

# FRASER

AUTUMN 2017



## Bees knees in surgery

FRASER is a community publication of St Stephen's Hospital, a leading Queensland not-for-profit private hospital

# Message from Amanda Cruwys, General Manager



On behalf of St Stephen's Hospital I would like to thank you for your support as we continue to provide healthcare to our community.

Our hospital has a long history on the Fraser Coast dating back to 1905.

This history is a testament to key community leaders and local general practitioners who established and supported the beginnings of healthcare services throughout the Wide Bay-Burnett Region.

Community support over the years has enabled access to essential healthcare services that have provided early

diagnosis, treatment and both beginning of life and end of life care.

Commitment and compassion to our patients are always at the front of our minds in everything we do.

To highlight this we continue to expand our services to ensure we can provide comprehensive care throughout our community.

An essential aspect to this is our connection with the UnitingCare Queensland mission and values.

Our shared values – Compassion, Respect, Justice, Leading Through Learning and Working Together – provide a platform for our team to support our patients, carers and family members physically, emotionally, socially and spiritually.

One of the big ways we support the growth and development of our staff is through education and training programs largely funded by the generosity of our Fraser Coast community.

Thanks to your support we have been able to provide our staff training in cardiac services, mental health wellness programs and rehabilitation functional improvement management programs to assist our patients in receiving the best care and optimal clinical outcomes.

While we continue to advance as a world-class healthcare facility, we have kept our historical roots close to our hearts by annually celebrating St Stephen's Day.

Each year we recognise and reflect on all that we have achieved at the hospital, remembering our beginnings from 1905.

Our journey of over 100 years is a testament to the hard work from dedicated community leaders and staff passionate about ensuring the Fraser Coast has access to a hospital connected to 'faith'.

Our achievements could not have been done without the ongoing support of the Fraser Coast community and I would again like to thank you for your contribution.

**Amanda Cruwys**  
General Manager  
St Stephen's Hospital

# Knee surgery, next best thing to a holiday

**For Dr Patricia Fox, a former representative basketball player, having a unique knee operation performed in her adopted city of Hervey Bay was a God-send.**

The criminology and education academic has always led an active life from grassroots sports to representing Victoria and training for the Australian team in basketball.

In doing so, however, she sustained extensive damage to her knees.

"After I retired, I came up here to the Fraser Coast, became a grandmother and wanted to do things with my [six-year-old] grandson Lucas," the former QUT lecturer said.

To help restore her mobility, Patricia, 62, recently underwent knee surgery by Dr Simon Elix at St Stephen's in Hervey Bay, eliminating the need for her to travel long distances for treatment.

*"I'm a bit unique having been at St Stephen's longer than most patients so I've been able to get to know the medical and support staff well. It's a fantastic holiday...umm..hospital! I really do feel I'm on holiday"*

"My operation was quite unique so to be able to have it done here was terrific," Patricia said.

"I'd already had a total knee replacement and didn't have a knee cap so I didn't have anything for the ligaments to stick on to.

"I still have a long way to go with nursing it back to health but I'm not in pain and happy that I'll be able to walk again and do things with Lucas down the line."

Statistics released by the Australian Institute of Health and Welfare (AIHW) on 3 December 2015 reveal knee and hip replacements increased by 32 percent and 25 per cent respectively over the previous decade.

AIHW spokesperson Ann Hunt said that while musculoskeletal conditions were no more common than in 2004-05, there had been a marked increase in hospitalisation rates.

"Osteoarthritis hospitalisation increased by 15 per cent, while



Patient, Dr Patricia Fox during a physiotherapy session at St Stephen's

rheumatoid arthritis hospitalisation increased by 54 per cent, and juvenile arthritis by 131 per cent.

"The rise in hospitalisation rates for osteoarthritis is mostly related to knee and hip replacements."

Patricia said that with the vast number of medial treatments she had undergone throughout her life, she had seen the inside of hospitals too many times to recall.

"I'm a bit unique having been at St Stephen's longer than most patients so I've been able to get to know the medical and support staff well. It's a fantastic holiday...umm..hospital! I really do feel I'm on holiday," she said.

With PhDs in criminology and education, Patricia has worked at various institutions from schools for children with special needs to prisons in Australia, England and Canada.

St Stephen's was Australia's first fully integrated digital hospital and is home to some of the Fraser Coast's leading specialists in areas such as gynaecology, urology, orthopaedics, ophthalmology and general surgery.

The not-for-profit organisation is owned by the Uniting Church and is a member of UnitingCare Health, which includes The Wesley Hospital and St Andrew's War Memorial Hospital in Brisbane and The Sunshine Coast Private Hospital in Buderim.

# Vollies bring 2,000 years of experience

**The collective work experience of volunteers currently serving at St Stephen's Hospital on the Fraser Coast is estimated to be about 2,000 years – just shy of the 2,020 years since Jesus was born.**

St Stephen's Pastor Sandra Keay said most of the hospital's 40 volunteers had spent about 40 years in the workforce, some even more if they started work at 15 and retired at 65.

"On average we estimate the working lives of our volunteers add up to about 2,000 years."

St Stephen's General Manager and Director of Nursing Amanda Cruwys said the hospital acknowledged the valuable contribution volunteers played in working together to support staff and patients.

"Often events that lead our patients and their families towards our hospital can be very anxious times," Ms Cruwys said.

"We are blessed to have so many volunteers on hand to help ease our patients' worries and support our staff in the work they do to enhance community focused healthcare."

*"When we retired, my husband and I travelled around Australia and later moved to Hervey Bay. I really enjoy volunteering – I love hospitals, I love the atmosphere and I love the people"*

Pauline Whitehead, 82, trained in physiotherapy at New Zealand's Otago University before coming to Australia and working in Melbourne and Perth before going into private practice then moving to Cairns.

"When we retired, my husband and I travelled around Australia and later moved to Hervey Bay. I really enjoy volunteering – I love hospitals, I love the atmosphere and I love the people," Pauline said.

After former RSPCA Inspector, Margaret Zieren, 75, lost her first husband (a farmer) she became a control officer for Hydatids, a disease caught by accidentally swallowing eggs passed on by tapeworms that live in dogs' intestines. She remarried and completed her RSPCA training at Whangarei, New Zealand.

Margaret said, "My youngest son is a paramedic in Brisbane. He was so excited when I told him I was going to vollen (volunteer) at St Stephen's. I absolutely love it. You meet so many interesting people; we get to talk with the patients, its all part of the job."

For Julie Thomas, 65, nursing was a dream that began at age 12 when she started knitting toys for sick children. At 16 she became a dental nurse and at 17 she started general nursing in Sydney. She later worked in midwifery, psychology and community nursing.

In 1977 Julie was among the first nurses to attend the Granville rail disaster.

"Eighty three people lost their lives that day and the thought of not being able to do a great deal, only help those who were able to get out of the train, is implanted in my memory for life."

Now in Hervey Bay, Julie volunteers at St Stephen's, Meals on Wheels and the Red Cross Op Shop.

"We have so much fun. I feel for those who retire and don't have much social interaction; it's so beneficial."

UK-born Patricia Banks, 81, spent three years after high school in Ceylon (now Sri Lanka) where her father had been appointed Air Officer Commanding Royal Air Force Ceylon.

In Colombo Patricia worked as a secretary to the UK Trade Commissioner. After returning to the UK she worked with an international biscuit company until marrying and moving to Australia in 1969.

Ten years later she returned to the UK and worked with international engineering contractors within the oil industry until returning to Australia in 1997.

Patricia said, "When I responded to St Stephen's ad for volunteers, I didn't know Pauline and Margaret had also responded until we came in for orientation. That was two years ago and we haven't looked back since. We enjoy meeting people and helping where we can. It's doing this that keeps us young."



**Retired physiotherapist Pauline Whitehead, nurse Julie Thomas, secretary Patricia Banks and RSPCA inspector Margaret Zieren volunteer at St Stephen's Hospital.**

# Greater choices and easier access to medical specialists

Some people may ask: “Why build a fully integrated digital hospital in a regional area?” We say: “Why not?”



**Built in 2014, St Stephen's Hospital in Hervey Bay was the first in Australia to achieve Stage 6 Certification from the Healthcare Information and Management Systems Society (HIMSS).**

This is an internationally recognised measure of the digitisation and integration of a hospital's technologies, systems and processes.

These high-tech systems allow more Fly In, Fly Out (FIFO) healthcare practitioners/specialists the ability to practice on the Fraser Coast and continue care of patients remotely while accessing important information from patients' Electronic Medical Records.

St Stephen's digital system makes getting the right treatment faster, safer and easier for local residents and greatly reduces the anxieties often associated with travelling long distances for treatment and accommodation.

As a registered charity, St Stephen's is committed to re-investing surplus funds for the development of the hospital, its services and its employees.

In 2016, new women's health, cardiac, mental health, rehabilitation and neurology services were launched, adding significantly to the hospital's already wide range of services.

Communities on the Fraser Coast and greater Wide Bay-Burnett regions now have even greater choices and easier access to resident and visiting medical specialists.

Other benefits at St Stephen's include short wait times for surgery, private rooms with en-suites, the Patient Entertainment System (PES), chapel, medicinal garden, short-term accommodation at Christensen House, regular shuttle bus and a 'closed loop' medication system.

St Stephen's origin dates from 1905 when St Mary's Hospital was built in Maryborough. The hospital was acquired by the St Stephen's Presbyterian Church in 1946 and since then, there has been active involvement by the congregation and community in the management and development of St Stephen's world-class hospital.



# Thank you, Hervey Bay Quilters

**Patchwork quilts lovingly stitched by members of the Hervey Bay Quilters Group have helped bring comfort to dozens of St Stephen's Hospital patients.**

In 2016, group members personally delivered more than 50 lap quilts created during their monthly charity days.

President Patricia Foster said members had donated most of the cotton fabrics from their personal collections.

"After a public call for donations, we also received material from a number of Fraser Coast people.

"Our members love making the quilts. Most of us are retired and we've all given quilts to our families already so we want to make them for other people."

St Stephen's General Manager Amanda Cruwys said the quilts had

*"These colourful quilts offer a real sense of comfort in the unfamiliar hospital environment"*

helped patients to feel more comfortable.

"These colourful quilts offer a real sense of comfort in the unfamiliar hospital environment," Ms Cruwys said.

"Patients feel more relaxed, which reduces anxiety and helps improve their well-being."

Those who receive quilts are able to take them home after their stay in hospital.



The Hervey Bay Quilters Group presents quilts to St Stephen's Pastor Sandra Keay (far left)

# Loss in childhood inspires nursing career

When Philippines-born Leonor Canapi lost her 36-year-old mother to lung cancer, she was just 12 years of age and yet to choose her future career.

“There were two career strings in my family – law and medicine,” said the now clinical nurse manager at St Stephen’s Hospital on the Fraser Coast.

After high school, Ms Canapi began studying law but she also gave nursing a try. She fell in love with the latter and never looked back.

“My mother dying so young inspired me to help others through nursing but also the majority of my family are in the medical field. We have nurses, physiotherapists and surgeons.

*“Seeing them work in the medical field and hearing them talk about the differences they made in their patients’ lives gave me the passion for nursing”*

“Seeing them work in the medical field and hearing them talk about the differences they made in their patients’ lives gave me the passion for nursing. I fell in love with nursing back in nursing school.”

Ms Canapi said: “Even in today’s ever-changing medical field, the basic foundation of nursing is still there. That is, caring for patients, putting them as a priority, and at the end of the day finding satisfaction knowing you’ve done a worthy job.”



Clinical nurse manager Leonor Canapi

As well as being a personally rewarding career, nursing also offers opportunities for international travel.

Ms Canapi completed her training in the Philippines and later moved to Saudi Arabia where she met her husband. Together with their first child, they moved to New Zealand and then to Australia in 2014.



## Did you know?

A generous benefactor and support from the local community and suppliers made it possible for patients and their families from outlying areas to access accommodation close to St Stephen’s Hospital in Hervey Bay.

The hospital is grateful to the Christensen family, the facility’s major benefactor, and all other supporters who contributed to the construction.

Christensen House is located near St Stephen’s and provides short-term accommodation to patients and their family members as well as to visiting medical practitioners.

If you would like to donate to the ongoing needs of Christensen House, please contact Fundraising at [fundraising@uhealth.com.au](mailto:fundraising@uhealth.com.au) or call **1800 001 953**.

**Yes, I'd like to help St Stephen's Hospital**

**Please direct my donation to:** (please tick)

- Cardiac Care    Mental Health    Womens Health Clinic  
 Clinical Services    Rehabilitation Services  
 Area of greatest need   Other.....

**Please choose a gift amount:**

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I would like to make a regular contribution of \$.....per month

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My cheque/money order payable to UnitingCare Health is enclosed

Deposit directly into our bank account using the information below:

**BSB:** 014-002   **Account:** 8356 72569

**Reference:** Please use your last name and SSHAU

**Donations over \$2 are tax deductible and a receipt will be sent to you.**

Detach your completed form and send to:

Donor Care Team, UnitingCare Health  
GPO Box 2240  
Brisbane QLD 4001

*Thank You*



## How you can make a difference

### Donate

Your gifts are one of the best ways for St Stephen's Hospital to enhance our services, keep up-to-date with technology, expand our clinical capacity and update our facilities. Thanks to the generosity of people like you, we can continue to improve the highest quality of clinical care for our patients. Donate online at [ststephenshospital.com.au/donate](http://ststephenshospital.com.au/donate)

### Regular giving

You decide the amount and the frequency of your donation which can be altered or paused at any time.

### Include us in your will

The inclusion of St Stephen's Hospital in your will is the ultimate gesture of gratitude and perhaps the greatest compliment that you can pay the hospital.

Our mission is to improve the health and wellbeing of individuals and their families. We differentiate ourselves by living out our values to optimise patient care and experience, every day. Donations over \$2 are tax-deductible and a receipt will be sent to you.

**For more information on how you can support our life-saving endeavours, please contact our donor care team on 1800 001 953 or by email [fundraising@uhealth.com.au](mailto:fundraising@uhealth.com.au)**

## Contact us

To learn more about any hospital project or service, please contact our team on 07 4120 1200 or visit: [ststephenshospital.com.au](http://ststephenshospital.com.au)

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