

# ANNUAL REPORT 2014



# JOONDALUP HEALTH CAMPUS

Joondalup Health Campus (JHC) is the largest hospital in Perth's northern corridor with over 650 beds including the standalone 145-bed private hospital.



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. 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 WA Department of Health's 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.

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 only paid for the patients we treat. A similar model is now being rolled out across all the nation's public hospitals. Under our contract, we are required to report regularly to the WA Department of Health's North Metropolitan Health Service (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 offer services to public and private 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



Our recently completed redevelopment has delivered extensive new facilities for public and private patients including:

- A new Emergency Department
- The Wanneroo Wing (L Block) with 85 additional beds
- An expanded Special Care Nursery
- 12 new operating theatres
- Cardiovascular catheter laboratory
- An expanded Critical Care Unit
- A new Specialist Medical Centre
- A new Antenatal Clinic and After Hours GP Clinic.

The Emergency Department received more than 93,000 presentations in 2013/14 making it one of the busiest in Australia.

More than 2,700 people now work at JHC. Many have worked here for a number of years and some have been here since the hospital first opened as Wanneroo Hospital in 1980. I was very pleased to honour some of these dedicated staff members in May 2014 at our annual Loyalty Awards. Over 130 employees were recognised for service milestones and special honours were given to six staff, affectionately known as 'JHC Royalty', who have worked at the hospital for more than 30 years.

We're expanding hospital services for the children of Perth's northern suburbs by constructing a new paediatric ward on top of the existing public hospital building. The 37-bed facility is funded by way of an exciting new partnership between the Channel 7 Telethon Trust, the Western Australian State

Government and Ramsay Health Care. Construction of the new Telethon Children's Ward is set to start in 2015.

In the meantime, the Paediatric Department at JHC, in association with the Telethon Kids Institute, is preparing for the ORIGINS Project, a new study involving pregnant mothers and their babies from the Joondalup Wanneroo catchment area. This is a new birth cohort study, designed to collect detailed information about how the early environment influences the risk of a broad range of diseases. It has the potential to deliver enormous benefits to the local community, and indeed the wider community.

In March 2014 we saw our new Joondalup Private Hospital celebrate its first anniversary. The 145-bed facility is the first new private hospital to open in the northern suburbs in over 30 years and offers an extensive range of inpatient services including obstetrics, surgery, rehabilitation, medical and acute age care across five levels.

In May 2014, JHC cardiac specialists performed the first procedure of its kind in WA, implanting the world's smallest cardiac monitor into patients who experience an irregular heartbeat. Arrhythmia, or heart rhythm disease, affects high numbers of Australians who often go undiagnosed, with potentially fatal results. The Insertable Cardiac Monitor (ICM) aims to disarm the 'ticking time bomb' for those Australians, and works to detect even the minutest changes in a patient's heart rhythm.

It's been another busy year for JHC as we once again work to meet the ever-growing demand for hospital services as the population in Perth's Northern corridor continues to grow.

It has been a time for farewells as we saw the sad passing of our chairman and founder of Ramsay Health Care, Paul Ramsay AO, who passed away in May 2014. We were lucky enough to be visited by Paul at JHC on numerous occasions since becoming part of Ramsay Health Care in 2005, and Paul liked nothing more than touring the hospital and talking to staff across all levels of the organisation.

2014 was the 50th anniversary of the founding of Ramsay Health Care, with the opening of Mr Ramsay's first private hospital in Sydney, Australia. From these early beginnings, he went on to establish Ramsay Health Care, which is today, not only the largest private hospital group in Australia, but a global hospital group operating health care facilities across the world.

Under his good guidance, JHC, along with the rest of the Ramsay Health Care hospitals focus on maintaining the highest standards of quality and safety, being an employer of choice and operating the business according to 'The Ramsay Way' philosophy: People Caring for People.

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

# EXECUTIVE MANAGEMENT TEAM



**Kempton Cowan**  
Chief Executive Officer



**Diane Jones**  
Deputy Chief Executive Officer



**Dr Simon Wood**  
Director of Medical Services



**Bevan van Lamoen**  
Director of Corporate Services



**Paul Darcy**  
Director of Clinical Services



**Jodi Kerr**  
Contract Manager



**Colette Young**  
WA/SA State Human Resources Manager



**Dr Richard Saker**  
Director of Medical Services - Governance

# PLANS FOR NEW PAEDIATRIC WARD ANNOUNCED

Joondalup Health Campus is expanding hospital services for children by constructing a new paediatric ward on top of the existing public hospital building.



The 37-bed facility is funded by the Channel 7 Telethon Trust, the Western Australian State Government and hospital operator Ramsay Health Care. Construction of the new Telethon Children's Ward is set to start in 2015 and take approximately 18 months to complete.

The new Telethon Children's Ward will be a purpose-built facility for the children of Perth's northern corridor. The ward will be family friendly with play areas for children and overnight facilities for parents. With a floor to ceiling glass surround, the ward will feel bright and spacious and every room will have spectacular views over Lake Joondalup or towards the Indian Ocean.

The Telethon Children's Ward will replace the existing 24-bed paediatric unit and pave the way for Joondalup Health Campus to become the northern hub of the State Government's expanding paediatric services.

This new ward will enable more children to be treated at Joondalup Health Campus instead of travelling into the city for treatment.

The facility will complement the recently-opened paediatric emergency department which has seen a 56 percent increase in presentations over the past five years.

The new Telethon Children's Ward includes:

- 19 beds in single rooms
- 4 beds in double rooms for patients requiring observation
- 3 beds in a triple room for patients requiring observation
- 1 bed in an isolation room for infectious patients
- 10 bed day procedure unit
- Overnight facilities for parents
- Activity areas for children
- Administration areas for clinicians.

The announcement of the new paediatrics ward was made by WA Premier The Hon Mr Colin Barnett at Joondalup Health Campus in May 2014.

"The State Government is delighted to partner with Telethon WA and Ramsay Health Care to deliver this new 37-bed paediatric ward, which will provide a significant boost to our paediatric capacity," Mr Barnett said.

Channel 7 Telethon Trust Chairman Kerry Stokes and WA Health Minister The Hon Dr Kim Hames were also present at the announcement.

"In the future, as a result of this new and exciting development at Joondalup, the people of the northern suburbs will have a modern, medical facility that can accommodate children and emergencies - close to hand in the most up-to-date facilities," said Mr Stokes.



WA Premier The Hon Mr Colin Barnett, Channel 7 Telethon Trust Chairman Kerry Stokes and WA Health Minister The Hon Dr Kim Hames with a paediatric patient at Joondalup Health Campus.



Head of Paediatrics, Professor Desiree Silva.



## PREPARATIONS UNDERWAY IN PAEDIATRIC DEPARTMENT FOR THE ORIGINS PROJECT

In association with the Telethon Kids Institute, the Paediatric team at Joondalup Health Campus is preparing for the ORIGINS Project, a new study involving pregnant mothers and their babies from the Joondalup Wanneroo catchment area.

This is a new birth cohort study, designed to collect detailed information about how the early environment influences the risk of a broad range of diseases.

The study will involve the collection of data on mothers' health, diet, physical activity and other environmental factors as well as the collection of appropriate specimens. Infants will be followed up to assess how these early life exposures influence the child's growth and development.

The City of Joondalup has been chosen because there is a prevalence of non-communicable (non-infectious) diseases in the population, including diabetes, heart disease, cancer, asthma and mental health problems.

The recruitment of all women who aim to deliver at JHC will soon begin from the GP surgeries and JHC's Antenatal Clinic. There are more than 3,000 deliveries per year at JHC, and over the course of five years the study aims to collect data from more than 10,000 mothers and infants during standard clinical care and to invite as many of these women as possible to consent to a more active follow-up.

The ORIGINS Project is one of the Telethon Kids Institute's six showcase projects. Showcase projects are a demonstration of a new way of working - one that's highly collaborative, involves the community, and pledges to deliver real outcomes within a defined period of time. Showcase projects involve working across disciplines with people outside the research sector such as those in policy, practice and the families who care for kids.

# HEADS OF DEPARTMENT MEDICAL ADVISORY COMMITTEE

The Heads of Department Medical Advisory Committee (HoDMAC) is the formal organisational structure through which accredited practitioners formulate and communicate their collective views.

HoDMAC consists of one representative of each department and met six times between 1 July 2013 and 30 June 2014.

The committee's objectives are to:

- Provide a means for practitioners to participate in the policy-making and planning processes of the hospital.
- Advise the Chief Executive Officer of appropriate policies for the clinical organisation of the hospital.
- Participate in the planning, development and implementation of quality programs of the hospital.
- Assist in identifying the health needs of the community and advising the Chief Executive Officer on appropriate services.

- Review recommendations of the Hospital Credentials Committee for credentialing of practitioners.
- Consult with Heads of Departments to ensure satisfactory on-call or availability arrangements.
- Ensure accredited practitioners comply with JHC bylaws.

In addition to continuing the above roles, the HoDMAC oversaw a number of new initiatives during the last 12 months. These have included:

- Contributing to the growth of Joondalup Private Hospital.
- Assisting with achievement of the National Safety and Quality in Health Care Standards for the 2014 accreditation survey period.
- Contributing to the planning of the redevelopment of the new paediatric ward.
- Monitoring and planning for the constantly growing demand for beds, equipment, other facilities and staff as the population of the northern suburbs continues to grow.

Another regular item on the agenda is the key performance statistics relating to the core activities of the hospital. These include measurements such as how quickly patients in the Emergency Department are attended to, waiting times for elective surgery and patient length of stay.

HoDMAC works through a range of operational and governance items, including Mortality and Morbidity governance, quality reviews and overseeing the subcommittees.

JHC thanks the members of the committee for their generous and continued support and input throughout the year.

## MEMBERS OF THE COMMITTEE AS AT 30 JUNE 2014:

Mr Tony Geddes (Chairman)	Orthopaedic Surgery
Dr Barry Vieira (Deputy Chairman)	Restorative & Aged Care
Mr Andrew Worynski	Gastroenterology
Mr Hannes Basson	General Surgery
Dr Gian Urbani	Obstetrics & Gynaecology
Dr Liezel Bredenkamp	Anaesthetics
Mr Jes Judge	Surgical Sub-specialties
Dr Dave Hawkins	Intensive Care
Prof Hans Stampfer	Psychiatry
Dr Martin Marshall	Radiology
Prof Desiree Silva	Paediatrics
Dr Stephen Richards	General Medicine
Dr Farid Taba	Palliative care and GP Liaison Officer
Dr Cameron Burrows	Emergency Medicine
Dr Desmond Chih	Infectious Medicine
Dr Jenny Deague	Cardiology
Dr Simon Wood	Director of Medical Services
Dr Michael Veltman	Director of Anaesthetics
Kempton Cowan*	Chief Executive Officer
Diane Jones*	Deputy Chief Executive Officer
Paul Darcy*	Director of Clinical Services
Lucinda Cavanagh*	Minutes Secretary

\*Non-voting member



# COMMUNITY BOARD OF ADVICE

The independent Community Board of Advice (CBoA) oversees the operation of JHC on behalf of the local community. The board meets bimonthly and provides advice and feedback to hospital management. The CBoA comprises local community representatives who volunteer their time to assist JHC in this important consultative role, in addition to members of JHC's executive, marketing and pastoral care staff.

The purpose of the Board is to provide input into the direction, development and service of the Hospital and recommendations to the Chief Executive Officer concerning the delivery of services to public patients of a range, quality and responsiveness reasonably expected by the local community.

The Board also ensures that the quality of services provided is consistent with JHC's philosophy of quality as outlined in our vision, mission and values.

The Board comprises a broad range of representatives from across the community who generously volunteer their time to help steer the direction of JHC.

Below are just some of the topics that were covered in 2013/14 Community Board of Advice meetings:

- New executive appointments
- Service expansion plans in 2013
- National Emergency Access Targets (NEAT) update
- Bloom magazine
- Engaging with consumers in accordance with the National Safety and Quality Health Service Standards
- Tracking JHC's delivery of services to public patients under its contract with the WA State Government.
- Recent clinical service changes
- Redevelopment update
- Patient complaints, feedback and consumer liaison
- Clinical Handover (ISOBAR)
- 2013-14 Activity and trends
- Consumer Engagement Framework
- Results of the Public Patient Survey 2012-13

## SERVING MEMBERS DURING 2013-14

### CHAIR

**Tracey Roberts**  
Mayor of the City of Wanneroo  
Community representative

### DEPUTY CHAIR

**Tony O'Gorman**  
MLA, Community representative

### MEMBERS

**Cr Ian Goodenough**  
Community representative

**Albert Jacob**  
JP MLA, State Government representative

**Craig Leatt-Hayter**  
North Metropolitan Health Service  
representative

**Chilekwa Mwaba**  
Multicultural community representative

**Russel Nelligan**  
Disability representative

**Cr Philippa Taylor**  
City of Joondalup representative

**Nadia van der Woude**  
Community representative

**Alan Alford**  
Joondalup Clarkson Community  
Mental Health CAG and  
North Metropolitan Health Service CAC

**Cr Sabine Winton**  
City of Wanneroo representative

**Diane Jones**  
JHC Deputy Chief Executive Officer

**Paul Darcy**  
JHC Director of Clinical Services

**Ray Dunne**  
JHC Corporate Affairs Manager

**Elizabeth O'Neill**  
JHC Pastoral Care Coordinator

# THE YEAR IN REVIEW



# 2013

## SEPTEMBER

On 11 September, JHC celebrated R U OK? Day and highlighted this important day of action with balloons, posters, merchandise, signage and a free morning tea for staff. Staff were encouraged to shine a light on mental health and initiate caring conversations with colleagues, friends and family by simply asking "Are you okay?"

JHC's 'can do' culture is stronger than ever, according to the results of the hospital-wide **Staff Culture Survey** conducted in September. A record-breaking 1,779 people participated in the organisational culture survey which measured 'how we do things around here'. The results show a 10 per cent improvement in positive and constructive behaviours across the hospital compared with the previous survey in 2011. This is a very pleasing result especially because the hospital workforce of staff and clinicians has grown dramatically since 2011 from approximately 2,000 to over 2,600. In fact, 565 people completed the survey for the first time in 2013.

A growing body of international evidence shows hospital culture has a significant impact on patient safety and quality of care as well as overall hospital performance. By actively managing our culture, we aim to create a culture where staff are engaged, teams work cooperatively and patients receive excellent care.

## OCTOBER

**October was a very busy month for community engagement with JHC actively supporting a number of major community initiatives.**

Sponsorships during October included the City of Wanneroo Charity Golf Day, the Cancer Council Relay for Life, the Australian Medical Association's Charity Golf Day and the WA Nursing & Midwifery Excellence Awards.

# 2014

## FEBRUARY

**Joondalup Health Campus proudly supported the 2014 Valentine's Concert held at Joondalup Resort.**

JHC has been a long-standing premier partner of the City of Joondalup Valentine's Concert which is always a highlight on the City's calendar. JHC has been a long term supporter of cultural events held by the City of Joondalup and was proud to support this free community event. The concert attracted a crowd of more than 8,000 people who were treated to a celebration of the greatest hits from the legendary Queen performed by the Perth Symphony Orchestra and stars from the West End hit musical "We Will Rock You".

## MARCH

**JHC once again proudly supported the West Coast Institute of Training's Annual Awards Evening by sponsoring the Trainee of the Year award.**

JHC Deputy CEO Diane Jones presented the award to Lisa Collyer, a student who completed a Horticulture Traineeship with Kings Park and Botanic Gardens. As part of her traineeship Lisa completed a Certificate III in Horticulture, where she gained the practical skills and knowledge required in the horticulture industry. Lisa plans on cultivating her passion for growing and maintaining flora at Kings Park and Botanic Gardens and has now started her Certificate IV in Horticulture which will give her the skills to develop and coordinate specialist horticulture programs.

## APRIL

**Since late April 2014 JHC has been screening for stroke patients to participate in the national Very Early Rehabilitation in Speech (VERSE) project – Australia's largest clinical trial in aphasia rehabilitation in stroke.**

Patients affected by the loss of language ability – aphasia – following a stroke can find recovery very challenging. Aphasia has been shown to benefit greatly from very early intervention and therapy with positive results shown in previous studies. The VERSE project further investigates the benefits of very early aphasia intervention in stroke recovery and will study the effects of intensive therapy at 12 weeks and 26 weeks post-stroke. Results of the project are due to be released early 2016.

## MAY

**JHC cardiac specialists performed the first procedure of its kind in WA, implanting the world's smallest cardiac monitor into patients who experience an irregular heartbeat.**

Arrhythmia, or heart rhythm disease, affects high numbers of Australians who often go undiagnosed, with potentially fatal results. The Insertable Cardiac Monitor (ICM) aims to disarm the 'ticking time bomb' for those Australians, and works to detect even the minutest changes in a patient's heart rhythm. Going forward the hospital expects to implant at least two patients a week with ICM devices.

**It was announced that with the generous funding by the Channel 7 Telethon Trust, the Western Australian State Government and hospital operator Ramsay Health Care, JHC will be expanding services for children by constructing a new 37-bed paediatric ward on top of the existing public hospital building.**

The Telethon Children's Ward will replace the existing 24-bed paediatric unit and pave the way for Joondalup Health Campus to become the northern hub of the State Government's expanding paediatric services. For more, see page 6.

## JUNE

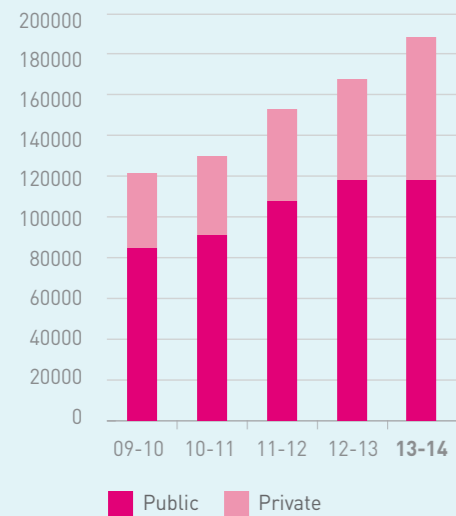
**The new 145-bed Joondalup Private Hospital turned one, celebrating its first year of operation.**

On 6 June 2013, Joondalup Private Hospital was officially opened by Joondalup Health Campus CEO Kempton Cowan, Ramsay Health Care managing director Chris Rex and Minister for Health Hon Dr Kim Hames MLA. People with private health insurance living in Perth's northern corridor have now been able to enjoy the new option of Joondalup Private Hospital instead of having to travel 30kms into the city for treatment. Following the construction of the new hospital, 70 private beds that were previously located within the public hospital were able to be handed over from Ramsay Health Care to the state as additional public beds.

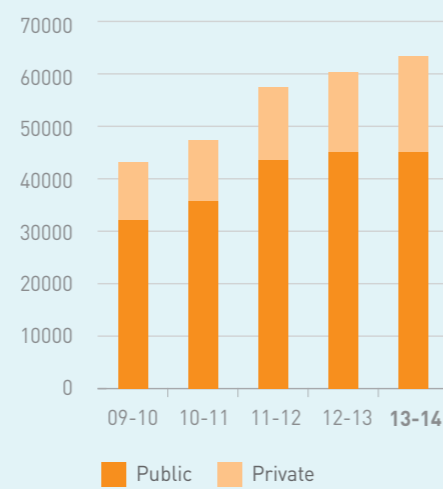


# PERFORMANCE

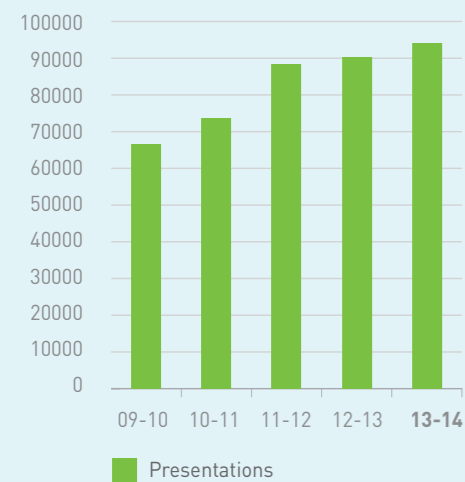
### Patient Days



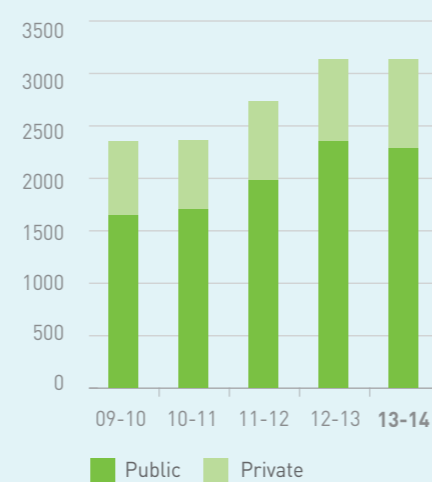
### Admissions



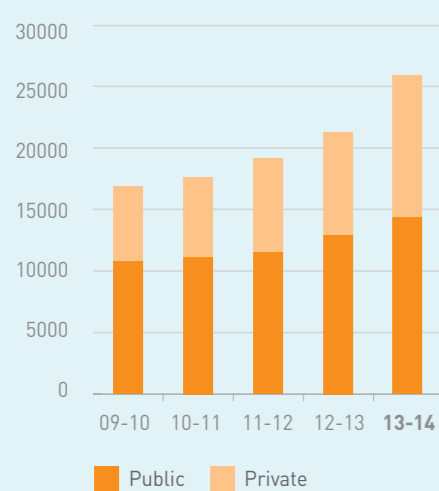
### Emergency Department



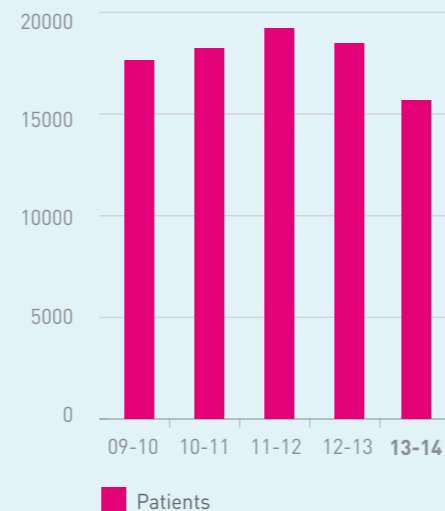
### Births



### Operations



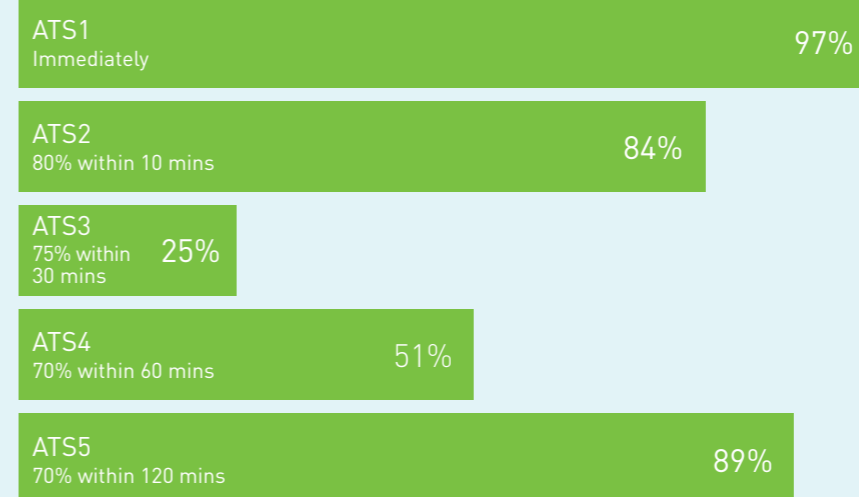
### After Hours GP attendances (patients)



Clinical Indicators	JHC	Aus – Peer Hospitals
Patient falls requiring treatment	0.02%	0.04%
Inpatients developing pressure injuries	0.02%	0.06%
Medication safety errors	0.00%	0.00%
Unplanned readmissions	0.37%	0.62%

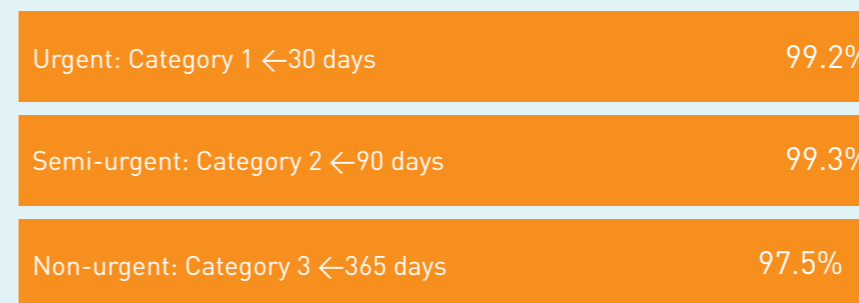
### Emergency Department Performance

% of patients treated within recommended timeframes



### Elective Surgery Performance

Percentage of patients treated within the recommended timeframes



# REDEVELOPMENT UPDATE



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 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 next to the new Emergency Department, 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 adjacent to the main public reception.

#### **Child Care Centre | 2014**

Since early 2014, JHC staff have enjoyed access to on-site child care with a new dedicated facility. Independently operated by Ngala, the 72 place long day care centre provides care to children aged 0-6 years. The new facility underpins JHC's commitment to providing a family-friendly workplace with a vacation care service also provided during the school holidays.

## 2015 AND BEYOND

Joondalup Health Campus serves one of the fastest growing regions of Australia – the local population of 340,000 is projected to grow to more than 500,000 by 2020. The recent redevelopment delivered extensive new facilities for public and private patients and enabled the hospital to catch up with its rapidly growing community. But with thousands moving into the area each week, further expansion is already underway.

#### **New Telethon Children's Ward**

Construction of a new 37-bed paediatric ward – on top of the existing public hospital – is set to start in early 2015 and take just one year. The facility is funded by Telethon7, the State Government and Ramsay Health Care and will replace the existing paediatric ward. See page 6 for more information.

#### **More renal chairs**

The on-site renal dialysis unit will relocate to upgraded and larger premises within the hospital in 2015. The expansion from 8 to 12 chairs will enable more patients to undergo their regular dialysis locally.

# COMMUNITY EVENTS AND SPONSORSHIPS



## GIVING BACK TO OUR COMMUNITY

[HBF Run for a Reason](#)

[City of Joondalup Valentine's Concert](#)

[West Coast Institute of Training Awards Evening](#)

[AMA Charity Golf Day](#)

[Cancer Council's Relay for Life](#)

[WA Nursing and Midwifery Excellence Awards](#)

[Joondalup Christmas Lunch](#)

[Ride to Conquer Cancer](#)

[Fremantle Dockers Online Auction](#)

[Joondalup Corporate Golf Day](#)

[City of Wanneroo Charity Golf Day](#)

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 2,700 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 2014. We have made a substantial contribution to Telethon WA, the Cancer Council and many other important charities. We were proud sponsors of the 2013 Relay for Life held at Joondalup Arena - an event that JHC is actively involved in year after year.

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.

## VALENTINE'S CONCERT

Joondalup Health Campus proudly supported the 2014 Valentine's Concert held at Joondalup Resort.

Joondalup Health Campus has been a long-standing premier partner of the City of Joondalup Valentine's Concert which is always a highlight on the City's calendar. Previous acts have included The Whitlams, Damien Leith, Dan Sultan and David Campbell.

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.

The popular community event attracted over 8,000 residents from the City of Joondalup with the free tickets snapped up within two hours on the day of release.

In 2014 the concert was a celebration of the greatest hits from the legendary Queen, featuring stars from the Australian and London's West End productions of the smash hit musical We Will Rock You, with a five-piece rock band and the Perth Symphony Orchestra.

# TRAINING AND DEVELOPMENT



The Training and Development unit aims to provide excellence in education by fostering, supporting and maintaining a positive learning culture throughout the organisation.

With this aim in mind, staff within the unit analyse the learning needs of colleagues and provide a range of programs to meet these needs. These range from the hospital's comprehensive orientation and mandatory training programs through to advanced clinical skill programs. Clinical enhancement programs are also offered to nurses wishing to expand their skills in emergency, critical care, perioperative care, mental health and paediatrics.

The unit is comprised of staff educators with extensive industry knowledge in both clinical and non-clinical roles and is supported by a network of staff development nurses who work in clinical areas providing education to frontline colleagues.

The Training and Development unit also assists staff with accessing other educational opportunities not provided within the campus via our external study leave process. During 2013-14, there were 1,986 hours of external study leave granted to staff. Offering these experiences creates the opportunity for enhanced knowledge and skills to be returned to the health campus, ensuring best practice which ultimately leads to improved patient outcomes.

JHC provides training for GPs who undertake remote anaesthetics either for the whole year or as upskilling programs for one to two weeks for GPs who are currently in the country but who wish to maintain skills that aren't taught in their practice area. Out of house training for WA based doctors also includes week long courses as preparation for anaesthesia speciality exams.

Employment pathways for new nurses and undergraduate nursing students are also a focus of the unit. During 2013-14, there were 738 undergraduate nursing student placements and 44 registered

nurses completed the hospital's general graduate program, 41 of whom continued to work at JHC. An additional 29 registered nurse graduates commenced their program in 2014. Also in 2013-14, 61 enrolled nurses completed their graduate program and all continued employment at JHC. An additional 37 enrolled nurses commenced their training in 2014. JHC also supports a number of nursing students through Postgraduate Certificate, Diploma and Masters level studies.

Partnerships with metropolitan, country and interstate universities as well as local TAFE Colleges and private providers have seen JHC continue to support undergraduate students of nursing, allied health and medicine in gaining their practical experiences.

In July 2013 we opened our \$17 million Community Clinical School. The school is part of a unique partnership between Ramsay Health Care, the Federal Government, the University of Western Australia, Curtin University and Edith Cowan University. The clinical school is located alongside the new Joondalup Private Hospital and includes the JHC Clinical Library, lecture theatres, offices and meeting rooms.

Our training programs have always allowed undergraduate and postgraduate doctors, nurses and allied health professionals to experience a unique mix of treating public and private patients within a single hospital. Having the on-site Clinical School has now taken this relationship to a new level, providing new training facilities for students and fostering links with people who may well become our future employees.

Learning programs offered by the Training and Development unit continue to grow and develop in line with our staff's ever changing training needs. In conjunction

with the Ramsay Training Institute, we deliver a mandatory online orientation program for all new staff to complement our in-house, personally delivered orientation sessions. Our regular programs related to mandatory competencies and clinical skill development have been maintained and are continually improving and including new areas of learning such as mental health and Resus for Kids educational material.

Increased frequency of the Deteriorating Patient Simulation workshops have been implemented to complement the Deteriorating Patient theoretical study day available for all disciplines.

New educational opportunities for 2014 include introducing the Human Factors, Human Errors training available to all disciplines with a multi-disciplinary team of staff involved in the facilitation and teaching on the day.

Inter-professional learning opportunities have been supported by continuing to develop networks with medical and allied health practitioners who both attend and present in our learning programs.

We continue to ensure our learning programs are accessible to nursing and medical staff working within the wider health community. Nursing staff employed within the Ramsay Health Care group and through nursing agencies or nursing homes from the local community participate regularly in our learning programs. We also continue to support the local community through opportunities of work experience for local high school students via our Next Gen high school program.

# SERVICES



## OUR SERVICES INCLUDE:

- |                                                     |                                                    |
|-----------------------------------------------------|----------------------------------------------------|
| <a href="#">After hours GP</a>                      | <a href="#">Neurology</a>                          |
| <a href="#">Aged care and rehabilitation</a>        | <a href="#">Neurosurgery</a>                       |
| <a href="#">Anaesthesia</a>                         | <a href="#">Obstetrics</a>                         |
| <a href="#">Bariatric surgery</a>                   | <a href="#">Occupational therapy</a>               |
| <a href="#">Breast surgery</a>                      | <a href="#">Oncology</a>                           |
| <a href="#">Cardiology</a>                          | <a href="#">Ophthalmology</a>                      |
| <a href="#">Cath lab</a>                            | <a href="#">Orthopaedic surgery</a>                |
| <a href="#">Coronary care</a>                       | <a href="#">Paediatric medicine</a>                |
| <a href="#">Diabetes education</a>                  | <a href="#">Paediatric surgery</a>                 |
| <a href="#">Dietetics</a>                           | <a href="#">Pain management</a>                    |
| <a href="#">Ear, nose and throat</a>                | <a href="#">Palliative care</a>                    |
| <a href="#">Emergency medicine</a>                  | <a href="#">Physiotherapy</a>                      |
| <a href="#">Endocrinology</a>                       | <a href="#">Plastic and reconstructive surgery</a> |
| <a href="#">Fertility/IVF</a>                       | <a href="#">Psychiatry</a>                         |
| <a href="#">Gastroenterology</a>                    | <a href="#">Renal dialysis</a>                     |
| <a href="#">General medicine</a>                    | <a href="#">Respiratory medicine</a>               |
| <a href="#">General surgery</a>                     | <a href="#">Rheumatology</a>                       |
| <a href="#">Gynaecology</a>                         | <a href="#">Social work</a>                        |
| <a href="#">Haematology</a>                         | <a href="#">Speech therapy</a>                     |
| <a href="#">Hepatobiliary and oncologic surgery</a> | <a href="#">Stomal therapy</a>                     |
| <a href="#">Infectious diseases</a>                 | <a href="#">Urology</a>                            |
| <a href="#">Intensive care</a>                      | <a href="#">Vascular surgery</a>                   |
| <a href="#">Neonatology</a>                         |                                                    |

# SPECIALISTS

Joondalup Health Campus has over a hundred highly sought after specialists to care for our patients. Our facilities include two on-site specialist medical centres providing dedicated suites for patient appointments.

For the most recent list of our specialists please visit [joondaluphealthcampus.com.au/Our-Specialists](http://joondaluphealthcampus.com.au/Our-Specialists)



# Consumer Liaison Service



**Do you wish to confidentially discuss any concerns regarding the care you have received at Joondalup Health Campus?**

The Consumer Liaison Service represents the interests of patients, their families and carers in resolving matters of concern.

Call us on **9400 9672** or write to  
**Consumer Liaison Service**  
**PO Box 242, Joondalup WA 6919**

**If our standards of service have not met your expectations, please follow these steps:**



### **Discuss it!**

Talk to the person in charge of the area concerned. Let them know how you feel. If you are not happy with their response...



### **Contact Consumer Liaison Service**

Call the Consumer Liaison Service on **9400 9672**. The Service is here to listen and help resolve your complaint.



### **Write to us!**

If you prefer, send your complaint to **Consumer Liaison Service, Joondalup Health Campus, PO Box 242, Joondalup WA 6919**



### **Not happy with the outcome?**

If you are not happy with the answers you receive we advise you to contact the **Health & Disability Services Complaints Office** on **6551 7600**. Ask us for more information.



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JOONDALUP WA 6027  
Phone: (08) 9400 9400  
[www.joondaluphealthcampus.com.au](http://www.joondaluphealthcampus.com.au)

People caring for people



**JOONDALUP**  
HEALTH CAMPUS