



BURNSIDE  
HOSPITAL

THE BURNSIDE WAR MEMORIAL HOSPITAL INC

# ANNUAL REVIEW

2018





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## OUR VISION

To sustainably serve current and future generations of the Burnside and broader South Australian communities by delivering excellent outcomes for patients.

## OUR MISSION

To honour the intent of the Deed of Gift of Mr Otto von Rieben by successfully providing safe, contemporary care for every patient, every time in current, well-equipped facilities.

## OUR VALUES

The key values of respect for the individual, teamwork and high quality service are fundamental to the Hospital achieving our primary goal of excellence in patient care and associated services.

We value:

- Observing the rights of our patients, focussing on respect for their privacy, dignity and individual needs
- The professional relationship with our visiting clinicians
- Providing high quality care and services
- Delivering service excellence through a collegial approach
- Managing available resources effectively and efficiently
- The continuing education and development of individuals.
- The right of staff to enjoy a safe and healthy workplace

These strategic goals, values and associated key performance indicators have been adopted by the Board of Directors to guide the Hospital's future. They are the basis of each Unit Business Plan to assist everyone to work together to enable the Hospital to carry out its Mission.



2018

# SNAP SHOT



PATIENTS UTILISING  
PREADMISSION SERVICE

**6,679**

Burnside Hospital patients say. . .

"I loved filling in eAdmission forms, I'd filled out the normal forms in December and it took ages. Loved doing it from home!"

"If it is possible to love a hospital, Burnside is it for me."



ADMISSIONS TO  
THE BURNSIDE  
SLEEP CENTRE

**1,682**



DAY SURGERIES  
PERFORMED  
**4,565**



VOLUNTEER  
HOURS  
**7,647**

Average length of stay (days) – surgical patients		Total patients treated	Number of operations	Number of births
17/18	3.34	13207	8495	935
16/17	3.22	12895	8218	939
15/16	3.16	13560	8293	1011
14/15	3.0	12704	8206	1052



ADMISSIONS AT  
THE BRIAN FRICKER  
ONCOLOGY CENTRE  
**2,053**



# CHAIR AND CEO MESSAGE

**2018 will be remembered as a year of change in the South Australian health industry, both public and private, including a reduction in the numbers of people who are participating in private health insurance, redevelopments underway here at Burnside Hospital and the healthcare requirements of the community trending towards greater complexity. We are, and always have been, here to serve our community and we believe that our exceptional care and service will stand us in good stead in challenging times for private hospitals over the foreseeable future.**

However, we also need to remain relevant and respond to the needs of our key stakeholders. The Board of Directors participated in an 'Envisioning Day' in late October with external consultants. It was beneficial in considering further, key strategic objectives including clinical service lines, marketing and communication, financial performance overview and the master building plan at Burnside. These objectives are embedded in the six strategic pillars and decisions pertaining to them remain integral in driving and supporting our enterprise and further improving the service we offer our patients and visiting specialists.

The hospital has continued to perform reasonably well from a financial perspective, however it is increasingly difficult to do so and so we continue to focus on opportunities to better manage spiralling costs. We have further improved our overall activity, with a 2.42% increase in the number of patients treated and a 3.37% increase in the number of operations helping us to realise a modest surplus in FY 2018. As a not for profit hospital, any surplus is reinvested into the services, facilities and equipment for patients.

A crucial part of this sustainability is our move to lessen our environmental footprint and protect our precious resources. A key feature of 2018 was the 'greening' of our hospital and we were pleased to see the conclusion of a number of long-term projects.

A new and more efficient generator system, two new lifts with regenerative drive, installation of LED lighting throughout our facilities and solar panel installation on the main roof of the hospital have now reduced running costs and are driving a greener day to day operation.

The Hospital has undertaken a review of its constitution with the intention of improving its administrative arrangements and better aligning it with contemporary governance practices. We were therefore pleased to reach agreement with the City of Burnside to do just that in September. The Board of Directors has been reduced in size and the long standing representation of City of Burnside Councillors serving on the Board is no longer a constitutional requirement. As a result, we farewelled Councillors and Board Members Jane Davey, Henry Davis and Mark Osterstock and we sincerely appreciate their combined years of service to the Hospital.

The retirement of our well-respected and long-standing head of HR, Marg Davoli, gave us an opportune time to consider our needs, restructure the role with a new emphasis on strategic HR influences with Karina Bunker subsequently joining us in April as Director People and Culture. Under Karina's lead, we also conducted a staff engagement survey to provide another opportunity to hear what our people think, feel and want.

The Burnside Hospital Foundation also had significant changes with a review by an external consultant and the subsequent recruitment of Foundation Manager, Martin Carolan, who has brought to us a wealth of fundraising experience and has certainly made the role his own with a fresh strategy and innovative ideas to increase our fundraising revenue streams. To date, the hospital has already benefited from new equipment, partnerships and projects as a result.

The quality and safety framework and system was again reviewed by external ACHS surveyors in June 2018. It was particularly pleasing to receive a report that outlines how we continue to demonstrate compliance to all 15 national health care standards and in the area of governance we were awarded in four categories the highest result – met with merit. Our safety and quality performance is increasingly available publicly to consumers, a move which we support as it assists the consumer determine where they wish to have their healthcare needs met.

It has been a pleasure serving the healthcare needs of the South Australian community for another year and we take this opportunity to thank our stakeholders, patients, visiting specialists, staff and volunteers for their contribution and service to patients and the hospital.

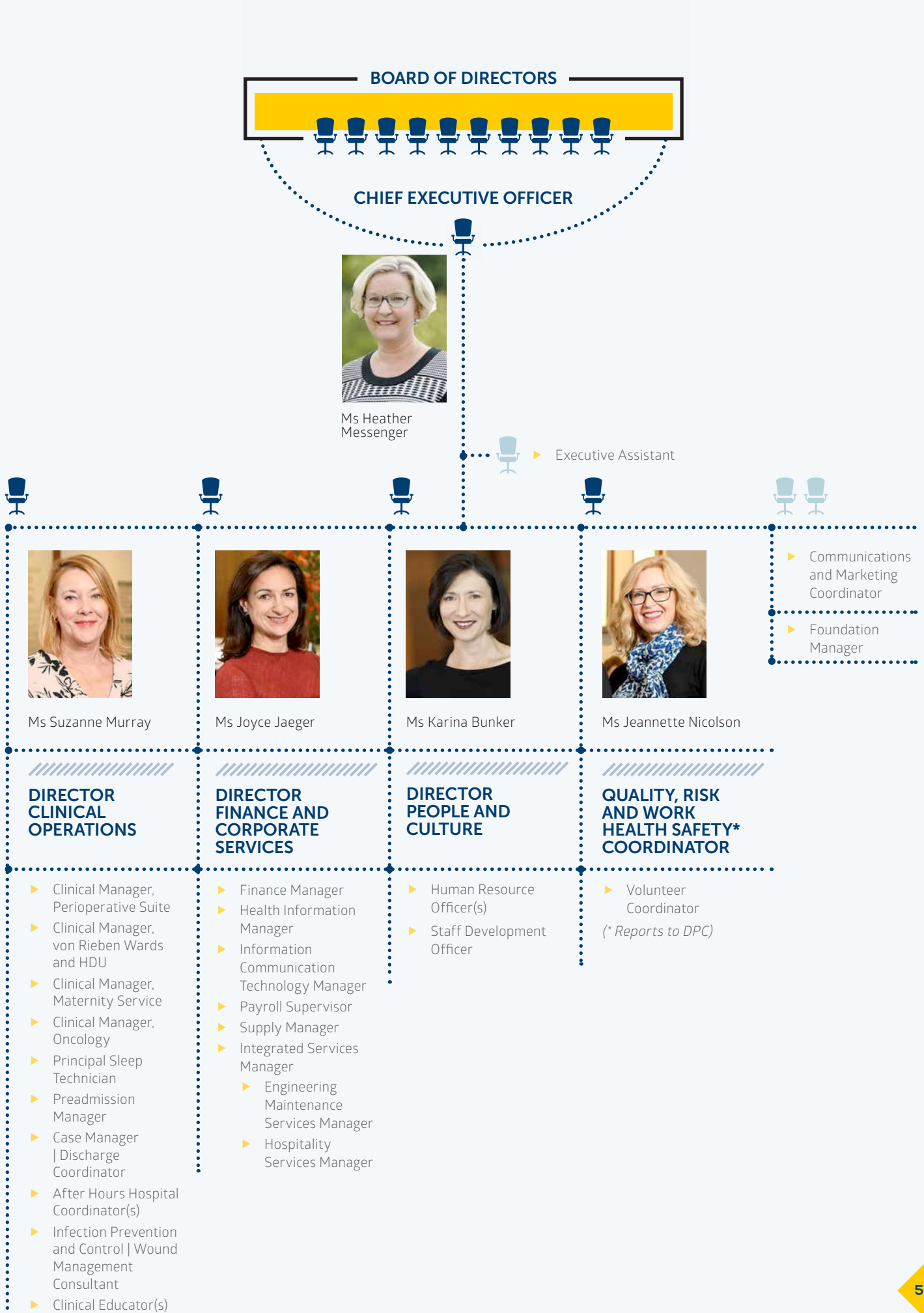
**Frank Kite**  
Chair

**Heather Messenger**  
CEO



L to R: Dr Lino Scopacsa, Cr Henry Davis, Dr Andrew Lord (Chair Medical Executive and Clinical Privileges Review Committees), Ms Anne Hinton (Chair, Finance & Audit Committee), Cr Jane Davey, Mr Larry Opie (Deputy Chairman, Chair, Quality Committee), Mr Frank Kite (Chairman), Cr Mark Osterstock, Ms Alison Fitzgerald, Ms Heather Messenger (Chief Executive Officer), Mr Craig Whitton

# ORGANISATIONAL STRUCTURE







I would like to say a huge thank you to all staff from my check in to discharge. Everyone was so welcoming and caring and I truly appreciate the wonderful caring service that I received. I can only praise everyone for such amazing and wonderful caring staff here at Burnside.

BURNSIDE HOSPITAL PATIENT, 2018



## STRATEGIC PILLAR 1

# COMMUNITY

Our community is at the centre of the service we provide. As a not for profit, community hospital, we continued to make decisions this year around the service we provide to generations of those members and how we can support their needs and requirements better into the future. In addition to our environmental initiatives and consumer service additions, we also focused on health-promoting activities to support the wellbeing and best living for our community.

Our volunteers come from the heart of our community and play a vital role in the services we provide to patients and visitors. In 2018, we supported changes to the volunteer services to upskill our members and enable greater involvement in hospital life. The Burnside volunteers served over 12,000 customers in Café Otto and answered 11,500 enquiries at the courtesy desk with Café Otto volunteers undertaking professional barista training.

The inaugural Consumer Advisory Group was instigated and recruited with the Terms of Reference endorsed by the Board of Directors. These consumer representatives provided feedback, commentary and opinion to business managers regarding planning and service delivery and participated in our accreditation process. The Group met three times and supported the Day Surgery, von Rieben wards, executive and administration teams with decision making and improved service delivery.

### KEY ACHIEVEMENTS

- Ross McIlwraith, one of the Burnside Hospital Clinical Nurse Coordinators (CNC) in the Perioperative Suite, left in September 2018 to volunteer on the 'Africa Mercy' hospital ship, delivering on-board surgical services to the people of Guinea, West Africa with the Mercy Ships organisation.
- From March to June, we participated in the Health Service Blood Challenge where staff from health providers donated blood for the Red Cross. 16 Burnside staff visited the Red Cross to donate blood and plasma and we were awarded highest year on year growth for SA.
- In October, we hosted a giant inflatable elephant, 'Elephant in the Room' for the Australian Private Hospitals Association to help remove the stigma around mental health. To align the promotion with our maternity services, we particularly focused on peri and post-natal depression in both mothers and fathers and good family mental health overall.
- In October we also celebrated National Breast Cancer Week alongside the 20th anniversary of the Breast Centre at Attunga House and decorated the hospital exterior with giant pink ribbons.
- The CEO of Burnside Hospital participated in the Kensington RSL branch ANZAC commemorations, laying a wreath at the service and we also acknowledged the 100th anniversary of Armistice on 11/11 with one minute's silence in the Hospital. In lieu of gifts to staff, Christmas donations were made to Legacy, Soldier On and Andrew Russell Veteran Living RSL Care.
- We celebrated Sleep Day with a 'counting sheep' promotion in reception and participated in an on-air Radio Adelaide interview between host Jules Schiller and Sleep Specialist A/Prof Sutapa Mukherjee with Burnside Sleep Technician Alicia Hoberg.
- Perioperative Registered Nurse, Margo Strachan, who regularly supports Burnside Hospital visiting surgeons and gastroenterologists to perform countless colonoscopies, endoscopies and bowel investigations, trekked 72km in support of bowel cancer organisation, the Jodi Lee Foundation.
- The Burnside Midwives participated in the 2018 'It's In the Bag' promotion for Share the Dignity. Lead by Registered Midwife Hazel Balales, the team each chose a handbag they no longer use and filled it with items that would make a woman experiencing homelessness feel supported and dignified.



## STRATEGIC PILLAR 2

# GOVERNANCE

In September, Burnside Hospital was awarded another four years accreditation certification following a survey by Australian Council on Healthcare Standards (ACHS), a leading independent authority on health care. The hospital has held continuous ACHS accreditation since 1985 and the 2018 organisation-wide survey shows all 15 standards have again been met and that four of the governance standards were awarded 'met with merit'. Three visiting surveyors from the ACHS surveyed the community not for profit hospital over three days in June 2018, evaluating performance, procedures and activity against the 15 EquipNational Safety and Quality Health Service Standards.

'Being surveyed by independent, experienced and well-trained assessors, provides valuable feedback about how Burnside War Memorial Hospital complies with rigorous, evidence-based standards and ensures that the infrastructure, medical, nursing and support staff are in place; that there are policies and procedures to guide care and, systems exist to monitor outcomes. Accreditation demonstrates a commitment to continuous improvement and standards of care that every person using our health system should expect as a minimum.'

DR CHRISTINE DENNIS, CEO,  
AUSTRALIAN STANDARDS ON  
HEALTHCARE COUNCIL

### KEY ACHIEVEMENTS

- This year, the Burnside Council (proprietors of the land on which the Hospital is situated) approved the modernisation of the Hospital constitution after lengthy discussions and negotiations. One of the key changes relates to membership with the appointment of a prescribed number of Elected Council members as Directors of the Hospital Board no longer required. At the end of October, we farewelled our three Councillors, Jane Davey, Henry Davis and Mark Osterstock and thanked them for their contribution. We remain committed to retaining at least two medical practitioners within the Directorship and at the end of 2018, we were in the process of recruiting new members with expertise in areas such as Information Technology and Communication / Marketing.
- An investment fund sub-committee, reporting to the Foundation Committee, was also newly established and independent investment fund managers were appointed to oversee this. The sub-committee manages bequests that are not specified and those donations that are given for the hospital to invest for future projects.
- A review of our human resource department was commissioned, following the retirement of the Senior Executive, that evaluated the status quo and made significant changes towards preparing for the workforce of the future.
- A brand and communications consultant was contracted to undertake market research for the Hospital and to assist us to position ourselves even more effectively in the marketplace.
- The Consumer Advisory Group were consulted about the master building plan and gave feedback on development ideas for the Godfree House site, particularly in relation to carparking.





#### **MEMBERS OF THE QUALITY COMMITTEE ACCEPT THE CERTIFICATE**

L – R Cr Jane Davey and Alison Fitzgerald (Hospital Board members), with Jeannette Nicolson (Quality, Risk and WHS Coordinator), Dr Christine Dennis (CEO of ACHS), Heather Messenger (CEO), Suzanne Murray (Director of Clinical Operations) and Jay Holdsworth (Information Communication and Technology Manager).

Absent: Chair of the Quality Committee and Board Member Larry Opie

I found your hospital was exceptional in every way. The day centre is quite stunning – so very well set up. The theatre experience was so professional and I was delighted that the staff seemed to be so very happy, relaxed yet incredibly efficient.

BURNSIDE HOSPITAL PATIENT, 2018



## STRATEGIC PILLAR 3

# CARE

In 2018, Burnside was asked to participate in the Medibank Patient Experience Data that is published online as part of their services to consumers. Our first quarterly performance report was made available on the Medibank website and shows patient experience results based on survey responses from 67 Medibank members who were inpatients during the 17/18 financial year.

Each hospital's performance is compared to similar sized hospitals and with an overall experience of 9 out of 10, the results showed that we 'performed better than similar sized hospitals for overall experience' - a very pleasing result for the team at Burnside Hospital.

### KEY ACHIEVEMENTS

- In partnership with Adelaide Hip and Knee Centre's Orthopaedic Specialists, Dr Robert Baird, Dr Robert Fassina and Dr Justin Munt, we presented information sessions throughout the year to consumers about the option of robotic-assisted orthopaedic surgery (hip and knee replacement).
- The refurbishment of theatre number one was completed and ensures ongoing safe contemporary facilities are available for staff and visiting specialists.
- We held a stall at the annual Pregnancy, Babies and Children Expo in April, presenting obstetric information to expectant parents and meeting some of our grown-up Burnside babies!
- An expanded urology service and associated equipment, including a surgical laser to break up renal calculi which may result in shorter hospitalisation times and reduced risk of trauma.
- Competency days were attended by 100% of staff. These are clinical and non-clinical annual sessions where our key senior managers present information about the hospital, our core values, foundations of safety and patient care standards. Each session incorporates time with the CEO and allows all staff time to ask questions, reflect on our achievements and discuss concerns in person.
- Our neonatal nursery obtained a new bilirubin meter to facilitate quick and non-invasive jaundice measuring for newborns.
- Dr George Dracopoulos, Specialist Orthopaedic Surgeon presented a keyhole bunion surgery information session for local podiatrists onsite in partnership with the Hospital.
- Dr Andrew Morris, Specialist Orthopaedic Surgeon received accreditation to use Burnside Hospital's Mako robotic system for orthopaedic surgery and presented a patient information session on the option of robotic surgery.
- A new master Obstetrics booklet was created to replace multiple handouts and present concise and up to date information about our Maternity Service for patients.
- Investment of Senior Clinical Nursing time allocation was increased to ensure standards of patient care are being measured and monitored and provide opportunities for further education and auditing. Each CN has a portfolio of one National Health and Safety Standard in which they will create materials, review policies, coach staff and audit performance.
- Regular meetings conducted in clinical areas to discuss complex patient cases, evidence based practice and review.
- Clinical risk management system fine-tuned in line with the ten risks facing healthcare identified by the Board of Directors to better enhance patient safety and recognise new risks and mitigation strategies.
- New neonatal 'track and trigger' charts developed and implemented to improve detection of clinical deterioration in newborns.
- The transition to professional practice program (TTPPP) was reinstated for newly graduated Registered Midwives, inducting two per year to the Burnside Maternity Service.



In the Burnside Hospital Nursery L-R: Karen Briggs (Clinical Midwife); Kim Parker-Gray (Clinical Manager); Dr Thu Kent (Paediatrician); Suzanne Murray (Director Clinical Operations), Paediatricians Dr Brian Conway, A/Prof Ross Haslam AO, Dr Kavita Rasiyah and Dr Richard Power (Paediatrician and Honorary Director of the Nursery)



The choice of food and serving quantity was very good.

BURNSIDE HOSPITAL PATIENT, 2018



Lily Moloney, Catering Attendant



## STRATEGIC PILLAR 4

# PEOPLE

**The heart of a hospital is not the bricks and mortar, equipment or facilities, but a team of people who provide care and compassion during a patient's vulnerable moments. Our patients talk about Burnside Hospital's people time and time again. Their level of competence, sensitivity and kindness are what makes the difference for the experience of Burnside and we know the importance of nurturing the potential of our team and investing in their future.**

As part of our ongoing improvement, an independent HR review identified an opportunity to evolve the practice from a transactional model to a more contemporary strategic model which would support further partnership and strategic workforce planning. The newly structured role of Director, People and Culture was created to facilitate this and there has been significant headway made in improving our values-based culture and enhancing positive leadership in our management teams.

Managers Guides provide managers with knowledge and tools to respond to the needs of their teams and future-proof their workforce. Our managers also have increased mentoring of their teams, redesigning work to provide measurable alignment between activities and attainment of quality standards. We have also streamlined HR processes such as injury management and moved to online recruitment that enables more efficient participation of managers.



Chairman, Frank Kite presenting Shiela Hallarsis, Perioperative Registered Nurse with her 10-year service award.

### KEY ACHIEVEMENTS

Our workplace wellness program was intensified, further prioritising healthy lifestyles and complementary services for our people:

- Burnside staff participated in a Wellness Program during National Safework Month in October where we instigated a lifestyle-focused intranet portal and five different fitness activities including walking, self-defence, Pilates, boxing and yoga.
- 62% of staff were vaccinated for influenza and 100% of midwives were vaccinated against pertussis (whooping cough).
- The Burnside Employee Assistance Program offered confidential counselling, psychology and support services.
- 147 Physio treatments were provided to staff as well as 17 worksite and workstation ergonomic assessments.
- Over 90% of staff completed manual handling training to improve safety.
- 'Mindfulness in Practice' training was delivered.
- We celebrated Mental Health Awareness Month in October by welcoming Corporate Health Group (CHG) to facilitate 'Mental Health First Aid' training for staff.
- Respectful workplace behaviour seminars were attended by 98% of staff and volunteers.
- Another record broken for our Christmas party attendance in November, with the following staff amongst others awarded for their long service:
  - **Gaye Housego**, Registered Midwife, 30 years
  - **Bridget van der Jeugd**, Registered Nurse in Perioperative Suite and more recently Preadmissions, 30 years
  - **Ketut Elliot**, Catering Attendant, 35 years

We conducted Burnside's first staff engagement survey titled 'Your Voice, Your Say' to identify what really matters to our people and where we needed to improve. This gave our team a chance to voice their opinion on a range of cultural issues and help us to brainstorm opportunities for change. We also used the input to further promote Burnside as a destination employer for future recruits.

The results were very pleasing with our staff clearly indicating they were engaged with their teams and overall enjoyed coming to work. Improvements were identified not in the things we do, but in the way that we do it, suggesting that people wanted greater consultation and autonomy in the way they go about their work.

The Hospital continues to address the findings of the survey in our future planning.



Chris Adams, Store Clerk



## STRATEGIC PILLAR 5

# PARTNERSHIPS

**In October, Burnside Hospital celebrated 20 years of the Breast and Endocrine Centre at Attunga House. The clinic was originally established in partnership with the Hospital by Dr's Clive Hoffmann and Stephen Birrell with the vision to provide comprehensive, contemporary, coordinated care in the one location for women and men with breast and endocrine problems, including breast cancer.**

In the early days, the Hospital worked closely with the doctors to establish a co-located service with Dr Jones and Partners Radiologists so that most patients could have their problems diagnosed and if necessary, treatment initiated in one visit. Subsequently a dedicated chemotherapy unit, The Brian Fricker Oncology Centre was established with support from the Burnside Hospital Foundation Inc. to provide treatment within the hospital location. More recently, the Breast Centre has expanded and redeveloped the consulting and waiting spaces to manage the increased activity and to further improve the patient experience.

The 2018 anniversary marked some 8,000 patients that have received care at the Breast and Endocrine Centre, including 600 surgeries in the past financial year.

Recently, the founding doctors had expanded the practice to welcome three new Breast and Endocrine surgeons, Dr Subhita Prasannan, Dr Peter Shin and Dr Andrew Kiu and the team celebrated the past and future at a small gathering at Attunga House.

### KEY ACHIEVEMENTS

In September, we commissioned a brand and communication agency to undertake market research with consumers to better understand how the community perceives Burnside Hospital and what we can do to enhance this further. Approximately 50 people participated in focus groups and feedback was also gained from key Visiting Specialists and GPs about how they see us. The information has been collated and presented to the Board of Directors and Executive team with priorities for action being developed from both these initiatives.

2018 also bore the fruits of our long-standing partnership with the University of Adelaide. The Perioperative Nursing Specialisation Program was finalised in late 2018 and we will welcome our first graduates to the program in 2019. The program supports nursing graduates to complete around 30 modules of study for the Graduate Diploma of Nursing Science (Perioperative Nursing) while working in Burnside Hospital's Perioperative Suite. Participants also receive a foundation of skills and individual assistance and education to support their career growth.

Our partners are part of the Burnside team and directly influence the clinical outcomes for our patients. We are fortunate to count some of SA's finest medical and surgical specialists as partners in patient care, but we also acknowledge our corporate stakeholders and suppliers as key supporters. We acknowledge the support of the following partners, who have supported us to achieve our mission in 2018:

- The Physio Clinic
- EPIC Pharmacy
- Dr Jones & Partners
- Clinpath
- The University of Adelaide
- UniSA

### Partnerships and Philanthropy

The City of Burnside has been a key partner of the Burnside Hospital since 1943 when the proposal of a War Memorial Hospital was raised at the war reconstruction committee meeting. The land at 120 Kensington Road and adjoining Attunga House on Hewitt Ave were subsequently gifted to the council the following year by local philanthropist Mr Otto von Rieben.

The City of Burnside were instrumental in raising the funds to construct the first hospital structure and to enable Attunga House to be developed into a complementary facility.

Today, numerous visiting specialists consult in Attunga, including notable radiology practice, Dr Jones and Partners.

In 2018, we continued our association with the City of Burnside. Hospital Chairman Frank Kite, Deputy Chair Larry Opie and CEO Heather Messenger all presented at Council in regards to constitutional matters. The new Mayor and Council elected in November have been invited to tour the Hospital campus in 2019.



L-R Dr Peter Shin, Suzanne Murray, Director Clinical Operations, Heather Messenger, Chief Executive Officer, Dr Stephen Birrell, Dr Subhita Prasannan, Dr Clive Hoffmann, Jane Marsh, Clinical Manager, Oncology Centre and Senior Breast Care Nurse and Dr Andrew Kiu



L-R: Anthony Cuarentas (Clinical Nurse, Perioperative Suite), Yvette Salamon (University of Adelaide Speciality Coordinator Anaesthetics/Recovery), Gabby Tronnolone (nursing graduate), Jo Perry (University of Adelaide Speciality Coordinator Perioperative) Denise Tucker (University of Adelaide Clinical Facilitator), Michelle Griffith (Clinical Educator - Perioperative Suite, von Rieben wards/HDU), Trent Batchelor (Clinical Manager Perioperative Suite)







**2018 saw the completion of various environmentally focused initiatives at Burnside Hospital that support the key strategic objective for sustainable healthcare facilities. We are staying at the forefront of green initiatives at the Toorak Gardens site; the pinnacle of which was this year's installation of over 500 solar panels on the Hospital's rooftop through May.**

1,032 interior lights were replaced with LED fittings in June, including across the operating theatres, support service areas and in all patient rooms. The result is a softer and more natural 'daylight' type luminosity for patients and staff, which was welcomed particularly by patients staying multiple days.

The solar network is contributing 157kW of power to the hospital which is about 12% of the operational requirements. Combined, these projects are saving 253 tonnes of CO<sub>2</sub> annually (the equivalent of removing 131 cars off the road each year) and reduces the energy bill of the Hospital by up to \$140,000 p.a.

Burnside's solar and lighting projects also follow a successful recycling program implementation in the Perioperative Suite. While the usual items have been on the recycling program for many years, an internal committee reviewed the waste management operation and increased recycling to include Kinguard (sterile wrap) and hard plastics in the past few years. These new measures have been implemented through the Perioperative Suite and associated services and have resulted in a decrease in theatre waste overall.

Other environmental initiatives include:

- Installation of two new lifts with regenerative drive which recycles energy (i.e. the lift stores energy going down, using that energy on the upward journey)
- Installation of a new chiller to replace the circa-1976 system, providing more efficient air conditioning in key patient areas
- A modern, energy-efficient air-conditioning unit installed in the Attunga Medical Centre
- Sustainable packaging in food items, removal of plastic drinking straws and a BYO coffee cup option at Café Otto
- Elimination of almost all hazardous chemicals in general housekeeping services (with the exception of clinical care environments)
- Larger windows in redeveloped areas to take advantage of daylight
- Additional patient services available online, including eAdmissions which will replace paper admission forms over time
- The first e-news was created and delivered successfully, saving print and distribution resources.

Your service was an 'A'.  
I felt at ease, comfortable  
and it didn't feel like a  
hospital, it felt like being in  
a hotel. Also very impressed  
with the recovery unit.

BURNSIDE HOSPITAL PATIENT, 2018





# BURNSIDE HOSPITAL FOUNDATION



Martin Carolan, Foundation Manager

**In 2018 following the merge of the Burnside Hospital Foundation Inc. back into the hospital, a rigorous recruitment process was embarked upon to recruit a new part time Foundation Manager to develop and improve upon the Foundation's fundraising successes to date. The appointment of Martin Carolan as Foundation Manager occurred in April 2018.**

The Foundation Manager is tasked with the challenging role of developing a comprehensive Fundraising Strategy that will engage with the community and generate additional income to support patient's healthcare at Burnside Hospital.

An income generation strategy was developed and recommended by the Foundation Committee, chaired by Mr John Gerard and subsequently approved by the Burnside Hospital Board of Directors and the strategy incorporates income generation opportunities that includes, direct mail appeals and donor newsletter updates, major giving fundraising as well as Trust and Grant applications. The Committee members unanimously agreed to support this new direction and worked closely with the Foundation Manager in the strategies' implementation.

A philanthropic highlight of the Foundation's year took place on December 5th thanks to the incredible generosity of Burnside Hospital Foundation's longstanding Committee Member, Mrs Bardie Penfold Simpson OAM. Mrs Penfold Simpson generously donated all proceeds from the sale of her memoirs entitled, "I'm Glad I Did!" to support the Foundation's efforts.

Mrs Penfold Simpson, generously hosted her book launch at the fitting and iconic Penfold's Magill Estate on a hot summer evening in December. Over the years, Mrs Penfold Simpson's tireless work to support Burnside Hospital through the Foundation has assisted us in being able to undertake some significant redevelopments, improve patient amenities and purchase important pieces of clinical equipment to support patient care and services at the Hospital. With 1,000 books printed, the Foundation stands to raise an additional \$50,000 to support our patient's care.

On behalf of the Hospital Board of Directors and the Burnside Hospital Foundation Committee we thank Mrs Penfold Simpson for this outstanding demonstration of community support.





Mrs Bardie Penfold Simpson OAM, signing her book at the book launch.



Mr John Gerard, Chairman, Burnside Hospital Foundation Committee, Orthopaedic Specialist, Dr Ben Beamond

## ACHIEVEMENTS IN 2018



Contributed significant funds to help purchase a Fluoroscanner machine supporting our foot and ankle patients

Purchased a Vein Viewing System to assist nursing staff cannulate patients for intravenous chemotherapy administration

Replacement of cold caps supporting our Oncology patients



Approval of an income strategy to support income generation for the Foundation

Submitted eight funding applications to Trusts and Foundations

Secured continuation of a donation to support a part time additional breast care nurse

Secured a significant gift pledge over five years to purchase essential equipment for our patients





**ABOVE: Our Clinical Leadership team:** L-R Kim Parker-Gray (Clinical Manager, Maternity Service), Franciska Ferreira (Infection Control and Wound Management Consultant), Renee Galka (Principal Sleep Technician), Trent Batchelor (Clinical Manager, Perioperative Suite), Marie Howard (Case Manager and Discharge Coordinator), Suzanne Murray (Director Clinical Operations), Wendy Gray (Clinical Manager, von Rieben Wards and HDU), Sharon Busmer (Preadmissions Manager), Jane Marsh (Clinical Manager Oncology Centre and Breast Care Nurse)





**OUR PEOPLE  
MAKING THE  
DIFFERENCE**



#### **OUR SERVICES INCLUDE:**

- Breast and Endocrine Surgery
- Colorectal Surgery
- Ear, Nose and Throat Surgery
- Gastroenterology
- General Surgery
- Gynaecological Surgery
- Obstetrics (Maternity) and Neonatal
- Oncology
- Ophthalmic Surgery
- Oral Maxillary Surgery
- Orthopaedic Surgery
- Plastic and Reconstructive Surgery
- Sleep Medicine
- Urological Surgery
- High Dependency care

#### **OTHER CO-LOCATED SERVICES INCLUDE:**

- Pathology
- Physiotherapy
- Radiology

'Safe contemporary care for every  
patient, every time'



**BURNSIDE  
HOSPITAL**

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