

# 2013 ANNUAL REPORT



People caring for people



  
growing with you

JOONDALUP  
HEALTH CAMPUS

# GROWING WITH OUR COMMUNITY TO PROVIDE EXCELLENT HEALTH CARE

## - OUR VISION



# JOONDALUP HEALTH CAMPUS

Joondalup Health Campus (JHC) is the major hospital for people living in Perth's northern corridor.

Our staff treat public and private patients. We have been contracted by the State Government to treat public patients since 1996 – one of the longest such contracts in Australia.

JHC is managed by Ramsay Health Care – Australia's largest and most respected private hospital operator with 68 hospitals nationwide. In Western Australia, Ramsay Health Care also operates Hollywood Private Hospital, Attadale Private Hospital, Glengarry Private Hospital and Peel Health Campus.

Ramsay Health Care holds a 20-year contract to provide a range of services to public patients. This contract, which is managed by the North Metropolitan Health Service (NMHS), specifies an annual maximum operating budget for required levels of activity and the services to be provided to public patients. The contract is set to be extended by 10 years to 2028 following the completion of the major redevelopment.

We are funded for activity or for each patient treated. This funding model, which has been in place since 1996, provides value for taxpayers as we are paid for the patients we treat. A similar model is now being rolled out across the nation's public hospitals.

Under our contract, we are required to report regularly to NMHS on a range of performance indicators such as waiting times, safety and complaints. We are also required to meet the same or higher standards than the State's public hospitals.

The Department of Health's Licensing and Accreditation Regulatory Unit inspects facilities, staffing and equipment annually. Independent auditors, appointed by the NMHS, review our coding, invoicing, activity, quality, staffing, reporting, management of asset administration and a range of other indicators nominated by the NMHS each year. JHC has consistently performed well in each year of review.

We also offer services to private as well as public patients. We are fortunate to have some of WA's top specialists working at JHC. In March 2013, we took our service to private patients to a new level with the opening of the first new private hospital in the northern suburbs for over 33 years.



# CEO UPDATE



## EXECUTIVE MANAGEMENT TEAM

Top row L-R:

**Ray Dunne**

Corporate Affairs Manager

**Colette Young**

Human Resources Manager

**Dr Richard Saker**

Director of Medical Services - Governance

**Jodi Kerr**

Contract Manager

**James Miller**

Organisational Development Manager

Bottom row L-R:

**Paul Darcy**

Director of Clinical Services

**Diane Jones**

Deputy Chief Executive Officer

**Kempton Cowan**

Chief Executive Officer

**Dr Simon Wood**

Director of Medical Services - Operational

**Bevan van Lamoen**

Director of Corporate Services

This year has seen a huge amount of change and growth at Joondalup Health Campus as the final stages of our major redevelopment have reached completion.

As has been the case in previous years, 2012-2013 has once again seen record numbers of patients being treated at Joondalup Health Campus. 90,207 people were treated in our Emergency Department – an increase of seven per cent. A total of 60,399 patients were admitted which was a 30% per cent increase on the previous 12 months and our surgeons performed 21,281 operations – up 22% per cent. We also experienced a baby boom with a record 3,133 babies born over the course of the year.

As Perth's northern suburbs grow, so too has Joondalup Health Campus. Throughout our redevelopment, we have proudly unveiled a number of important new facilities for the benefit of both public and private patients.

These have included the opening of our new Special Care Nursery which doubled our capacity from eight to 16 cots and a new cardiac vascular catheter laboratory (Cath Lab) for the diagnosis and treatment of a range of heart and vascular conditions.

We've also continued to improve our parking facilities with the introduction of a boom gate allowing patients and visitors to pay as they leave. We've added more than 120 additional parking bays to help ease the growing pains.

In March 2013 we saw the opening of the highly anticipated new Joondalup Private Hospital. The new 145-bed facility is the first new private hospital to open in the northern suburbs in over 30 years. Joondalup Private Hospital offers an extensive range of inpatient services including obstetrics, surgery, interventional cardiology, medical and acute aged care.

In the face of the baby boom occurring in the northern corridor, our \$3.5m Antenatal Clinic for expectant mums has been a welcome new arrival. During the evenings and on weekends the space doubles as an After Hours GP Clinic.

Along with these achievements, throughout our redevelopment we've also unveiled:

- a new Emergency Department
- the Wanneroo Wing (L Block) with 85 additional beds
- 12 new operating theatres
- an expanded Critical Care Unit
- a new Specialist Medical Centre

And furthermore, we have delivered ahead of schedule and well under budget.

Against the backdrop of tremendous growth, we strive for continuous improvement in everything we do. We've implemented initiatives throughout the year to improve our overall care, facilities and our engagement with patients and the community.

Our staff are the backbone of our success and we continue to improve our supportive and inclusive culture. We are one of the major employers in Perth's northern suburbs and have continued to recruit additional staff to meet the growing demands on our services.

Our new \$17 million Community Clinical School, opening in early 2014, represents a unique partnership between Ramsay Health Care, which manages the campus, the Federal Government, the University of Western Australia, Curtin University and Edith Cowan University. It will provide training facilities for the doctors, nurses and allied health professionals of the future.

We are very proud of the achievements of the past year and we look forward to continuing towards our vision of *growing with our community to provide excellent health care*.

**Kempton Cowan**  
Chief Executive Officer



Mayor Tracey Roberts JP, Chair of the Community Board of Advice

# PARTNERING WITH OUR COMMUNITY

The Community Board of Advice provides input into the direction, development and services of the hospital as well as advice and feedback to the management of JHC. They are also our representatives in the community.

Board members meet every two months. The board comprises community representatives and representatives from the City of Joondalup, the City of Wanneroo, State Government local members and the Department of Health.

It includes representatives from the hospital's executive management team – the Deputy Chief Executive Officer, Director of Clinical Services and Corporate Affairs Manager.

The Board is a requirement of our contract with the North Metropolitan Health Service to treat public patients.

The role of the Board is to:

- Provide advice on the Hospital's strategic direction in light of the requirements of the community served with consideration to the overall direction and policies of Ramsay Health Care.
- Advise on the marketing/public relations of the Hospital to the communities served.
- Advise on the roles the Hospital can undertake in regard to the community's needs of health services or related matters.
- Help ensure that the quality of services provided is consistent with the Hospital's philosophy to quality as outlined in the vision, mission and values of the Hospital.
- Make recommendations to the Operator concerning the delivery of services to patients of a range, quality and responsiveness reasonably expected by the local community.

## CHANGES TO THE BOARD

In May 2013 fellow community representatives elected Mayor of Wanneroo Tracey Roberts as the new Chair of the Community Board of Advice while former Joondalup MLA Tony O'Gorman was elected as the new Deputy Chair.

Mayor Roberts, who previously held the Deputy Chair position, succeeds Ocean Reef MLA Albert Jacob who has stepped down as Chair following his recent appointment as Minister for Environment and Heritage. Mr Jacob remains on the Board as the State Government's representative.

"I am delighted to take on the role of Chair," said Mayor Roberts. "We live in one of the fastest growing regions of Australia. Joondalup Health Campus is our local hospital. It provides a vital and sometimes life-saving service.

"As our community grows, it is important that the hospital keeps pace. I am passionate about ensuring the hospital continues to provide excellent health care and grows with our community.

"As a former patient, I am proud to be associated with Joondalup Health Campus and its staff who deliver high quality care every day."

Mr O'Gorman said the Board ensures the voices of patients and their families are heard at the highest level of the hospital. "Board members represent our community. We provide advice and input into the direction of the hospital. We also provide feedback to residents on how the hospital is performing. Having served on the Board for many years, I am delighted to serve as its Deputy Chair."

## SERVING MEMBERS IN 2012-2013

### Tracey Roberts

Chair\*  
Mayor of Wanneroo  
Community representative

### Tony O'Gorman

Deputy Chair\*  
Community representative

### Cr Ian Goodenough

City of Wanneroo representative

### Albert Jacob MLA

State Government representative

### Craig Leatt-Hayter

Department of Health representative

### Mr Chilekwa Mwaba

Multicultural representative

### Mr Russel Nelligan

Disability representative

### Cr Philippa Taylor

City of Joondalup representative

### Nadia van der Woude

Community youth representative





## CASE STUDY

### BABY MISCHA: NUMBER ONE AT JOONDALUP PRIVATE HOSPITAL

Baby Mischa was born at 8.31am on Monday 11 March 2013 to Sunny and husband Mike, who became the first family to experience the new maternity facilities at Joondalup Private Hospital.

"Given we live in Yanchep it was great to be able to give birth at our local private hospital," mum Sunny said.

"We were delighted with the new facilities and the staff were just as fantastic. It is great to see how much Joondalup Health Campus has grown over the years and how the redevelopments are really benefiting families like us.

"It is also pretty special to know that although Mischa will always be number one in our book, she is now number one in Joondalup Private Hospital's book as well!"

# THE YEAR IN REVIEW

## JULY 2012

### Our Special Care Nursery turned one

We celebrated the first anniversary of the opening of our upgraded Special Care Nursery with a commemorative afternoon tea.

Joined by City of Joondalup Councillor Christine Hamilton-Prime, JHC staff and volunteers reflected on the health care benefits the nursery has brought to northern suburb families with more than 830 babies being admitted over 12 months.

As part of the major expansion and redevelopment of the hospital, the upgrade has seen the unit double its capacity from eight cots to 16 cots. The facility was previously a 75m<sup>2</sup> area and following the \$3 million expansion the nursery became 325m<sup>2</sup> in size when it was officially opened in July 2011.

they leave instead of when they arrive. The new system is a lot easier for patients and visitors who previously had to guess how long they needed to park.

Motorists are required to pay to park between 8am and 6pm Monday to Friday and from 8am to 12 noon on Saturdays and public holidays which aligns with the City of Joondalup. In contrast with Perth's other major hospitals, they are not charged to park in the evening or for most of the weekend. Fees range from \$1.50 to \$1.60 per hour depending on which car park is used with a daily maximum of \$10 and a weekly pass of \$35 available for frequent visitors. JHC parking fees are the lowest of any major Perth hospital.

## OCTOBER 2012

### Our State emergency training skills were put to the test

JHC's operational readiness for a mass State casualty incident was tested in October in an emergency management training exercise.

The major exercise was part of an emergency management education and training program developed by the WA Department of Health.

The exercise involved seven staff members from the Hospital's emergency response team joining clinicians from WA Health, along with various Government agencies, to attend a large, complex simulated rail crash in the Avon Valley.

Joondalup Health Campus is a Level 6 Disaster Management Preparedness hospital, a status shared with major tertiary hospitals.

## AUGUST 2012

### We welcomed new Director of Obstetrics and Gynaecology – Dr Patty Adams to our team.

Dr Patty Adams was appointed as the new Director of Obstetrics and Gynaecology to coordinate both the public and private obstetrics and gynaecology services at Joondalup Health Campus.

## SEPTEMBER 2012

### We took the guesswork out of parking with our new boom gate

The installation of pay-as-you-leave parking has taken the guesswork out of car parking fees for JHC visitors.

The installation of a new boom gate in the main visitors' car park means motorists now pay for parking when

## NOVEMBER 2012

### We received \$2.7 million funding for research into premature birth

Joondalup Health Campus received \$2.7 million in funding from the National Health and Medical Research Council of Australia (NHMRC) to be used for Australia's largest ever premature birth prevention study.

### Our redevelopment won the WA Environment Awards for setting new standards in construction recycling

Joondalup Health Campus was officially recognised for setting new standards in construction recycling following its win at the WA Environment Awards in the 'Corporate Business Leading By Example' category.

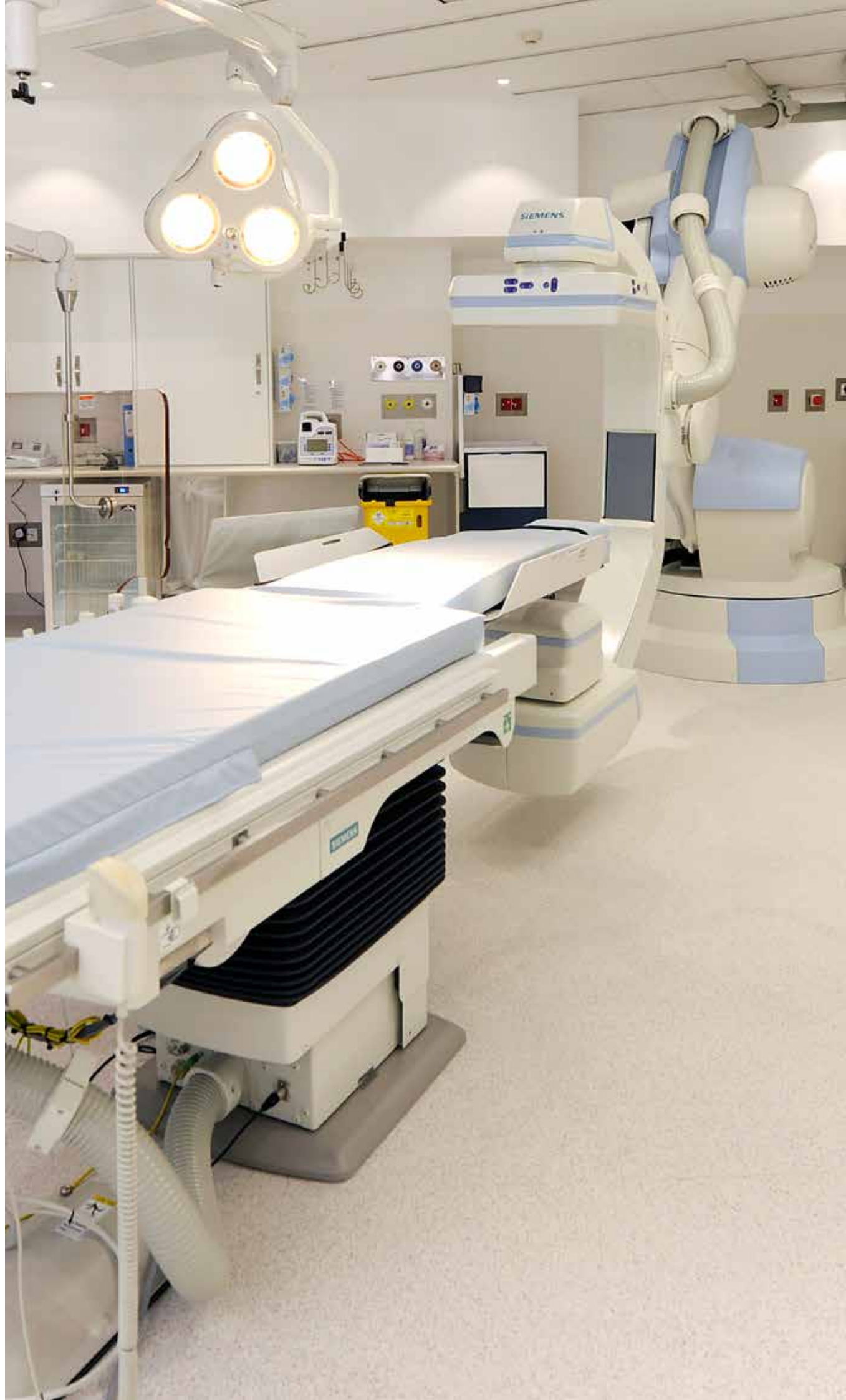
Ninety per cent of waste, equivalent to almost 190,000 tonnes, has been recycled since the redevelopment commenced in 2009.

### We welcomed a major expansion in our cardiac services

Patients can now have minimally invasive surgery for heart and vascular conditions at Joondalup Health Campus following the major expansion of our cardiac services.

Ocean Reef MLA Albert Jacob officially opened JHC's first Cath Lab in November 2012. The Cath Lab will be used to diagnose and treat a range of heart and vascular conditions in both public and private patients.





# THE YEAR IN REVIEW

## JANUARY 2013

### **We provided more than 120 new car parking bays for patients and visitors**

More than 120 additional car parking bays were made available for visitors to help ease the growing pains associated with the redevelopment.

## FEBRUARY 2013

### **JHC wins Employer of the Decade Award**

JHC was proudly recognised as a leading Western Australian employer after receiving the Employer of the Decade Award by BIZLINK – a government funded disability employment service. The award was in recognition of our commitment to disability employment.

## MARCH 2013

### **Joondalup Private Hospital opens – the first new hospital in Perth's northern suburbs for more than 30 years**

The 145-bed private hospital offers an extensive range of inpatient services including obstetrics, surgery, interventional cardiology, medical, rehabilitation and acute aged care across five levels.

## MAY 2013

### **Mayor Tracey Roberts elected to lead Community Board of Advice**

City of Wanneroo Mayor Tracey Roberts was elected as the new Chair of the Joondalup Health Campus Community Board of Advice while former Joondalup MLA Tony O'Gorman is its new Deputy Chair.

## JUNE 2013

### **WA Health Minister officially unveils new Joondalup Private Hospital**

WA Health Minister Hon Dr Kim Hames MLA officially opened the new Joondalup Private Hospital on 6 June 2013 – a major milestone in the redevelopment of the campus.

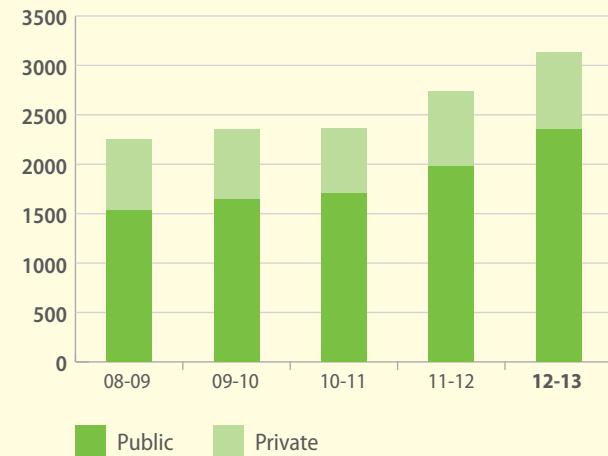
### **We opened a new \$3.5m Antenatal Clinic and After Hours GP Clinic**

A new \$3.5 million Antenatal Clinic and After Hours GP Clinic has been welcomed by patients at JHC. The new clinic, which was formerly home to the now relocated radiology clinic, has been completely refurbished to create a spacious waiting room, 12 individual consulting rooms and two interview rooms.

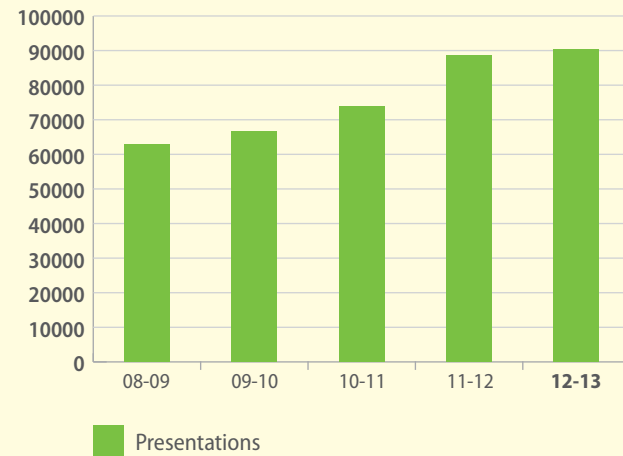
The Antenatal Clinic operates during the day on weekdays. In the evenings and at weekends, it serves as the new After Hours GP Clinic.

# PERFORMANCE

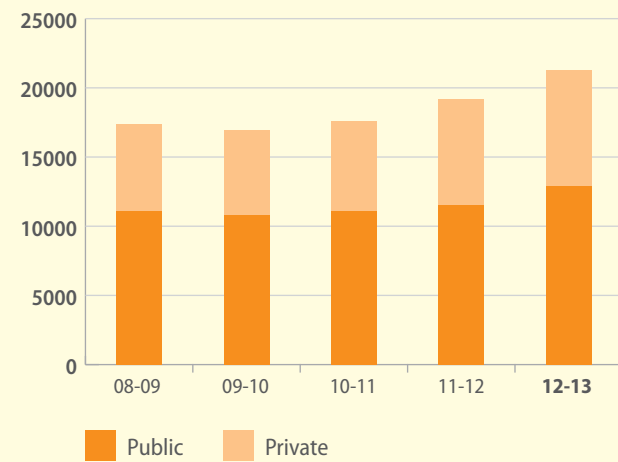
**Births**



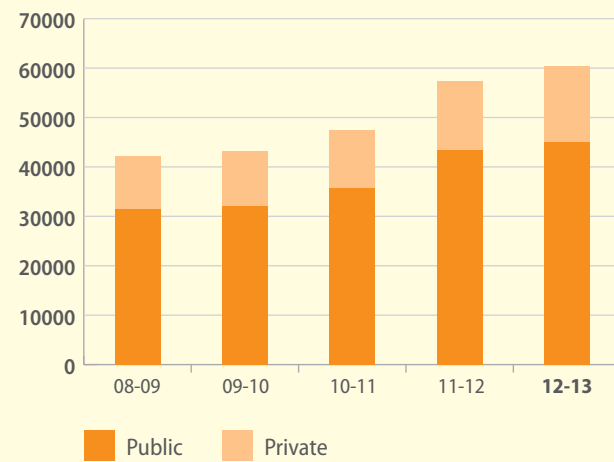
**Emergency Department**



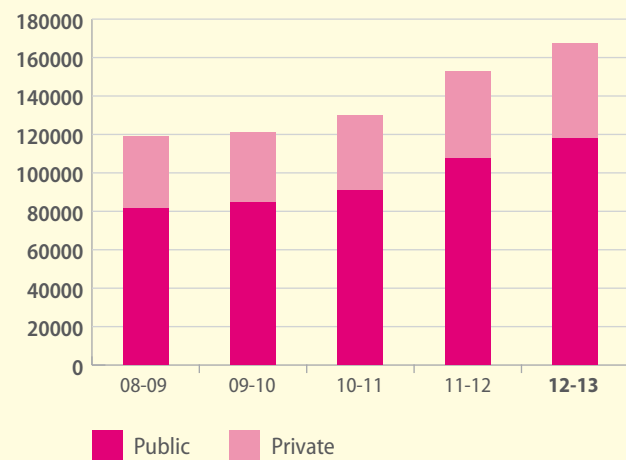
**Operations**



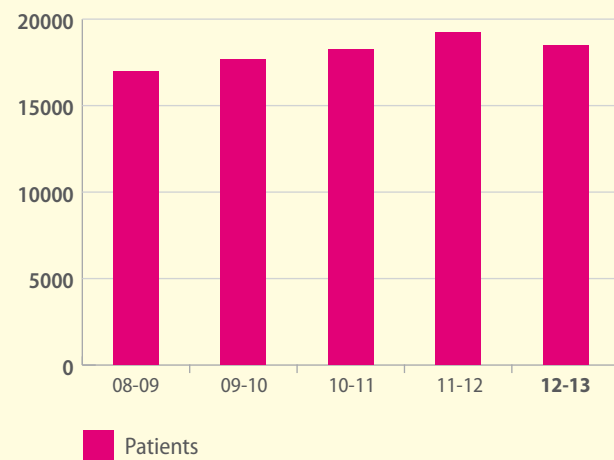
**Admissions**



**Patient Days**

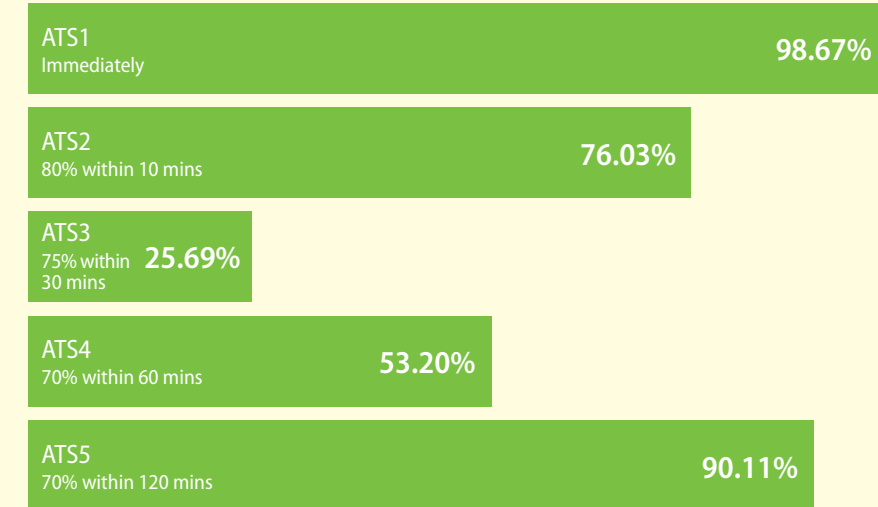


**After Hours GP Attendances**



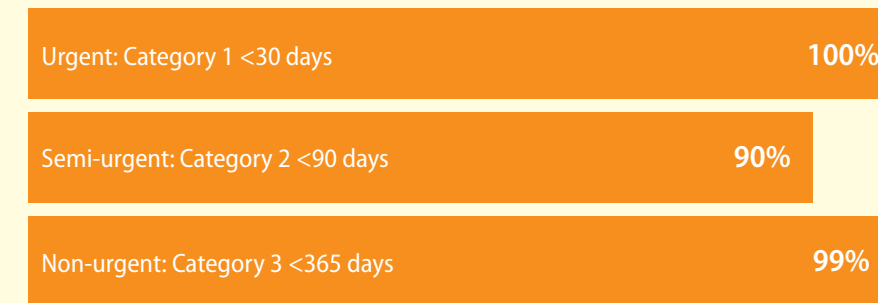
**Emergency Department Performance**

% of patients treated within recommended timeframes



**Elective Surgery Performance**

Percentage of patients treated within the recommended timeframes



**Clinical Indicators**

	JHC	Aus – Peer Hospitals
Patient falls requiring treatment	0.02%	0.70%
Inpatients developing pressure injuries	0.02%	0.08%
Medication safety errors	0.00%	0.01%
Unplanned readmissions	0.37%	1.02%



# PUTTING PATIENTS FIRST

**At Joondalup Health Campus, we strive for continuous improvement. Our aim is to improve the way we work every day for the benefit of patients who are our number one priority. Here are some of the initiatives we implemented during the year.**

## **Faster emergency care**

Ensuring more triage nurses are on duty in the Emergency Department – up to three during busy periods – will help to minimise queuing in the Emergency Department waiting room.

## **More beds**

More than 145 additional beds are now available for patients staying in the recently opened Joondalup Private Hospital.

## **Easier parking**

A new boom gate and 120 additional car parking bays were made available for patients and visitors. We now have almost 500 visitor bays.

## **Quicker and more comfortable MRI scans**

The JHC imaging department now houses one of Perth's most advanced MRI scanners – the only one of its kind across 12 radiology clinics in the northern suburbs. The scanner offers twice the photographic detail of previous technology and is less daunting for patients with claustrophobia, with shortened scan time and a wider opening on the machine.

## **Improved incident reporting**

All clinical and non-clinical incidents are now recorded electronically. This has helped to speed up the reporting process and also eradicates the risk of paper-based reporting forms being lost.

## **Smoother transfers**

Our bed managers now work until 10pm on weekdays to ensure smooth transfers for emergency patients requiring a bed on a ward.

## **More time to care**

Using six sigma and lean-thinking business management tools, we analysed the way we work to identify further opportunities to improve the way we care for patients.





# PUTTING PATIENTS FIRST

## CONSUMER ENGAGEMENT SURVEY

At Joondalup Health Campus, we endeavour to put consumers – patients, carers and their families – at the heart of everything we do.

A growing body of international evidence suggests involving patients in decisions about their treatment improves the quality of their care, their outcomes and their overall experience. Patients attending Joondalup Health Campus can expect to be consulted on all aspects of their treatment. Our Consumer Engagement Framework identifies hospital-wide strategies to engage consumers in the broad operational and strategic decisions about how care is delivered.

### JHC aims to engage consumers in three core areas:

#### Strategy and Governance

Consumers are actively involved in hospital-wide operational and strategic decision-making through the Community Board of Advice and other formal committees.

Consumer representatives on formal committees are appointed via an open selection process with vacancies advertised in local newspapers as they arise. Appointees attend the hospital's orientation program and also receive a one-on-one induction meeting with a member of the hospital's executive management team.

The Community Board of Advice is the hospital's peak consumer forum providing input and feedback on key strategic issues including:

- Patient activity and trends
- Management of the public contract
- Safety and quality of clinical services
- Patient feedback and complaints
- Marketing and public relations strategies
- Future service delivery.

#### Delivering safe quality care

At JHC, our vision is "Growing with our community to provide excellent care". Our clinicians and staff are committed to delivering the highest quality care to patients in partnership with consumers.

In common with Ramsay Health Care hospitals nationwide, consumers are central to risk management and quality improvement activities as per the group's Clinical Governance Framework:

- Consumers participate in our risk management and quality improvement activities;
- Consumer complaints and feedback processes are managed in a timely way;
- Consumer feedback from patient satisfaction surveys informs strategic and business planning; and
- Open disclosure between clinicians and consumers is actively promoted when things don't go to plan.

#### Ensuring a positive patient experience

Everyone at JHC is committed to ensuring patients, carers and their families have a positive experience when they visit the hospital. Where this does not occur, we actively investigate and take steps towards continual improvement.

Patients, carers and their families are encouraged to provide feedback on their experience through a variety of formal and informal channels.

Where practical, we encourage the provision of feedback at ward level during the patient's stay. We also have a Consumer Liaison Department which represents the interests of patients, their families and carers in resolving matters of concern.

*At Joondalup Health Campus, we aim to put our patients first in everything we do – but we know there's always scope to improve.*

We want you to help shape our first Consumer Engagement Strategy to be rolled out in 2013.

The strategy will detail how we will engage patients, carers and our community to plan, design and evaluate hospital services.

We are driven by a growing body of international research which shows strong links between consumer engagement, quality of care and better outcomes for patients.

If you have a view on how we can better engage with consumers, email [engage.jhc@ramsayhealth.com.au](mailto:engage.jhc@ramsayhealth.com.au)







# GROWING WITH OUR COMMUNITY

The major redevelopment of Joondalup Health Campus has now been completed under budget and ahead of schedule. The redevelopment has delivered expanded facilities and infrastructure over the past 12 months including the opening of Joondalup Private Hospital, a unique Community Clinical School, expanded cardiology services and Cath Lab, additional car parking facilities and a new \$3.5m Antenatal Clinic which also houses the After Hours GP facility. The redevelopment has also delivered improved obstetrics services for public and private patients with additional birth suites and a new private maternity ward at Joondalup Private Hospital.

The opening of the new Joondalup Private Hospital marked a major milestone in the redevelopment. As Joondalup's first standalone private hospital, the 145-bed facility offers a range of inpatient services including obstetrics, surgery, medical, rehabilitation and acute aged care. The five storey building links with the new Specialist Medical Centre and Community Clinical School, as well as theatres and interventional cardiology.

The carefully considered design, layout and finishes of the new private hospital have all been created with patient comfort and safety in mind. The obstetrics ward includes rooms with double beds to enable partners to stay the night following the birth of their baby. The new private hospital features relaxing garden areas which promote healing and restoration. The rehabilitation ward features its own dedicated garden area along with a functional assessment unit to help patients make a safe transition from hospital to home.

The opening of the private hospital enables the full benefits of the expansion to be realised as it frees up 117 beds in the existing hospital for public patients.

Our \$17m Community Clinical School is part of a unique partnership between JHC operator Ramsay Health Care, the Federal Government, the University of Western Australia, Curtin University and Edith Cowan University. The school includes lecture theatres and meeting rooms and will be used to train the doctors, nurses and allied health professionals of the future.

The on-site Community Clinical School will take training to a new level as it provides facilities for students and helps foster links with future clinicians.

We also opened our new Cardiac Catheter Lab, enabling patients to have minimally invasive surgery for heart and vascular conditions at Joondalup Health Campus. The Cath Lab will be used to diagnose and treat a range of heart and vascular conditions.

We addressed the issue of parking by installing a boom gate in the main visitor carpark and creating more than 120 additional car parking bays for visitors. We now have almost 500 visitor bays across Joondalup Health Campus.

In response to Perth's northern corridor baby boom, we opened a new \$3.5m Antenatal Clinic for expectant mums. The facility, which is located on the ground floor of Specialist Medical Centre West, replaces the clinic off Regents Park Road. The area features a spacious waiting room, 12 individual consulting rooms and two interview rooms.

The Antenatal Clinic operates during the day on weekdays. In the evenings and at weekends, it serves as the new After Hours GP Clinic. The clinic has been funded from savings from the hospital's major redevelopment.

The redevelopment is funded by the Western Australia State Government, Ramsay Health Care and the Federal Government with local universities – Curtin, Edith Cowan and the University of Western Australia – contributing funds towards the new Community Clinical School.

The redevelopment has enabled Joondalup Health Campus to work towards our vision of growing with our community to deliver excellent health care. The expansion has provided much needed services and facilities to meet the needs of the growing northern suburbs population. By providing a spectrum of care across every stage of life, from birth to aged care rehabilitation, Joondalup Health Campus truly is growing with you.





The late Keiran McNamara, the then Director General of the WA Department of Environment and JHC Redevelopment Manager Jim Lynton

# GROWING WITH OUR COMMUNITY

## OUR REDEVELOPMENT JOURNEY

**Joondalup Health Campus has expanded through our redevelopment to deliver extensive new facilities and expanded services for public and private patients.**

**Construction commenced in September 2009 with completion in 2013. Here are the highlights over the years of our exciting redevelopment project.**

### Mental Health Unit | 2009

Expanded Mental Health Unit with 42 beds including 10 secure beds providing Level 6 care to patients with serious mental illness.

### Special Care Nursery | 2011

Funded through savings made throughout the redevelopment we were able to create an expanded Special Care Nursery with 16 neonatal cots – twice as many as before – providing Level 2B care to premature babies.

### Emergency Department | 2011

State-of-the art facilities for one of Australia's busiest Emergency Departments with 56 bays and separate facilities for adults and children for the first time.

### Wanneroo Wing | 2011

New ward block with 85 additional beds – almost all in spacious single rooms – accommodating aged care, rehabilitation and surgical patients.

### Operating Suite | 2012

12 operating theatres including four state-of-the-art iSuites with digital surgery technology and two endoscopy procedure rooms.

### ICU, CCU, HDU | 2012

A 9-bed Intensive Care Unit, 6-bed High Dependency Unit and a 10-bed Coronary Care Unit providing Level 5 care.

### Perth Radiological Clinic | 2012

A new medical imaging centre opened in the former Emergency Department site providing high quality radiology services to patients.

### Cath Lab | 2012

Funded by Ramsay Health Care, the Cardiac Catheter Lab provides interventional cardiology services to public and private patients.

### Joondalup Private Hospital | 2013

Joondalup's first standalone private hospital with 145 beds providing aged care and rehabilitation, obstetrics, surgery and general medicine services.

### Community Clinical School | 2013

Purpose-built facilities dedicated to training the doctors, nurses and allied health professionals of the future. The Community Clinical School is part of a unique partnership between Ramsay Health Care, Curtin University, Edith Cowan University, the University of Western Australia and the Federal Government.

### Specialist Medical Centre (East) | 2013

Additional specialist consulting suites over three floors, more than doubling the number of consulting suites on the campus.

### Antenatal Clinic | 2013

Also funded through savings made throughout the redevelopment, this new \$3.5m facility replaces the clinic off Regents Park Road and includes a spacious waiting room, 12 individual consulting rooms and two interview rooms.

### After Hours GP Clinic | 2013

Sharing the facilities with the new Antenatal Clinic, the After Hours GP Clinic replaces the clinic previously located next to the main public reception.

### Child Care Centre | 2014

JHC staff will soon have access to on-site child care with a new dedicated facility set to open in early 2014. The child care centre will be in addition to vacation care already available to staff for their children on school holidays. The new facility underpins JHC's commitment to providing a family-friendly workplace.

## SETTING GREEN STANDARDS

Our redevelopment has officially been recognised for setting new standards in construction recycling following our win at the WA Environment Awards in the 'Corporate Business Leading By Example' category.

In conjunction with John Holland Group, we have taken an environmentally friendly approach to our redevelopment where possible with ninety per cent of waste, equivalent to almost 190,000 tonnes, having been recycled since the redevelopment started in 2009.

Our efforts were also lauded at the Waste Authority WA 2012 Infinity Awards where the JHC redevelopment was a finalist in the business category and received an 'honourable mention' from judges.

The redevelopment's key environmentally friendly initiatives included:

- Recycling of plasterboard and gyprock
- Recycling of asphalt and other waste products
- Reutilisation of excavated limestone rock
- Returning surplus bricks to manufacturer to be used elsewhere
- Providing reusable cups to workers (no foam and plastic cups permitted onsite)
- Removal of existing grasstrees and zamia palms prior to construction for return on completion
- Paint wash down facility prevented contaminated water going into storm or sewer systems
- Co-mingled recycling bins provided in worker areas to promote recycling.





## JOONDALUP HEALTH CAMPUS PROUDLY SUPPORTS VALENTINE'S CONCERT

One of the major events on the Joondalup community calendar, the City of Joondalup Valentine's Concert held on 14 February 2013 was once again proudly supported by Joondalup Health Campus. Held under the stars on the fairway at Joondalup Resort on 14 February 2013, the concert showcased Perth's newest symphony orchestra, Perth Symphony Orchestra as they treated the capacity crowd of 8000 people to an evening to remember.

CEO Kempton Cowan said Joondalup Health Campus was proud to support this free community event.

"Joondalup Health Campus has been a long term supporter of cultural events held by the City of Joondalup. The Valentine's Day Concert is a popular event attracting quality performers from around Australia," he said.

Acts in previous years have included David Campbell,

The Whitlams, Damien Leith and Dan Sultan. This year's performance by the Perth Symphony Orchestra continued the long tradition of outstanding entertainment. Led by conductor Jessica Gethin, the 75-piece orchestra took the audience on a musical journey that included a mix of classical favourites, movie themes and even some rock music. Joondalup Health Campus looks forward to continuing its support of this special Joondalup event.

# GROWING WITH OUR COMMUNITY

## GIVING BACK TO THE COMMUNITY

- **CANCER COUNCIL'S RELAY FOR LIFE**
- **CITY OF JOONDALUP - LITTLE FEET FESTIVAL**
- **CITY OF JOONDALUP - VALENTINE'S DAY CONCERT**
- **HBF RUN FOR A REASON**
- **TRIATHLON PINK**
- **VOLUNTEERING WA - INTERNATIONAL VOLUNTEERS DAY**
- **WEST COAST INSTITUTE OF TRAINING AWARDS**
- **JOONDALUP CHRISTMAS LUNCH**
- **AMA CHARITY GOLF DAY**
- **RIDE TO CONQUER CANCER**

As a provider of emergency and planned hospital care to hundreds of thousands of people living in Perth's northern corridor, Joondalup Health Campus is proud to be an integral part of the local community. We are also one of the region's major employers with over 2700 staff. We believe in giving back to our community and helping it to grow and be healthy.

As a founding member of the Joondalup Business Association, we support local businesses where possible. Senior executives of the hospital sit on the boards of a number of local organisations including Edith Cowan University and the West Coast Institute of Training.

We contributed financially as a major sponsor of the City of Joondalup's Valentine's Day Concert, which attracted over 8,000 people in 2013. We have also donated thousands of dollars to Telethon WA, the Cancer Council and many other important charities. We were proud sponsors of the 2012 Relay for Life held at Joondalup Arena, with our team of paediatric nurses, Ramsay's Angels, taking out the corporate fundraising award for raising over \$14,000.

As part of Ramsay Health Care, we participate and invest in WA's prominent community events including HBF Run for a Reason and Triathlon Pink.

We also support our staff in their participation in various fundraising events including Movember, Ride to Conquer Cancer and World's Greatest Shave.





# ONE TEAM GROWING TOGETHER

Already one of the biggest employers in Perth's northern suburbs, we have recruited additional junior doctors, triage nurses and allied health professionals over the past twelve months in response to the expansion of our new facilities, such as the private hospital and cardiac services.

Our new \$17 million Community Clinical School has opened the doors to an increased number of academic positions with a strong commitment to the teaching and training of undergraduate medical students, as well as nurses and allied health workers.

JHC also offers postgraduate training for interns, residents and registrars across a range of disciplines. As a private hospital, Joondalup is playing an emerging role in specialist training. There are now over 200 medical students, interns, residents and registrars at JHC, which provides a significant contribution to training future doctors for the State.

We are proud of our supportive, cohesive culture – the flexible 'can do' attitude of staff who enjoy coming to work every day. Being awarded 2012 Employer of the Decade Award by BIZLINK – a government funded disability employment service – was a testament to our constructive, encouraging organisational culture.

Our culture is also shaped by 'The Ramsay Way' which encompasses how we aim to work. We understand how workplace culture can impact performance including safety and quality of care. As part of our program to further strengthen our constructive or 'can do' culture, we encourage all staff and clinicians to adopt a 'One Team, One Direction' approach. We also conduct a number of educational and team-building initiatives aimed at developing our constructive culture among our employees.

## **Nursing and Midwifery**

Our nursing team comprises enrolled nurses, assistants in nursing, registered nurses, midwives, clinical nurse consultants and nurse managers. Together, they strive to ensure we deliver the highest standards of care to our patients.

## **Allied Health**

Our team of allied health professionals includes social workers, speech pathologists, occupational therapists, dietitians and physiotherapists, enabling us to take a multidisciplinary approach to patient care. With strong links to WA universities, we provide on-the-job training for hundreds of undergraduates each year.

## **Support staff**

Clinicians require the support of a wide range of support staff including accountants, administrative staff, catering staff, engineers, housekeeping, human resources, receptionists and technicians. They provide the behind the scenes support that enables clinicians to focus on delivering the highest quality care.

## **Doctors**

Our medical team continues to grow, with record numbers of junior doctors and consultants now working at the hospital. The Heads of Department Medical Advisory Committee (HODMAC) meets bi-monthly and provides valuable input and feedback to hospital management on a range of issues affecting doctors and patients.





# ONE TEAM GROWING TOGETHER

## ONE TEAM ONE DIRECTION – A PATIENT’S JOURNEY

79-year-old local resident Glen Wood experienced first-hand the ‘One Team One Direction’ approach following his recent journey as a patient at Joondalup Health Campus.

“My wife insisted I get myself checked out by a doctor when I began to feel extremely tired after walking a couple of hundred metres,” said Glen.

“Luckily I listened, because shortly after seeing my local GP, I was told to go directly to hospital!”

Upon arriving in the main reception area, Glen handed his letter from the GP to the receptionist who immediately escorted him to the Emergency Department.

“The receptionist was very attentive to my needs and seemed genuinely concerned for my health,” said Glen.

As part of the redevelopment the ED is now three times the size of the old department and boasts not only improved facilities and streamlined processes, but an integration with the main hospital that showcases best practice in emergency medicine.

“I was taken to the main area of the ED where I was seen by both a triage nurse and doctor who after taking my vitals and reading the letter from my GP placed me in a wheelchair and admitted me into hospital. It all happened rather quickly but in hindsight I am very thankful that the staff knew what they were doing,” said Glen.

In addition to gaining more space, which has facilitated improvements to patient service and medical attention, all equipment has been updated to the latest standards. New equipment includes a class 5 negative pressure isolation room for potentially infectious patients, external

decontamination showers, a highly functional three-bed resuscitation area and state-of-the-art monitoring equipment which was used to monitor Glen.

Over the next 12 days, Glen spent his time between the recently expanded cardiac clinic and the intensive care unit where he received constant monitoring for his low pulse rate and ultimately had a pacemaker fitted into his chest.

“I had to spend longer than normal in hospital as I developed a bladder infection which needed to clear prior to being operated on for a pacemaker. I didn’t mind though as the atmosphere was great. I was made to feel that I was the only patient in the ICU unit – in fact I joked with staff that it was almost like being at home with all the attention I was receiving.”

“Everyone made such an effort to make sure I was comfortable. At one stage I even made a comment to the nurse that the bed was quite uncomfortable with all the wires and monitoring machines. The next minute two nurses appeared with the latest electric operated recliner chair. They transferred all of the wires onto a movable monitor so I could take the chair and the monitor with me wherever I went – it was great,” Glen said.

“From the receptionist, the nurses and doctors in ED and ICU, and the staff working in the cardiac centre to the cleaners and catering staff – my expectations of a patient at a hospital were more than met. The service I received was brilliant and the staff’s compassion for their patients, as well as respect for their fellow colleagues was truly reflected in the fantastic day to day care I received.”





## WELCOMING OUR NEW MEDICAL DIRECTORS

### **Dr Jenny Deague** *Director of Cardiology*

Dr Jenny Deague completed her original training in 1990 at the University of Melbourne followed by a PhD in Diastology in 2000. During her studies Dr Deague conducted her MBBS and cardiology training at Royal Melbourne Hospital, before completing her advanced training in echocardiography. Dr Deague then completed postgraduate fellowship training in echocardiography at Massachusetts General Hospital and Harvard University.

Returning to Perth in 2002, Dr Deague took up a position at Royal Perth Hospital Cardiology

as head of the Echocardiography Department. More recently, Jenny has worked at Armadale Hospital where she was responsible for coordinating undergraduate medical training.

Dr Deague has an active research interest including recent studies in pulmonary hypertension. Recently appointed as Director of Cardiology, Dr Deague brings her wealth of experience to coordinate the Coronary Care Unit, the new Cath Lab and the delivery of cardiology services at JHC.

“Cardiology is moving forward at a staggering rate, with exciting new advances just around the corner,” said Dr Deague. “These include

improved stents for cardiac intervention, better pacemakers and percutaneously inserted aortic valves.”

The good news is that these technological advances will provide the opportunity to deliver better outcomes for patients. As Dr Deague explains, the area of echocardiography has recently embraced 3D echocardiography.

“At Joondalup Health Campus, it is time for us to expand from general cardiology into more specialised areas of cardiology and offer these advances to the local community.”



### **Dr Patty Adams** *Director of Obstetrics and Gynaecology*

Born in India and raised in the United Kingdom, Dr Patty Adams completed her basic medical training at the University College Hospital in London before moving to New Zealand, where she underwent four years training in Obstetrics and Gynaecology at the Christchurch Women’s Hospital.

Following her permanent move to Perth in 1999, Dr Adams completed her training in Obstetrics and Gynaecology at King Edward Memorial Hospital.

Over the years Dr Adams has obtained valuable experience in both the public and private

sectors having worked at hospitals such as Armadale, Rockingham and Peel public hospitals as well as Galliers and Kaleeya private hospitals. She has also served in the Royal Air Force in the UK as a Medical Officer/Aeromedical Evacuation Officer and in the Royal Flying Doctor Service in Broken Hill as the Chief Medical Officer.

Dr Adams has become a familiar face at Joondalup Health Campus, having originally commenced employment in 1999 as a full time specialist Obstetrician and Gynaecologist. Since then she has acted in the Director of Obstetrics and Gynaecology position before being formally appointed to the role in August 2012.

“It’s truly an exciting time to be coordinating both the public and private obstetrics and gynaecology services at JHC, particularly given the ongoing northern suburbs baby boom,” said Dr Adams.

“With the new standalone private hospital with a 30-bed obstetrics ward now open, combined with the increased capacity for public patients, it is vital we continue to provide excellent services to our growing community and enable more women from the northern suburbs to have their baby locally at Joondalup.”





Former JHC Deputy CEO, Sean Hubbard with Trevor Paterson

## JOONDALUP HEALTH CAMPUS WINS EMPLOYER OF THE DECADE AWARD

Joondalup Health Campus has been recognised as a leading Western Australian employer for its outstanding commitment to disability employment.

The Campus was announced as the winner of the Employer of the Decade Award by BIZLINK – a government funded disability employment service.

The BIZLINK Employer of the Decade Award recognises employers who demonstrate outstanding support of inclusive

employment for people with disabilities over the past 10 years.

Joondalup Health Campus was selected from more than 230 employers for their commitment to meeting the award criteria of providing employment to BIZLINK workers that involved interaction with staff and customers, training and inclusion, and a 'fair day's pay for a fair day's work'.

Chief Executive Officer Kempton Cowan said he was thrilled and extremely proud of the campus to receive such a prestigious award.

"Since beginning our partnership with BIZLINK in February 2006 we have received the Employer of the Year Award in 2007 and been nominated in 2006, 2008 and 2011. Over the years we have employed 14 BIZLINK workers with 12 of them currently still working for the hospital."

"We value our people and this award further demonstrates our commitment to creating a safe and supportive work environment for all Western Australians."

# ONE TEAM GROWING TOGETHER

## DEPUTY CEO RETURNS TO THE FOLD

Diane Jones has been warmly welcomed back to JHC, reprising the role of Deputy CEO that she held for six years previously from 2004 – 2009. Di's return followed the departure of Sean Hubbard who relocated to Brisbane with his family in March this year after accepting the position of CEO of Mater Hospital.

Di Jones initially left JHC in late 2009 to take up the position of National Director, Clinical Services at the Little Company of Mary Health Care based in Sydney. She is delighted to have returned to Perth and JHC and is looking forward to the challenges and exciting times ahead as the campus continues to grow.

"I am looking forward to reengaging with everyone and helping develop the hospital to provide the level of service we need to deliver to our growing community," Di said.

A registered nurse and registered midwife, Di completed her original nursing training at Sydney's Royal Prince Alfred Hospital before training as a midwife at King George V Memorial Hospital for Mothers and Babies. Di's further studies have also included the completion of her Acute Care Certificate and a Graduate Diploma in Health Management.

Prior to working in senior health care management positions, Di spent most of her early career in midwifery and was the Unit Manager of the Adult Critical Care Unit at King George V which provided care to obstetrics and gynaecology patients. Di's impressive career has also included roles with Affinity Health, Mayne Health and Health Care of Australia.

In returning to her role of Deputy CEO at JHC, Di is embracing the opportunity to make a difference as the campus continues to expand its services and infrastructure. "There's a really good group of people here at Joondalup and a great community culture which has grown and developed with the campus. There's never a dull moment."





# SERVICES

- AFTER-HOURS GP
- AGED CARE AND REHABILITATION
- ANAESTHESIA
- BARIATRIC SURGERY
- BREAST SURGERY
- CARDIOLOGY
- CATH LAB
- CORONARY CARE
- DIETETICS
- EAR, NOSE AND THROAT
- EMERGENCY MEDICINE
- ENDOCRINE SURGERY
- ENDOCRINOLOGY
- FACIO-MAXILLARY
- FERTILITY / IVF
- GASTROENTEROLOGY
- GENERAL MEDICINE
- GENERAL SURGERY
- GYNAECOLOGY
- HAEMATOLOGY
- HEPATOBILIARY AND ONCOLOGIC SURGERY
- INFECTIOUS DISEASES
- INTENSIVE CARE
- NEONATOLOGY
- NEUROLOGY
- NEUROSURGERY
- OBSTETRICS
- OCCUPATIONAL THERAPY
- ONCOLOGY
- OPHTHALMOLOGY
- ORTHOPAEDIC SURGERY
- PAEDIATRIC MEDICINE
- PAEDIATRIC SURGERY
- PAIN MANAGEMENT
- PALLIATIVE CARE
- PHYSIOTHERAPY
- PLASTIC AND RECONSTRUCTIVE SURGERY
- PSYCHIATRY
- RENAL DIALYSIS
- RESPIRATORY MEDICINE
- RHEUMATOLOGY
- SOCIAL WORK
- SPEECH THERAPY
- UROLOGY
- VASCULAR SURGERY

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