading specialty at Epping Private, providing a one stop service with a comprehensive onsite physiotherapy service.

Malak Sukkar, CEO

MULGRAVE PRIVATE

What did we do well?

“I was advised to do a few walking laps around the area I was in. One nurse even came along with me on a few occasions, I know she was watching to make sure I didn't fall but never mentioned this. It was like having my daughter there to take care of me.”



Mulgrave Private



As Victoria's longest serving private hospital with an adjoining emergency department, in November we relaunched The Valley Private Hospital as Mulgrave Private Hospital to better cater to the needs of our local community. Our rebrand initiatives included new hospital signage and stakeholder communications, as well as main arterial billboards and a 3AW radio campaign promoting the hospital's 24/7 emergency department, location and name change. Our new brand has been favourably received, and is a contemporary way to identify the hospital's location while putting our two entrances on the map, and GPS.

Kieron Martin, CEO

Groundbreaking neurosurgery at Gosford Private

Central Coast resident and neurosurgeon,

Dr Marc Coughlan has helped to put neurosurgery at Gosford Private on the map, with an innovative approach to minimally invasive spinal surgery and 3D technology catering for the anatomy of each patient.

The first surgeon in Australia to implant artificial spacers into the spine, Dr Coughlan specialises in minimally invasive spinal procedures including 'lateral access surgery' – a new keyhole technique through the side of the body, inserting either an artificial 3D printed spacer or generic spacer between the vertebrae of the spine.

This technology allows for tailored implants, specific to the anatomy of each individual patient.

“The 3D implants are fantastic for patients with severe scoliosis where the whole spine is rotated. The implants sit on the hard outer periphery of the vertebrae, so are also ideal for elderly osteoporotic patients.”

“Using the lateral access technique to place the implants allows multiple levels of the spine to be accessed through the same keyhole, creating minimal disruption and thus very quick recoveries. We are fortunate at Gosford Private Hospital to also have a CT navigation system, BodyTom, which can be used throughout the surgery and allows visualisation in all three planes, ensuring the implants are perfectly placed and positioned without

“Using the lateral access technique to place the implants allows multiple levels of the spine to be accessed through the same keyhole”

the need to use X-ray.”

“The use of these procedures has massively reduced the recovery with complex spinal patients, and allows us to operate on more frail osteoporotic patients,” says Dr Coughlan.

As part of a dedicated team of neurosurgeons treating patients on the Central Coast over the past 13 years, Dr Coughlan has helped to introduce a number of procedures including minimally invasive lumbar decompression, spinal fusion techniques using lateral and anterior access, and disc replacement surgery to treat chronic lower back pain.

“We're proud to be leading the way in the provision of high end, innovative neurosurgical procedures for patients here on the Central Coast. Our team of specialist neurosurgeons and experienced staff are second-to-none, providing world class services locally and allowing patients to remain close to home and their family.”



Gosford Private Hospital's Dr Marc Coughlan (right).