

Snapshot

Annual summary
2022-2023

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



Health
Central Adelaide
Local Health Network





Acknowledgement of Country

We acknowledge that this land we meet, work, live and play on is the traditional lands of the Kaurna people, and we respect their spiritual relationship with this country.

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 Kaurna and all Aboriginal people today.

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A year across the network

Our people



17,448

Total staff



133

Identifying as
Aboriginal or
Torres Strait Islander



6,965

Nursing staff



2,203

Medical
professionals



2,578

Allied Health
professionals

In our hospitals



127,930

Emergency department
presentations



78,893

People who went home
on the same day



53,179

Ambulance
arrivals



140,726

Inpatients
discharged



996,661

Outpatient
appointments

Across the state

4,847

Hospital in the
Home admissions

640

Rehab in the Home
patients

BreastScreen SA

92,000

screening mammograms

8 screening sites

1 assessment clinic

3 mobile screening units

*HASDS - Sefton Park

8,628 patients

24 patients per day

51% more patients
than last year

SA Pathology

880,203

SA Pathology requests
ordered by CALHN

17,745,106

SA Pathology tests
conducted

SA Prison Health Services

Nurse services

604,318 consultations

Medical

12,154 consultations

Video conference

816 consultations

SA Pharmacy

Over 1.95M

items dispensed by
SA Pharmacy

SA Dental

200,278 children treated

117,346 adults treated

*SAMI patients

247,863 outpatients

219,692 emergency

195,439 inpatients

CALHN research statistics

1,912 active research
projects

2,837 patient visits
to Clinical trial centre

125 new clinical trials

667 active researchers

800+ publications

A message from the Governing Board Chair and Chief Executive Officer

Through 2022-2023, the Central Adelaide Local Health Network (CALHN) has remained responsive to the ongoing high demand for our services while also supporting our people, providing world-class patient-centred care and maintaining our commitment to research.



Raymond Spencer

Chair, CALHN
Governing Board

We have continued introducing innovative models of care to meet the changing health needs of our community and expanded our collaboration with consumers to improve the services we deliver in line with our consumer framework.

We continue to strengthen our ability to deliver timely and appropriate care and during this financial year implemented numerous strategies to improve our operational efficiency. This included expanding the range of services offered by our Hospital Avoidance Supported Discharge Service, such as Hospital in the Home and Geriatric in the Home to make sure our patients are receiving care in the place where they will receive the best care.

Throughout the year, we integrated care for COVID-19 patients into our daily operations. Also, CALHN's prehab program, which is focused on reducing post-surgery complications that may delay or impair a patient's recovery attracted national attention.

As South Australia's largest health network, CALHN is proud to support equity of access to advance health outcomes of our community.

In 2022-23, we progressed our commitment to improving the patient experience for Aboriginal and Torres Strait Islander peoples with the launch of our third Reconciliation Action Plan, which also supports our Aboriginal employment and retention strategies.



Dr Kathryn Zeitz

Interim Chief Executive
Officer, CALHN

Work on the five-level clinical services building, the centrepiece of the \$314 million redevelopment project at The Queen Elizabeth Hospital (TQEH), continues and will support our delivery of world-class health care to the western suburbs when it is operational in the next financial year.

With a focus on improving mental health services, the network initiated planning to expand mental health services at TQEH and continued to make use of the Regency Green facility which plays an important role in supporting patients who have a primary psychosocial disability avoid long stays in hospital.

After a five year period of stable leadership, CALHN will welcome Dr Emma McCahon as our new Chief Executive Officer in January 2024. We acknowledge the substantial contribution of outgoing Chief Executive Officer, Lesley Dwyer and wish her well in her new role in England.

Our network can only provide care to our community thanks to the diverse and multidisciplinary team that operate across our many sites and services. On behalf of the CALHN Governing Board and the CALHN Executive team, we would like to thank each and every person who make up our highly talented workforce for continuing their efforts to provide high quality and safe health care that strives to meet the changing needs of our community.



About us and our community

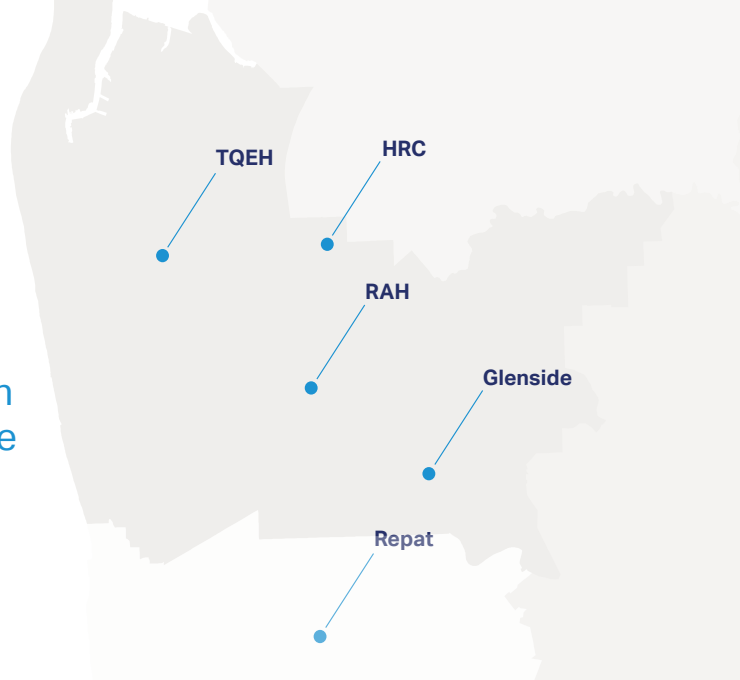
Central Adelaide Local Health Network is responsible for promoting and improving the health of the central metropolitan Adelaide community, providing specialised care through integrated healthcare and services.

Our consumers and our community are central to everything we do, and we strive to 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)
- Statewide Rehabilitation at The Repat Health Precinct

In addition to serving those from our primary catchment region, a significant number of people who access our highly specialised services come from outside these geographic boundaries. These include people from rural, remote, interstate and overseas locations.



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

These statewide clinical support services include:

- SA Pathology
- SA Medical Imaging
- BreastScreen SA
- SA Pharmacy
- SA Dental

Our other community health services include:

- SA Prison Health Service
- DonateLife SA
- Integrated Care

Our community

Our services are responding to the diverse health needs of our community and the increasing demand for care.

- 10% have diabetes
- 10% have cardiovascular disease
- 11% have psychological distress
- 15% have asthma
- 18% have arthritis
- 20% have mental health problems
- 25% have high blood pressure



Our values

Our values convey who we are, what we stand for and what people can expect from us. We are committed to the following values:

People first



Providing wigs and a listening ear

A cancer diagnosis is often the start of a confronting and turbulent time. For many people facing cancer, hair loss due to chemotherapy adds another layer of emotion. A RAH volunteer service provides an affordable option for women who want to wear a wig or turban following treatment-induced hair loss.

Isabel has been working as a volunteer at the RAH for 23 years. She is now 91 years old.

"I couldn't tell you how many women have come into our fitting room, and simply sat down and burst into tears. I offer a good listening ear, and just let them cry. Then when the ladies walk out with a smile on their face, that's reward enough for me," Isabel says.

Future focused



Partnering for success

CALHN is a part of the Adelaide Health Innovation Partnership, an alliance that facilitates and advocates for change, innovation and improvements in health service delivery, medical research, education and patient care. The partnership brings together the key elements, knowledge and skills from our members organisations to tackle projects that will have a significant impact on improving the health of our community and provide economic growth for South Australia.



Ideas driven



World first post-surgery care

A world-first program to help reduce post-surgery complications has been implemented at the RAH. The Advanced Recovery Room Care (ARRC) Program involves closely monitoring 'moderate-risk' patients for 12 to 18 hours after their surgery, using existing skilled hospital staff and advanced equipment to provide specialist care tailored to their individual needs.

Over 12 months, an initial trial found the program was able to halve serious complications and deaths after surgery, reduce subsequent Emergency Department presentations and save an estimated 8,000 bed days or three hospital wards at the RAH each year.



Community minded



Improving accessibility for low vision patients

Hospitals can be daunting places for people with low vision. That's why CALHN has partnered with See Differently to ensure consumers with low vision or blindness have a better experience in hospital.

Our partnership with See Differently aims to improve communication for consumers in hospital who have a vision impairment and has resulted in the development of hospital packs for patients as well as staff resources.



The year in review



- My PreHab Program launches
- Beyond the Gap, to deliver best practice pharmaceutical care for Aboriginal people, launched by SA Pharmacy
- SA Dental Service celebrates 40 years



- SA Prison Health Service receives Community Partnership Award at Department for Correctional Services Merit Awards
- RAH's Adult Burn Service verified by American Burn Association for fifth time
- 2023 Newsweek's World's Best Specialised Hospitals list ranks RAH's Orthopaedics at 38th place



- Statewide Clinical Support Services' Strategic Plan 2022-2027 launched
- 80 years of health services at the Repat
- Two CALHN teams awarded prestigious SA Health Awards

JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER
	<ul style="list-style-type: none">• Regency Green opens to support consumers with psychosocial disability in a community setting• CALHN COVID-19 vaccination program supports regional LHNs with their winter booster vaccination efforts• Staff travel to Coober Pedy to assist with COVID-19 response in the area• SA Dental ranked No. 1 in Australia and 25th in the world on the QS World University Rankings 		<ul style="list-style-type: none">• CALHN hosts first Aboriginal Learning Health Network forum• Our staff recognised with two Nursing and Midwifery Excellence Awards, and five others named finalists• 5th anniversary of the RAH opening 		<ul style="list-style-type: none">• 'Listening, Caring, Healing' Aboriginal Health Framework and Action Plan launched• CALHN's Annual Public Meeting held 

2022



- We welcomed 200 graduate nurses, our largest ever intake, and 140 medical interns to CALHN



- Royal Adelaide Hospital consolidates its position among Australia's best hospitals, now ranked 14th
- Geriatric in the Home (GITH) service celebrates 1000th patient milestone
- CALHN's SA TB Service supporting response to outbreak across the Anangu Pitjantjatjara Yankunytjatjara (APY) Lands
- Australian and New Zealand Trauma Verification Program visits the RAH

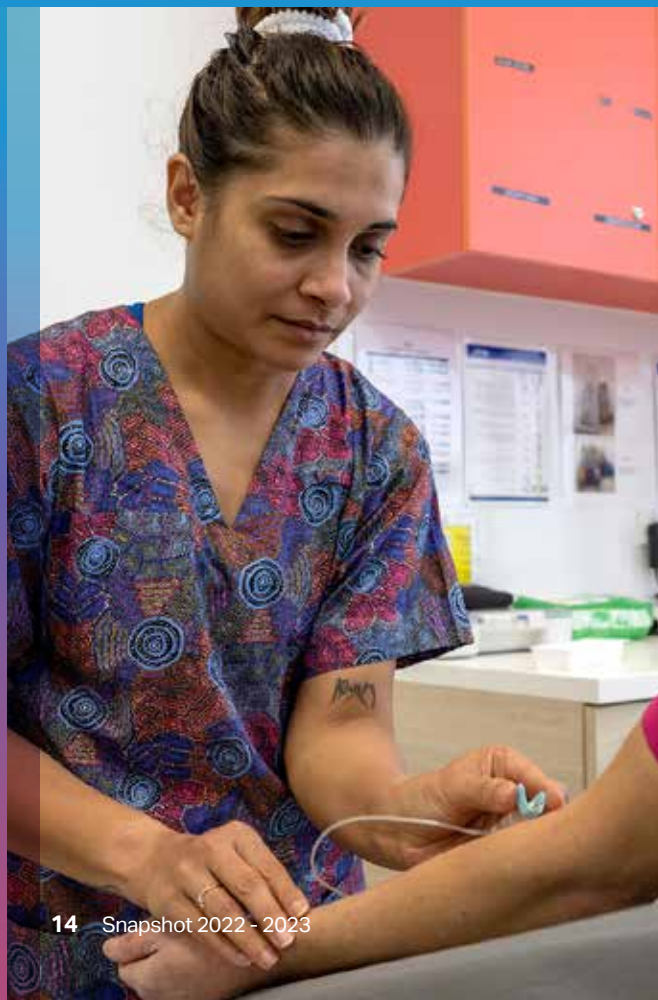


- Focus Week helped us improve our acute and emergency care performance ahead of increased winter demand
- International Nurses Day events held across CALHN to acknowledge the significant contribution of our nurses across our health system and in our community
- Hampstead's 16-bed specialist geriatric unit, Ward 1A, marks first year
- Five CALHN teams and individuals honoured with Nursing Midwifery Excellence Awards

JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE
	<ul style="list-style-type: none"> • CALHN's World-class Care Quality and Improvement Showcase held • Celebrated first year of Spinal Injury and Brain Injury Rehab Unit services at Repat Health Precinct 		<ul style="list-style-type: none"> • Let's BRUNCH staff program launched in CALHN's EDs • TQEH's Cramond Clinic marked its 25th anniversary 		<ul style="list-style-type: none"> • CALHN recognises National Reconciliation Week • TQEH becomes first to use virtual reality technology to train doctors in ICU • CALHN Centre for Advanced Heart and Lung Disease announced, to bring together research, education and clinical care in a centre for excellence 

Strategic ambitions

Our strategic ambitions recognise our 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

Connected patient-centred care can help to improve the quality of care that our community receives and leads to better health outcomes.

Life-changing impact

The SA Prison Health Service, a specialised clinical health service within CALHN implemented a collaborative program to reduce the burden of Hepatitis C on the prison population and the wider community.

The program tested and treated on an unprecedented scale, resulting in significantly reduced rates of untreated Hepatitis C in SA Prisons of less than 1 per cent, compared to 5-15 per cent nationally, and delivering a life-changing benefit for people in custody.



Scan the QR code to
learn more about our
connected patient care.

Animals bringing joy to patients

CALHN is working with highly-trained, registered animals to support the wellbeing of end-of-life patients, as part of our hospital-based palliative care service at TQEH. Pet therapy aims to improve an individual's overall health and wellbeing through regular interaction with an animal. The unit also facilitates visits from the patient's own animals in an outside setting. Sue, Inpatient Palliative Care Nurse Unit Manager, says pet therapy delivers benefits beyond the actual visit.

"For some patients, their pets mean the world to them - it's like having a member of their family visiting.

"It's also good for the pet to be able to visit their human too."

Sue, Inpatient Palliative Care Nurse
Unit Manager

Lived experience improving services

Our network values the positive impact consumers can make to the patient experience. At CALHN, we have 117 dedicated lived experience consumer representatives who assist with the design, review and improvement of services.

They also review information sheets, conduct patient experience surveys and participate on recruitment panels and committees.



A vital part of quality healthcare

For patients like Vicki (pictured above), CALHN's outpatient service allows her to receive consistent care without having to be admitted into hospital.

Vicki lives with a complex autoimmune condition known as scleroderma but is able to maintain her quality of life through outpatient appointments.

More than 1.3 million outpatient appointments are conducted each year through CALHN hospitals and clinics.

"This disease has touched every avenue of my life, but I feel really safe and secure with the holistic care I'm receiving.

"My specialists organise regular routine testing and are proactive in helping me stay on top of my health."

Vicki, CALHN patient



Our curiosity compels us to always do better

Research is enabling us to better understand and treat diseases, develop new and innovative technologies, and improve the quality of life for patients and their families.

World first sepsis study

Researchers at the Royal Adelaide Hospital are at the forefront of research that could change worldwide management of sepsis in intensive care unit by using megadoses of a vitamin C derivative, sodium ascorbate. The research aims to tackle sepsis, the body's severe response to an infection which causes damage to its own organs and tissues which affects a quarter of all patients in Australian intensive care units.



Scan the QR code to learn
more about our ground-
breaking Sepsis research.

One step closer to an artificial skin

A revolutionary synthetic dermal template developed at the RAH has completed a world-first multicentre clinical trial with positive results. The NovoSorb® Biodegradable Temporizing Matrix is an artificial foam-like material that is used to protect major wounds and burns and acts as a foundation for skin grafting. Designed to help surgeons treat major burns and other traumatic wounds, it can be used to temporarily close the wound and support the integration of new blood vessels and tissue, providing a favourable structure for skin grafts.

Glenn's story

Glenn received a life-saving transplant of his own laboratory-grown skin in 2018 after being admitted to the RAH with burns to 95 per cent of his body as a result of a house fire.

Three years after first arriving in hospital, Glenn (pictured below) is living independently and driving.



"The technology is amazing. It's allowed me to leave hospital and get back to a normal life."

Glenn, burns survivor



Martial arts training keeping people from hospital

Half of all older people who are frail experience a fall each year. To tackle this problem, Dr Agathe Daria Jadczak, Basil Hetzel Institute researcher (pictured above) conducted research looking at how learning judo-based exercises and safe-landing techniques can help people aged 66 to 87 increase their physical performance, mobility, and balance. Following the end of the study, some participants continued with the exercises and have now been graded the yellow belt in Judo.

"We don't want our population to just age.

"We want to find the best ways for them to age well, stay healthy and remain independent."

Dr Agathe Daria Jadczak, Post-Doctoral research Fellow, Basil Hetzel Institute, TQEH



We invest in what matters

Investing in clinical service delivery, primary health infrastructure, and developing close alignments with research and community partners provides the foundation for a healthy community.

RAH ED upgrade

A \$2.2 million upgrade to the RAH Emergency Department waiting room and triage area commenced in June 2023 to help clinicians treat patients faster and improve flow through the department. Once completed there will be a rapid assessment and intervention zone consisting of seven purpose-built chair spaces and one bed, allowing for increased assessment and intervention at the front of the emergency department.



Scan the QR code to learn more about CALHN's world-class research.

Out of hospital care for vulnerable patients

The Hospital Avoidance Supported Discharge Service (Sefton Park) continues to drive innovation and excellence to enable patients to receive care in the community and avoid unnecessary presentation to ED and/or hospitalisation. The service operates extended hours seven days per week (including public holidays) and has introduced onsite imaging including x-ray, ultrasound and computed tomography (CT).

The service won CALHN'S World Class Care Quality and Improvement Showcase 2023 for Integrated Healthcare.

Patient satisfaction rates for our Sefton Park service continues to be above 97 percent

Building for the future

Service improvement in the western suburbs continued to be a priority, with the construction of the new clinical services building well underway at TQEH. The new building will feature a new emergency department, which will be more than 40 per cent larger inclusive of 46 treatment spaces with multiple zones to treat different presentations, and a dedicated entrance for the SA Ambulance Service. In addition, CALHN commenced planning for a new 24-bed mental health facility at TQEH as announced in February 2023. This facility is expected to be open by late 2025.



Helping patients take charge of their kidney health

Turning 18 is a milestone birthday. Patient Jed marked the occasion with a visit to the renal Young Adult Clinic. Operated by CALHN, the service delivers care and builds community for patients aged 17-27 with kidney conditions.

The clinic offered Jed (pictured above) a gentle transition into looking after his own health as a grown-up.

As well as medical care, the clinic provides social supports for consumers, employing a youth worker to ensure everyone feels welcome and included.

"It's a really chilled and relaxed environment, very warm and welcoming. It makes all the difference knowing you're not the only one."

Jed, patient



Our technology enables excellence

Maximising the use of technology across our services is improving access to care, providing support for our regional and remote patients and improving patient outcomes.

Improving surgical outcomes

CALHN launched the My PreHab Program, a patient-centred prehabilitation program for consumers referred for, or awaiting, elective surgery in July 2022. Co-created by consumers and a multi-professional clinical group, it aims to reduce post-operative complications and empowers consumers to co-manage their health to improve surgical outcomes.



Scan the QR code to learn more about our innovative program aimed at enhancing the recovery of surgical patients.

First in SA to use Virtual Reality for ICU training

TQEH is the first hospital in SA to roll out VR technology for medical education and training in its Intensive Care Unit.

The VR technology allows ICU doctors to build effective procedural habits and enhance their skills as well as delivering better outcomes for patients.

The training will provide life-saving procedural techniques through repetition without the risk associated with working amongst patients.

Early intervention

The Personalised Acute Myocardial Infarction Care to improve Outcomes (PAMICO) project uses clinical algorithms in patients with acute heart attacks to inform them and their clinicians of their individualised expected length of hospital stay and risk of procedural complications. Thus, patients are better informed, and the clinician can tailor therapy to the individual patient.



Solving a global problem

Managing the flow of patients in and out of hospital is a major challenge for hospitals.

TQEH researchers' Josh Kavoor and Stephen Bacchi (pictured above), have developed an innovative AI algorithm that accurately predicts when general surgery patients are ready to be discharged from hospital.

The 'Adelaide Score' could help hospitals worldwide reduce pressure on emergency departments and improve access to care for patients.



We attract and grow world-class talent

CALHN aims to be globally recognised for its exceptional care and strong culture, where employees are motivated to perform at their best. This is achieved through a diverse workforce, world-class leaders, and a commitment to providing patients with the best possible care.

Leading the way

Some of CALHN's extraordinary researchers and medical, nursing and allied health individuals and teams were recognised as finalists in the 2022 SA Health Awards.

The awards recognise the commitment of those who work to improve the delivery of health services to the South Australian community. Those nominated spanned our intensive care team, the Quaternary Pelvic Exenteration Service and the Wayville COVID-19 Mass Vaccination Clinic, with the Centre for Clinical and Experimental Transplantation group and the RAH Lung Transplant team winning their categories.

Building a safe culture

As part of our strong commitment to a respectful and safe work environment, we recently expanded our Professional Accountability Program to include our corporate staff, in addition to our medical team.

We are focused on embedding a kind workplace culture and addressing unprofessional behaviours, as we know this will benefit patient care and outcomes.

CALHN staff deliver life-changing care in Timor Leste

The network is privileged to have many staff who generously donate their time and expertise for the benefit of those less fortunate, including people in developing nations with limited access to the type of healthcare provided at CALHN.

In 2022-2023, a trio of CALHN clinicians undertook a surgical humanitarian aid trip to Dili in Timor Leste (East Timor), as part of an Overseas Specialist Surgical Association of Australia mission (pictured above).

The impact of these trips is immense, with their efforts improving many lives, as well as sharing their skills and expertise to educate and upskill the local healthcare workforce.



CALHN Research Week

CALHN Research Week is an opportunity for CALHN to showcase our world-class research to our community, staff and stakeholders.

The week, which is supported by The Hospital Research Foundation and the Health Services Charitable Gifts Board (HSCGB), features RAHsearch and The Queen Elizabeth Hospital Research Expo.

The CEO Clinical Rapid Implementation Project Scheme (CRIPS), which provides \$200,000 for hospital-based research projects were announced during the week. The grants are provided by the HSCGB, using funds from generous CALHN donors.



Scan the QR code to learn more about CALHN's research events.

Towards reconciliation

Shared relationships and listening to the voices of Aboriginal communities, consumers and stakeholders help CALHN to provide culturally safe care and better services.

Guiding our reconciliation actions

CALHN released its third Reconciliation Action Plan in 2022-2023, setting out a clear program of work and guide our reconciliation actions. The plan recognises culturally-safe and welcoming environments can contribute to better health outcomes and acknowledges our responsibility to ensure our services are inclusive of the needs of all community members. It reaffirms CALHN's commitment to listening to the lived experience and feedback from Aboriginal and Torres Strait Islander consumers.

Improving our care

Our 'Listening, Caring, Healing Aboriginal Health Framework and Action Plan 2022-2027' was released in December 2022.

In March we launched the inaugural SA Pharmacy Aboriginal Health Strategic Plan 2023-2027+ to assist Aboriginal people accessing SA Pharmacy services.

Growing our Aboriginal workforce

CALHN welcomes and values the professional expertise, cultural knowledge and the lived experience Aboriginal people bring to the workplace. We are focused on increasing the participation of Aboriginal people within our network and retaining Aboriginal employees through building a workplace that is inclusive and respectful of Aboriginal culture and practice. We are aiming to achieve our target of Aboriginal staff comprising 4 per cent of all employees through targeted recruitment processes, pathways and entry points.

In 2022-2023 CALHN employed a dedicated Aboriginal Recruitment Officer to help us achieve our goal.



Scan the QR code to learn more about how CALHN is responding to the health needs of Aboriginal and Torres Strait Islander people.



"I am a proud Narungga and Gunditjijmara man, and I believe that having Aboriginal Health Practitioners working within health plays a major role in ensuring that the Aboriginal and Torres Strait Islander people coming through the ED have culturally safe treatment throughout their presentation."

"As a young Aboriginal man, I have found it quite refreshing to have such supportive non-Indigenous colleagues just as dedicated to the wellbeing of our vulnerable Aboriginal and Torres Strait Islander patients both culturally and medically."

CALHN Aboriginal Health Practitioner (AHP) trainee, Trae Milera (pictured above).



Sustainability

We are focused on implementing improvements across our organisation to reduce our environmental impact.

With more than 30 per cent of South Australians accessing our services or visiting our sites each year, managing waste at the frontline of healthcare is a priority.

In 2022-2023 we have made significant progress to improve our environmental sustainability including efforts to divert and reduce waste going to landfill and decreasing reliance on fossil fuels.

We have installed dry and wet waste streams in patient areas, simplifying the decision of what goes where.

In utility areas, staff are provided with bins for paper and cardboard, dry and wet waste, a general waste bin and a medical waste container.

Our medical waste contractor uses a thermal deconstruction treatment facility to dispose of our waste, with the heat generated through the incineration process converted to reusable energy wherever possible.

Rather than using bin liners, our contractors also clean and sanitise every unit in a fully automated bin washer with units regularly audited to ensure it meets standards.

Across our network, dry waste including paper hand towels collected from bathrooms, rinsed milk cartons, any sterile packaging from clinical areas is collected, sorted and those items that can't be recycled are pulped and used by a local cement manufacturer.

48,387 bins of medical waste were collected from CALHN sites in 2022-2023.

In the past 12 months, our waste contractor diverted 276 tonnes of organic waste from landfill and recycled 420 tonnes of rubbish.



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



Government
of South Australia

Health
Central Adelaide
Local Health Network