

Your **Annual Review** 2023

Exceptional
care, **always**



**BURNSIDE
HOSPITAL**

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Our specialties include:

Breast and Endocrine Surgery

Colorectal Surgery

Ear, Nose & Throat Surgery

Gastroenterology

General Surgery

Gynaecological Surgery

Obstetric (Maternity) and Neonatal

Oncology

Ophthalmic Surgery

Oral Maxillary Surgery

Orthopaedic Surgery

Plastic and Reconstructive Surgery

Sleep Medicine

Urological Surgery

Other co-located services include:

Pathology

Physiotherapy

Radiology



Board Chair & CEO Message

The Burnside Hospital launched its new Strategic Plan 2023-2026 in 2023, with the goal to ensure Burnside Hospital remains a vibrant, thriving, and successful hospital into the future – the trusted hospital of choice for our patients, people, partners, and the community.

Throughout 2022/23 we continued to welcome new visiting medical officers and allied health professionals to our team. We thank them and our existing accredited practitioners for choosing to partner with Burnside Hospital. Exceptional care for our patients can only be achieved through the close collaboration and trust established between the hospital, its visiting medical officers, allied health professionals and the commitment of our people.

Burnside Hospital subscribes to the Australian Council on Healthcare Standards (ACHS) Clinical Indicator Program, where we are benchmarked against peer hospitals across a range of clinical indicators. These benchmarked results are received every six months and our historical performance has been very good, with several gold stars awarded for performance significantly better than the benchmark range.

We have robust clinical and support services structures in place to support our staff and our service provision, and we are fortunate to have an engaged Board of Directors and a motivated and engaged workforce.

Our Clinical Advisor Committee Forum is an integral part of our hospital's clinical governance framework. There are 33 visiting medical officers who participate across the hospital's clinical advisory committees. These committees provide advice to the Board on clinical topics and initiatives along with aspects of clinical strategy. On behalf of Burnside Hospital,

we would like to take this opportunity to thank those visiting medical specialists who give us their valuable time to support the hospital.

A business case for an Overnight Duty Medical Officer Service (ODMOS) was developed, with the service being introduced in October 2023. The service operates in conjunction with our 24/7 on-call specialist intensivist service led by Dr Ranjan Joshi and our team of experienced clinical staff.

The introduction of an ODMOS enables us to better support our visiting medical officers, patients, and clinical staff by providing additional medical support and reassurance, including within the High Dependency Unit (HDU) environment overnight. It has also created opportunities to attract more complex overnight surgical cases and expand on the clinical services we can offer.

As part of a hospital-wide digital transformation program, an Information Communication Technology Steering Committee has been established to guide the hospital's digital roadmap for the future. Newer technologies around core financial and hospital management systems to innovatively manage patient flow scenarios are being explored with the aim of streamlining and improving processes and the overall patient experience.



The Foundation Committee and members of the Burnside Hospital Executive met in May for a planning session to discuss the role of the Foundation in supporting the hospital's new strategic plan. Foundation Committee members had the opportunity to critique the plan and to consider ways in which the Foundation could connect with and support the plan. The major skills and attributes of a new Foundation Manager were also distilled with the recruitment process, now complete (subsequent to year end).

We thank the Burnside Hospital Foundation and our generous donors for their ongoing support and trust.

Whilst subsequent to the 2022/23 financial year, it would be remiss not to mention our strategic growth

plan through the acquisition of Sportsmed Hospital at Stepney – now branded and operating as Burnside Hospital Stepney. Building size and scale facilitates us providing even more care to our community, with the new hospital just 3km from our existing Toorak Gardens site and adding 5 more theatres and 49 more overnight beds to our hospital network.

We look forward to continuing to drive our strategic direction over the coming years, taking advantage of available opportunities to ensure we continue to invest in our people, infrastructure and equipment and, most importantly to continue to deliver great care for our community.

Yours sincerely



Anne Hinton
Board Chair



Alan Morrison
Chief Executive Officer

Strategic Plan

Strategic Pillar 1 - Growing to Meet Current & Future Needs

Targeted | Collaborative | Sustainable

We thrive in a changing health care landscape by evolving and growing our services through diversification, innovation and partnership.



Strategic Pillar 2 - An Extraordinary Place to Work

Valued | Empowered | Supported To Grow

We offer an extraordinary place to work where employees, VMOs and volunteers are valued, empowered and supported by a culture of care and growth.





Strategic Pillar 3 - Exceptional Service & Patient Experience

Caring | High Quality | Community Aligned

We deliver exceptional care and quality services, providing our community with a safe, seamless, patient-centered experience.



Strategic Pillar 4 - Invest In Data & Digital Technology

Innovative | Connected | Enabling

We integrate data and digital technology across our business to transform our systems, services and experiences for patients, employees, VMOs, and partners.



Strategic Pillar 5 - Connected To Our Community

Responsible | Adaptive | Supportive

We are known and valued for the growing contribution we make to the health and wellbeing of our community.

The **Burnside Hospital's Strategic Plan** has been developed by the organisation to establish the direction and framework for the four year period with the intent to inform the community and key stakeholders of the goals and objectives.

Board and Executive Leadership Team

Board of Directors

CHAIR



Ms Anne Hinton

Member, Finance & Audit Committee, Foundation Committee, Governance Committee, Investment Fund Sub-Committee

DEPUTY CHAIR



Mr Craig Whitton

Chair, Finance & Audit Committee, Member, Governance Committee, Investment Fund Sub-Committee

MEMBERS OF THE BOARD



Mr Rod Buchecker

Chair, Foundation Committee, Investment Fund Sub-Committee



Ms Alison Fitzgerald

Chair, Quality Committee, Member, Governance Committee



Dr Andrew Lord

Chair, Medical Executive & Clinical Privileges Review Committees
Member, Governance Committee



Ms Cathy Oster

Member, Governance Committee



Ms Linda Zeelie

Member, Quality Committee, ICT Steering Committee



Dr Chris Sexton

Member, Clinical Review Committee
Member, Perinatal Committee



Executive Leadership Team



Chief Executive Officer
Mr Alan Morrison



Director Clinical Operations
Ms Suzanne Murray



Director Finance and Corporate Services
Mr Darren Percevault



Director People and Culture
Ms Jody Flynn



Director Quality and Risk
Ms Wendy Gray (from FY23)



Executive Assistant
Ms Luisa Mozzi

Clinical Advisory Committees

Burnside Hospital has a robust clinical advisory forum that includes representation from our visiting medical officer community. The hospital is grateful for their contribution to our clinical governance program.

Medical Executive Committee

The Medical Executive Committee is the overarching clinical advisory committee comprising the chairs of all the other clinical advisory committees. It is the link between the Board of Directors and the line management structures which take operational responsibility for the delivery of high quality and safe patient care.

Clinical Privileges Review Committee

The Clinical Privileges Review Committee's role is to review new and renewal applications from Visiting Medical Officers and Allied Health Professionals for clinical privileges at Burnside Hospital and for monitoring and reviewing the professional performance of all accredited practitioners.

Clinical Review

The Clinical Review Committee receives, reviews and analyses clinical adverse event information from each clinical unit within the hospital with the objective of recommending quality improvement initiatives.

Clinical Trials Research Review

The Clinical Trials Research Review Panel oversees and monitors activities relating to the conduct of clinical trials at the Burnside Hospital. As the 'Approving Authority', it operates under the approval of an approved Human Research Ethics Committee.

Drugs and Therapeutics

The Drugs and Therapeutics Committee oversees and monitors all activities relating to the use of medications within the hospital.

Infection Prevention & Control

The Infection Prevention and Control Committee is a multidisciplinary committee which aims to create a safe healthcare environment through the implementation of practices that minimise the risk of transmission of infectious agents.

Perinatal Committee

The Perinatal Committee monitor and oversee all activities within the Maternity Service to ensure the provision of a continuously high standard of obstetric and midwifery practice.

Perioperative Committee

The Perioperative Committee oversees the clinical activities of the Perioperative Services including the operating theatres, post anaesthetic recovery unit and short stay procedure unit.

Sleep Centre

This committee acts as a clinical advisory body to review activities within the Burnside Hospital Sleep Centre to ensure provision of quality care for patients.



Our People



Administration	44	CSSD	13
Finance / Payroll	10	Theatre	93
Human Resources	4	vR / HDU	81
ICT	3	Maternity	56
Café / Catering	26	Nursing Admin	13
Housekeeping	15	Preadmissions	9
Chemotherapy	10	Sleep Centre	19



10 years of service

Nisha Alias
High Dependency Unit

Karen Briggs
Maternity Service

Vanessa Coe
Sleep Centre

Suzanna Day
Preadmission Service

Shae Dean
Administration

Franciska Ferreira
Infection Prevention & Control

Jency George
Brian Fricker Oncology Centre

Abbey Greenow
von Rieben South

Majumole Jacob
von Rieben South

Elise Keenan
von Rieben South

Maria Locker
Maternity Service

Monique Maurus
von Rieben North

Margaux Rasay
von Rieben South

David Zammit
Sleep Centre



15 years of service

Christine Belletti

Maternity Service

Keleigh Buic - Curnow

Housekeeping

Daniela Cirocco

Catering Centre

Meryl Dorsett

Perioperative Suite

Brunella Gencarelli

Sleep Centre

Sheila Hallarsis

Perioperative Suite

Tracey McPhee

von Rieben South

Merilyn Twomey

Perioperative Suite

Fiona Zevenboom

Maternity Service

25 years of service

Elizabeth Blehm

High Dependency Unit

Anna Glastonbury

Catering Centre

35 years of service

Bridget Van Der Jeugd

Preadmission Service

20 years of service

Andrew Bevan

Supply Department

Ben Knappstein

ICT Department

Ruth Hinton

Perioperative Service

Pamela Mullin

Maternity Service

Anne Renner

von Rieben South

30 years of service

Katrina Camporeale

von Rieben South

Francine Edwards

Perioperative Service

Gianfranco Pagnozzi

Maintenance

Carmel Pearce

Brian Fricker Oncology Centre

Catherine Siebert

Preadmission Service

Elizabeth Traeger

Finance

40 years of service

Ketut Elliott

Catering Centre

Education



The hospital remains dedicated to its ongoing efforts in recruitment and retention. As a part of its ongoing strategic initiatives, it has implemented a Transition to Professional Practice Graduate program for Registered Nurses, Enrolled Nurses and Midwives. These programs, which are overseen by the Clinical Educators, department Clinical Managers and the Director Clinical Operations (DCO) are carefully scheduled based on anticipated clinical staffing needs and activity levels.



While the hospital conducts its own onsite programs in Enrolled, Registered and Midwifery Nursing consisting of internal and external study days, the midwifery Transition to Professional Practice Graduate program has continued its formal partnership with the Lyell McEwin Hospital for midwives. This program operates on a nominal fee-for-service basis and serve to support novice midwives through study days and clinical placements for graduate midwives in a higher acuity healthcare setting. The TPPP and our collaborative approach ensures a consistent supply of future talent for the hospital, helping to mitigate the challenges associated with an aging workforce and ensuring effective management of labor costs.

To further support the hospitals ongoing commitment for futureproofing the workforce the engagement with tertiary education providers including Adelaide University, Flinders University, The University of South Australia, Australian Nursing and Midwifery Education Centre, TAFE SA and Think Education provide valuable student clinical placement experience. These placements are arranged with the individual facilities and provide participants an opportunity to gain hands on experience in the private health care environment. Consequently this enables the hospital to cultivate a talent pool for potential Assistant in Nursing (AIN) or Midwifery (AIM) in the relevant service areas.

The High Dependency Unit (HDU) is of high importance and we continue to upskill a group of registered nurses who are currently employed. Together with a reputable online course provided by Medcast, a practical study day was held onsite for ten nurses who have successfully complimented the HDU team.



In 2023 the hospital initiated the development of a comprehensive mandatory learning matrix, aimed at simplifying online learning prerequisites.

Simultaneously, research efforts were launched to explore the potential implementation of a new learning management system (LMS) with expanded data repository of high quality, consolidated education nursing content.

The proposed learning management system is designed to capture real-time results, offering a significant reduction in the likelihood of human errors in the reporting process and improving time management. This function will also provide invaluable support to the management team in the context of performance management.

The online learning is incorporated with a face-to-face mandatory training day held onsite for competency assessment of Basic Life Support, Manual Handling, Infection control and Emergency and Fire Evacuation. This day also allows for an opportunity to include topical organisational priorities, such as CEO brief, Director Clinical Operations (DCO) case study education, and Environmental, Social and Governance (ESG). The ongoing positive feedback from participants and support of management for high attendance in this paid study day is instrumental in the continuation of Burnside Hospital Toorak Gardens and the implementation of the study day to Burnside Hospital Stepney.

Patient Statistics



3.93

Average Length of Stay
(excluding maternity and sleep)



9,088

Day surgery
cases



1,746

Chemo
patients



1,698

Sleep
patients





13,614

Overnight
bed days



Number of procedures by Specialty Group

Same Day Surgery	5,644
Maternity/Nursery	1,106
Advanced Surgery	916
Oncology	1,746
Sleep	1,698
General Surgery	2,351
Total	13,461
Number of Operations	9,102



869

Babies were
born



Patient Outcomes

The delivery of high-quality and safe care is at the heart of all that we do at Burnside Hospital.

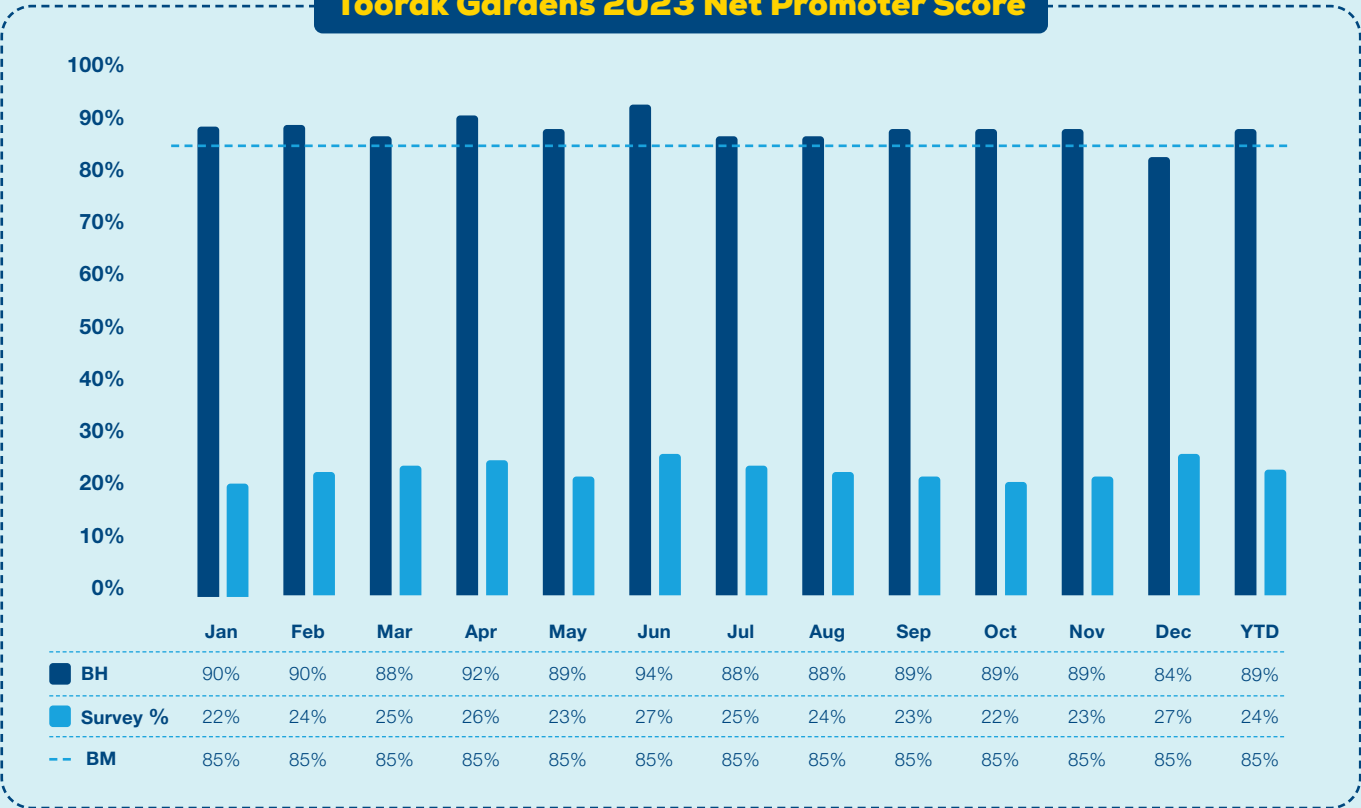
In order to know where our level of care sits compared to other hospital and best practice, we benchmark ourselves against an external standard. This standard may be drawn from a larger average (e.g. comparing results with a national average) or best in class results.

Benchmarking allows us to identify areas in which we are succeeding, areas for improvement and track progress on those improvements.

↓

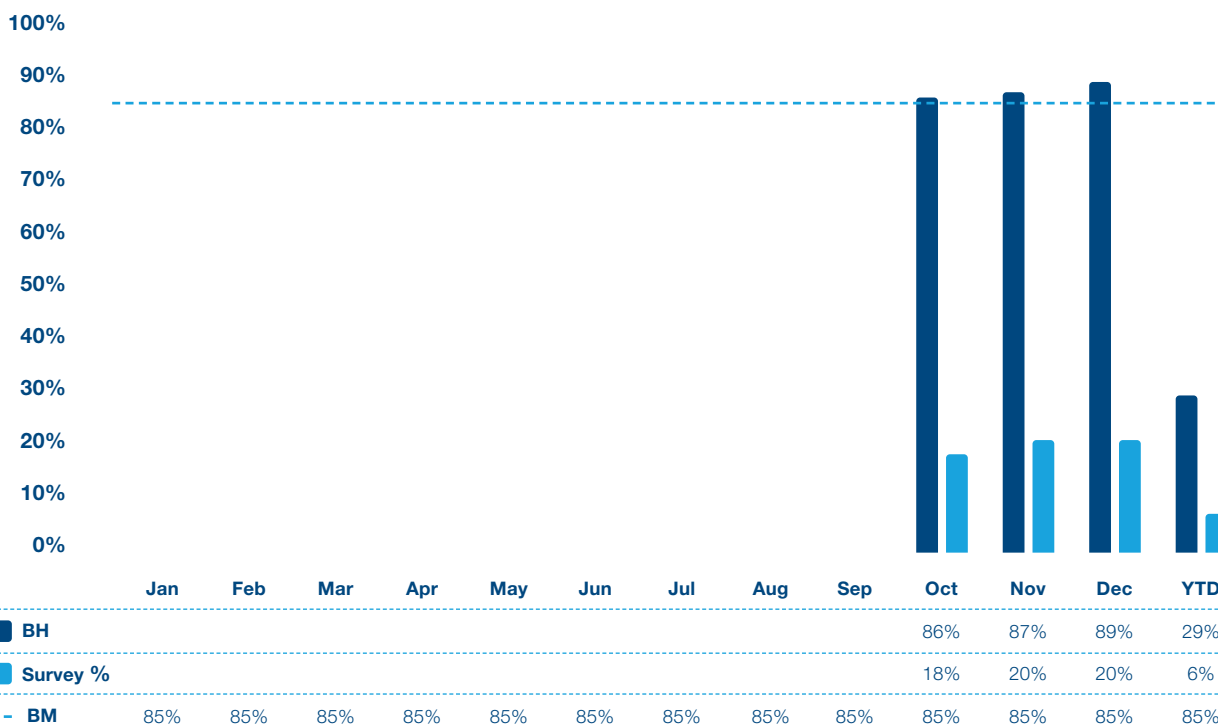
Our Net Promoter Score (NPS) continues to exceed 85%, as displayed below.

Toorak Gardens 2023 Net Promoter Score





Stepney 2023 Net Promoter Score



Australian Council on Healthcare Standards (ACHS)

Burnside Hospital had been accredited by Australia’s leading independent authority on healthcare, the Australian Council on Healthcare Standards (ACHS), continuously since 1985.

This is a professional and national recognition awarded to healthcare facilities that meet defined standards.

In August 2021, ACHS recognised the high-quality care delivered to patients of Burnside War Memorial Hospital by awarding it another four years accreditation through its compliance with the The National Safety and Quality Health Service (NSQHS) Standards.



Burnside Hospital continues to excel in the eight NSQHS Standards, ensuring we provide a nationally consistent level of care across:

- ✓ Standard 1: Clinical Governance Standard
- ✓ Standard 2: Partnering with Consumers Standard
- ✓ Standard 3: Preventing and Controlling Infections Standard
- ✓ Standard 4: Medication Safety Standard
- ✓ Standard 5: Comprehensive Care Standard
- ✓ Standard 6: Communicating for Safety Standard
- ✓ Standard 7: Blood Management Standard
- ✓ Standard 8: Recognising and Responding to Acute Deterioration Standard

We are committed to improving the healthcare services we deliver to our community each year to ensure that we continue to deliver safe, high quality healthcare to its consumers.

Medibank Patient Experience Survey

Many factors influence how satisfied a patient is with their experience during an overnight stay in hospital.

Medibank compares participating hospitals of similar sizes. As we know size plays a role in how satisfied patients were with their experience (for example, larger hospitals with an emergency department that service a large volume of patients tend to be louder – as you’d expect).

In the Patient Experience Survey, Medibank members who have had an overnight stay in a participating hospital are asked about 9 aspects of their hospital stay, as well as their likelihood to recommend; and to rate their overall stay.

	Toorak Gardens	Stepney
Likelihood to Recommend	<p style="text-align: center;">98%</p> <p>When asked, 11.1% of members would probably, and 86.7% of members would definitely recommend this hospital to family and friends. This hospital performed better than similar sized hospitals for likelihood to recommend.</p>	<p style="text-align: center;">94%</p> <p>When asked, 5.9% of members would probably, and 88.2% of members would definitely recommend this hospital to family and friends. This hospital performed about the same as similar sized hospitals for likelihood to recommend.</p>
Overall Experience	<p style="text-align: center;">9.2/10</p> <p>When asked, members rated their overall experience in this hospital as 9.2/10. This hospital performed better than similar sized hospitals for overall experience.</p>	<p style="text-align: center;">9.6/10</p> <p>When asked, members rated their overall experience in this hospital as 9.6/10. This hospital performed better than similar sized hospitals for overall experience.</p>

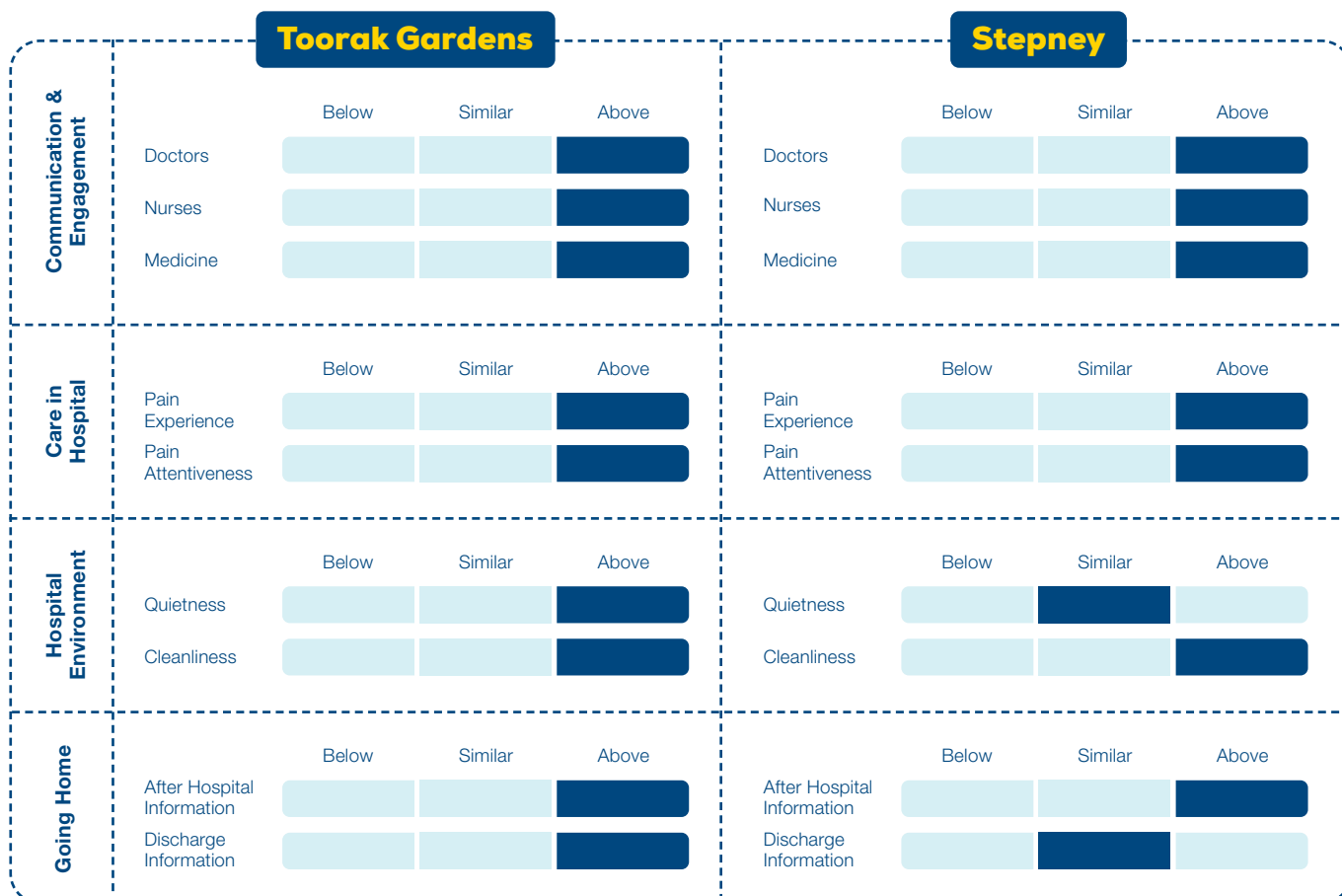


Understanding the Patient Experience Information

Each hospital's performance is compared to similar sized hospitals, and categorised as either performing lower than similar hospitals, performing about the same as similar hospitals; or performing better than similar hospitals.

The information provided does not reflect clinical experience or competency or represent a score against minimum standards or accepted industry benchmarks. This tool does not provide clinical, medical or other professional advice.

These patient experience results are based on survey responses from 45 Medibank members who had an overnight stay in this hospital between 1 January 2021 and 31 December 2021.



Doctor / Craft Group Engagement



As part of our ongoing engagement with our core group of visiting specialists, we undertook a series of Craft Group meetings commencing in late 2022 through to 2023. Craft group meetings are designed to enable visiting medical officers from specific specialties to come together with representatives from the hospital to discuss issues pertinent to their speciality.



The craft groups were:

- | | |
|---|-----------------------|
| ✓ Plastic and Reconstructive Surgery | ✓ Orthopaedic Surgery |
| ✓ Sleep and Respiratory Medicine | ✓ Urology* |
| ✓ Obstetrics and Gynaecology | ✓ Ophthalmology* |
| ✓ Combined Breast and Endocrine Surgery and General Surgery | ✓ Anaesthesia* |

**to be convened in 2024.*

At each meeting our new Strategic Plan was presented along with the hospital's performance in the Australian Council on Healthcare Standards Clinical Indicator Program (which we submit data to twice a year) and the hospital's net promoter score in the Australian Private Hospital Experience Question Set.

Theatre utilisation, activity and case mix, and supply chain opportunities were also key discussion points given the challenges in the private hospital operating environment.

There was also reference to the clinical documentation audit conducted in November 2022 by CDIA which identified opportunities for improvement in clinical documentation about why a particular treatment was required. The importance of comprehensive documentation was reaffirmed.

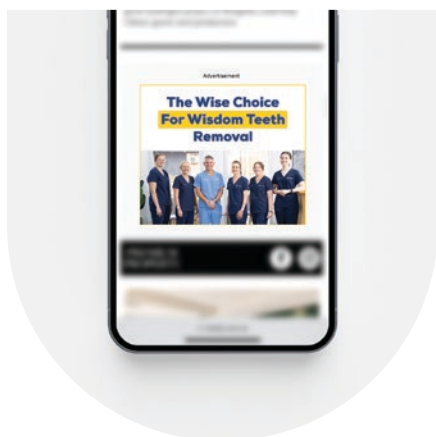


An open forum at the end of each meeting provided the opportunity for our visiting medical officers to provide us with feedback about the hospital – the services we provide to them and their patients.

Visiting Medical Officer Marketing Partnerships



In 2023, Burnside Hospital conducted a comprehensive marketing campaign to elevate the profile of their Visiting Medical Officers. This initiative achieved remarkable success, surpassing industry standards across various channels including outdoor, print, digital, television, and radio. By fostering connections with the community, the campaign cultivated loyalty and authenticity.



Digital Road Map



In the rapidly evolving landscape of healthcare, the imperative for digital transformation has become increasingly apparent. As healthcare institutions strive to meet the ever-growing demands for quality care, efficiency, and patient satisfaction, the integration of digital technologies has emerged as a critical enabler. Burnside Hospital has recognised this paradigm shift and embarked on a strategic journey towards digital health advancement.



At the helm of this transformative endeavor is the ICT Steering Committee, an Advisory group entrusted with the responsibility of charting the course for the hospital's digital health initiatives. Reporting directly to the Board of Directors, the committee guides the formulation and implementation of a robust digital health strategy. This strategy, spans 5 to 10 years, and aligns with the hospital's vision, strategic objectives, and operational imperatives.



Acknowledging the complexity and breadth of the digital health landscape, the hospital engaged the expertise of an external Digital Health Consultant in 2023.

The Digital Health Consultant (DHC) worked with the committee and hospital stakeholders to identify, evaluate, and select suitable vendors to meet the hospital's unique requirements.

Vendor demonstrations were conducted over a three-week period in August/September 2023. These demonstrations provided invaluable insights into the capabilities, functionalities, and compatibility of various health management systems. Following rigorous evaluation, two vendors emerged as preferred choices, signaling a significant milestone in the hospital's digital health journey.

The selection of vendors marks the beginning of a multifaceted process to maximise the transformative potential of digital health technologies. The hospital has committed to an ongoing partnership with the DHC to delve deeper into the identified products, particularly focusing on a Patient Administration System and Electronic Medical Record, scheduled for implementation in the latter half of 2024.

The DHC will conduct a comprehensive assessment of the identified products to ascertain their suitability and alignment with the hospital's unique needs and specifications, and identify opportunities for optimising patient safety, enhancing clinical workflows, and improving operational efficiencies through the seamless integration of digital health technologies.

In essence, the hospital's digital health program will ensure a future-ready healthcare ecosystem that prioritises quality, safety, and patient-centricity.



Environmental Good

Our commitment is reflected in our Strategic Plan - We prioritise safety, well-being and our environmental impact.

An Environment & Sustainability Working Party (ESWP) was established in February 2023. It meets monthly and comprises individuals from across the organisation who are committed to identifying and championing environmental and sustainability initiatives, **with a focus on:**

- ✓ Leadership and Governance

- ✓ Waste Management

- ✓ Carbon Emissions

- ✓ Greening through technology

- ✓ Supply Chain/Procurement

- ✓ Food and Water Management

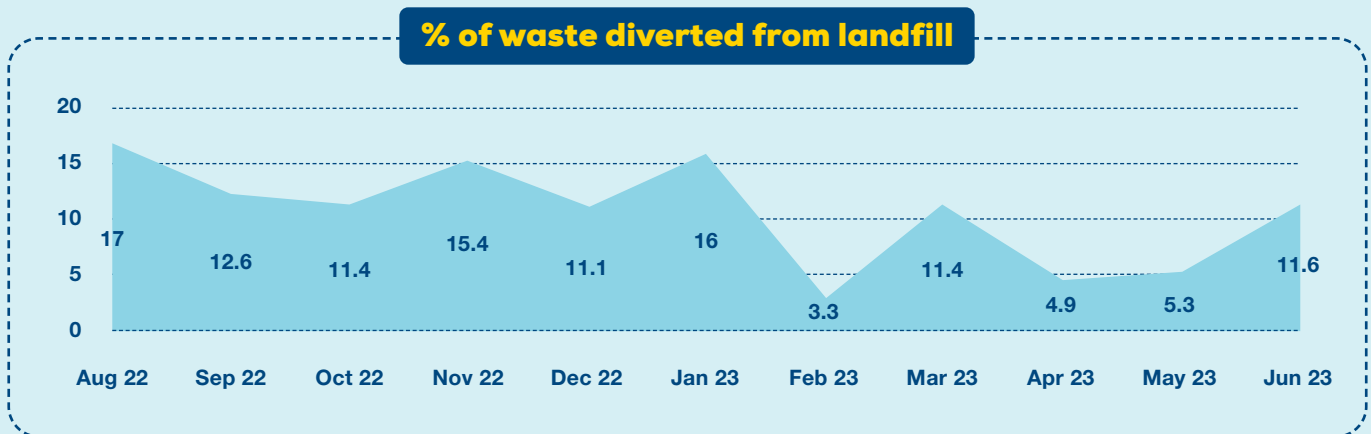
- ✓ Diversity and Inclusion, Native Title and Cultural Heritage

Waste Management

PVC and aluminium recycling programs were reinstated in the Perioperative Service and expanded into other clinical areas.

Batteries from the Disposable Pulse Lavage Set battery pack to power keyboards, mice and clocks have been recycled and 90% of single use anaesthetic trays have been replaced with compostable trays.

Aimed at reducing our contribution to landfill, a review of our waste streams led to improvements particularly in the Perioperative and Catering Services.





Scope 1 & 2 Emissions: Carbon Emissions

We adopted a methodology for calculating CO₂-e emissions based on Scope 1 & 2 emissions from our gas and electricity usage only (total usage per year) with the following emissions factors were applied.

- ✓ Electricity (kWh emissions Factor 0.389 Kgs C-2-e Per kWh)
- ✓ Greenhouse Gas Factor 62.23

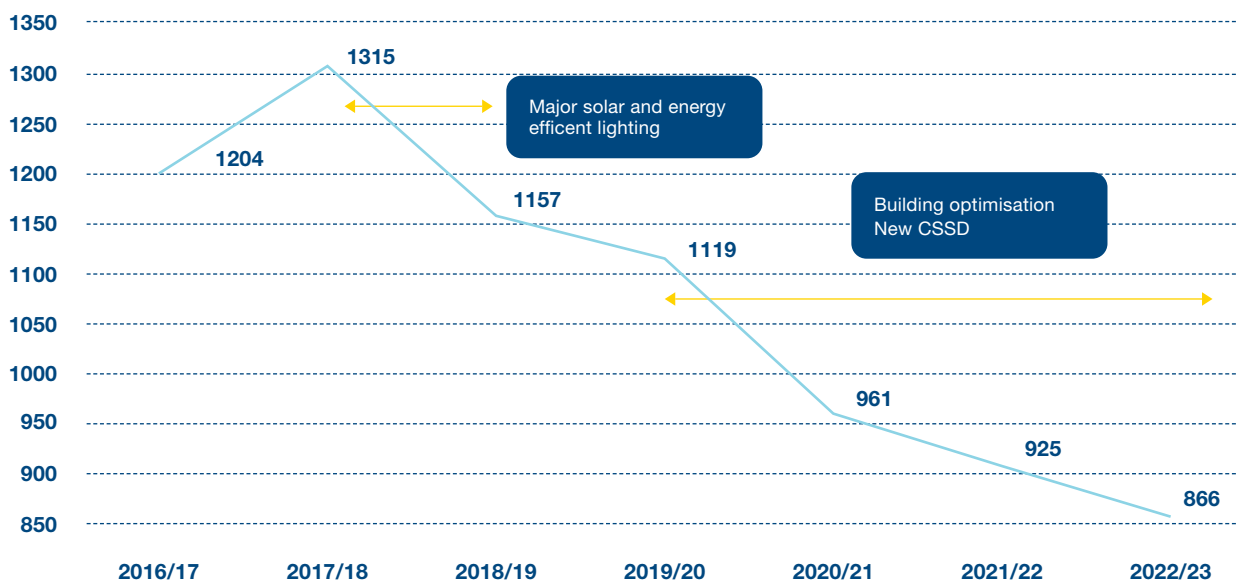
In 2018/19 an energy efficiency fit out including solar panels and energy efficient lighting resulted in a significant decrease in emissions. In 2022/23 there has been a further reduction in emissions to 866

tonnes through the building tuning and optimisation program by capitalising on the existing building management system and careful equipment selection following the new CSSD redevelopment.

Positively, the removal of Desflurane on anaesthetic machines effective 1 June 2023 has resulted in a significant reduction of its use with it only being available on request.

Burnside Hospital CO₂-e

Scope 1 emissions only (electricity and gas) per tonne



Greening Through Technology

- ✓ The Hospital's digital health platform is being reviewed under the auspices of the ICT Steering Committee, a committee of the Board.
- ✓ A new digital health platform will improve efficiencies by streamlining and improving access to health care data and information.
- ✓ Introduction of QR codes linked to the online patient feedback forms to replace printed questionnaires.



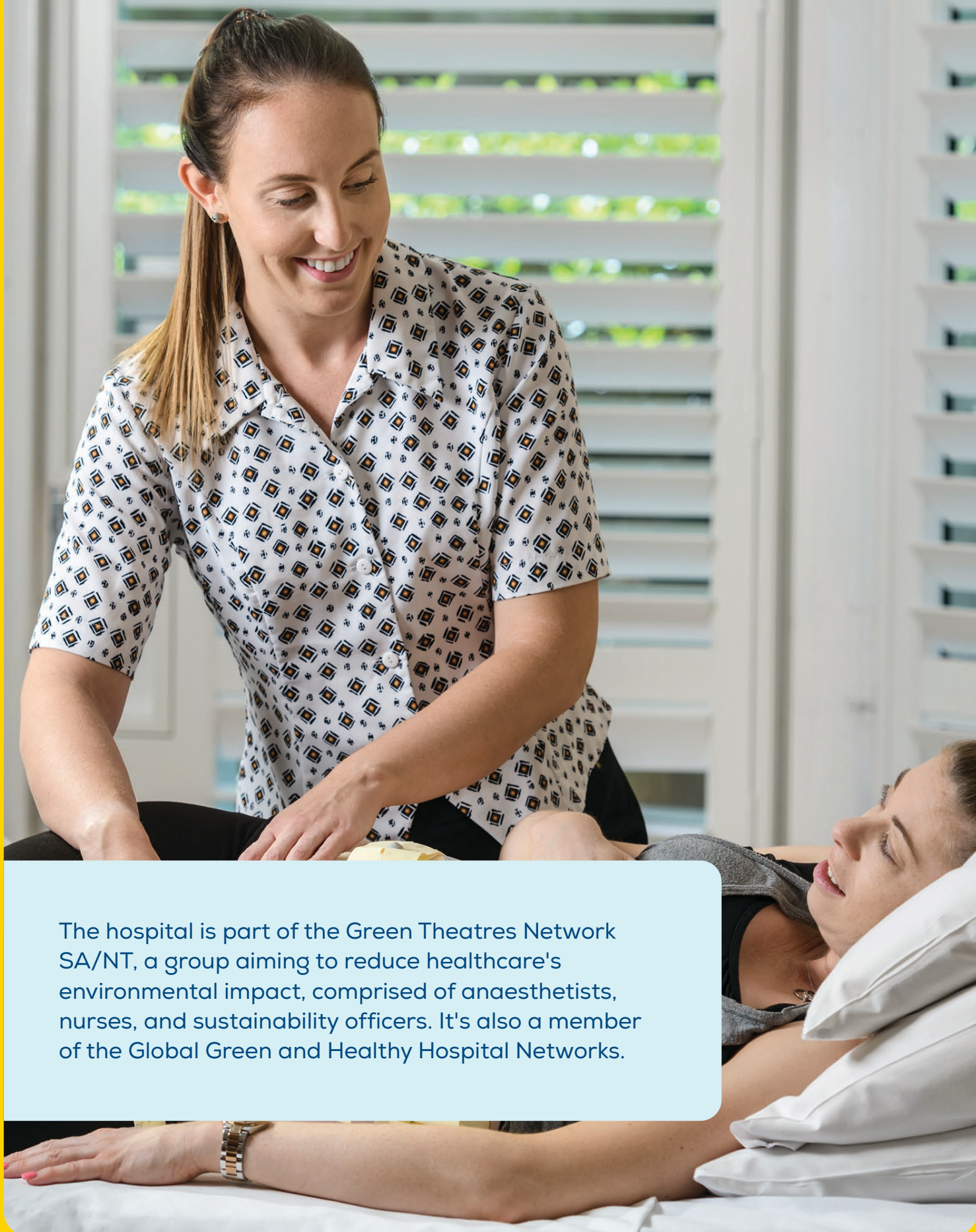
Food and Water Management

- ✓ The Majority of our food products are sourced locally and there is minimal wastage.
- ✓ The introduction of ChefMax, a food services management solution designed for healthcare and aged care industries will further streamline our food services and enable our Chefs to change our menus to take advantage of seasonable produce.

Supply Chain Procurement

- ✓ Introduction of compostable products including anaesthetic trays and underpads, biodegradable nappies, plastic free hand and surface sanitiser and Australian owned plant-based, biodegradable powered cleaning products.





The hospital is part of the Green Theatres Network SA/NT, a group aiming to reduce healthcare's environmental impact, comprised of anaesthetists, nurses, and sustainability officers. It's also a member of the Global Green and Healthy Hospital Networks.

Reconciliation Action Plan

In a profound and heartfelt commitment to fostering reconciliation and acknowledging the cultural significance of Australia's First Nations people, Burnside Hospital proudly unveiled its Reconciliation Action Plan (RAP).

At the heart of this transformative initiative was the introduction of a dedicated working group, led by Elder Uncle Tamaru, marking a momentous stride towards healing, respect, and understanding. The Burnside Hospital Reconciliation Action Plan is a comprehensive strategy aimed at building meaningful relationships between the hospital, its staff, and the Indigenous community.

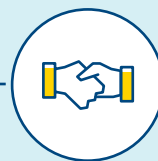
It outlines specific actions and initiatives designed to address disparities, celebrate Indigenous culture, and embed reconciliation principles into the fabric of Burnside Hospital's operations.

Central to the success of the RAP is the guidance and wisdom of Uncle Tamaru, a revered Elder within the local Indigenous community. His role in the working group is pivotal, providing cultural insight, historical context, and invaluable perspectives to ensure the initiatives are respectful, inclusive, and aligned with the community's needs.

One standout event that underscored Burnside Hospital's commitment to reconciliation was its inaugural Smoking Ceremony, led by Uncle Tamaru. This culturally significant ceremony, performed on the hospital grounds, symbolised the cleansing of negative energy and the forging of a new, harmonious path forward. Staff members and community representatives participated, reinforcing the hospital's dedication to embracing cultural traditions and promoting healing.

Celebrating National Aboriginal and Islanders Day Observance Committee (NAIDOC) Week becomes a highlight in Burnside Hospital's calendar. The hospital actively engaged in various activities, events, and educational programs that honour the rich cultural heritage of Australia's Indigenous peoples. The NAIDOC Week celebrations served as a platform for fostering awareness, understanding, and appreciation of Indigenous history, art, and contributions to the broader community.

Through these initiatives, Burnside Hospital not only recognises past injustices but actively seeks to contribute to a more equitable and inclusive future.



The Reconciliation Action Plan, underscores the hospital's commitment to a journey of reconciliation that goes beyond words, embracing actions that make a positive impact on the lives of both staff and the wider Indigenous community.



Ally Network

In a remarkable stride towards fostering inclusivity and understanding within the healthcare community, Burnside Hospital proudly introduced its Ally Network Working Group in 2023.

Committed to creating an environment where everyone feels valued, respected, and understood, this initiative marks a significant step forward in inclusiveness for the community and staff members.

The Ally Network Working Group is a dynamic collaboration of individuals within the hospital, spanning across various departments and roles, united by a common goal – to create a safe and supportive space for everyone, regardless of their background, identity, or orientation. The establishment of this group reflects the hospital's dedication to cultivating a culture of acceptance, empathy, and open communication.

At its core, the Ally Network aims to break down barriers and address the unique needs of diverse communities within and beyond the hospital walls. By fostering an inclusive atmosphere, the hospital supports its patients and ensures that its staff members can work in an environment free from discrimination and prejudice.

Through training sessions, workshops, and awareness campaigns, the group seeks to enhance cultural competence among staff members, encouraging them to become allies in the truest sense. This, in turn, translates to more personalised and effective healthcare delivery for patients from various backgrounds. The Ally Network Working Group serves as a vital link between the hospital and the surrounding community. By actively engaging with local organisations, advocacy groups, and community leaders, the group aims to create a network of support that extends beyond the hospital's walls. This collaborative effort not only

enhances the hospital's ability to provide culturally sensitive care but also strengthens the overall well-being of the community it serves.

The introduction of the Ally Network Working Group at Burnside Hospital signals a commitment to building bridges of understanding and support. By creating a space where diversity is celebrated and embraced, the hospital ensures that each individual, whether a patient or a staff member, feels seen, heard, and valued.

Burnside Hospital paves the way for a future where healthcare is truly inclusive, compassionate, and reflective of the diverse tapestry that makes up our community.



Consumer Advisory Group

Acknowledging the importance of collaborating with consumers to improve the quality of health services, Burnside Hospital has established a robust and dynamic Consumer Advisory Group (CAG).

The NSQHS Standard, Partnering with Consumers, underscores the imperative role of consumer partnerships in strengthening the delivery of healthcare services.

Designed to foster a culture of inclusivity and transparency, the CAG stands to foster meaningful consumer engagement, through emphasising the voices of the community, caregivers, and fellow consumers. The CAG serves as a vital conduit for direct communication, enabling the hospital to glean invaluable insights, concerns, and suggestions directly from those it serves. Endorsed by the Board of Directors, the CAG's mission revolves around nurturing a collaborative environment where the perspectives of all stakeholders are not only heard but actively integrated into the hospital's decision-making processes.



The impact of the CAG resonates through various key accomplishments, each serving as a **testament to its role in reshaping the hospital's practices and initiatives.**

Notable milestones include:

- ✓ A comprehensive overhaul of patient-centric materials within the preadmissions and discharge process, with a particular focus on optimising readability and comprehension.
- ✓ Through a concerted effort to incorporate intuitive icons and imagery, the hospital has successfully bridged language barriers, ensuring seamless communication for patients with diverse linguistic backgrounds.
- ✓ A partnership approach to acquisition communications and patient education materials with the hospital's recent acquisition of Burnside Hospital Stepney.
- ✓ Involvement of CAG members in a number of working parties, including the RAP Working Group and our Ally Network Working Group.

Moreover, the CAG has been a driving force behind the ongoing redevelopment of the hospital's menu, placing a heightened emphasis on catering to diverse dietary preferences and requirements. Its involvement in the hospital's broader initiatives also demonstrates its commitment to fostering a sense of community and shared responsibility.

Addressing the intricate interplay between patient expectations and the clinical requisites of hospital care, the CAG has spearheaded the implementation of a refined process that safeguards patient privacy without compromising the indispensable aspects of clinical care.



Toorak Gardens | Stepney

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