



**BURNSIDE  
HOSPITAL**

THE BURNSIDE WAR MEMORIAL HOSPITAL INC

# **ANNUAL REVIEW**

**2017**

# CONTENTS

2017 snapshot	5
Chair and CEO Message	6
Board and Executive Team	7
Organisational Structure	7
Infrastructure Improvements at Burnside	9
Strategic Pillar 1: Community	10
Strategic Pillar 2: Governance	12
Strategic Pillar 3: Care	15
Strategic Pillar 4: People	16
Strategic Pillar 5: Partnerships	18
Strategic Pillar 6: Sustainability	21
Burnside Hospital Foundation	22

Cover: L – R is Ketut Elliott (Catering), Frank Pagnozzi (Maintenance), Sarah Jaensch (Administration), Anton Molnar (Perioperative) and Fiona Zevenboom (Maternity)

This page: Graduate Nurse Carla Borrego and Clinical Manager Wendy Gray tend to a patient in the von Rieben South ward



OUR PEOPLE  
MAKING THE  
DIFFERENCE



## 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 right of staff to enjoy a safe and healthy workplace
- The continuing education and development of individuals.

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.

I cannot thank you all enough for your support, empathy, understanding and kindness you have shown me on this very challenging time of my life.

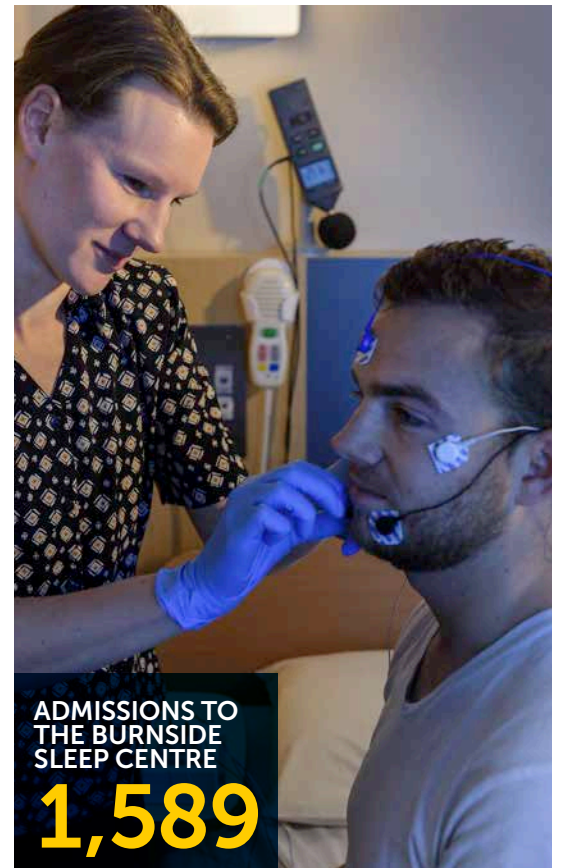
ONCOLOGY PATIENT, JUNE 2017



DAY SURGERIES PERFORMED

**4,183**

	Average length of stay (days) – surgical patients	Total patients treated	Number of operations	Number of births
16/17	3.22	12895	8218	939
15/16	3.16	13560	8293	1011
14/15	3.0	12704	8206	1052
13/14	3.0	12816	8443	1124
12/13	3.1	13123	8803	1179



ADMISSIONS TO THE BURNSIDE SLEEP CENTRE

**1,589**



VOLUNTEER HOURS

**8,026**



ADMISSIONS AT THE BRIAN FRICKER ONCOLOGY CENTRE

**2,091**



MEALS PREPARED FOR PATIENTS, STAFF, BOARDERS AND VISITING MEDICAL OFFICERS

**68,802**



PATIENTS UTILISING PREADMISSION SERVICE

**6,406**

# CHAIR AND CEO MESSAGE

**This year's Annual Review highlights the remarkable achievements of the Burnside Hospital in 2017 as a reflection of the passion and dedication of our team of staff, directors and stakeholders. Whilst we conducted our business in challenging industry conditions, our team's commitment to the vision and mission of our community hospital has meant that we met the challenge of our six Strategic Pillars and will continue to be the reliable, trusted health partner of the community that we have been for over 60 years.**

2017 witnessed changes on multiple fronts impacting personnel, organisational structures and physical facilities. The hospital celebrated the fruition of many long-term projects and infrastructure developments. Over \$4m has been invested this year in capital works, facility upgrades, plant and equipment - more than double the average annual spend. As a not for profit hospital, it gives the Board of Directors satisfaction to be able to continually reinvest funds into the future of the hospital. These improvements safeguard the value proposition of private healthcare for Burnside Hospital patients and the provision of safe, contemporary care for every patient, every time.

Ensuring we have state of the art medical equipment for use by our visiting medical practitioners and clinical teams is key in fulfilling our mission and this year has included a new operating theatre table, a new birthing bed, new gastroscopes, patient controlled analgesia machines, a new Ventilator kindly donated by the Lang Foundation, and new adult and neonatal monitors to name but just a few.

In other clinical news, we have been delighted to welcome three new specialists to expand the urology service offered at the Hospital to support patients and make inroads into the men's health market.

Our news spread on page 8 – 9 highlights the many improvements to the Burnside Hospital's built environment, the pinnacle of which was the completion of the Short Stay Procedure Unit redevelopment (day surgery). The new space on Level 1

has delivered enjoyable, functional and contemporary facilities for patients, staff and visiting specialists. Our patient feedback consistently reiterates how pleasant our new pre-operative and post-operative day surgery areas are and how this has enriched what might have otherwise been an apprehensive experience.

Our redevelopment to the Brian Fricker Oncology Unit has also been well-received in its ability to enhance patient comfort and ease of use. Chemotherapy is unfortunately one of the more unpleasant but necessary services that Burnside provides and it is our pleasure to improve patient amenities with the redevelopment. New recliners that have been kindly donated by the Foundation, bright natural light and dedicated consulting facilities help to make this difficult time for patients as relaxed and welcoming as possible.

We continue to have contracts with all health insurance funds. The hospital again achieved a modest but sound financial performance overall notwithstanding increasing costs of consumables. The ability to measure and monitor costs has been further enhanced with our use of the new clinical costing system. Our strategic and operational planning including the relationships with key stakeholders, especially our visiting accredited practitioners and main suppliers, remain central to our success. The hospital embarked on an energy saving review project which at its conclusion in 2018 will realise increased efficiency in energy use as well as a significant reduction in energy costs.

The Burnside Hospital Foundation also underwent major change in 2017 and resulted in the Foundation merging back into the Hospital, rather than being administered as a separately incorporated body. The reasoning and many benefits are detailed in page 20 – 21 and we thank the Foundation Committee for their role in developing the changes in conjunction with the Hospital's Board of Directors. Also in 2017 Foundation news was the development of an Investment Fund that will provide long-term benefit to the Foundation's projects.

As Chair and CEO of the Burnside Hospital, we trust you will enjoy the evaluation of the many activities and achievements of our team in this 2017 Annual Review. Our reputation has set the Burnside Hospital service apart for more than 60 years and we will continue to be a trusted healthcare partner, serving generations of the Burnside and broader South Australian communities by delivering excellent outcomes for patients. We look forward to continuing and deepening our connection with our community and stakeholders in 2018 and beyond.



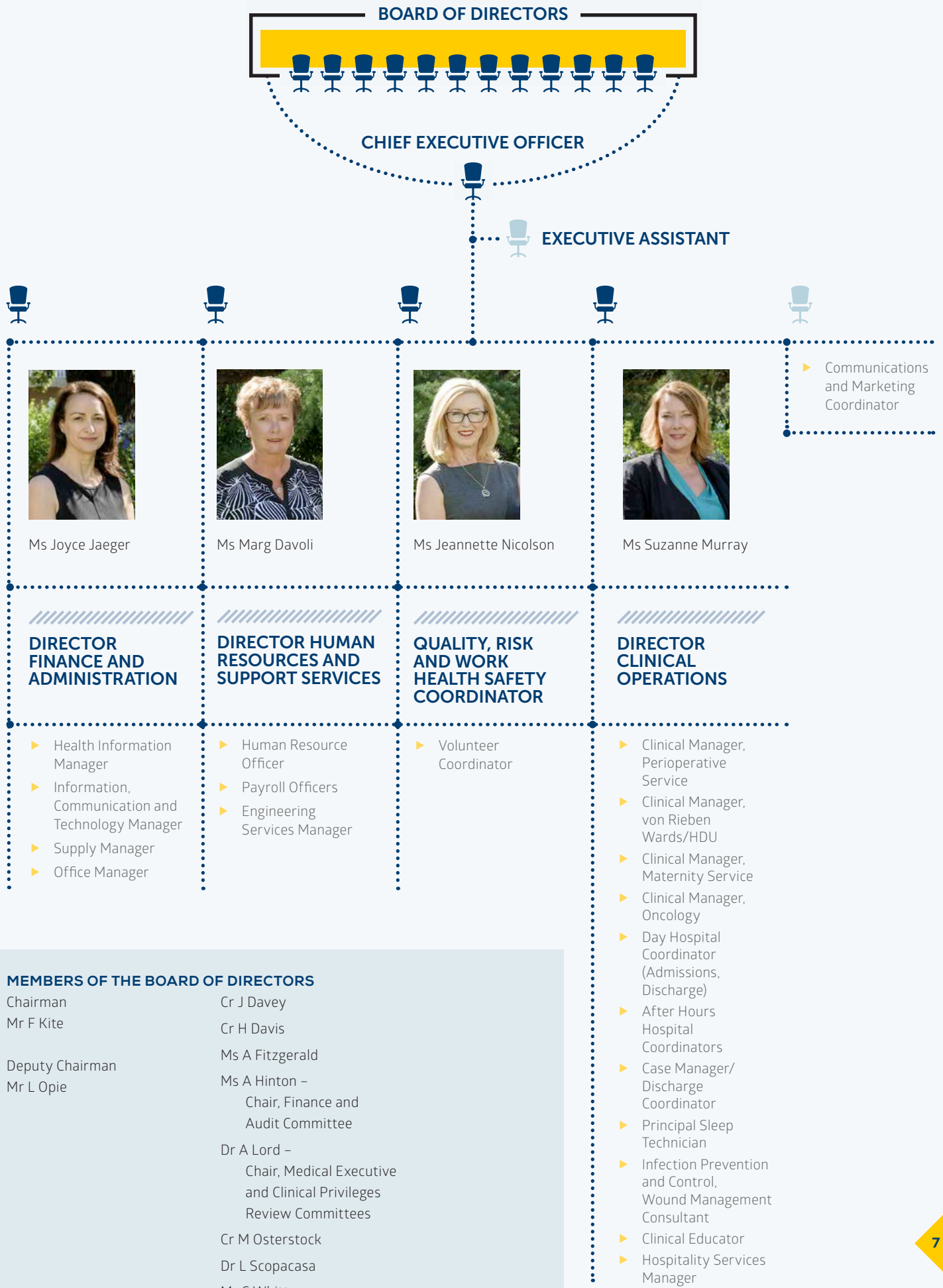
Frank Kite  
Chair



Heather Messenger  
CEO



# ORGANISATIONAL STRUCTURE



## MEMBERS OF THE BOARD OF DIRECTORS

- |                 |   |
|-----------------|---|
| Chairman        | Cr J Davey  |
| Mr F Kite       | Cr H Davis  |
| Deputy Chairman | Ms A Fitzgerald   |
| Mr L Opie       | Ms A Hinton –<br>Chair, Finance and<br>Audit Committee                                  |
|                 | Dr A Lord –<br>Chair, Medical Executive<br>and Clinical Privileges<br>Review Committees |
|                 | Cr M Osterstock   |
|                 | Dr L Scopacasa  |
|                 | Mr C Whitton  |

# INFRASTRUCTURE IMPROVEMENTS AT BURNSIDE

2017 saw the completion of many significant projects within our strategic plan which has enabled us to better meet our patient's health care requirements and provided visiting specialists and our staff with an improved working environment.

The most significant advance was the completion of our Short Stay Procedure Unit (day surgery) redevelopment in March, the largest redevelopment at the hospital since an upgrade to the hospital in 2002. Located on level 1 of the hospital, the new waiting area, consulting rooms and post-operative area have since proven to be a great asset from an operational and patient care perspective. The new space has responded to the needs of our patients for privacy and comfort and allowed us to deliver new day surgery facilities that set the benchmark in the patient pre-operative experience.

The redevelopment provides an improved ambience in a spacious waiting area, with natural light and views over heritage-listed Attunga Gardens that facilitates the delivery of safe, high quality care and meets the needs and expectations of privately insured patients now and into the future.

Visit our website to see a video on the new day surgery space.

Quickly following suit was the refurbishment of the Brian Fricker Oncology Centre, which saw the previous eastern end rooms converted into one open space with plenty of natural light and incorporating dedicated consulting facilities for oncology specialists. The Burnside Hospital Foundation has been an integral part of the improvements with the addition of new patient armchairs to enhance comfort and ease of clinical operations for our nursing staff and we thank the community and the Foundation Committee for their support.

In addition to these interior refurbishments, November saw our Project 770 (generator replacement project) completed. The hospital's new dual generators will provide 770 kva of generator power which will meet the demand for everyday requirements in the event of an interruption to our mains power supply. Our patients will be more comfortable as all facilities such as lighting, climate systems and food preparation will continue to operate as normal.

## INFRASTRUCTURE ACHIEVEMENTS IN 2017



Attunga Medical Centre air conditioning upgrade



A security camera upgrade across the organisation



A new hospital-wide phone system and switchboard that integrates with our IT network



A new lift at the northern end to support ease of access for day surgery patients



Expanded and redeveloped specialist consulting rooms on the ground floor to support visiting orthopaedic surgeons



A sessional consulting suite created at Attunga Medical Centre for visiting specialists



New paint and carpet for von Rieben North ward



Refurbishment of the ground floor reception area





The new day surgery is a 'major transformation which has been extremely well done and is by far, the best preoperative environment in Adelaide.

Well done!

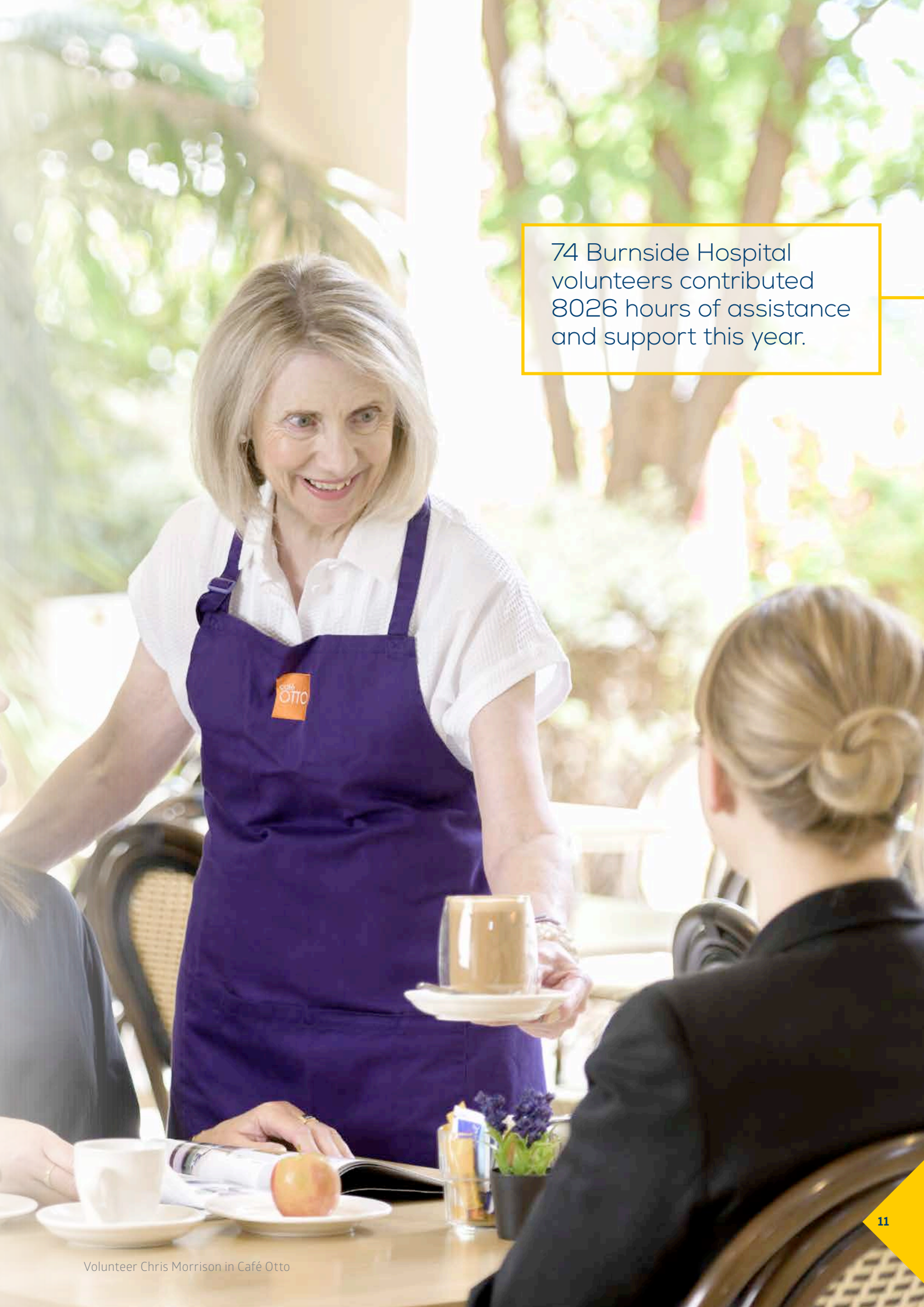
DR CHRIS HIGHAM,  
SPECIALIST ANAESTHETIST

# STRATEGIC PILLAR 1

## COMMUNITY

**Making connections with our community makes good business sense. By facilitating conversations with our consumers and stakeholders, we are able to better meet the changing needs of our patients and adapt to a dynamic healthcare landscape. Our activities in 2017 continued to promote robust and regular communication with GP's and specialists, created meaningful connections with our staff and volunteers and prioritised the good health of our wider community.**

- The Burnside Bulletin was updated with a new look and two issues were distributed to more than 800 GP's across South Australia and over 150 corporate and clinical stakeholders.
- A video showcasing the redeveloped Short Stay Procedure Unit was produced and promoted widely. This incorporated feedback and interview with visiting medical officers, Burnside staff and recent patients.
- A Breast Surgery marketing campaign was executed resulting in promotion via the Country Women's Association, a new printed brochure and a suite of professional photographs developed in collaboration with the Breast and Endocrine Centre.
- Burnside worked collaboratively with our partners at the Breast and Endocrine Centre (in Attunga House) to mark 2017's Breast Cancer Awareness month; Pink Ribbon merchandise and breast awareness information were available for visitors and we hosted the Channel Ten weather crew who broadcast live from Attunga Gardens and interviewed Breast and Endocrine Surgeon, Dr Peter Shin on air.
- Midwives from Burnside's maternity unit discussed pregnancy and labour with attendees at the 2017 Pregnancy, Babies and Kids expo.
- Burnside entered five teams in the 2017 Global Challenge, who collectively covered over 24,000 km's in the 100 day challenge and participated in online tracking of their health and wellbeing.
- Infection prevention and hand hygiene activities were undertaken throughout the hospital for Infection Prevention Week in October.
- The redevelopment of internal and external magazines, patient menus, feedback forms and patient admission forms to be in line with current branding supports best practice for clear, concise patient information.
- The final version of the Consumer Advisory Group's Terms of Reference (TOR) was ratified by the hospital's Board of Directors and a recruitment drive is underway to fill the inaugural consumer membership group as a mechanism to further involve consumers in our strategic and operational planning.
- We supported Mental Health Week, Daffodil Day, the RSL Poppy Appeal and Breast Cancer Awareness Week in our commitment to support organisations and activities that contribute to the wellbeing of our community. In lieu of Christmas gifts, Burnside made financial contributions to the Arthritis Foundation and Legacy.
- Burnside Hospital was the major sponsor for the Variety Bash car driven by Mr Anthony Ciccocioppo, General Surgeon, in the SA 4WD Challenge.
- A review of Café Otto was conducted with resulting actions including the introduction of weekly lunch specials, a wider variety of menu options and barista and allergen training for Café staff.
- 74 Burnside Hospital volunteers contributed 8026 hours of assistance and support this year with an average of 11 hours each per month. Our volunteers continued to make an extraordinary difference to our patients' experience, working across the courtesy desk, Café Otto, Foundation fundraising events and in the wards. Volunteer services have been extended to the Maternity and Day Surgery units to provide additional patient support and administrative assistance. The inclusion of volunteers in our day surgery video and two promotional photo shoots diversified their contributions. The Hospital hosted a High Tea for its volunteers to celebrate National Volunteer Week and a Christmas Lunch to thank our volunteers for the many hours they contribute to the hospital.
- Over 8,197 customers served in Café Otto by volunteers.
- Over 8,728 enquiries taken at the courtesy desk.
- Six patient sessions provided information and awareness to over 120 interested members of the community about Robotic-Assisted Orthopaedic Surgery and we concluded a long-term plan to educate the community about the option of Robotic Surgery with a GP Dinner event at Adelaide Oval. In addition to this, we followed up personally with 143 patients who underwent robotic surgery (with a minimum period of eight weeks recovery time since the procedure) with the results and their satisfaction being overwhelmingly positive.



74 Burnside Hospital volunteers contributed 8026 hours of assistance and support this year.

Volunteer Chris Morrison in Café Otto

## STRATEGIC PILLAR 2

# GOVERNANCE

**Whilst much of the year focused heavily on the redevelopment of several areas and infrastructure upgrades within the hospital, our Board of Directors and Executive Team continued to work to shape the direction of our clinical growth, manage the hospital business and provide a safe and secure environment for everyone that enters our hospital.**

Our clinical direction responded well to the changing needs of patients and visiting specialists as we continued to evaluate our business. In 2017, this resulted in an expanded urology service, which will enable the hospital to make significant inroads into the men's health market. Welcoming additional ophthalmologists also ensures we can meet an increasing demand for cataract and other eye procedures.

In the perpetual pursuit of best practice, Burnside Hospital implemented or improved the following measures to protect the wellbeing of our staff, visiting specialists, patients and visitors:

- A 'SharpSmart' needle disposal system has been introduced to Clinical services which reduces staff contact with sharps and stores these more securely.
- All ladders have been removed from use with the exception being within the maintenance department.
- A recycling program has been expanded in the perioperative suite with strategies to widen across the hospital in 2018.
- A Food Safety Audit was conducted by Eastern Area Health Authority (EHA) in August 2017 resulting in the Burnside Hospital kitchen achieving full compliance.
- Our policy review schedule included improvement to:
  - A new Organisation Wide Risk Management Policy & Framework
  - Immunisation Of Healthcare Workers' Policy
  - Incident Management Policy
  - Security Policy
  - Privacy Policy

With the federal government passing the Privacy Amendment (Notifiable Data Breaches) Act 2017 and the associated establishment of a Notifiable Data Breaches Scheme, Burnside has taken every measure to ensure full compliance with the legislation that will come into effect in February 2018.

This strategy has resulted in a new data breach procedure being implemented and further embeds a culture of privacy that ensures:

- Robust and effective privacy policy practices, procedures and systems
- Including privacy training for all staff to ensure compliance and manage risk appropriately.

A Patient Satisfaction Survey was conducted over 10 weeks to help us gain an even better understanding about our patients' experiences. Press Ganey Associates, an international benchmarking company, conducted the survey on our behalf which selected 336 inpatients and 286 day procedure patients randomly to mail survey information post discharge. The response rate was 35.1% for inpatients (118) and 35.7% day patients (102). The results (right) rank Burnside Hospital against a mean score of Australian hospitals and we have consistently achieved above the mean in all section categories.

The 2017 Patient Safety Culture survey aimed to engage our staff in the evaluation of the patient environment and culture of safety within the organisation. The survey reported that 83% staff believed there was good management support for patient safety, 91% of staff stated that they "believe that hospital management provides a work climate that promotes patient safety, 81% thought there was a culture of organisational learning and continuous improvement and 80% of staff responding to the survey (45%) felt that there was good teamwork within units.

28 visiting specialists are members of a total of seven clinical advisory committees reporting directly or indirectly to the Burnside Hospital Board of Directors.

Brilliant, so happy with everyone.  
Cannot speak highly enough  
about Burnside.

ROBOTIC-ASSISTED ORTHOPAEDIC SURGERY PATIENT,  
SEPTEMBER 2017



### CLINICAL REVIEW COMMITTEE

L to R: A/Prof Peter Devitt, Suzanne Murray (Director of Clinical Operations) Dr Mark Finnis, Dr Geoff Martin CHAIR, Dr Chris Sexton, Dr Robert Fassina, Sharyn Phillis (Acting Quality Risk & Work Health Safety Coordinator) and Dr Robert Culver. Absent: Dr Paul McAleer, Jeannette Nicolson (Quality Risk & Work Health Safety Coordinator) and Heather Messenger (CEO)

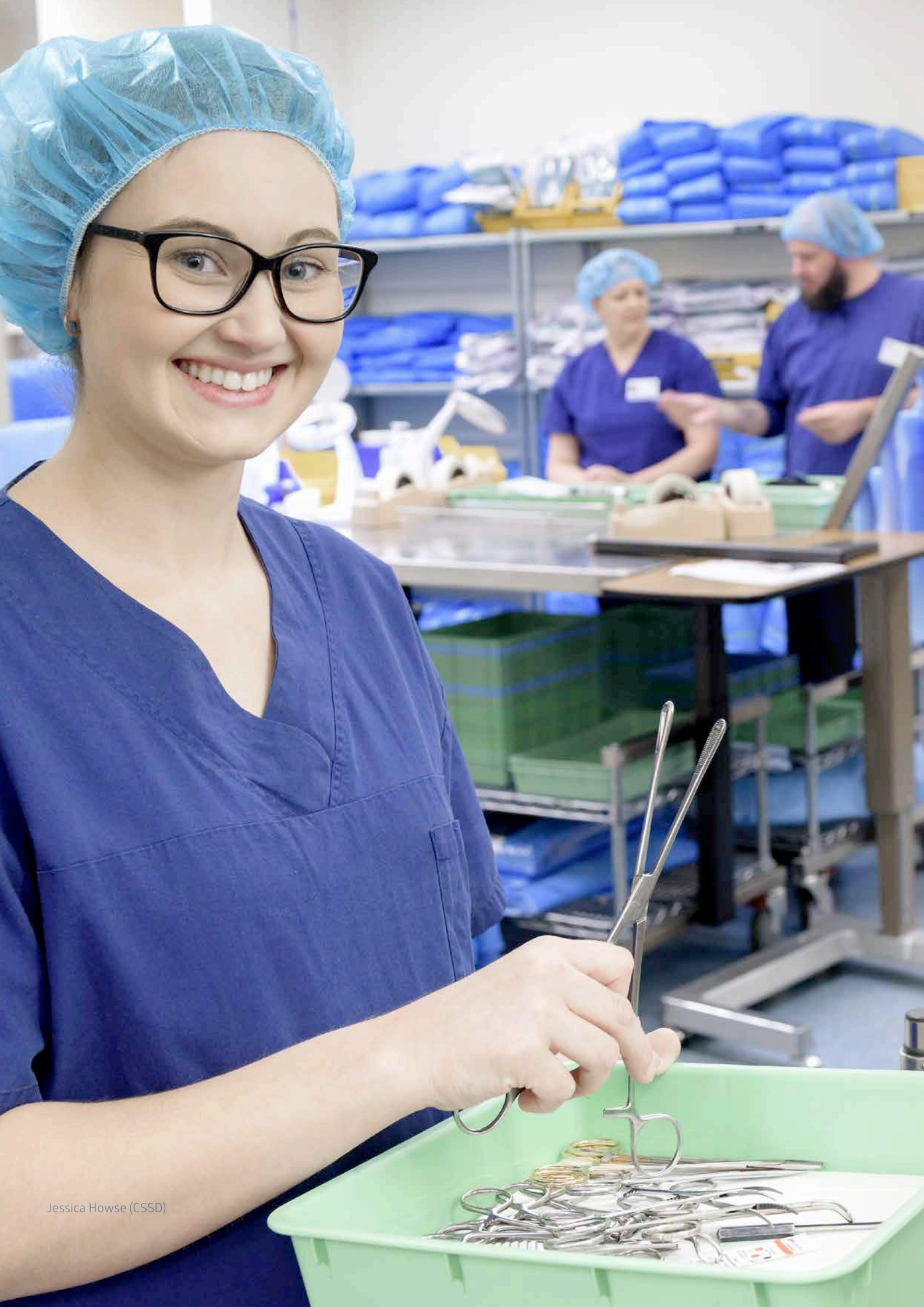
### SHORT STAY PROCEDURE UNIT

(Day Surgery)

Section Category	BH Mean Score 2017	Press Ganey Australia Mean Score
Overall Hospital Rating	92.2	90.5
Registration	91.6	91
Facility	89.9	87.3
Nursing	93.6	92.1
Surgeon	94.6	93
Anaesthetist	92.2	
Personal Issues	86.8	85.5
Overall Assessment	96.7	>94.3

### INPATIENT

Section Category	BH Mean Score 2017	Press Ganey Australia Mean Score
Overall Hospital Rating	88.0	84.8
Admission	90.2	86.7
Room	82.3	80.2
Meals	84.8	81.2
Nursing Care	89.3	87.7
Tests & Therapy	90.0	86.2
Visitors & Family	89.6	84.9
Doctor Care	91.8	86.7
Discharge	87.0	82.2
Personal Issues	88.7	85.1
Overall Assessment	91.5	88.9



Jessica Howse (CSSD)

The innovation of clinical service provision is developing at a rapid pace and it is our commitment to keep at the forefront of medical technologies, modern patient care and proven methods within a managed clinical risk profile. The 2017 expansion and redevelopment of our day surgery, oncology and multiple infrastructure facilities has responded to our patients advancing expectations of our quality of care and we will continue to benchmark our clinical service provision through quality programming and best practice.

➤ This year we provided a periodic self-assessment feedback report to the Australian Council on Healthcare Standards (ACHS) to monitor our quality and performance progression towards our next organisation-wide survey review due in 2018. This is a professional and national recognition awarded to healthcare facilities that meet defined standards and Burnside Hospital has been accredited by ACHS continuously since 1985. Our self-assessment documented our actions that were arising from the previous survey's recommendations and also incorporated reference to the Burnside Hospital Quality Improvement Plan 2016 – 2018, a document that formats all proposed improvement under the NSQHS Standards and National EQUIP Standards.

➤ We responded to increasing numbers of advanced surgical cases by restructuring the preadmissions unit to provide greater capacity for the hospital to have face to face contact with the patient prior to admission. This has resulted in greater and earlier identification of a rising risk group of patients and more individualised care planning for all admitting patients, some of whom may have underlying medical conditions of which we need to be cognisant. Other improvements to our care in 2017 included the commencement of a two-year bed replacement program and redevelopment of our vegetarian menu to provide better variety and more creative meals.

➤ Burnside Hospital's Maternity Service has created a virtual tour of our labour rooms, patient rooms, nursery and surrounds that is available via our website to help expecting parents feel prepared and at ease about the environment in which their impending delivery will occur.

With excellent feedback from our Perinatal committee and other leadership groups, virtual tours of the Perioperative and High Dependency units are scheduled to follow in 2018.

➤ Our Sleep Centre was benchmarked by QSleep, a specially designed external proficiency testing program to evaluate sleep study scoring concordance between laboratories and individual scorers in Australia at set international standards. The 2017 results show that the sleep technicians at the Burnside Sleep Centre exceed international benchmarks for accuracy:

- Sleep parameters were 4% more accurate than average Australian sleep lab results
- Arousals parameters were 3% more accurate than average Australian sleep lab results
- Respiratory parameters were 5% more accurate than average Australian sleep lab results.

Scoring Parameters	Burnside % Agreement	Recommended % Agreement
Sleep	88	85
Arousal Index	77	55
Respiratory Index	90	80

➤ Our patient feedback continues to be overwhelmingly positive with 991 patients commenting on our care, facilities or service via correspondence, hospital feedback forms or Facebook.

**INVESTMENT IN NEW MEDICAL EQUIPMENT:**

- Purchased improved additional ophthalmic surgery equipment
- Replaced patient ventilator
- A new operating table
- A new birthing bed for the maternity assessment room
- Expanded urology equipment such as a flexible cystoscope and a ureteroscope
- Total knee replacement platform for the Robotic Assisted Orthopaedic surgery
- An increased overall instrumentation inventory in the perioperative suite to better meet our expanding casemix

## STRATEGIC PILLAR 4

# PEOPLE

**Whether they are nursing through the night shift, maintaining our facilities or serving food, our people provide the pivotal link between our service delivery and our patients. In 2017, we undertook several departmental reviews to ensure safe, contemporary practice, meet the needs of our patients and adapt to the changing landscape of service delivery.**

- With the retirement of some key managers this year, we welcomed several highly skilled, dynamic and professional people into key positions within the organisation including the respective Clinical Managers of the Maternity service and Perioperative suite, Health Information Manager and Preadmissions Manager.
- Our workplace safety program continued to demonstrate best practice and we achieved nil Work Cover claims for the second year in a row.
- We celebrated Safework month in October with the 'It's All About Me' Campaign to raise the profile of staff health and well-being and its relationship (importance) to being safe at work. Daily snippets of health related information such as sleep, mental health, nutrition and physical activity were distributed to all staff.
- Activities undertaken to ensure optimal wellbeing and legislative compliance included:
  - Legislative update delivered to the Managers Forum about our responsibilities, keeping people safe at work and the contemporary principles of returning staff to work quickly in the event of an incident.
  - 95% of active staff completed manual handling training.
  - A Mental Health Awareness workshop with an accredited trainer was offered to all staff.
  - A Work Health Safety and Return to Work update was conducted by external consultant, Markus Tresize of Gallagher Bassett Services and delivered to all managers and supervisors as part of Safework month in October.
- 'Managing Performance' training was delivered to all managers and supervisors by trainers from the Australian Human Resources Institute.
- A management team workshop 'If Amazon Ran Your Hospital' was delivered by the International Advisory Board as well as a second workshop for Clinical managers.
- The Burnside Employee Assistance Program (BEAP) counselling and support service had a utilisation rate of 6.28%
- The staff physiotherapy service was utilised on 125 occasions, at no cost to staff, for work and non-work related conditions.
- Food safety training was moved to an online course for all catering and kitchen staff.
- Our workforce development requirements are changeable and a new in-house Clinical Educator was appointed to facilitate an annual calendar of development and training. In 2017, the education department coordinated 292 in-house sessions resulting in 314 hours of education for 1,552 attendees. In addition to this, we provided 45 educational sponsorships for our team members and four nursing staff participated in the Transition to Professional Practice Program (Graduate Nurses).
- The Burnside Hospital professional development scholarship was awarded to a registered midwife who subsequently began the Graduate Certificate in Midwifery—Perinatal Mental Health at UniSA. The study and information shared will assist the Burnside Maternity team to care for women experiencing forms of psychological distress during pregnancy and labour.
- Five teams from Burnside Hospital competed in the 'Global Challenge': a 100 day virtual journey of walking, swimming and cycling our way through world's most unique locations, joining hundreds of thousands of other members around the globe.
- Four internal magazines (Gazette) were distributed to staff with a focus on improving workplace culture, inclusion and staff wellbeing and ensuring the hospital continues to engage with our people.
- Our 2017 report to the Workplace Gender Equity Agency was compliant. This ensures our workforce is diverse and that we pay fairly across age and gender in all levels of the organisation.
- A record number of staff attended the Christmas Party as compared to previous years and we awarded the following staff on the night, amongst others, for their significant years of service to the hospital:
  - 40 years – Loreen Bykow, Enrolled Nurse
  - 35 years – Franka Calabrese, Payroll Officer
  - 30 years – Jacqueline Kinnear, Registered Nurse
  - 30 years – Ang Mah, After Hours Hospital Coordinator
  - 30 years – Jane Marsh, Clinical Manager of the Oncology Unit
- Staff turnover was at 6.09% for the calendar year (excluding casual staff) against the industry standard of 11-15% suggesting that our staff feel supported and satisfied in their work.

Excellent care, both pre and post operatively. This is my third surgery at Burnside and I receive the same service every stay. I would recommend Burnside Hospital to any friend or relative as the service is second to none – five stars!

DAY SURGERY PATIENT,  
JANUARY 2017





Joyce Jaeger (Director of Finance and Administration)  
with Maxine Ringrow (Administration)

## STRATEGIC PILLAR 5

# PARTNERSHIPS

**With the rapid pace of change at Burnside and in our healthcare landscape, never have our partnerships been more vital and influential for our strategic direction. With our significant infrastructure improvements this year, the contribution and support of our clinical network, community stakeholders and industry partners in our achievements has certainly deepened our connections and improved our patient outcomes.**

- ▶ 28 visiting specialists are members of a total of 7 clinical advisory committees reporting directly or indirectly to the Burnside Hospital Board of Directors.
- ▶ Burnside Hospital hosted a GP Dinner in conjunction with Adelaide Orthopaedic and Trauma Specialists (now Adelaide Hip and Knee Centre) to demonstrate and educate GP's on the Robotic-Assisted Orthopaedic Surgery offered at Burnside. A video of a surgical procedure of a partial knee replacement performed at Burnside by Dr Robert Fassina was shown to GP's at the event.
- ▶ The 2018 Maternity Marketing Plan was presented to stakeholders, including the Perinatal Committee.
- ▶ Breast Centre marketing activities were undertaken in partnership with the Breast and Endocrine Centre (Attunga House).
- ▶ Patient information sessions held to promote the Robotic-Assisted Orthopaedic Surgery was presented in conjunction with Adelaide Hip and Knee Centre and The Physio Clinic.
- ▶ A High Risk Patient Referral System was implemented with onsite pharmaceutical service providers, EPIC Pharmacy. There were 56 referrals to the clinical pharmacist, with the aim to achieve optimal outcomes for patients and reduce the risk of medication incidents and adverse events.
- ▶ Burnside continued our commitment to the next generation of healthcare professionals with ongoing student placements with UniSA, Flinders Uni, Adelaide Uni and the Australian Nursing and Midwifery Federation with a total of 176 nursing students on placement being supported by nursing and midwifery staff at Burnside Hospital.
- ▶ We welcomed 15 new visiting medical specialists to Burnside Hospital in 2017.

Winnie Altamura (Maternity) and Danielle Toonen (Midwifery Student) with a new mother and baby.





The birth of my second child was my second time at Burnside. Both times, the level of care and service I received was exceptional. As always, the food was great, caterers and cleaner were efficient and friendly. The rooms were comfortable, clean and tidy, which meant I could bond with my babies in a comfortable and relaxed environment.

I always recommend Burnside to family and friends.

MATERNITY PATIENT, SEPTEMBER 2017



Brooke Whitbread (Engineering Service Manager)

**Sustainability of our business model, continued review of our practice and care of our environment are infinite tasks. At Burnside Hospital, we welcome these challenges as opportunities to continually improve and redefine best practice.**

- In 2017, Burnside Hospital delivered on several of our long term projects that it is envisaged will continue to support the clinical activity and business for years to come.
  - The redevelopment of the Short Stay Procedure Unit was completed in May. This updated and expanded the day surgery facilities and incorporated new pre-and post-operative areas, four consulting rooms and improved patient facilities.
  - The Brian Fricker Oncology Centre redevelopment concluded in July, providing oncology patients and visiting specialists with a completely refurbished and more spacious unit with adjoining new consulting offices.
  - Our main switchboard and phone system were both replaced with the latter providing a state of the art integrated communication system.
  - Two new generators were installed in November to protect a business as usual modus operandi and to future-proof the hospital's energy supply in the event of mains power failure.
  - A new lift was installed in the front foyer to increase ease of access.
  - Plans for phase one of the Energy Efficient Project were signed off ready to start work in 2018.
- We launched the eAdmission platform in July, which is accessible via the hospital website and allows patients or their carers to complete their admission form entirely online. The admission form and data is sent securely to the Burnside Hospital with the information integrating with the hospital's patient information system thus enabling this patient's data to integrate automatically into the system. The portal also makes return admissions more efficient as it retains user information securely. This platform is secure, user-friendly and the 'real-time' submission allows the hospital to begin to prepare for the patient's admission. The integration between systems will significantly reduce the amount of data entry required by the Hospital. Since its launch, approximately 30% of Burnside admissions have been completed using the eAdmissions function.
- Consolidation of some medical / surgical suppliers suppliers has meant we have strengthened our relationships with our suppliers, enjoyed improved financial efficiencies and reduced wastage.
- A dual carrier feed reduced our telephone costs by almost 50%.
- Upgrades to risk management software means our risk register is now automated and indirectly assist us to further improve patient safety.
- A 'Wayfinder' interactive screen was installed in reception to assist patients and visitors to find wards, specialist suites, information and amenities.
- Continual improvements in the Information Communication and Technology department reduced cyber risk, secured business continuity and patient information safety. An IT operational plan that links with the 2018 – 2023 Strategic Plan has been endorsed and will further progress IT security initiatives. A transition plan has been developed alongside the Plan to assist in the implementation of the IT Security Policy and phases each stage of the application to ensure accessibility and full support for staff.

Everything ran like a top-grade, well-oiled, well-maintained and well-staffed machine. From everything I observed and experienced I honestly think that Burnside Hospital is world class.

DAY SURGERY PATIENT, JUNE 2017



# BURNSIDE HOSPITAL FOUNDATION

**In 2017, a change to the structure of the Foundation was finalised following an extensive review in consultation with the Board of the Burnside Hospital Foundation Inc and the Board of Directors of the Burnside Hospital Inc. It was decided that the Foundation would merge back into the hospital, becoming a special committee tasked with fundraising for the benefit of the hospital and its patients, rather than continuing as a separately incorporated body. This change streamlines processes, reduces complexity and eliminates double handling of administrative functions especially those relating to federal and state charity and fundraising legislation compliance and reporting, and ultimately means more time and resources are committed to supporting the hospital through fundraising.**

Another key achievement of the Burnside Hospital Foundation in collaboration with the Burnside Hospital Board of Directors this year has been the establishment of a long term Investment Fund for the sole future benefit of the Burnside Hospital. Our Investment Fund is now inviting gifts, bequests and donations that will produce annual income to support the hospital's needs, increasing over time as the fund builds, while also increasing the financial strength and stability of the hospital. Bequests contributed to the Hospital in 2017 have already made a significant head start for the investment fund to achieve the long-term goals.

Annual income will be used to help fund vital medical and surgical equipment, for approved patient care projects, and to support building developments and refurbishments, such as the recent upgrade of the chemotherapy chairs in the Brian Fricker Oncology Centre. The Investment Fund will support the hospital in maintaining its position as one of Australia's premier private hospitals, and build upon the value of this wonderful community asset for generations to come.

An Investment Fund Policy, approved by the Board of Directors of the Burnside War Memorial Hospital Inc, outlines investment risk, asset classes and asset allocations to ensure that capital donated by the community will be securely invested for the future benefit of the hospital. The policy also includes strict rules on distributions to the hospital from either the corpus or from investment of the corpus, ensuring that the fund's use is regulated, balanced, and may only be used for approved purposes.

An Investment Fund subcommittee, including an Investment Fund Manager appointed as an external advisor and members with financial management expertise, and representatives of both the hospital board and the foundation committee, are responsible for managing the fund as an asset for the hospital, reporting directly to the Finance and Audit Committee.

Robyn Downing, Executive Officer for the Burnside Hospital Foundation, retired in December 2017 following 16 years with the organisation. We thank her for her passionate and professional contribution to the Foundation and wish her the very best for her retirement.



### FOUNDATION COMMITTEE

L-R Heather Messenger (CEO), John Gerard CHAIR, Simon Haigh, Melanie Cooper AM DEPUTY CHAIR, Bardie Simpson OAM, Greg Lloyd, Sue Binns. Absent Frank Kite (CHAIR OF THE BOARD OF DIRECTORS)

### ACHIEVEMENTS IN 2017



External review of the Foundation Inc structure.



Supported the day surgery redevelopment by providing new recliner chairs for post-operative area.



Establishing an Investment Fund and Policy with a marketing brochure to promote this new option for giving.



Contributed nine patient recliner chairs to the Brian Fricker Oncology Centre.



Funding by a generous donor for an ongoing, part time breast care nurse that provides specialised care for breast patients.

**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



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HOSPITAL**

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