Inspired
Welcome to our first Inspired magazine. Regular readers of our newsletter will notice a change in the design and a new name. We have expanded our previous newsletter to a magazine form which provides us the opportunity to share more news from within and around the hospital with patients, staff, doctors and our extended community. Inspired will be produced and distributed three times in 2018.

In this edition you will see updates on some large projects that we are working on, including the opening of our new Werribee hospital earlier this year and the completion of East Melbourne renovations. In this new and improved publication, you’ll also see more engaging contents beneficial to both staff and patients including nutrition news, staff recipe and book reviews.

I hope you enjoy this pilot of Inspired magazine!

IAN GRISOLD
Regional CEO
St Vincent’s Private Hospital Melbourne

St Vincent’s Private Hospital Melbourne
59 Victoria Parade Fitzroy Vic 3065 Phone: (03) 9411 7111 www.svphm.org.au
facebook.com/StVincentsPrivate @SVPHMelb
st-vincent's-private-hospital-melbourne @stvincentsprivate
Mission and Vision

St Vincent’s Health Australia continues to build on the charism and traditions of the Sisters of Charity by delivering health and aged care services under the stewardship of Mary Aikenhead Ministries.

MISSION
As a Catholic Healthcare service we bring God’s love to those in need through the healing ministry of Jesus. We are especially committed to people who are poor or vulnerable.

VISION
We lead through research driven, excellent and compassionate health and aged care.

VALUES
Compassion
Our care is an act of love. We are present and accompany people when they are most in need.

Justice
To act with courage and speak in pursuit of what is right and just.

Integrity
Ensuring our actions and decisions are transparent and aligned with our values.

Excellence
Our care is safe evidence based and continually seeking to improve.

OUR HISTORY
St Vincent’s Private Hospital Melbourne has the Sisters’ of Charity’s mission at the heart of our organisation. We continue to build our reputation based on our history of leadership in compassionate care, healing and serving people with special needs.

St Vincent’s Private Hospital Melbourne is a facility of St Vincent’s Health Australia, under the Stewardship of the Trustees of Mary Aikenhead Ministries (TMAM).

TMAM was established by the Sisters of Charity of Australia on 1 July 2009 to continue their work in health, education and welfare services. The name Mary Aikenhead Ministries was adopted in tribute to the foundress of the Sisters of Charity, Mother Mary Aikenhead. Inspired by her extraordinary example, we work together with TMAM to continue to bring a great tradition of service to all in need of care.
SERVICES AND FACILITIES

**CAR PARKING**

At St Vincent’s Private Hospital Fitzroy there is a multistorey car park located immediately behind the hospital in Fitzroy Street. Hourly rates apply which are payable by cash or card, with a maximum daily charge. For patient drop off and pick up there is a 15 minute zone directly opposite the side entrance of the hospital in Fitzroy Street. If you do stay longer than the 15 minutes you may incur a parking fine from the council.

At St Vincent’s Private Hospital East Melbourne there is a multistorey car park located immediately opposite the hospital in Grey Street, East Melbourne.

For patient drop off and pick up there are free 15 minute car parks directly outside of the hospital, however if you do stay longer than the 15 minutes you may incur a parking fine from the council.

At St Vincent’s Private Hospital Kew there is free car parking in the hospital grounds as well as in Studley Avenue. For patient drop off there is a 15 minute car park in Studley Avenue.

At St Vincent’s Private Hospital Werribee there is car park available within the hospital grounds. Hourly rates apply which are payable by cash or card, with a maximum daily charge.

**CHAPEL SERVICES**

The Hospital Chapels are located to the right of the main entrances on the Ground floor at both St Vincent’s Private Hospital Fitzroy and St Vincent’s Private Hospital East Melbourne. The chapel for St Vincent’s Private Hospital Werribee is located to the left of the back entrance on the Ground floor. Mass times are posted on or near the Chapel door.

Our Food Services Assistants will take your order during the day for the following day meals.

If you have any dietary restrictions, the nursing staff or our dietician will help you make the appropriate meal choices.

Food Services Staff will visit you daily to discuss your menu choices. If you have any special needs or require a religious/cultural diet, they will be only too happy to assist.

If you have any other dietary requirements or requests, please speak to the nursing staff. You can also ask to speak to a dietician.

**Food Service Times**

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<tr>
<th>Time</th>
<th>Description</th>
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<tr>
<td>7.30am – 8.30am</td>
<td>Breakfast</td>
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<td>10.15am</td>
<td>Morning Tea</td>
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<tr>
<td>12.00 midday – 12.45pm</td>
<td>Lunch</td>
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<td>1.30pm</td>
<td>Afternoon Tea</td>
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<tr>
<td>5.00pm – 5.45pm</td>
<td>Dinner</td>
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<tr>
<td>7.00pm</td>
<td>Supper</td>
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**INTERPRETING SERVICES**

An interpreting service is available, please ask our staff.

**MAIL AND DELIVERIES**

All incoming mail, flowers or deliveries addressed to you will be delivered to your room daily. Mail arriving after your discharge will be promptly forwarded to your home address.

We also have a newspaper service during the working week, between approximately 7.00am to 9.00am so you can buy newspapers without leaving your room.

**NO SMOKING POLICY**

All four hospitals of St Vincent’s Private Hospital Melbourne are NO SMOKING facilities. This includes the hospital grounds and surroundings.
**NURSE CALL SYSTEM**
The Nurse Call System operates from the hand set next to your bed. The nurse will demonstrate the functions of the handset when you first arrive. If you require any assistance at all, please do not hesitate to utilise the Nurse Call Bell.

**PATIENT SERVICES AND CLEANING STANDARDS**
Patient Services and Environmental Services staff are assigned to each clinical area from 6.30am until 8.30pm daily. Outside these hours on-call support is available where necessary for non-routine cleaning (e.g. spills, full waste bins).

Cleaning of patients’ rooms and hospital facilities is in accordance with the Victorian Department of Health Hospital Cleaning Standards, Infection Control guidelines, and applicable Australian Standards.

Daily routine cleaning of patient rooms includes emptying waste bins, general surface cleaning, spot cleaning floors, and ensuite cleaning. Routine carpet vacuuming is undertaken every second day.

Staff will not enter your room to undertake cleaning if a “Do not disturb” sign is displayed on the door. If you are asleep or in the ensuite when staff enter the room they will not disturb you, but a calling card will be left. Please tell the nursing staff if you have any problems please speak to a staff member on your ward. There is also an educational in-house television station that regularly shows educational videos related to your stay.

**TAXI PHONE AND PUBLIC PHONES**
Public phones are available on the ground floor in the general reception area. A direct telephone line to a taxi service is also available on the ground floor at each site. Please ask at reception for the location of this phone.

**TELEVISION**
Televisions are provided in each room free of charge and are operated by the handset by your bedside. If you have any problems please speak to a staff member on your ward. There is also an educational in-house television station that regularly shows educational videos related to your stay.

**WARD ROOM TELEPHONES**
You will find a telephone on each bedside cabinet. You can make local calls directly from your room by first dialling “0” for an outside line. There is no charge for local calls.

**WI-FI**
Wi-Fi services are available for patient use at each of our hospitals. Please ask our reception staff for further details on admission.

**PHARMACY**
The pharmacy is located on the ground floor at St Vincent’s Private Hospital Fitzroy, St Vincent’s Private Hospital East Melbourne, St Vincent’s Private Hospital Werribee and on the second floor at St Vincent’s Private Hospital Kew. Medications, limited surgical equipment and toiletries for patients, staff and visitors are available from all four pharmacies. If you need to purchase/hire equipment, purchase personal pharmacy items or discharge medications or medications not related to your admission diagnosis, you are required to pay the pharmacy direct for the cost of these items.

**CLINICAL SERVICES**
THE HOSPITAL HAS A WIDE RANGE OF CLINICAL SERVICES:
- Breast Surgery
- Cardiac Services
- Colorectal and Gastro Intestinal Surgery
- Continuum of Care
- Day Procedure Unit
- Diabetes Educator
- Ear, Nose and Throat Surgery Endocrinology
- Gastroenterology
- General Surgery
- Haematology
- Intensive Care Unit
- Maternity Services
- Nutrition
- Neuroscience
- Oncology
- Ophthalmology
- Oral and Maxillo Facial Surgery
- Orthopaedics
- Paediatrics
- Plastic and Reconstructive Surgery
- Rehabilitation
- Sleep Disorders Centre
- Social Worker
- Stomal Therapist
- Urology
- Vascular Services
Our Team

STAFF
Our qualified nursing staff comprise of both Registered and Enrolled Nurses who are dedicated to providing you with the best care possible during your stay.

You will also encounter a variety of other support staff such as clerical, environmental services and food services whom you will be able to identify by their hospital nametags and uniforms.

PASTORAL CARE
Pastoral services play an integral role in our hospital team. The role of pastoral practice includes listening, supporting families through transition and crisis, providing spiritual focus, providing sacramental support, and arranging a representative from your own faith tradition. Pastoral practitioners are employed by the hospital and have pastoral and theological background and training. We are sensitive to all religious, non-religious and cultural traditions. We respond respectfully to your emotional and spiritual needs and to those of your family in an environment of trust and confidentiality.

SOCIAL WORKER
A Social Worker is available to help patients and their families. Please ask your Doctor or Nurse Unit Manager if you require this service.

PHYSIOTHERAPY
St Vincent’s Private Hospital Melbourne has onsite Physiotherapists that work across all four hospitals and support our rehabilitation service.

VOLUNTEERS
At St Vincent’s Private Hospital Melbourne, we have had a long and proud association with a committed group of volunteers who support the hospital’s Mission and help to achieve its aims. Over 40 volunteers help in marketing, patient escort and hospitality. Volunteers provide a wide range of services from assisting staff on the wards to delivering newspapers and helping with the arrival and discharge of patients.
TRY OUR

TURMERIC SEED BREAD

100% NATURAL  VEGAN  PALEO  SUGAR FREE  GLUTEN FREE

Ingredients

1 cup almond meal  1 cup pepitas  6 eggs
1 cup sunflower seeds  1 tsp Turmeric Latte  1/4 cup almond milk
3/4 cup sesame seeds  1 tsp salt  1 tbsp coconut oil

Instructions

1. Preheat the oven to 175°C or 350°F.
2. Prepare a loaf tin by greasing it with coconut oil.
3. Add to bowl
   1 cup almond meal,
   1 cup pepitas,
   1 cup sunflower seeds,
   3/4 cup sesame seeds,
   1 tsp Turmeric Latte,
   1 tsp salt and mix well.
4. In a separate bowl add
   6 eggs, 1/4 cup almond milk,
   1 tbsp coconut oil
   and whisk together.
5. Combine the mixtures and pour them into the loaf tin.
6. Bake for 40 minutes until the loaf is cooked through and golden.
7. Carefully remove the loaf and allow to stand for 15 minutes before slicing.
8. Enjoy with a soup, smashed avocado and a drizzle of Jomeis Fine Foods Sweet Balsamic Reduction*.
   • Available in stores and online.

1300 729 626  JOMEISFINEFOODS  @JOMEISFINEFOODS

TRY OUR NUTRITIONAL LATTES THAT LOVE YOU BACK

AVAILABLE ONLINE & IN STORES NOW  VISIT WWW.JOMEISFINEFOODS.COM.AU
Are we consuming too much sugar?

The World Health Organisation has issued a new guideline strongly recommending that we reduce our "free sugar" intake to be no more than 10% of our total kilojoule intake. This new guideline is based on evidence that keeping intake of free sugars below 10% of total energy intake reduces the risk of obesity as well as tooth decay.

"Free sugars" refers to sugars added to foods and drinks by manufacturers, cooks, and you the consumer, as well as those found naturally in honey, syrups and fruit juices. It doesn’t however refer to the sugars found in fresh fruits and vegetables, or those naturally present in milk. It can therefore be tricky to determine how much “free sugar” you are consuming from packaged and processed foods as the Nutrient Information Panel refers to all sugars (added and naturally occurring such as lactose in milk and fructose in fruit), not just free sugars.

There isn’t currently a recommended daily intake level of sugar in Australia. For an adult Australian on a diet of 6500kJ-9000kJ a day, staying under 10% sugar of total energy means consuming no more than 38-55 grams of added sugar or 9-13 teaspoons per day.
SMART EATING QUIZ

1. If a product says it has ‘no added sugar’ is it low in sugar?
   A. Yes
   B. No
   C. Sometimes

2. True or false? High fibre foods can be beneficial when trying to lose weight.

3. Which of the following has a low glycaemic index (GI)?
   A. Yoghurt
   B. Potato
   C. Watermelon
   D. Wholemeal bread

4. A gluten free diet should be followed by those who:
   A. Have high blood cholesterol
   B. Have been diagnosed with Coeliac disease by their doctor
   C. Need to lose weight
   D. Have irritable bowel syndrome (IBS)

Answers
1. C
2. True
3. A
4. B

There are obvious food sources of sugar such as soft drinks— one 600ml bottle of Coca Cola contains 16 teaspoons of sugar. But much of the sugar we consume today is hidden in processed foods. For example, although breakfast cereals like porridge and Weetbix are very low in sugar (1% & 3.3%), Cornflakes are around 8%, Special K is 14.5% and Nutrigrain is 26.7%. Yoghurts can also be very varied in their sugar content. While a natural yoghurt contains around 5-6%, commercial fruit flavoured yoghurts may vary from as little as 5.4% up to almost 14%. Some of this ‘sugar’ comes from the naturally occurring fructose in the fruit and lactose in the yoghurt but some of it is from added cane sugar. Fruit juice concentrate may also be used which will increase the added sugar content.

Fruit juices, even those with no added sugar, can contribute a large amount of sugar as fructose. For example a 250ml bottle of orange juice (at 11% naturally occurring sugars) will provide 31g sugar. Compare this with one whole orange may only be a quarter of that amount. Even a 600ml sports drink can contribute up to 35g extra sugar.

SO WHAT SHOULD YOU CONSUME?

The Australian Dietary Guidelines state:
Enjoy a wide variety of nutritious foods from the five food groups every day: which includes vegetables and legumes, lean meats/chicken/fish/eggs/nuts/seeds, dairy products, wholegrain breads/ cereals and fruit.
Drink plenty of water. Lastly, limit intake of foods containing saturated fat, added salt, added sugars and alcohol.

Check out the guidelines on the ‘eat for health’ website: www.eatforhealth.gov.au

This article is produced by the Nutrition Department:
Theresa Dimitrakakis (APD), TinMiMi Maung (APD), Wendy Vaiano (APD), Katherine Adam (APD), Alex Salmon (APD), Lauren Snowden (APD), Lisa Brearley (APD)

Any comments or questions can be forwarded to the nutrition department on phone 9411 7550.
St Vincent’s Private Hospital Werribee was officially opened on Friday 16 February 2018.

The new St Vincent’s Private Hospital Werribee has been designed and built to meet the pressing health needs of Melbourne’s outer west and south-west suburbs. With new data revealing the city of Wyndham is now bigger than Greater Geelong and has growth of over 12,000 people each year, there was an urgent need for a new state of the art private hospital.

St Vincent’s Private Hospital Werribee (SVPHW) will provide health services for more than 16,000 patients annually, becoming one of the regions busiest and biggest acute care private hospitals.

The hospital, which opened its doors to patients on 30 January 2018, has four theatres and 61 beds, including a Special Care Nursery. SVPHW is the only hospital in Melbourne’s south-west with a Cardiac Catheter Laboratory, providing critical care to cardiac patients without them needing to travel to the city.

The hospital has already employed 80 new staff and expects to employ 350 staff over the coming year.

The hospital was officially opened and blessed on Friday 16 February by Archbishop of Melbourne, Most Reverend Denis Hart at a ceremony also attended by Mr Tim Pallas MP, Local State Member for Werribee, representing the Premier Daniel Andrews and the Minister for Health and Ambulance Services, Jill Hennessy.

The hospital will provide services for Heart & Vascular Care; Ear, Nose and Throat; Gynaecology; Maternity; Orthopaedics; Neurosurgery; Oncology & Haematology; Paediatrics; Rehabilitation; General Surgery & Endoscopy; Urology; Plastics; and Sleep Studies.

A big congratulations and well done to all staff that had worked tirelessly to commission this facility safely, especially the SVPHW Work Stream Leads Group.

Following page, clockwise starting from top right: Blessing Ceremony by Archbishop Denis Hart; Sr Maryanne Confoy rsc and Pam Lamano; Prudence Virgona, Rachael Cassar, Christine Plett and Kim White; Shaune Gillespie, Maree Menotola, Charmayne Thompson and Matt Hosking; Ian Grisold, Paul Robertson AO, David Alcock, Sr Linda Ferrington rsc, Christine Plett, David Savan, Dr Maria Theresa Ho, Toby Hall, Dr John Gurry; Choir from MacKillop College Werribee.
If following your hospital stay you require transition into aged care or just need some help around your home, St Vincent’s Care Services can tailor services to meet your individual needs.

As part of the St Vincent’s Health Australia network, your post-hospital care and support is delivered with the same dedication, compassion and excellence, in the tradition of the Sisters of Charity.

We understand the importance of lifestyle and community, which is why our services encompass personal and clinical care, diverse leisure programs and support for emotional and spiritual wellbeing.

**Residential living:** providing around-the-clock care and support in home-like environments, where staff strive to make you feel welcome, valued and safe.

**Community living:** delivering a range of services from nursing care to domestic assistance, to help you maintain your independence and lifestyle in your own home.

Speak to your nurse or a member of the Discharge Planning Team to discuss what care and support St Vincent’s Care Services can provide for you after you leave hospital.

For more information about St Vincent’s Care Services contact our Admissions team:

1800 778 767 | svcs.info@svha.org.au
www.svcs.org.au

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**Eltham**
43 Diamond Street, Eltham
A welcoming and caring residential aged care community, set amongst tranquil parklands and gardens.

**Werribee**
240 Hoppers Lane, Werribee
A contemporary and caring residential aged care community, co-located with St Vincent’s Private Hospital Werribee.

**Community living**
Extensive in-home support and care services available throughout Melbourne.
Allergic rhinitis or hayfever is a very common condition and can affect 1 in 5 individuals. Symptoms include sneezing, runny nose, and itchiness of eyes or nose. Nasal congestion, if present, can lead to snoring or sleep apnea, which can affect your quality of sleep, leaving you feeling sleepy and tired during the day.

The main reason to investigate and manage this is that it may have a significant impact on your quality of life. Importantly, it can increase your risk of developing asthma and other allergies in the future. Symptoms develop when you form a hypersensitivity to certain allergens such as pollens, dust mite, moulds and animal hair.

Symptoms may occur during certain seasons (usually due to allergies to grass, weed or tree pollens) or are present all year round (usually caused by allergies to house dust mites, moulds or animal hairs).

To investigate this condition you can have a series of skin prick or blood tests. If these are positive and consistent with your symptoms, then there are a number of treatment options available. Some of these include intranasal steroid sprays, antihistamines, a combination of these or immunotherapy.

Immunotherapy is also known as desensitisation. It involves the administration of regular, gradually increasing amounts of the allergen so that the body can become immune to its effects. Treatments can be given by injections under the skin, or using drops or tablets under the tongue.

Side effects, time and costs of treatment may determine which ones you choose. Treatment is usually for 3-5 years and can have long lasting benefits.

If you want to begin desensitisation for seasonal allergies, you should see a doctor before April, as treatments should begin no later than April/May. For desensitisation for year round allergens, such as house dust mite, then it can be started at any time, as long as your asthma is under control.

If you need to see someone about hayfever, then you can contact Dr Naghmeh Radhakrishna, who is a Respiratory, Sleep and Allergy Physician. She can talk to you about your asthma, hayfever and sleep apnea issues. You can contact her through:

East Melbourne Heart & Lung
55 Victoria Parade, Fitzroy 3065
Phone: 03 9419 2477
Fax: 03 9417 1694
Email: emheartlung@gmail.com
It was a wonderfully exciting time when our maternity physiotherapist Lauren Fink gave birth to her first son, Oscar, here at St Vincent’s Private in 2013. Lauren has provided so much support and guidance to patients during pregnancy and after birth as they regain full health after delivering their babies.

Lauren and husband Paul were enjoying all the first moments every parent welcomes when things suddenly and unexpectedly changed.

Paul was 34, very fit, active and health conscious but in 2014, he had a stroke, an Arterio-Venous-Malformation (AVM) and had a left fronto-temporo-parietal haemorrhage (A brain haemorrhage that occurs when a blood vessel or an aneurysm bursts in the brain, causing bleeding inside the brain).

AVM is congenital - meaning it’s a defect you have from birth.

What followed was significant medical care for Paul. Starting two weeks in a coma, six months as a hospital inpatient, including five months of rehab and a further 10 months as an outpatient in a community therapy program.

Paul has had to learn everything again, from how to walk to how to speak. It’s not been an easy task and Paul and Lauren have a long way to go until Paul will reach a full recovery.

Paul has started to dedicate much of his time to supporting other stroke victims but also to educating people about what it’s like to be a young stroke victim too.

We recently had the pleasure of Paul speaking to our own staff. This was a useful opportunity for our team to hear ideas on how to improve the care they provide to other patients who might also be young stroke victims.

During Paul’s recovery Lauren returned to work with us and dedicate her working time to making sure new mums had the best physiotherapy support while also hosting sessions on the benefits of baby massage. Lauren is always highly regarded by every patient and the team she works with, so it was our pleasure to be part of the team to welcome Harrison, baby boy number 2, at St Vincent’s Private Hospital in November 2017.

For more information please visit iamPaulFink.com.au

Photo courtesy of Kelly Jordan Photography
Paul has started to dedicate much of his time to supporting other stroke victims but also to educating people about what it’s like to be a young stroke victim.
News from around the hospital...

WELCOME TO TOM CADE

In March, we officially opened brand new rooms and welcomed Dr Thomas Cade, Obstetrician and Gynaecologist.

Dr Cade has an interest in numerous ongoing research projects and has published locally and internationally on fertility-sparing treatments for endometrial cancer and diagnostic criteria for pre-eclampsia. Dr Cade is a reviewer for a number of local and international journals.

He is a Senior Lecturer in Obstetrics and Gynaecology at the University of Melbourne and regularly examines medical students.

Having undertaken advanced training in gynaecological surgery, Dr Cade has an interest in minimally invasive gynaecological surgery.

Dr Thomas Cade is currently accepting new obstetric and gynaecology patients at his new rooms at:

Suite 3, Level 2, 55 Victoria Parade Fitzroy
Phone: (03) 9411 7447
The Australian Open is a great time of year for lovers of tennis with so many professional players in town for the event. This year, UK tennis champion Andy Murray was hoping to compete, instead, he required significant hip surgery. Andy Murray was cared for by orthopaedic surgeon Mr John O’Donnell with surgery taking place at St Vincent’s Private Hospital East Melbourne.

Andy shared the news of his hip surgery and hospital visit on Facebook and Instagram with approximately 5 million people around the world!

Maria Stevens our Oncology Liaison Nurse at East Melbourne, has been awarded a $20,000 scholarship from the Betty Amsden Charitable Trust. Marisa has enrolled to commence a Masters in Advanced Nursing (Nurse Practitioner) which this scholarship will cover the course fees.

Maria Hubble RN announces her retirement after 29 years

Maria started working at Vimy Private Hospital (Kew) in 1987 and then began at Mercy Private Hospital (East Melbourne) in July 1993.

Her many varied roles included Director of Nursing, CNS and Primary nurse.

Maria has excellent skills, knowledge and experience in many specialties but particularly Orthopaedics. She has been well regarded and highly sought after as one of East Melbourne's senior Orthopaedic theatre nurses working alongside some surgeons for many years.

Maria announced her retirement from East Melbourne theatre and received heart-warming thanks for her contribution and participation from Mr Frank Lyons (Chair) at the Orthopaedic Craft Group meeting.

She will be missed by many not only for her expertise and knowledge but for her great sense of humour, golf skills, support and friendship. We wish Maria well in her next adventures.
PROTECTION FROM INFECTIOUS AGENTS

Standard precautions are a set of infection prevention practices healthcare workers (HCWs) use to reduce transmission of microorganisms in the healthcare setting for ALL patients, ALL of the time.

Standard precautions include:

- **HAND HYGIENE**: Hand washing, with either soap and water or an alcohol based hand rub immediately before and after touching a patient. St Vincent’s Private Hospital Melbourne (SVPHM) use the ‘Clean in, Clean out’ principle. Clean your hands on the way into a patient space and on the way out of a patient space.

- **PERSONAL PROTECTIVE EQUIPMENT (PPE)**: PPE is to be worn when there is a risk of a splash or spray of blood or body fluid. PPE includes gloves, gowns, eyewear and masks. There are occasions where eyewear and gloves or gown and gloves are sufficient on their own.

- **SHARPS**: Sharps are to be handled safely and correctly discarded immediately after use.

- **ENVIRONMENTAL CLEANING**: Cleaning of the healthcare environment and equipment with detergent wipes or solution in between each patient.

- **ASEPTIC NON TOUCH TECHNIQUE (AN TT)**: A non-touch technique is used when attending to wounds and invasive device such as intravenous access, drain tubes, indwelling catheters etc., to prevent the transfer of potentially infectious microorganism from the HCW, procedure equipment or the immediate environment.

A designated clean trolley or equivalent clean space is used to setup a sterile field then hand hygiene is performed prior to undertaking a procedure requiring a non-touch technique.

- **MANAGEMENT OF WASTE AND LINEN**: The main waste generated in healthcare includes: general waste, recyclables, clinical waste, sharps, cytotoxic waste, organic waste, pharmaceutical and radioactive waste. Healthcare facilities are responsible for the waste they generate throughout its life cycle. Thermal or chemical disinfection is required for laundered linen used within healthcare facilities. Laundering of perioperative attire requires disinfection and special processing, therefore must be laundered by a commercial laundry not in a domestic washing machine. Soiled linen and perioperative attire at SVPHM is sent to a commercial laundry. HCWs transporting waste and soiled linen must comply with standard precautions, donning appropriate PPE and perform effective hand hygiene.

- **PROCESSING OF REUSABLE MEDICAL DEVICES (RMDS) OR USE OF SINGLE USE ITEMS**: Items labelled by the manufacturer as single use, are for single use ONLY then to be appropriately discarded. Some items are labelled by the manufacture as single patient use. It is therefore acceptable to re-use for the same patient in accordance with manufacturer instructions.

- **RESPIRATORY AND COUGH ETIQUETTE**: Cover your cough. Request visitors to not visit if they have a respiratory illness or cough.
NOW THAT YOU KNOW ABOUT STANDARD PRECAUTIONS
WHAT OTHER PRECAUTIONS MAY BE REQUIRED?

ADDITIONAL PRECAUTIONS:
Transmission Based Precautions should be used where additional precautions beyond Standard Precautions are needed to minimise transmission of infection.

Transmission Based/Additional Precautions include:
1. AIRBORNE PRECAUTIONS: Implemented when infectious organisms can be spread via airborne droplets (examples: chickenpox, measles, tuberculosis).
2. DROPLET PRECAUTIONS: Implemented when infectious organisms can be spread via tiny droplets through coughing and sneezing (examples: pneumonia, influenza or whooping cough).
3. CONTACT PRECAUTIONS: Implemented when infectious organisms can be spread via contact with hands, environment and equipment (example: gastroenteritis, multi resistant agent).
4. MODIFIED CONTACT PRECAUTIONS: Precautions implemented when a multi resistant organism is contained within a specific area (example: wound infection, suspected multi resistant agent).

Additional precautions will be directed by the Infection Prevention Department.

KEY MESSAGES
- Standard precautions are practiced within healthcare as a basic level of infection prevention.
- Standard precautions should be implemented for EVERY patient, despite whether or not the patient has a known or suspected infectious disease.
- Additional precautions are necessary when caring for a patient with a confirmed or suspected infectious disease or agent.
- The need for standard or additional precautions depends on the infectious organism and its mode of transmission.
St Vincent’s Private Hospital Melbourne is always striving for ways to better care for you. We know that one of the biggest frustrations during your hospital journey can be finding a specialist, and even worse, getting an appointment with that specialist within a reasonable timeframe. We have listened to these frustrations and developed a service to assist you in this process as best we can.

My Specialist is a service that sits between you and the many private practice specialists. We bridge the gap between you and a world class surgeon with just one phone call.

HOW DOES IT WORK?

You simply need a valid GP referral to use the My Specialist service, even if the referral is to a specific doctor. Once you have your referral you can call our 1300 number and a My Specialist staff member will find either the next available or most suitable consultation within our network of surgeons. More often than not, we will have you an appointment within 5 days!

Currently My Specialist works in the Orthopaedics, Neurosurgery and Cardiology space and we plan to expand to more specialties very soon.

For more information, or to book a specialist consultation:
Phone: 1300 151 256
Email: hello@myspecialist.org.au
Visit: myspecialist.org.au
In our last edition of Inspired by News we shared Peter’s story and his battle with multiple myeloma. Peter Baynes, an Engineer from Tasmania was diagnosed with multiple myeloma in 2015. Multiple myeloma is a type of cancer of the plasma cells.

While seeking treatment in Tasmania, in 2015, Peter attended a talk by Dr Hang Quach, organised by the Australian Leukaemia Foundation. Knowing Dr Quach has a strong involvement in both clinical and laboratory research, and has led the development of an Australian guideline for the treatment of multiple myeloma for physicians, Peter asked to be referred to seek consultation and treatment from Dr Quach, and that’s when he first got admitted to SVPHM for treatment.

There is currently no cure for myeloma but treatment can be successful in controlling the disease. In 2017, Peter had a relapse and the myeloma prevailed. He suffered from ulcerating cancer wounds on his skin, and had disease relapse in the brain that was affecting his mobility and ability to self-care. Having undergone an aggressive treatment in 2015, Peter was left with very limited treatment options when his myeloma relapsed.

With Dr Hang Quach’s strong involvement in research, she was able to get Peter access to a new drug, Daratumumab (Dara), a type of Monoclonal Antibodies that has very recently become available in Australia.

Peter is one of the first patients to use this drug out of its clinical trial phase and we’re one of the first private hospitals in Australia to be given access to this drug.

Three months being away from home (Tasmania) and undergoing weekly treatments, Peter was hopeful. Peter and his wife Mim were very fortunate to have the support of the Australian Leukaemia Foundation, for accommodating Mim’s stay in Melbourne.

Sadly Peter lost his battle with multiple myeloma in October 2017. Since Peter’s passing, Mim has decided to support Australians living with blood cancer in memory of Peter, by joining the Beat Blood Cancer Challenge, to raise vital funds for the Australian Leukaemia Foundation.

On 12th April, Mim will be trekking for 18 days, for an average of seven hours a day to reach Everest Base Camp. Every kilometre she covers helps the foundation. Her goal is to fundraise $4,000. Mim has been busy training for the past few months in preparation for this challenge.

We admire Mim for her courage and strength and we wish her all the very best in her 18 day challenge.

If you’d like to support Mim’s fundraising effort, visit www.my.leukaemiafoundation.org.au/mim
Baby, we can change the world.

Carefully crafted nappy and baby care products, developed by experts and tested by parents.

The amazing part? Every Thankyou baby product helps get healthcare to mums and bubs in need.
St Vincent’s Kids is the largest private paediatric unit in Victoria and we have been looking after kids for many decades.

We specialise in orthopaedics (bones), ear nose and throat surgery, urology, plastics and general surgery for infants, children and adolescents.

We also run the only private paediatric sleep unit in Melbourne, helping to analyse children’s sleep to assist in the best diagnosis and treatment.

St Vincent’s Kids is available at:
St Vincent’s Private Hospital East Melbourne
159 Grey Street, East Melbourne, VIC 3002

St Vincent’s Private Hospital Werribee
240 Hoppers Lane, Werribee, VIC 3030

www.svphm.org.au/home/our-services/list-of-services/paediatrics
The celebration of a new pregnancy brings with it much excitement and joy for the parents to be, their immediate family and wider group of friends. News is shared with a smile in anticipation of a new life and all the hope and possibilities that life will bring.

Working here at St Vincent's Private we share in the beautiful first moments of life for thousands of babies every year. Supporting each parent and sharing with them the magical moments of birth. There are times however when this joy is the complete opposite. For patient Adele Schultz, her baby, Leo, had complications during pregnancy and while everything was done to save Leo, he passed away a few hours after his birth.

When a patient suffers the loss of a baby our staff and community grieve with them. We walk beside them and provide the support and compassion that the family need to help them step through the darkest of days. Throughout many hospitals around the world the purple butterfly is a symbol of the loss of a baby. This symbol is placed on the door or in the room of the patient to provide staff with a signal that the family is grieving, that a baby has died. It helps our staff provide the most respectful levels of care during a time that is already tremendously hard.

A few months ago Adele contacted me via email gently asking if she could discuss the butterfly symbol that we use.
While it has been used with the best intentions, Adele spoke of how the concept of a butterfly, flying off into new life in a nice happy purple colour really didn’t represent how she felt after losing Leo.

Adele wrote “While I was a patient at St Vincent’s Private the midwives and nursing staff did more than just help save my life. During the days after Leo’s death they cared for my broken body and they nursed my tortured soul. It always seemed at the moment I needed it most there would be the soft touch of a hand or the kind face of a midwife just spending a few minutes with me during a tea break or at the end of a shift. Before Leo’s death, when no one knew if everything would turn out ok, the staff didn’t give me false hope but they did give me hope after Leo’s death when there was only darkness and despair.”

“When life is tough, hope is a blessing”.

Over the last four years since Leo died, Adele and her family has grieved the loss of Leo. Adele has spent time involved in art therapy and developed her own artistic skills.

During this venture it become clear that anything related to butterflies was difficult. The happy colourful butterfly representing new life was hard to tolerate.

From this acknowledgment Adele was introduced to artwork that she instantly felt a connection with. The butterflies by artist Marnie Higgs did represent the feelings and emotions Adele felt when Leo died. The feelings were so powerful that Adele wanted others who experience what she did, to have the ability to also feel connected with the artwork.

Adele asked if the hospital would consider changing the use of the current butterflies. Was there an opportunity to rethink current procedures? The answer was a very loud yes.

We are always keen to hear ideas directly from patients on how we can provide excellent care. We are inspired by our patients every day and listening to them is what makes us continue to provide the highest level of medical care, compassion and healing.

In Leo’s memory, Adele and her family has gifted the hospital a number of artworks to be provided to any future patients who will sadly experience the loss of a baby. Included with the artwork will be a short note that will be used with Adele’s permission.

It will read:
Dear Special Mum,
A picture can say a thousand words and this image is gifted as a token of hope.
I know from this day forward you will never feel quite the same.
Some days you might be dragging your wings or maybe just holding on but please know there is hope and your own form of healing has already begun. It is a journey and it will take some time.
Some days will be tougher than others but one thing is certain, just because you are dragging your wings today does not mean you won’t fly again in the future.

Much kindness from A Fellow Special Mum

Thank you to Adele for speaking with us, sharing her story and the memory of baby Leo with us all.

To see more Marnie Higgs art visit www.marniehiggs.com

Claire Hewitt, Marketing Manager
ST VINCENT’S ETHOS PROGRAM
The St Vincent’s Ethos program has been developed over the past 12 months. It was first introduced at St Vincent’s Hospital in Melbourne in July 2017 and is being rolled out nationally across all St Vincent’s Health Australia’s hospitals. The program aims to embed safe, respectful and professional behaviour and provide a consistent, transparent and equitable way to address staff conduct that undermines patient or staff well-being.

The partnership has successfully secured a National Health and Medical Research Council partnership grant of $1.2M to evaluate the program nationally over four years.

St Vincent’s Health’s Chief Medical Officer and Group General Manager of Clinical Governance, Dr Victoria Atkinson, said the partnership grant would facilitate world-first research looking at the impact of the Ethos program on staff behaviour and patient experience.

“It’s well known that bullying, discrimination and harassment are significant problems in Australia’s healthcare sector and St Vincent’s Health is not immune,” said Dr Atkinson.

“The Royal Australasian College of Surgeons found that around half of the College’s fellows and trainees had experienced bullying, discrimination or sexual harassment. Other professional colleges have found similar disturbing rates of unacceptable behaviour.”

“But while the sector is struggling to respond effectively to entrenched bad behaviour what St Vincent’s has done is take a very public stand against it, and we want to bring all of our staff with us: in healthcare, administration, and support services; everyone in every role, across the entire organisation.”

“Sometimes staff may feel ill-equipped or unable to speak up when they witness or experience disrespectful behaviour. They might feel that if they report the problem, it won’t be addressed; or perhaps they’re afraid of repercussions? Or maybe it’s just because – in the unit or department they work – there’s an acceptance that inappropriate behaviour is somehow ‘normal’?”

The Ethos program includes:

• an accountability pathway which outlines a consistent, transparent and equitable way to provide feedback to staff about their behaviour;

• a reporting tool which provides a safe avenue to report incidents of either positive behaviour or negative behaviour that undermines staff or patient safety. Reports can be submitted by any staff member using an online tool which is private, confidential and safe.

• a package of capability building and training to equip leaders and staff with the skills they need to role model safe and respectful behaviour.

“Ethos allows us to recognise staff who exhibit positive behaviour and are exceptional role models; it removes barriers to speaking up and makes it easier and safer to do so; and it allows us to respond quickly and equitably to incidents of behaviour that undermine patient and staff safety,” said Dr Atkinson. “It needs to be said that in most healthcare organisations, serious bad behaviour is perpetrated by only 2-3% of people. We acknowledge that the majority of staff model behaviours that are focussed on patient well-being and founded in integrity.”

“There’s also been no lack of desire among healthcare providers to address the entrenched cultures within healthcare that allow disrespectful behaviour to be tolerated. Safety efforts such as clinical care bundles, checklists, root-cause analyses, procedures, protocols and guidelines and staff programs that promote well-being have achieved a measure of success but not the degree anticipated. This is because without addressing behaviour, improved systems alone aren’t enough. Achieving safe, reliable, high quality care requires well-designed systems and well-functioning teams.”

The Ethos Program will be launched at St Vincent’s Private Hospital Melbourne during 2018.
Is sparkling mineral water good for me? Is soda water good for me?

So let’s start with the difference between soda water and sparkling mineral water:

**Soda Water:** is plain water with added minerals and dissolved solids, usually sodium bicarbonate, sodium citrate, disodium phosphate, and — less commonly — sodium chloride. The carbonation is added, rather than naturally occurring.

**Sparkling Mineral Water:** usually comes from a natural spring or well, and can be naturally carbonated, depending on the source. As its name would suggest, there are some minerals in there, though the type and amount of dissolved solids vary from brand to brand.

Some key points about whether soda water and sparkling mineral water are good for you:

- Phosphoric acid is not found in sparkling mineral or soda water – Phosphoric acid is found in cola flavoured beverages and has been shown to have a causal link to lower bone density
- ‘Fizzy water’ is made by adding carbon dioxide under pressure. The result is that water contains the weak acid, carbonic acid. Sparkling waters have a pH of between 5 and 6 (so not as acidic as some cola drinks which can be as high as 2.5), compared with still water which was neutral at 7. In other words, they are a weak acid, but when it came to the erosive potential of that weak acid on the teeth, the effect was 100-times less than that of some other kinds of fizzy drinks. It is the flavouring and not the carbonation that lowers the pH (increases the acidity) to a level that can potentially erode tooth enamel with frequent consumption.

So if you want a change from plain water, there isn’t strong evidence to suggest that it’s harmful to your bones, your stomach or your teeth. But if you want to play safe and keep it away from your teeth, when you answer the question “still or sparkling”, perhaps you should also ask for a straw.

**Is Diet Coke really that bad for me?**

Regular consumption of Diet Coke is not a good idea for the following reasons:

1. Diet Coke contains citric acid which can weaken and destroy tooth enamel. Research comparing the mouths of drug users and regular coke drinkers found a similar level of tooth erosion in each of them.
2. Recent research found a 4% lowering of bone mineral density in women who drank coke regularly compared with those who didn’t drink soft drinks. Phosphoric acid has been the causal link to lower bone density.
3. Artificial sweeteners present in diet colas can interfere negatively with natural gut bacteria that is beneficial for your immune and digestive system.
4. The combination of caffeine and aspartame creates a short addictive high making it potentially addictive.
5. Diet coke has been found to trigger insulin response which at high levels can cause your body into fat storage mode. It has not been found to assist with weight loss but is associated with increase in waist circumference. A 2009 study from Diabetes Care journal stated in their conclusion: Although these observational data cannot establish causality, consumption of diet soda at least daily was associated with significantly greater risks of select incident metabolic syndrome components and Type 2 Diabetes.

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**Dear Dietician,**

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**Can you please discuss the difference between shake meals vs. real food meals?**

A meal replacement shake typically has between 200-500 calories per serve and with nutritionally adequate protein, vitamins and minerals.

A protein shake might be between 80 to 180 calories, some added vitamins but not necessarily nutritionally complete, contains a lot more protein than a standard meal replacement shake (usually chosen by those wanting to build more muscle) and is meant to be an adjunct to a whole food diet not a re-placement.

What shakes do offer the bodybuilder and fitness enthusiast is a convenient way to ingest your protein, thus allowing you to have your five to six meals every day without having to ingest real foods in all of them. However, do not think that protein shakes are superior to whole foods.

There are many nutrients that real food contains, which cannot be replicated in meal shakes, some of which may have not even been discovered yet.

Shakes may contain highly processed and artificial ingredients such as sweeteners, preservatives, thickeners and colouring and flavour enhancers.

Whole foods provide a much better balance of nutrients than meal replacements. Using real foods forces you to make better dietary choices for positive health outcomes and help you maintain weight loss in the long run. If weight loss is your primary goal, it’s always best to avoid “shortcuts” and focus on developing lifelong habits like exercising, reducing stress, sleeping well and following a healthy diet.

**Is it better to have a high protein or high carbohydrate breakfast or a mix in order to do sustained active work between breakfast and lunch?**

Eating a balanced breakfast with both low GI carbohydrates and protein is the best combination. Chewing whole grains that are rich in dietary fibre can increase feelings of satiety, while slowly digested protein reduces the amount of ghrelin - a hormone that stimulates a feeling of hunger - in the bloodstream and helps keep that full feeling longer. This provides a slow but sustained release of energy and a satisfied appetite through to the next meal break.

**My daughter has recently become a vegetarian. What are some vegetarian sources of Omega-3?**

Most of the omega-3 Australians consume is sourced from oily fish (mackerel, salmon, tuna, and herring). It is important that vegetarians consume a range of the following sources of omega-3 for good health:

- Flaxseed (linseed), chia seeds and walnuts
- Flaxseed oil and canola oil
- Omega-3 enriched eggs (e.g. Pace Farm eggs)

To optimise omega-3 intake, limit processed, deep fried foods and alcohol which can interfere with the omega-3 cycle.

**Chewing whole grains that are rich in dietary fibre can increase feelings of satiety**
KNIT A SQUARE FOR A CAUSE

Our gastro intestinal nurses have started this beautiful initiative of encouraging patients and their family members to “knit a square for a cause.”

Cruise up to the 7th floor of our Fitzroy campus anytime and you will see patients and their family members, doctors and nurses, knitting a few rows for the cause. It all helps!

Wool and needles are provided on the 7th floor allowing anyone to knit while they are being treated or visiting their loved ones. Vicki (gastro intestinal nurse) volunteered to crochet the squares together to make the first blanket from this initiative. These blankets will be given as gifts to some patients during their stay to make them feel warm and fuzzy.

The idea started when a doctor was concerned that a young mum wasn’t able to bond with her new baby because she was very sick. He wanted the baby to recognise the mother’s scent, so he suggested the mum knit a blanket for the baby’s cot.

We have been getting a really good response and we are close to having enough squares for a second blanket.

We are currently accepting donations of wool. If you would like to donate, please drop your wool at the reception of the Fitzroy hospital.

100 Books

Patient Susanne West was challenged by a friend to read 100 books during her recent breast cancer treatment. At last count, she has read 75 books and loved the way books have entertained, distracted and comforted her during her treatment and recovery. We asked Susanne to share a review of her favourite books so far.

“During my book challenge I have read books from a range of genres including fiction, non-fiction and biographies. The 75 books I’ve read so far will always form part of the road I have travelled with cancer but there are a couple of favourites I would love to share.”

The 7th floor nurses taught her to knit during her prolonged stay and decided that this was a good hobby for patients and visitors to pass the time.

Australia Day by Melanie Cheng

This is a diverse and very beautiful collection of short stories about people who share our footpaths in contemporary Australia and I loved each and every one of them.

In her debut offering, Cheng tells tales of people who are young and old, poor and rich, married and alone from all kinds of cultural and religious backgrounds. The stories ring very true and are incredibly moving in the portrait they paint of Australia in the 21st century. Cheng was very recently rewarded for her efforts with “The Prize for Fiction” in the Victorian Premier’s Literary Awards.

Highly recommended.

I AM, I AM, I AM – 17 BRUSHES WITH DEATH

By Maggie O’Farrell

When you think about it, most of us have, in one form or another had a brush with death. In this compelling memoir, Irish novelist Maggie O’Farrell tells the story of her life through her 17 brushes with death.

In intimately sharing a childhood illness, a difficult birth, an accidental near miss and 14 other brushes with death, O’Farrell brings the reader in close touch with what matters and living to make the absolute most of it. I Am, I Am, I Am is simply stunning and I could not put it down.

One of the best I have ever read.
A hidden sanctuary like no other. Where would you rather be?

Soothe and restore the body with our Awakening Ritual $139.
Achieve relaxation with a unique blend of stone and Swedish massage techniques, renew skin with a nourishing radiance facial, enjoy clarity and calm with our hydrating hair and scalp treatment.
Bookings 9974 1444. fifthelementdayspa.com.au. 90a Watton Street Werribee.

Taking care of your health & wealth go hand in hand.

The peace of mind you get from knowing you and your family are financially protected is priceless.

Wattle Financial Planning is a family owned company specialising in Personal Insurance, Super, Retirement Planning, and Investments.


Chris Watts is an authorised representative (AR 1004343) of Dover Financial Advisers Pty Ltd. Wattle Financial Planning Pty Ltd is a corporate authorised representative (AR 1239513) of Dover Financial Advisers Pty Ltd. Dover Financial Advisers Pty Ltd - AFSL 307248 - ABN 87 112 139 321 71 Tulip St, Cheltenham, VIC 3192.
We’ve been upgrading areas and opening new services over the last 6 months at East Melbourne.
WE’VE BEEN BUSY AT EAST MELBOURNE

DAY ONCOLOGY AND INFUSION CENTRE
Day and Oncology Infusion Services relocated to a brand new purpose-built area. Now located on 4th floor, 141 Grey Street, East Melbourne and co-located with the Breast Surgery and Plastics unit.

The centre expanded from 5 to 8 new electronically operated recliner chairs in beautiful, light-filled, appointed surrounds. We are now able to provide nearly three times as many treatments for patients as this time last year. Additionally, scalp cooling is also available.

The centre is headed by the newly appointed Oncology Liaison Nurse, Marisa Stevens and is staffed with friendly and caring highly qualified oncology/chemotherapy nurses who have extensive experience in the administration of chemotherapy and immunotherapy drugs, plus iron and blood product infusions.

The extended hours for the centre is 8.00am to 5.00pm every Monday to Friday.

UROLOGY AND UROGYNAECOLOGY UNIT
The Urology and Urogynaecology Unit is a brand new purpose-built area located adjacent to the urology consulting suites. It provides privacy and quality care in the provision of urodynamics and day procedures.

INPATIENT REHABILITATION
As part of the expansion of the East Melbourne hospital, we have relocated rehabilitation from the 3rd to the 5th floor. The rehabilitation centre has been expanded from 17 beds to 24 beds and includes all new private rooms with ensuites, a co-located gymnasium and functional kitchen.

ADULT SLEEP STUDIES
Relocated from the 5th floor to 3rd floor.

DAY REHAB UNIT
Recently relocated to its own purpose-built area in Gipps Street (St Francis building) providing programs that now cater to twice as many patients as previously.

The Outpatient Rehabilitation Program is a fast-stream rehabilitation program targeting patients who require ongoing physiotherapy management following a surgical procedure, cardiac intervention, deconditioning following a stay in hospital, or chemotherapy treatment.

The aim of the Outpatient Rehabilitation Program is to assist you to return to an improved level of function either during or following your stay in hospital.

What we offer:
• Individually prescribed strengthening and fitness programs
• Hydrotherapy and Group exercise activities
• Reconditioning following treatment including Chemotherapy
• Walking aids, balance and mobility training and stretching programs
• Lymphoedema screening and education
• Dietician education to assist management of nutritional needs
• Occupational Therapy and education relating to improving safety and independence with performing daily activities at home and in the community
• Psychology education and strategies, such as managing stress and how to use relaxation and positivity to improve your wellbeing
• Advice on self-management of chronic conditions
• Liaison and consultation with external supports for ongoing care and rehabilitation
• We encourage families, carers and friends to support you and be a part of your rehabilitation journey

PAEDIATRIC UNIT
Currently undergoing further renovation to the recently expanded paediatrics unit on the 3rd floor from 10 to 22 beds. We will also be relocating the Paediatric Sleep service to the same floor.

Further upgrades will be undertaken in the following areas:
• Main hospital entrance and foyer
• Lifts at the theatre end of the building
• St Francis building common areas (lifts and some common areas have recently been completed with further floors to be upgraded including a number of consulting suites)
DECEMBER - JANUARY VIP NOMINEES

Paul Comer
(Allied Health - East Melbourne)
Katrina Galley
(Theatre Bookings - East Melbourne)
Ribej Gurung
(Environmental Services)
Kellie Hardy
(APACU - East Melbourne)
Joy Miller
(Theatre - Kew)
Mary Norton
(Fitzroy 6th floor)
Alvin Pascal
(Environmental Services)
Kath Vaughan
(Rehab - East Melbourne)

DECEMBER - JANUARY WINNER

Alvin Pascal
Environmental Services
Alvin has a wonderful way of interacting with people, always smiling. He shows so much respect, especially when he is cleaning after patient mishaps. He is so respectful to the patients, always saying hello and asking how they are. Alvin is prompt, hardworking and a real gentleman.

Alvin does a great job each day, taking pride in his work. He never complains and is a fast and efficient worker.

No matter what task he is given Alvin always does his best in his cheerful way. Alvin lives our hospital values consistently.

FEBRUARY VIP NOMINEES

Tracy Ryan (Fitzroy 9th floor)
Cheryl Taylor
(SAU - East Melbourne)
Selina Teo
(Infant Hearing)
Jeff Williams
(APACU - East Melbourne)

FEBRUARY WINNER

Tracy Ryan
Acting-NUM, 9th floor Fitzroy

With Tracy everything is always positive – she creates an atmosphere of trust, compassion and support for our patients. Tracy demonstrates good behaviours consistently to all. Tracy is always respectful and appreciative of the team. Tracy ensures staff feel safe within their scope of practice, making learning fun. This in turn ensures patients receive the best care.

Tracy has exceptional cardiac knowledge that she shares willingly. Tracy liaises well with other hospital departments and goes out of her way to provide excellent service to our patients, their families and our doctors.

She is compassionate and understanding, encouraging everyone to work as a team and never afraid to get in and help. “Tracy is awesome!”

MARCH VIP NOMINEES

Nicole Cairns
(HR)
Rita D’Alessandri
(Theatre - Kew)
Norman Gomez
(Theatre - Werribee)
Aalap Ghandi
(It)
Bree Green
(Mid/Education)
Michelle Killick
(Quality & Safety)
Rimla Kumari
(Billings)
Enrico Macuto
(Theatre - Werribee)
Therese Sherrin
(Fitzroy 7th floor)
Roshni Thamarassery
(Fitzroy 8th floor)
Jeff Williams
(APACU - East Melbourne)

MARCH WINNER

Rita D’Alessandri
Perioperative Nurse, Theatre, Kew

Rita is hard-working and committed to her role. She is welcoming and inclusive to all. Rita examines processes; suggests and implements new initiatives within the department to improve and create a positive experience for our patients, doctors and staff.

Rita is patient and kind, taking new staff and students under her wing. Rita supports her colleagues and ensures the surgeons have all they need in Theatre at Kew.

Rita goes out of her way to ensure her patients are well cared for. She always has a smile on her face, she has a great sense of humour and is often heard singing happily as she goes about her work.
The innovation in healthcare today is outstanding and St Vincent’s Private hospitals in Melbourne are always striving for ways to improve.

The St Vincent’s Foundation helps us pursue new horizons, in order to deliver our mission, to lead transformational health care.

Donations to St Vincent’s Private Hospitals are used to directly benefit our patients and make a difference.

One of our very important projects is introducing da Vinci Xi Surgical System. The da Vinci was designed with the goal of further advancing the technology used in minimally invasive surgery. The system can be used across a spectrum of minimally invasive surgical procedures and has been optimised for multi-quadrant surgeries in areas of urology, gynaecology, thoracic, cardiac and general surgery.

As part of St Vincent’s Health Australia enVision 2025 strategy we are wanting to raise funds to improve our robotic capability. St Vincent’s is committed to continuing its track record of excellence in surgical training by purchasing a dual-console version. It’s a bit like dual control driving instructor for cars, a dual console provides the safest environment for surgical training.

St Vincent’s would be the first private/public campus in Melbourne where surgeons can train their colleagues and future generations of surgeons in robotic assisted surgery. Investment in this technology is imperative to perform world class surgery.

Can you help us?
To make an online donation, go to: www.stvfoundation.org.au/donate/donation-form-private
Alternatively, you can fill in the form on the right and mail it to:
St Vincent’s Foundation
59 Victoria Parade, Fitzroy VIC 3065
St Vincent’s Private Hospital cannot achieve our vision without support from those who share our commitment to compassion, justice, integrity and excellence. Please join us in assuring St Vincent’s Private Hospital is future ready.

Our aim is to bring exceptional health care and ensure our hospitals are filled with the very best equipment, facilities and medical professionals.

Thank you

DONOR DETAILS

Date: ______________________ / ______________________ / ______________________ Supporter No: __________________________________________________________

Name: ________________________________________________________________

Address: ______________________________________________________________

Email: ________________________________________________________________

Phone: ______________________ (Home) ______________________ (Mobile) ______________________________________________________________

Amount donated: $ ______________________ Donation towards St Vincent’s Private Hospital: [ ] Fitzroy

PAYMENT METHOD

Credit card: [ ] Mastercard [ ] Visa [ ] Amex

Card no: ______________________________________________________________ Expiry: [ ] [ ] CVS: ______________________

Name on card: _________________________________________________________ Signature ______________________________________________________________

Cheque: Cheques to be made payable to: St Vincent’s Private Hospital Melbourne Pty Ltd

Online: Visit: www.svphm.org.au/home/support-us

Phone: Contact the St Vincent’s Foundation on 0400 808 384 to make a secure donation via telephone.

In person: Ground floor reception, 59 Victoria Parade, Fitzroy VIC 3065

☐ Please send me information on how I can include St Vincent’s Private Hospital in my Will

☐ Please tick box so that we may “stay in touch.”

At donations $2 and over are tax deductible. ABN: 61 083 645 505 The Foundation is compliant with the Australian Privacy Principles. Please visit www.stvfoundation.org.au to view the Foundation’s privacy policy.

☐ Please tick here if you DO NOT want to receive future communications from St Vincent’s Hospital Foundation.
Patients have the ability to provide the hospital with feedback on our services via a number of different channels including the “Did we meet your expectations?” form and social media. Listed below are some recent positive comments received.

I cannot speak highly enough of the nursing staff from admission, theatre, recovery and on the ward during my recent overnighter for ankle surgery. A lot of anxiety and a loss of dignity can often be experienced during hospital stays but each and every single nurse that tended to me at my most vulnerable were friendly, caring and compassionate. The hospital itself was lovely and quiet and my single room even had a view. Thank you.

– Kew

I would like to congratulate CEO Ian Grisold and all his staff for the excellence of the hospital. I consider it the best hospital I have been to from the nursing care I received to the delicious meals and the very comfortable bed.

Everyone who came into my room smiled and introduced themselves which was delightful. Lastly I was honoured to receive a visit from yourself and your colleagues for Anzac Day which I found very moving.

Please pass on my grateful thanks to all who made my stay so pleasant and trouble free.

– 5th floor, Fitzroy
I was an inpatient at St Vincent’s Private Hospital, Fitzroy on level 8 and then 6. 

Please could you pass on my gratitude to all the nursing staff that cared for me on both wards that made my stay as comfortable and pleasant as possible.

As I was resting in bed the entire time, small things such as having my table with water and TV/buzzer and bed controls within reach were all important and not once did I have to ask for these to be passed. I was also grateful to have plenty of clean towels, washers and bath mats each day.

I had plenty of pillows and blankets and a fan was supplied because the air conditioning in my 2nd room was faulty. I have been an inpatient in another hospital earlier this year where the care was nothing like this.

All the staff kindly introduced themselves at the beginning of each shift and indulged my many requests for cups of tea. I also felt comforted by the ward and operating theatre staff before surgery which helped calm my nerves.

I can’t remember many of the nurses’ names but they were all truly wonderful.

Thank you all for your care.
– 8th & 6th floor, Fitzroy

I was recently a patient in your ward and on discharge I was given a small card titled “Did we meet your expectations?” and I’m afraid that I have to report that you did not. Over the years I have been a patient in many different hospitals with varying degrees of service. Some staff were good, some I would rather forget.

I arrived at St Vincent’s Private Hospital and was greeted by a young lady who was not only pleasant but she answered everything I needed to know right down from getting my car parked.

After being booked in I was escorted to level 6 and my new home for a few days. Things moved very quickly after that, off for the ultra sound, blood tests, medications, everyone seemed to have been expecting me, which was surprising, but they were all wonderful, pleasant and friendly. I met a male nurse who is an absolute star. He took care of anything I needed, always with a smile.

I very quickly found myself back in my room at level 6 where what I have to say about the hospital service and staff really begins. I will start with did you meet my expectations, the answer to that is “No”.

The staff on Level 6 and I include everyone who entered my room right down to the cleaning lady were so much above what I was expecting. I can honestly say on scale of 1 to 10 I give them a 15 plus. They made me feel comfortable, they were total professional, they were friendly, if you needed anything which they are able to supply, they would get it for you. Didn’t matter whether it was day or night and always with a smile.

The nurses constantly check whether or not you were in pain and would take care of it if you were in some discomfort. This level of care is something I had not experienced before.

The area of my operation is fairly sensitive to most males, myself included and the nature of the wound required that it was looked at on a regular basis. This was handled with utmost dignity and professionalism that nobody could possibly take offence.

The food supplied was of a standard way above anything I have ever had in my many stays in hospitals, it was first class and that’s coming from a 118kg male who loves his food. I really don’t know what else I can say except that you can show this letter to whoever you like. I hope you will make it available to whose wonderful nurses who work very hard putting up with grumpy old buggers like me.

– 6th floor, Fitzroy
New on-site pharmacy now open at St Vincent’s Private Hospital, Werribee

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