



Government
of South Australia

Health

Central Adelaide
Local Health Network

Snapshot

Annual summary
2020-21

Shaping the future of health
with world-class care and
world-class research



We acknowledge that this land we work on is the traditional lands for the First Nations Kurna people, and we support their sovereign connection to this country which we are privileged to call our home. We pay our respects to their leaders, past, present and emerging and acknowledge that their language, cultural and traditional beliefs held for over 60,000 years are still as important and relevant to the living Kurna and all Aboriginal people today.

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A year across the network

Our people



12,902
Staff



320
Volunteers



6,326
Nursing
Staff



2,045
Medical
Professionals



2,435
Allied Health
professionals

In our hospitals



133,564
Emergency
department
presentations



35,025
Surgeries



89,166
People who
went home on
the same day



61,350
Ambulance arrivals



7,619
Mental health
patients discharged



79,888
Inpatients
discharged



1,340,000
Outpatient
appointments

Across the state

595 Rehab in the home patients

1,689 Hospital in the home admissions

16,366 Refugee Health Service

207,071 Community mental health contacts

SA Dental

129,352 children and

206,218 adults visited a SA Dental service

65 Aboriginal children and

142 Aboriginal adults accessed rural and remote dental services

SA Prison Health Services

631,404 nurse,

13,655 medical and

1,855 video conferencing consults by SA Prison Health

BreastScreen SA

89,847 screening mammograms, with

78,468 of these for clients aged between 50-74 years

SA Pathology

848,980 SA Pathology requests ordered by CALHN

21,300,000 SA Pathology tests conducted

SA Pharmacy

1,100,000 items dispensed by SA Pharmacy

SA Medical Imaging

132,525 X-rays

18,467 MRIs

5,565 PET Scans

Research

558 sponsored clinical trials

82 clinical research trials (Investigator- Initiated clinical trials)

1054 Publications

COVID-19

32 COVID-19 inpatients

1,138,190 COVID-19 samples tested by SA Pathology

2 COVID-19 patients treated in ICU

A message from the Governing Chair



Raymond Spencer

Chair, Central Adelaide
LHN Governing Board

During 2020-21 Central Adelaide has sustained improvements to our business operations and financial performance, as we continue to entrench ourselves as a destination for world-class talent who share our vision to be a globally recognised healthcare service.

Since the start of CALHN's recovery program, we have reduced our budget deficit from in excess of \$300 million to less than \$120 million. Our National Efficient Price has reduced from 134 per cent in 2017-18 to 114 per cent in 2021 and continues to improve. This major achievement enables us to provide better value care for the South Australian community.

While we are pleased with this result, we recognise that the coming year will present ongoing challenges as we strive to deliver a result which is in line with our budget whilst continuing to balance our response to COVID-19 and our increasing activity.

In 2020-21 we launched our new values and behaviours, along with our strategic ambitions. This direction provides us with an exciting road map to become one of the top five performing health services in Australia and top 50 performing health services globally.

Research and innovation are crucial to this vision and in 2021, the Adelaide Health Innovation Partnership (AHIP) was established as a world class partnership between CALHN and the South Australian Health and Medical Research Institute, supported by the University of Adelaide and the University of South Australia.

We also continued to attract internationally recognised researchers to work in our hospitals and partner organisations, giving our patients access to the latest treatments for better care and outcomes.

CALHN is committed to the development of our staff. In 2020-21, we introduced the iCARE program, a leadership initiative to build capacity and capability amongst our nurses. It also aims to support them to develop their leadership skills and be empowered to use their expertise.

The last 12 months have been full of change and hard work marked by collaboration and teamwork, with CALHN being an agile organisation, putting safety and quality at the forefront.

There is no greater example of this than CALHN's exemplary COVID-19 response. Our values, vision and strategic ambitions are setting the pathway for a transformative future.



A message from the Chief Executive Officer



Lesley Dwyer
Chief Executive Officer,
Central Adelaide LHN

I am proud of how our organisation is adapting and innovating to deliver high quality healthcare services amid the ongoing challenges of COVID-19 and high demand on our valued workforce.

Our more accountable and effective ways of working, aided by the introduction of professional governance, leadership and management protocols, are improving clinical outcomes for our patients and enhancing our ability to support our community.

In 2020-21 we demonstrated how highly we value world-leading research. We've made some great inroads this past year towards progressing our research agenda, establishing the Adelaide Health Innovation Partnership which builds on the strengths of SAHMRI, Adelaide University and University of South Australia within the unique Adelaide BioMed City.

CALHN has also partnered with the University of Adelaide to establish the South Australian immunoGENomics Cancer Institute (SAiGENCI).

An important milestone this past year was the launch of the CALHN Reconciliation Action Plan, to guide and support us on our reconciliation journey. The plan lays the foundations for our organisation to ensure Aboriginal and Torres Strait Islander peoples share the same rights, respect and access to opportunities and benefits as other South Australians.

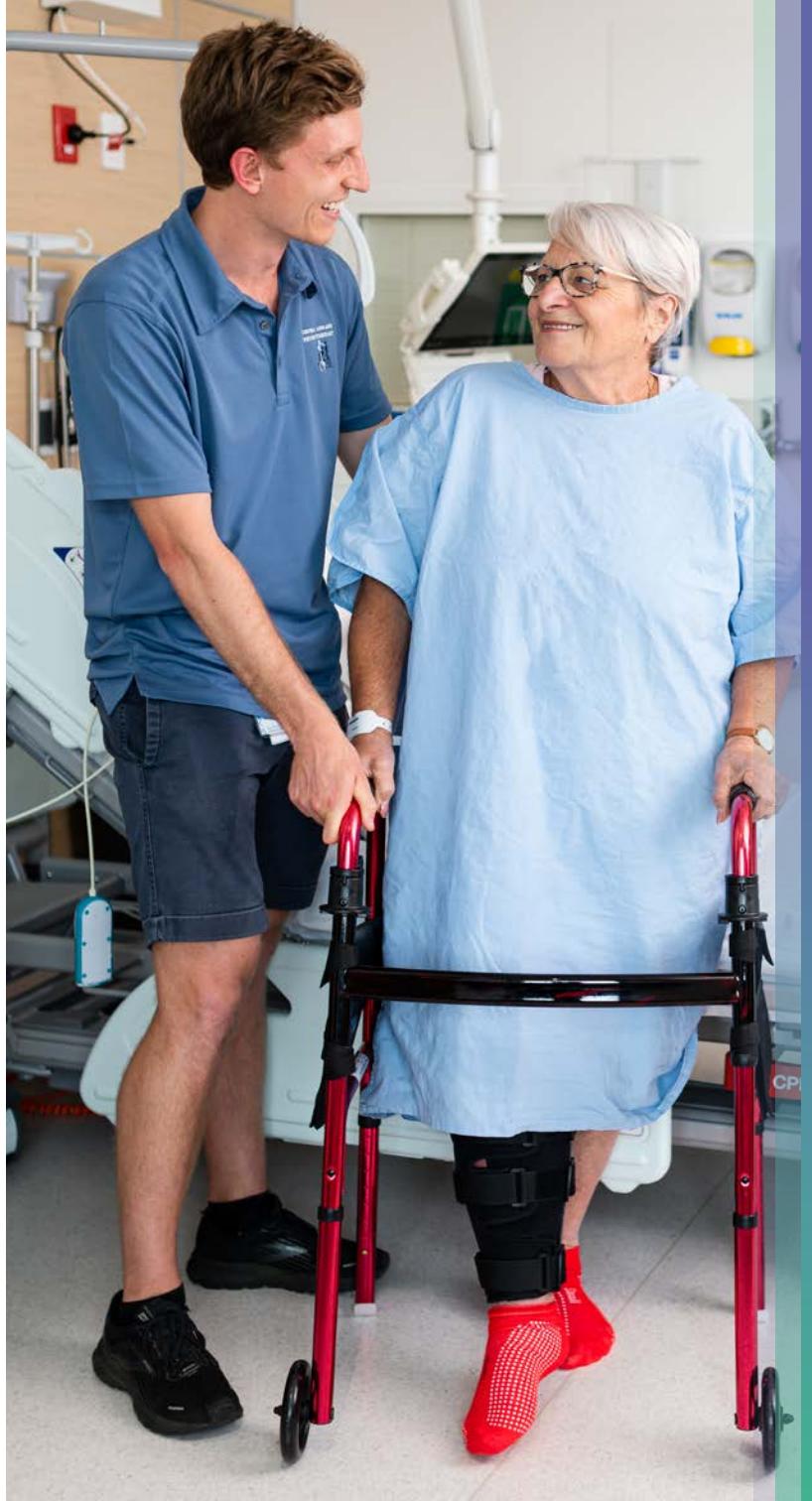
CALHN continues to display agility and innovation as it supports the State's COVID-19 response. We are playing an integral role in the state's COVID vaccination program, supporting Australia's first 'dual vaccine' clinic and one of the nation's highest volume centres, at the Wayville COVID-19 Vaccination Clinic. We continue to look for ways to reach out to vulnerable groups to improve vaccine equity.

Our investment in infrastructure to ensure our sites meet our future needs continues at pace. Work has commenced on our purpose-built clinical services building, as part of the ongoing \$314 million TQEH redevelopment, while the upgraded entrance to the new multi deck carpark has been completed.

We are also investing in our people. Our 'Leaders Within' program is bringing together CALHN's future leaders of all levels and providing a forum to enhance and refine their leadership potential, enabling them to play an integral role in the network's journey towards achieving its world-class vision.

The wellbeing of our staff remains one of our greatest priorities. We are focused on delivering all the support and resources needed to maintain the health and welfare of our workforce as it continues to work diligently, professionally and safely to respond to the health needs of our community.

There is no doubt that the past 12 months have been demanding, requiring agility and new ways of working. However, as I reflect on our achievements, our collaborations and our innovations, I am confident we are creating the required momentum to achieve our ambition of becoming a world-class network.



About us

Central Adelaide Local Health Network (CALHN) is responsible for promoting and improving the health of the central metropolitan Adelaide community and provides specialised care for South Australians through integrated health care and hospital services.

Our consumers and our community are central to everything we do, and we will deliver world-class care and lead world-class research that is responsive to their needs.

CALHN brings together five primary sites:

- Royal Adelaide Hospital (RAH)
- The Queen Elizabeth Hospital (TQEH)
- Glenside Health Services
- Hampstead Rehabilitation Centre (HRC)
- St Margaret's Hospital (SMH).

While the primary catchment for CALHN is the central Adelaide metropolitan region, a significant number of people who access CALHN services come from outside these geographic boundaries due to the need to access highly specialised services.

These include people from rural, remote, interstate and overseas locations.

We also deliver diverse specialised community and clinical health services across the state.

These community health services include:

- SA Dental
- SA Prison Health Service
- DonateLife SA
- Intermediary Care.

Our other statewide clinical support services include:

- SA Pathology
- SA Medical Imaging
- BreastScreen SA
- SA Pharmacy.

Our vision

To shape the future of health with world-class care and world-class research.

To become one of the top 5 performing health services in Australia and one of the top 50 performing health services in the world within 5 years.

Our values

Our values outline who we are, what we stand for and what people can expect from us.

The organisation is committed to the following values:



People first



Future focused



Ideas driven



Community minded

These values, together with CALHN's vision and ambitions, provide direction for everything that happens across the network

Strategic ambitions

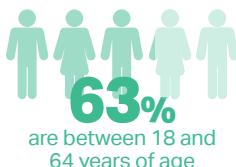
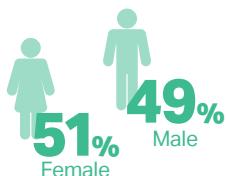
The strategic ambitions provide the means to achieve our goals to deliver the world-class care and world-class research that will shape the future of health in South Australia.

They express CALHN's commitment to care, community, investment, research, technology and importantly recognise the influence of our world-class workforce on our ability to achieve our vision.

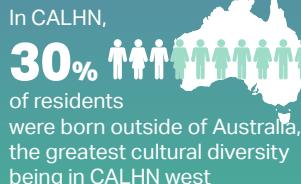
- Our care is connected and revolves around the patient in their (and our) community
- Our curiosity compels us to always do better - research and innovation drives everything
- We are able to invest in what matters
- Our technology enables excellence
- We are a place that attracts and grows world-class talent.

Our community

We are the most densely populated and diverse of all the health networks in South Australia



Aboriginal and Torres Strait Islander population



TOP 3
languages

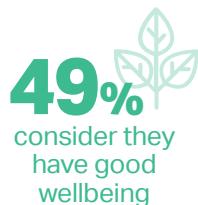
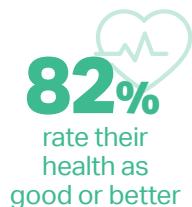
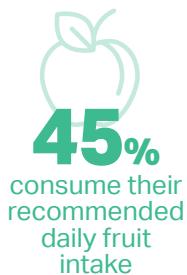
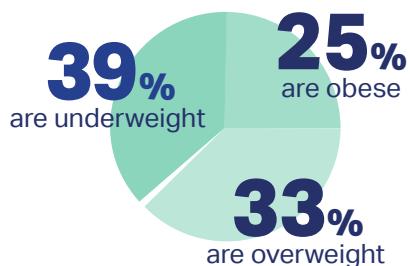
+ RAH

Mandarin,
Vietnamese,
Greek

+ TQEH

Vietnamese,
Greek,
Italian

Consumer health and lifestyle



Key highlights

2020



- CALHN researchers lead ground-breaking research into Type 2 diabetes drug complications
- CALHN Reconciliation Action Plan launch
- First SA nurses head to Victoria for aged care COVID-19 response



- First islet transplant
- Launch of Adelaide Health Innovation Partnership
- Specialist dementia care program starts



- DonateLife SA's Rose Planting Ceremony

JULY

AUGUST

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

- Friends of TQEH celebrate 60 years milestone
- Australia's first 3D-printed polymer breastbone implant



- CALHN Research Week
- CRIPS grants recipients announced



- TQEH's new clinical services building approved
- SA Pathology COVID-19 response internationally recognised



2021



- RAH rated best orthopaedic clinic in Australia and ranked 22 in the world



- Inaugural World-class care day
- COVID vaccination rollout for CALHN staff begins
- ED Mental Health co-responder program expands



- Refugee Health Service vaccination program expanded
- 'Ask the Question' campaign launched

JANUARY

FEBRUARY

MARCH

APRIL

MAY

JUNE

- State's first COVID-19 vaccination clinic opens at the RAH



- Wayville COVID-19 vaccination clinic opens



- SA Pathology supported COVID-19 detector dogs begin work at Adelaide Airport
- Wayville on Wheels launched
- Wayville COVID-19 vaccination clinic delivers 63, 575 shots in first 3 months





Responding to COVID-19

CALHN's flexible, innovative and consumer-focused response to COVID-19 continues to support the South Australian community through the pandemic.

This year the Royal Adelaide Hospital continued as South Australia's COVID-19 adult-receiving hospital, also playing an integral role in the state's COVID-19 vaccination program from February 2021.

A world-class Incident Management Team (IMT) provided valuable assistance on the ground, resulting in a proportionate and systematic response, as well as new ways of working.

Vaccinations

Initially based at the Royal Adelaide Hospital and later at The Queen Elizabeth Hospital, CALHN is the auspice organisation for the Wayville COVID-19 Vaccination Clinic, SA's largest vaccination hub at the Adelaide Showground.

As Australia's first 'dual vaccine' clinic and one of the nation's highest volume centres, the Wayville clinic operates under a partnership between CALHN, SA Ambulance Service and the Department of Health and Wellbeing.

Clinic operations continue to evolve to increase efficiency while consumer feedback remains consistently strong. It is popular with many different groups from the community including those who require extra care or time and those from culturally and linguistically diverse communities.

In June 2021, Wayville on Wheels was launched as a subsidiary service, to improve vaccine reach to vulnerable groups, including the homeless and the Aboriginal community to ensure equity of access.

Our Refugee Health Service expanded its immunisation program to offer COVID-19 vaccinations, alongside the range of other healthcare information, support and services it offers.

CALHN is also conducting a world-first clinical research trial on 'ring vaccination' and other strategies to protect immunocompromised patients from COVID-19.

Testing

SA Pathology has maintained a scalable, flexible response to community outbreaks throughout COVID-19, including establishing new pop-up collection sites and providing testing capability in ports and at border sites.

SA Pathology processed over 304,000 electronic orders via the COVID-19 orders app, while more than one million results were delivered via the in-house MyResults SMS solutions, while consistently maintaining turnaround times under 12 hours.

SA Pathology was one of five Australian health services to be acknowledged by the International Hospital Federation's (IHF) Beyond the Call of Duty for COVID-19 recognition program. The global honour, awarded in December 2020, recognised organisations that proactively implemented outstanding and innovative actions in response to the pandemic.

Specialist vaccination clinic

Prior to the COVID pandemic, SA did not have a specialist vaccination clinic for adults. Given the urgent need, CALHN established the South Australia COVID Specialist Immunisation Clinic (SACSIC) to provide specialist advice for those at medical risk of adverse events following immunisation, or who may experience an adverse event after being vaccinated.

The clinic demonstrated how to quickly establish a specialist service from existing resources, one which is flexible, dynamic and able to adapt based on evolving knowledge and community demand. It maintained the advantages of a centralised service, including concentration of clinical expertise, consistency of advice and focus on public policy goals.



Vaccination outreach program

An outreach program run by the Wayville vaccination clinic is providing vital COVID-19 vaccinations to Cystic Fibrosis patients.

Jessica, one of 174 South Australians living with Cystic Fibrosis (CF), received her second lifesaving COVID-19 vaccination at the RAH, as part of the CALHN Wayville vaccination clinic outreach program.

The outpatient clinic in the respiratory unit provided a safe pathway for CF patients to access the COVID-19 vaccine with stringent safety and quality measures in place to ensure infection control.

“It’s been a lot easier for me to have my vaccinations at the clinic because of the familiar team who understand the precautionary safety requirements, which reduce risk of cross-infection,” she says.

Jessica was diagnosed with CF at six weeks old and has needed annual hospital admission for IV antibiotics ever since. Although she’s led a relatively healthy life, Jessica lives with anxiety of COVID-19 exposure, knowing she is at high-risk of complications should she catch the disease.

The vaccination outreach program ensures this vulnerable group of South Australians have access to the COVID-19 vaccine while also protecting the community, because people with CF may have multi-resistant organisms that can spread to other people.

Improving access and delivery of care for people with mental health needs

Significant progress to address the flow of mental health patients through our emergency departments and mental health services was achieved this year.

CALHN's Mental Health Intervention Taskforce, supported by five multi-disciplinary teams, implemented a range of strategies to improve the way we deliver care for people with mental health needs and change the way those experiencing a mental health crisis can access care.

The teams included clinicians from the emergency department, acute and urgent care and mental health teams, and as well as consumers with lived experience.

The taskforce delivered a suite of strategic and sustainable solutions to address the three elements of the temporary conditions put in place by the Office of the Chief Psychiatrist, including excessive use of restrictive practices for mental health consumers in CALHN EDs.

New models of care were developed encompassing all acute mental health pathways within CALHN. This aimed to define the patient journey and the roles, responsibilities and processes to support quality mental health assessment and transition through the ED.

Earlier intervention community programs for people experiencing a mental health crisis were piloted and established. Community initiatives included a new hospital in the home acute care service and a new GP-mental health nurse liaison program.

An infrastructure team also identified a range of opportunities to enhance the physical environment in the RAH ED and RAH mental health inpatient wards, to better meet the needs of mental health consumers.

The taskforce will continue to focus on embedding and implementing sustainable improvements and monitor our ongoing performance, to ensure we are able to provide quality care for the community.



Our work towards reconciliation

We proudly launched the CALHN Reconciliation Action Plan in July 2020, reaffirming our deep commitment to reconciliation and improving economic, social, health and wellbeing outcomes for Aboriginal and Torres Strait Islander peoples.

The Reconciliation Action Plan (RAP) provides actions that are themed around relationships, respect and opportunities and aims to build upon our strategic aspirations to be a centre for excellence in Aboriginal and Torres Strait Islander health and wellbeing.

Whether through additional reconciliation events, training our workforce in Aboriginal and Torres Strait Islander cultures and protocols,



Central Adelaide's story of reconciliation has been captured by local artist, Allan Sumner a descendant of the Ngarrindjeri, Kurna and Yankunytjatjara people.

or increasing Aboriginal and Torres Strait Islander employment opportunities, the plan plays an important role ensuring Aboriginal and Torres Strait Islander peoples share in the same rights, respect and access to opportunities and benefits as other South Australians.

Central Adelaide's story of reconciliation

The Reconciliation Action Plan artwork was created to demonstrate and represent CALHN's important role in improving the health and wellbeing of South Australians by delivering world-class integrated healthcare and hospital services. It was designed by accomplished Aboriginal South Australian artist Allan Sumner, a descendant of the Ngarrindjeri, Kurna and Yankunytjatjara people.

The circle in the middle of the artwork represents the 'Wardli Purrutinithi' – place to live or to be alive – and represents CALHN being central to connecting the hospitals, community health services and clinical services together.

The U-shaped symbols on the outside of the artwork represent the many community people who use our services. The main circle in the middle, representing Central Adelaide LHN, is surrounded by U-shaped symbols representing staff, health professionals and community people.



Our care is connected and revolves around the patient in their (and our) community

2020 Consumer Experience Report

Feedback showed 92 per cent of patients staying overnight in one of our hospitals reported a positive experience and more than 96 per cent of respondents would recommend their hospital to a relative or friend.

These results demonstrate that although people are often having a difficult time when they come to stay at a hospital, for most, their overall experience at CALHN is a positive one.

Improved dialysis access

Access to vital dialysis has been made a little easier for Aboriginal and Torres Strait Islander renal patients, with two new dialysis chairs opening at accommodation and healthcare service, Kanguawodli, a partnership between Central Adelaide and Northern Adelaide LHNs.

Consumers can access treatment in a culturally safe environment at Kanguawodli (meaning Caring House), rather than having to travel to hospital for regular dialysis.





Self-guided workbooks improve prisoners' mental health

A South Australian-first initiative led by CALHN's SA Prison Health Service is improving the mental health and wellbeing of prisoners. Steven Hutchinson and Susan O'Neill designed five self-management workbooks covering themes of anxiety, depression, drugs in prison, emotional regulation and exercise.

New service helps patients avoid unnecessary hospital visits

General practitioners and community care providers located in Central Adelaide's catchment area are now able to refer suitable patients to a new service aimed at helping patients avoid unnecessary hospital visits. Established by Central Adelaide and SA Medical Imaging in partnership with the South Australian Ambulance Service (SAAS), the new model of care offers patients with complex needs an alternative to hospital emergency departments.

Known as the CALHN Hospital Avoidance and Supported Discharge Service (HASDS), the service is delivered by an interdisciplinary medical, nursing and allied health team to provide a level of care outside the clinical capacity of general practice and priority care centres.

Mental Health Co-responder Program

A mental health program supporting patients to stay at home is expanding to all local health networks following its success at Central Adelaide.

The Mental Health Co-responder in Emergencies initiative (MH CORE) partners specialist mental health staff with paramedics to divert patients away from busy emergency departments to more appropriate services. Two out of three patients who participated in the early stages of the program were supported to access community care services or remain at home.

The program is a collaboration between Central Adelaide Local Health Network and SA Ambulance Services (SAAS).



End-of-life service supporting families

An end-of-life service for bereaved families using CALHN services has been instrumental in South Australia recording the highest organ donation rates in the nation.

DonateLife SA service focuses on providing the highest quality end-of-life care and follow-up to grieving families. DonateLife is notified when a patient approaches end-of-life, ensuring organ donation is considered at the correct time and families can make an informed decision.

The program has received exceptional feedback from families who have experienced the service.

Sue Menzel was grateful for the support offered to her family while her husband Peter received end-of-life care at the RAH.

"I am a nurse, but I've never lost a husband, so I didn't know what to do, or how to cope," she said.

"It will always give me comfort that two people can now see because of my husband's eyes.

"Pete lives on, and his death is worthwhile because it gave two people the chance at a different life. That's how precious organ donation is," Sue said.



Our curiosity compels us to always do better – research and innovation drives everything

Adelaide Health Innovation Partnership

South Australia's leaders in healthcare, research, teaching and innovation have joined together to drive and advance better healthcare and become a collective world leader.

The Adelaide Health Innovation Partnership (AHIP) was established as a world class partnership between CALHN and SAHMRI, supported by the University of Adelaide and UniSA, to tackle the growing burden of chronic disease through research excellence and innovation.

SAiGENCI

CALHN is partnering with the University of Adelaide to establish the South Australian immunoGENomics Cancer Institute (SAiGENCI).

Established with \$80 million in funding from the Australian Government, SAiGENCI will focus on world-leading patient care, cutting-edge cancer diagnoses and treatments – including ground-breaking genomic and immune-based technologies – combined with a focus on local, national and international research collaborations.





Breakthrough vaccine research reassures community

A world-first study led by Central Adelaide researchers concluded the Pfizer vaccine caused no major anaphylactic reactions in patients with allergy histories.

A landmark study, published in the *Journal of Allergy and Clinical Immunology*, reassured more than 200,000 South Australians who have single allergies to food, medication or other allergens.

Central Adelaide's COVID vaccination medical director, Dr Pravin Hissaria, who was the lead author of the study, said it was an exciting development to reinforce the vaccine's safety during the rollout phase of Australia's vaccination program.

Type 2 diabetes research

CALHN researchers are leading ground-breaking research into the complications caused by a new and commonly prescribed drug for Type 2 diabetes. The new class of drug - sodium-glucose cotransporter-2 inhibitors (SGLT2i) - has revolutionised management for diabetes patients. As well as controlling blood glucose, it reduces the risk of heart attack, improves heart failure and helps prevent kidney disease.

Prehabilitation improving amputation journey

An innovative program at TQEH is allowing patients with lower limb amputations to return to the comfort of their own home sooner, cutting their average stay in hospital by close to two weeks.

The prehabilitation program, run by TQEH Day Rehabilitation Service, was recognised for its positive patient outcomes at the 2020 SA Health Awards. Prehabilitation is a multi-disciplinary process preparing patients for their recovery post-surgery.

Patient Patricia Peterson was discharged five days after surgery for an amputation on her left leg following a bone infection diagnosis.

“If I didn’t have prehabilitation, I won’t have known what to do when I got home,” Pat said.

“I couldn’t be discharged from hospital unless I knew how to get from bed to chair and from chair to toilet – and I had two weeks of practice in prehabilitation which made me more confident about going home.”

Patients are also reporting the benefits of having the same rehabilitation team before and after their amputation. The program involves education and physical conditioning to prepare for major lower limb amputation as well as assessing the home environment to facilitate discharge home directly from the hospital.





We invest in what matters

The Queen Elizabeth Hospital Redevelopment

Construction of a purpose-built clinical services building commenced in 2020-21, as part of the ongoing \$314 million redevelopment project at The Queen Elizabeth Hospital.

Some of the services in the new clinical services building includes an emergency department, operating theatres and day surgery/procedural suites, an intensive care unit and general rehabilitation facilities. Work will be completed by 2023-24.

Progress at The Repat

A new 48-bed spinal cord injury and brain injury rehabilitation unit at the Repat Health Precinct, featuring a purpose-built rehabilitation gymnasium, café and town square, is progressing well.

The new facilities are being co-designed by our staff, patients and their families to ensure the new location supports therapy, wellbeing and recovery – a great example of how we can work with our community to deliver patient-centred care.

The State's spinal cord injury and brain injury rehabilitation services are currently based at Hampstead Rehabilitation Centre. The new facilities will be co-located with other health services at the reactivated Repat Health Precinct.



EMERGENCY

The
Queen
Elizabeth
Hospital

EMERGENCY

T
Q
E
H



World-class care day

Central Adelaide's inaugural world-class care event was held in March 2021, providing an opportunity to showcase key quality and improvement initiatives from across the network.

Speakers delivered a series of presentations featuring a strong focus on the work of multidisciplinary teams in improving care using new and innovative approaches.

Congratulations to the Quality Award winners for 2021:

Integrated healthcare - NDIS Assessment Team for their dedicated in-house NDIS Allied Health Assessment Team.

Patients as partners - SA Pharmacy and Acute and Urgent Care Teams for their Clinical Pharmacists Augmenting Admission program.

Keeping people healthy and safe - Steven Hutchinson and Susan O'Neill for their "Self-management of mild anxiety and depression among the prison population" initiative.

Patient safety first – Assoc/Prof Chris Zeitz and TQEH cardiology team for their quality briefing initiative.

Medical Emergency Response teams

The implementation of a core group of medical emergency response (MER) nursing staff, who undertake further specialist training, is providing consistent, high quality service to acutely deteriorating patients. Its impact is being felt across inpatients and outpatient areas, and by visitors, families and carers.

This core group of MER nursing staff, also known as "MER Mentors", provides long term consistency and competence in resuscitation techniques, delivers a higher level of support to the MER team and offers ward staff an additional avenue for advice.

TQEH – the PAMICO Project

CALHN is set to play a lead role in designing and integrating patient-centred pathways into routine care for acute myocardial infarction (AMI).

The PAMICO Project (Personalising Acute Myocardial Infarction Care to improve Outcomes) is an integrated and personalised clinical care strategy for AMI patients undergoing coronary angiography in our major public tertiary hospitals.

The project received a National Health and Medical Research Council Partnership Project grant in 20-21, in partnership with funding from CALHN.



Geriatric Rapid Intervention Program

When Connie was rushed to the emergency department, daughter Di Marshall feared her beloved mother would never leave hospital.

But with the help of geriatric nursing and medical specialists under the Geriatric Rapid Intervention Program (GRIP), Connie was able to return to her aged care home and continue her treatment in more comfortable and familiar surroundings.

Connie is one of many patients to benefit from GRIP, which provides specialised support to aged care residents to avoid unnecessary stays in hospital.

Under the pilot program originally developed under CALHN's COVID-19 response, a team of specialist nurses and geriatricians review hospital admissions from residential aged care facilities and develop care plans to facilitate patients' move back to residential care, where appropriate. The team assists the patient's transition from hospital to their aged care facility and offers outreach support including visits from the GRIP team.



Our technology enables excellence

3D-printed polymer breastbone implant

Surgeons at the Royal Adelaide Hospital successfully performed the Australian-first procedure implanting a 3D-printed polymer breastbone in a patient in 2020-21.

The 8-hour surgery involved removing the patient's sternum and replacing it with a new 3D-printed one, designed to the patient's anatomical specifications and was a joint effort between the cardiothoracic and plastic surgery teams.

Electronic Medical Record

CALHN has continued to implement the Electronic Medical Record (EMR) system across the network, with the establishment of the EMR Optimisation Team to provide dedicated, expert resources to drive improvement, adoption and engagement with the Sunrise EMR. It is improving patient centred care through fast, accurate access to their relevant information, facilitating safe clinical care for better health outcomes.

Telehealth

Consumers and clinicians use of CALHN-supported telehealth has spiked during each of the waves of the pandemic, helping to improve healthcare access outcomes and affordability. Consultations rooms across our hospitals have been upgraded with telehealth compatible devices to provide clinicians with the equipment they need. A telehealth services patient survey within South Australia suggests 75 per cent of the consumers had a positive experience with the service, including reduced travel and waiting times, as well as improved continuity and quality of care.





RAH Trauma Service video link

As South Australia's busiest medical trauma department, the RAH accepts and treats around 1800 trauma patients a year, both direct from the scene and from medical facilities across the state. Severely injured trauma patients require multi-disciplinary input which extends beyond the emergency department resuscitation rooms. The implementation of a live video stream between the resuscitation areas and technical suites is improving workflow and patient care.

Where urgent transfer of a unstable patient to other areas is required, the live video stream allows the staff to follow the patient's progress while preparing for their arrival. Once the patient has left the room, the live video stream is turned off to preserve confidentiality.

Virtual fracture clinic providing out of hospital care

A virtual orthopaedic fracture clinic is providing specialist care for outpatients with breaks, fractures and other orthopaedic-related injuries without the burden of travelling to hospital.

Originally created to continue highly skilled orthopaedic services to patients when in-person assessments were cancelled due to COVID-19, the clinic is improving care for rural and regional outpatients. The nurse-led initiative virtually reviewed almost 2,000 outpatients in the past year.

The statewide clinic now assesses patients from metropolitan, regional and rural South Australia as well as the Northern Territory and Mildura.

Cardiology team delivers vital care

Improving patient outcomes for people in the APY Lands with the cardiac condition Rheumatic Heart Disease is the focus for Associate Professor Chris Zeitz and a cardiology team.

While common cardiac diseases are frequently encountered, there is a particular burden of Rheumatic Heart Disease (RHD) in the APY community that was previously under recognised.

For patients who need to travel to receive cardiac services, it's a three-day round-trip on a bush bus to Alice Springs. The trip isn't possible for some because of the health risks.

Now, every 12 months a cardiac nurse, cardiac technician and A/Prof Zeitz visit the APY Lands for two weeks, to see more than 100 patients and provide a direct link for those who need to come to Adelaide for care.

This therapy is vital to ensuring prevention of repeated episodes of acute rheumatic fever, as it is these repeated infections that cause permanent damage to heart valves prompting the need for heart valve surgery.

Since the team began visiting the lands, compliance with preventative therapy has increased from 19 per cent to 75 per cent. For the remainder, regular monitoring is required to ensure the valve disease is stable.





We attract and foster world class talent

Leaders Within network

The reformation of our Leaders Within network in 2020 aims to enhance the growth of CALHN leaders now and into the future. This network has created a cohort of high-potential and aspiring leaders who share CALHN's vision of world-class care.

Through innovative presentations, reflections on research and best practice, as well as group discussions, our Leaders Within network provides a platform to develop the skills and knowledge of our leaders in a range of areas relevant to our workplace.

iCARE program

In 2020-21, CALHN introduced iCARE, a leadership program aimed at improving patient and family care while also building CALHN's nursing leadership capacity and capability.

The program produced 53 successful initiatives that have delivered both improved patient outcomes. Participants also reported feeling valued, supported and empowered to use their expertise and have benefited from strengthened peer networks. Consumers (patients, families, carers) were engaged in the development and delivery of many of the projects.

Transition to Professional Practice program

The implementation of the Transition to Professional Practice Program (TPPP) has ensured a centralised recruitment process for registered nurses for nursing graduates seeking employment at local health networks.

The program is easier for applicants, who only apply once through an online application form. Prior to this process, candidates were required to apply to multiple sites, potentially had several interviews and multiple offers – making it difficult for individual health units to fill all jobs. It has ensured a whole of health merit-based selection process ensuring all candidates were dealt with consistently, fairly and equitably.

Clinical practice improvement leadership

Clinical practice improvement training was offered to CALHN senior managers to enhance their knowledge, skills and capability and boost their ability to influence change and deliver improved patient outcomes. Across two intakes, 80 staff attended the training program resulting in 30 multidisciplinary improvement teams.

Ophthalmologist Dr James Muecke AM recognised as the 2020 Australian of the Year.

The now former RAH ophthalmologist has spent the last three decades working to prevent and treat blindness not just locally but in some of the world's poorest counties.

Congratulations to those recognised in the 2021 Australia Day honours.

Associate Professor Michael Penniment, Director Radiation Oncology, RAH, received the Member (AM) in the general division for significant service to medicine, and to radiation oncology.

Dr John Crompton, who was the Head of the Neuro-Ophthalmology Service at the RAH from 1984-2017, received the Member (AM) in the general division for significant service to ophthalmology, and to the community of the Asia-Pacific region.

Emeritus Professor Peter Roberts-Thomas, who was with SA Pathology from 2006 – 2013 received a Member (AM) in the general division for significant service to medical education and to immunology.

Sarah Moore, Head of Cytogenetics at SA Pathology, received a Public Service Medal for outstanding public service to cancer pathology science in South Australia.

Emeritus Professor Wayne Sampson, SA Dental, received a Member (AM) in the general division for significant service to dental education in the field of orthodontics through his work at SA Dental.

2021 Queen's Birthday Honours List acknowledges CALHN's world-class medical workforce

Professor Toby Coates and Professor Donald Howie were recognised for their formidable services to medicine.

Both Professor Coates and Professor Howie were appointed as officers in the General Division of the Order of Australia (AO) for their world-class care in South Australia, and the international medical community.



We celebrate our world class talent who are improving patient outcomes

CALHN recognised the outstanding achievements of our cohort of 7,500 nurses and midwives during our 2020 International Year of the Nurse and Midwife celebrations, including awarding CEO and Board Nursing Commendations to:

Alan Scarborough, Director, South Australian Prison Health Services for his leadership in the delivery of a contemporary, equitable and quality health service, particularly his culturally appropriate care and engagement with our Aboriginal consumers.

Kathryn Beharrie, Mental Health Nurse Consultant, for her dedication to the Mental Health Co-responder Program in helping to reduce unnecessary emergency department visits by providing care to consumers close to home, allowing them to stay connected to their community.

Kate Tyrell, Aboriginal and Torres Strait Islander Nurse Consultant, Cardiology for her passion and commitment to improving Aboriginal health and service provision within the Cardiology unit.

Shiny Chacko, Associate Nurse Unit Manager, Central Outpatient Services for her commitment to significantly reducing the Royal Adelaide Hospital's category 3 ear, nose and throat surgery waitlist.

Louise McGuire, Acting Nurse Lead, Critical Care and Perioperative for going above and beyond to lead the Critical Care and Perioperative nursing team through CALHN's COVID-19 response.

RAH ICU education team for the development and implementation of a comprehensive surge workforce plan as a part of our COVID-19 pandemic response.

DonateLife, end-of-life follow-up service for demonstrating leadership in establishing and overseeing a comprehensive 'End-of-Life Follow-up Service' across all of South Australia's intensive care units.

Infection prevention nurse recognised for COVID response

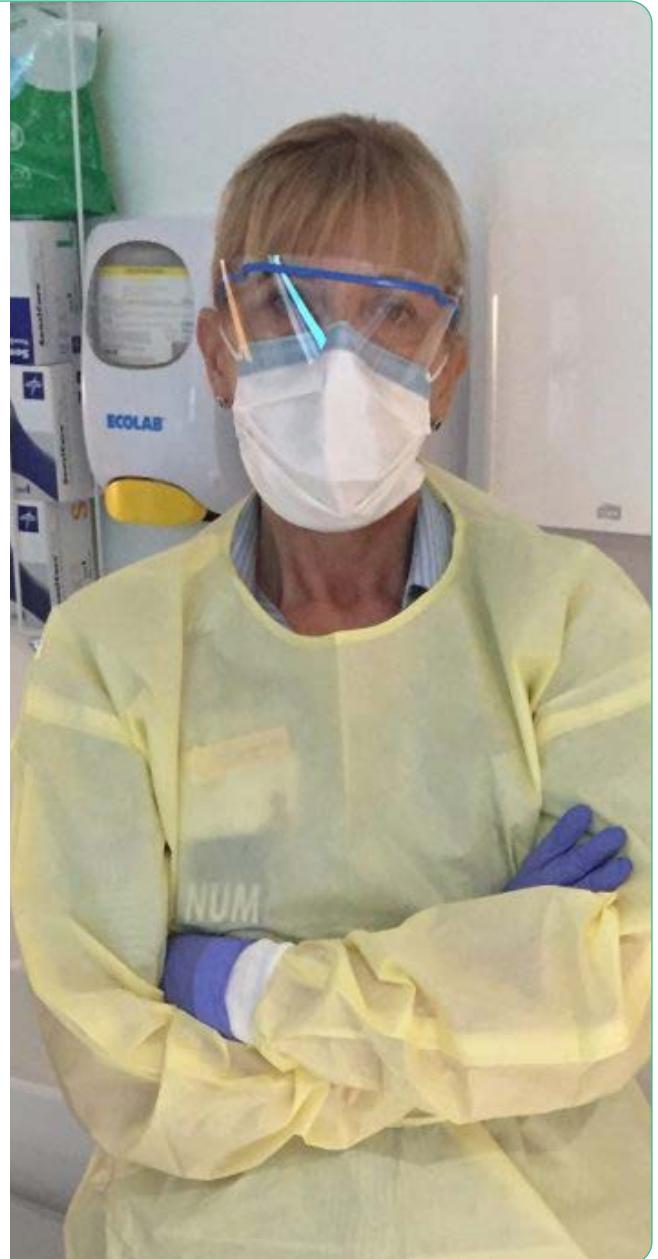
As the novel respiratory virus began sending waves of sick patients into major hospitals, Nurse Unit Manager, **Marija Juraja**, was on the frontline gathering information to respond to this evolving emergency situation and implement effective risk reduction measures.

“Our priority became training up staff in personal protective equipment, having appropriate signage, and appropriate information to give to the public,” Marija said.

“It was challenging, it really was. Every day brought a different challenge, and you had to learn to adapt quickly.”

In collaboration with Nurse Unit Manager COVID-19 Clinic/Outpatients Craig Robinson, she also ensured the Royal Adelaide Hospital COVID-19 testing clinic was operational in less than 48 hours.

Marija’s leadership positioned CALHN in a state of readiness to receive the first COVID-positive patients while continuing to provide the usual functions as a health service. To recognise her contribution she was awarded a Commendation of Excellence in Nursing.





Our people are central to delivering world-class care to South Australians

CALHN's world-class clinicians and researchers give our patients access to innovative and evidence-based treatments

Nurse contingent travels to Victoria to help in COVID-19 response

Eight CALHN nurses formed part of the first SA contingent to head to Victoria in August 2020, to assist with its COVID-19 response in the aged care sector. The team, all of whom had experience in medical and geriatric care, entered two residential care facilities to support tired and fatigued local teams, after a forward command team had travelled across earlier.

Scott Carruthers was awarded the inaugural Faculty of Radiation Oncology prize for Indigenous Health for his work in Aboriginal communities in the NT.

Cancer is one of our 'world-class' services and it is great to see one of our staff leading the way and being acknowledged by his peers.

Associate Professor Peter Psaltis, Academic Interventional Cardiologist at the RAH, was awarded the Marshall and Warren Innovation Award. He also received the national honour for excellence and innovation at the NHMRC Research Excellence Awards.

Ashleigh Hull, Ashleigh Hull, nuclear medicine technologist at SA Medical Imaging, was the 2021 ANSTO/ANZSNM research grant winner to study a new treatment for pancreatic cancer. The project is a collaboration between Nuclear Medicine at the RAH, UniSA, The University of Adelaide and the SAHMRI.

Australia's best orthopaedic clinic recognition

The Royal Adelaide Hospital's Department of Orthopaedics and Trauma has been internationally recognised for its healthcare services, after its ranking as the best orthopaedic clinic in Australia. The clinic, which treats an average of 4,000-5,000 patients each year, was also rated 22 in the world. The recognition is a result of survey responses from global medical experts.



Dr Trudy Lin, SA Dental Special Needs Unit Specialist, won the Qoin Career Achievement Award, which promotes innovation, high achievement, hard work, leadership, a desire for self-improvement and community focus.

2020 SA Health Award winners

The SA Health Awards recognise and reward individuals, teams, programs or projects improving the delivery of health services to South Australians.

Virology Serology Molecular (VSM) team, SA Pathology, CALHN

Winner of the Premier's Award for Excellence in Health

SA Pathology's Virology Serology Molecular section performed more than 250,000 COVID-19 tests in 20-21, proving critical to South Australia's pandemic response.

Design of an in-house COVID-19 Molecular Testing Platform, SA Pathology, CALHN

Winner of the Minister's Research and Innovation Award

Within days of the COVID-19 genome sequence being published, Mark Turra had designed primers for an in-house molecular testing platform.

Dr Stephen Bacchi – Registered Medical Officer, Royal Adelaide Hospital

Winner of the Young Professional of the Year

Stephen is a talented medical resident, teaches the next generation, writes on wellness and resilience in medical/nursing students and programs neural networks using deep learning algorithms to solve hospital medicine's most vexed problems.

SA Pharmacy Pharmaceutical Supply Dashboard, SA Pharmacy, CALHN

Winner of the Excellence in Non-Clinical Services

SA Pharmacy developed the Pharmaceutical Supply Dashboard to enable real time, statewide visibility of medicines in SA Health hospitals, allowing it to proactively redistribute pharmaceuticals between hospitals to meet demand.

Amputee Prehabilitation Program, CALHN Day Rehabilitation Service

Winner of the Out of Hospital Strategies and Care

CALHN's Amputee Prehabilitation Project is improving the amputation journey for patients, with patients reporting feeling less fear and better informed ahead of their surgery.



Our volunteers are committed and dedicated

We recognise and celebrate the enormous contribution of Central Adelaide's volunteers. We are grateful and appreciative to the team of more than 320 volunteers, who give up their time to support our patients, staff and community across our Central Adelaide services and sites.



“If you only help one person at the end of the day, it's a great feeling. People should volunteer because it's good for the soul.”

- Mary (pictured with Heather)

**Shaping the future of health with
world-class care and world-class research**



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