



2020-2021 Mission Initiatives and Activities



Adventist HealthCare

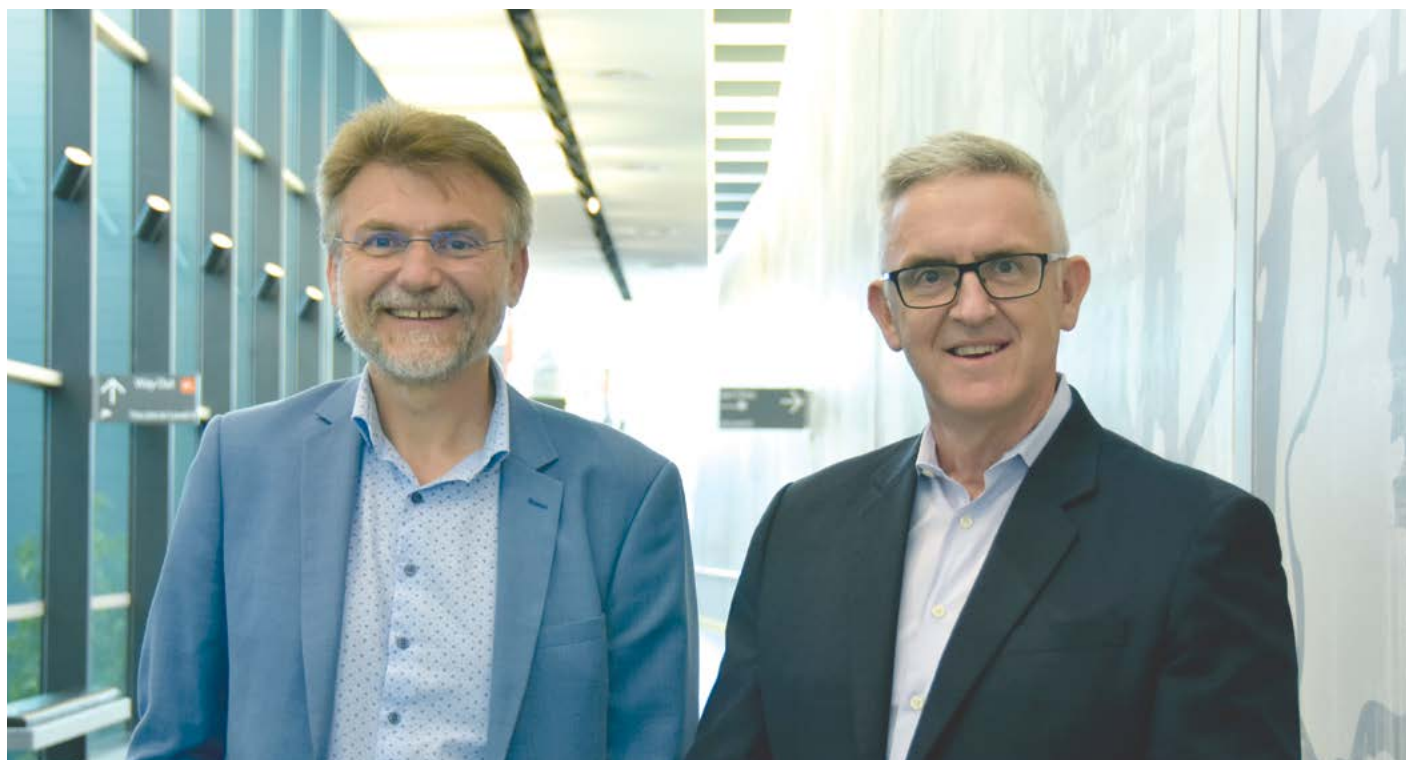


2020 - 2021

Mission Initiatives & Activities

While for many the past two years have been ones they would like to forget, for Adventist HealthCare this has been a time where our Mission has kept us clearly focused on what matters. During this ongoing crisis our people have come together with agility and commitment to our purpose of caring for our community in challenging times.





AHCL remained a place of hope even as many of our services have adapted to the ‘new normal’ – leveraging technology and the good will of the people, and taking advantage of the new opportunities that this situation has presented. In spite of restrictions limiting our ability to physically meet, we have been able to deliver virtual messages of encouragement and hope. Our community cancer support program has been able to successfully continue through our online portal and virtual support groups. Our Chaplains continued to support patients and staff in creative ways, responding to a significant number of prayer and support requests. We were also able to welcome back some members of our San Volunteer family at times throughout the year, however many more remained home and stayed safe, establishing virtual connections and continuing their support of the hospital in a variety of ways.

The community messages of support and gratitude we have received continue to lift our spirits and remind us of the difference we make every day. The difficult circumstances we have faced, and are still facing, has brought our Vision into even sharper focus – our commitment to be a thriving, faith-based provider of world class care inspiring hope and wellbeing. The present reality highlights in dramatic contrast the needs of the community which we will continue meeting by extending Christ’s healing ministry with dignity, excellence and integrity.

The way in which we continue to confront these challenges makes us stronger to face the future, as we demonstrate Christianity in Action through everything we do.

Brett Goods, CEO and **Dr Branimir Schubert**, Director Mission Integration Adventist HealthCare



Living Our Mission

Our Vision is to be a thriving, faith-based provider of world class care inspiring hope and wellbeing.

Our Mission is Christianity in Action - Caring for the body, mind and spirit of our patients, colleagues, community and ourselves.

Our Values are Excellence, Integrity, Dignity & Continuity

Adventist HealthCare has a rich history of promoting health and wellbeing for our community – since its inception in 1903 as the 'Sydney Sanitarium' – a place where people learn to stay well. Known then as a 'home of health' in the rural area of Wahroonga, and fondly referred to as 'the San', early leaders recognised the importance of treating people in a holistic manner – with care that included health education, spiritual nurture, nutritious food, exercise, pure water and air, and rest.

While many things have changed over the years, our Mission of 'Christianity in Action' endures. Our Mission and Values inspire the purpose, passion and dedication that drive our people to pursue excellence and enables us to inspire hope and wellbeing in the communities that we serve.

Adventist HealthCare operates several businesses including Sydney Adventist Hospital – NSW's largest private hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine, Sydney Adventist Hospital Pharmacy and ELIA Wellness. As a not-for-profit organisation, our purpose is to benefit our community – not shareholders, with all proceeds reinvested back into services & facilities ensuring we provide the best possible care. Wellbeing is an integral part of our vision for the future – 'to be a thriving, faith-based provider of world class care inspiring hope and wellbeing'. Our commitment to wellbeing includes providing services that will support our community members to live healthier lives including before, during and after acute care.

For us, Christianity is expressed in the way we care for our patients, for our colleagues, the wider community and ourselves. It means caring for the body, mind and spirit – inspired by the life and healing ministry of Jesus Christ.

AHCL supports the Mission of the Seventh-Day Adventist (SDA) Church through providing healthcare ministry to thousands of community members every day, from bringing new life into the world, healing and nurturing the sick, and supporting those whose lives are at an end. We have a unique opportunity to share our Adventist ethos and philosophy to the community members we interact with every day – including our strong focus on wholistic care and healthy living. Our commitment and focus on education enables AHCL to actively support the Church in the training of nursing, medical and allied health personnel so that they are enabled to heal and teach others in the future.

The importance and relevance of healthcare ministry has been paramount during the global pandemic these past 2 years. Adventist HealthCare has been well positioned during this crisis to support our community and Government in managing healthcare needs. We have the necessary people, expertise and systems in place to meet our key goals during this time - to keep our staff and doctors healthy, emerge from the pandemic with a strong business and continue to make a meaningful impact on the community we serve.

The Adventist HealthCare team recognise the trusting relationship we build with our community as we care for them, and cherish the opportunity we have to live, and share, our Mission of Christianity in Action, inspiring hope and wellbeing for those we serve – particularly during these difficult and challenging times.



Bringing our Mission to life everyday

Mission integration throughout the organisation is something we are incredibly passionate about – bringing our mission to life every day, through all activities and interactions with the communities we serve is an integral part of our reason for being.

- **AHCL cares for approximately 190,000 patients each year** (inpatients and outpatients), and has the opportunity to influence thousands of individuals who interact with AHCL services every year including staff, doctors, volunteers, visitors, contractors, and other community members
- **Spiritual Care Services** – chaplains support our patients and staff with spiritual and emotional needs at every opportunity, and are focused on significantly increasing the patient visitation program capacity
- **Prayer groups and morning worship** – Every morning begins with a short worship service open to everyone in the chapel at 8:15am, with a number of prayer groups also held at various times throughout the day. We hope to grow the morning worship into a ministry serving all patients via San TV
- Prayer request cards and boxes are placed around Sydney Adventist Hospital (SAH) for patients, family, visitors, staff and community. **Each year hundreds of prayer requests are received and every request is attended to.**

Those who desire personal interaction are contacted in person or by phone, and future plans involve having 'live prayer requests' every morning during the 8:15am worship at the chapel. The God of Hope project also facilitated a new digital way of requesting prayers and chaplain visits

- **Daily opportunities for prayer** are provided in meetings, gatherings, celebrations and with individuals
- Our SAH website **promotes AHCL Mission and provides a wealth of health information for the community**
- **Media** – Hope Channel and 3ABN are freely available to patients via the SAH TV network (San TV). Two dedicated in-house TV channels provide the ability to promote healthy living and Adventist beliefs to patients. All services in the chapel are available to patients and staff through San TV
- Flat **screens in main foyer areas showcase hospital history, service & patient care** with Mission related images
- **Our Biannual San News publication** has a strong Mission focus
- **Brochures such as 'Adventist Christianity in Action', and 'Sabbath'** – provide opportunity to introduce staff, patients, doctors & visitors to our Adventist beliefs
- **Bibles are placed in every patient room**, and Adventist Christian literature is available throughout our facilities

- **Vespers are held every Friday evening** – offering the opportunity to gather for prayer, reflection and worship in song
- **The 'First Friday' event is held each month**, with visiting local churches partnering with the San community to share stories of healing and restoration, communal prayer and worship in song, and are streamed to patients through San TV. During COVID this program changed to be a weekly prayer meeting
- **Monthly 'Sabbath Praise' musical program** is held in the Hospital Chapel featuring special guest presenters and a focus on music, and is livestreamed to patients via San TV
- **Regular interviews** are held on Radio 2GB and Mums at the Table (AMN) with talented AHCL staff and doctors sharing information about health and wellbeing
- Mission is **integrated into recorded productions** for website, intranet, in-house TV and podcasts
- **Plant based and healthy foods** are promoted through San Café and patient menus
- **'Christianity in Action'** is integrated into hospital advertisements and promotions
- Proactive **promotion of Mission** related AHCL news stories to the media
- **Integration of Mission** into master planning and facility design





Promoting Mission

IN OUR COMMUNITY

Our dedicated and passionate people enthusiastically and consistently bring our mission to life through serving the community – locally, nationally, and overseas.

CHRISTIANITY IN ACTION *through our volunteers*

The San is blessed to have more than 450 dedicated Volunteers who give their time freely to help patients, our staff and their community.

By using their varied skills throughout many areas of the Hospital, they provide an invaluable service that is greatly appreciated by both patients and staff members. Our San Volunteers can be seen assisting nursing staff on the wards with non-medical activities, serving in our San Gifts shop, greeting and assisting hospital patients and visitors on arrival and as they leave, helping patients and community members who use the

facilities of Jacaranda Lodge and the Cancer Support Centre, providing Spiritual Care with our Volunteer Chaplains, and supporting office staff in various hospital departments.

COVID-19 had a significant impact on our Volunteers with much of the program suspended temporarily. While many of our volunteer team stayed home and safe they remained connected virtually and continued to assist us from afar – such as knitting blankets, beanies, baby booties, crocheting San Bear faces, sewing masks and crocheting mask extenders – all in support of the hospital they love, and one that benefits enormously from the dedication and longevity of the San Volunteers.



CHRISTIANITY IN ACTION *through community fundraising*

San Foundation actively works with grateful hospital patients, local community groups and businesses to raise much needed funds for Sydney Adventist Hospital (SAH). Funds that have been crucial this year in helping the hospital maintain its reputation for excellence and fulfilling its Mission of caring for the community. San Foundation funding supports important services such as cancer patient navigators, vital surgical and infection control equipment and new technology to diagnose and treat patients more effectively.

Throughout COVID, San Foundation has also provided urgent and essential items of safety equipment to the hospital, personal hygiene care packs for emergency patients or those who were without visitors for extended periods, as well as moral lifting initiatives for hospital staff. In the 2020/21 year more than \$3.8m in funds were provided to SAH by San Foundation thanks to the generosity of their supporters.

CHRISTIANITY IN ACTION *through wellness and support services*

Free information, resources, support groups and assistance



are provided to patients and their carers within the community. The cancer support service is sustained by a large team of volunteers from our community. Low cost accommodation Jacaranda Lodge is also available onsite at SAH for patients and their carers.

A renewed focus on wellness services is part of our strategy for 2019-2022 and a range of wellness services aimed at helping people stay healthy are already available and promoted across our key service areas – such as cardiac rehabilitation, pre and post-natal exercise, post cancer surgery exercise and through our lifestyle medicine research partner, Australasian Research Institute. We are excited about the opportunities that are being explored since ELIA Wellness joined Adventist HealthCare in September 2020.

Since COVID-19 impacted our services in early 2020, we have been utilising alternative methods of providing many wellness and support services to our community. Our Cancer Support online portal has enabled our community members to access cancer support and resources remotely during the pandemic. Wellness activities have moved online using tools like Zoom and have created new opportunities for



online interactions with our community members. We are also working with ELIA Wellness to develop further resources to assist our Cancer Support and Cardiac Rehabilitation community.

CHRISTIANITY IN ACTION *through education*

AHCL provides ongoing health education to our community through a number of initiatives including:

- **Education facilities on site at SAH (for medical and allied health students in partnership between Adventist HealthCare and The Australian National University; for nursing students in partnership with Avondale University; and for staff and our community through the San College of Education (RTO) and San Education)** – teaching healing to future health carers by providing formal education courses for medical, nursing and allied health professionals at AHCL and in the community. Courses and seminars for the community included CPR, First Aid and Anaphylaxis training, refresher and re-entry for nursing and new graduate programs

- **Delivery of formal and accredited Clinical Pastoral Education** – there is strong interest in this program continuing on a regular basis and growing in the future
- **Health education sessions are provided free to the community** – and are currently being provided via webinar due to COVID-19 restrictions
- **Formal accredited medical education is provided free** to General Practitioners (GPs) in the community as well as education for allied health practitioners. During 2020-21 most of these events have remained as online webinars which have been very popular and well received by our GP community
- **AHCL staff, doctors and patients continue to share health information** on our regular 2GB Radio Program and on the Adventist Media Network's Mums at the Table program
- **Birthing and parenting (including grandparenting) classes are provided** to improve the life skills of new mums and their families. This is now being offered through the San's own online education portal, Cradle, launched in May 2021

CHRISTIANITY IN ACTION through community events & activities

Several regular community events are conducted each year to support our community and promote health & wellness. Unfortunately, our major events in 2021 have been again significantly impacted by the COVID pandemic:

- **Annual Memorial Service** – this service brings community members together to remember those who received care and support at SAH. In 2020 this became a virtual service due to COVID-19

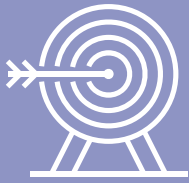
- **Carols by Candlelight** – unable to hold our traditional 'Village Green' event in 2020, SAH joined with Wahroonga Adventist Church to present a livestream Christmas Concert 'Sing Noel'. Due to the ongoing impacts of COVID-19, the 2021 Carols event will also be a virtual Christmas service
- Our **Annual San Homecoming event** was livestreamed via the Web and HOPE Channel in both August 2020 and 2021, reaching well over 1,000 people

CHRISTIANITY IN ACTION through outreach

Outreach activities provide excellent opportunities for our staff and doctors to extend our Mission to the community:

- **Many AHCL staff and doctors continue to volunteer their time and skills with Open Heart International** (humanitarian aid program initiated by SAH, now partnering with ADRA). This amazing program continues to transform lives in overseas countries, although the COVID-19 situation has impacted projects during 2020 and 2021
- **SAH provides work opportunities for disabled individuals** – helping them to transition into community work
- **Staff are actively involved in local fundraising projects** and activities for the community such as the 'The Dish' in Hornsby (meals and support to the local homeless and disadvantaged), Breast Cancer Network Australia, Rotary, Lifeline and the Cancer Council
- **Our programs in the Chapel are advertised through local community** by word of mouth and by letterbox drops





INSPIRING OUR
PEOPLE THROUGH

Mission and Culture Initiatives

Our Mission & Values inspire the purpose, passion and dedication that drive our people to pursue excellence, and enables us to inspire hope and wellbeing in the communities that we serve.



Mission and Culture focused initiatives for our people include:

- **Mission Ambassador Program** – providing inspiration, encouragement and a structure for peer initiated mission enculturation across the organisation, with recognition for staff who exemplify Mission including awards at the annual AHCL Quality Awards evening, and information on the staff intranet
- **The Spiritual Ambassadors program** – approximately 50 AHCL employees who are passionate in their support of Mission serve the organisation by offering, promoting and providing spiritually oriented care in their workplace
- **Spiritual Care Week** – each year, a week long program of prayer and celebration is held throughout the organisation
- **Annual Staff Week** with Mission related activities and other staff celebrations
- **Annual Leadership Focus Week** with Mission related presentations and activities to inspire our leaders with new ways of integrating Mission into their areas
- **Monday Mission Message** distributed weekly to leadership and staff – focusing on specific aspects of the organisation's Mission and Values, including suggestions for weekly focus and a simple prayer that can be used in meetings
- A different message placed on the Intranet each Friday inviting staff to **celebrate Sabbath**
- **Mission goals** integrated into Leader Goals and Performance Appraisals
- Inclusion of **Mission as a standard agenda item** for meetings
- Inclusion of **prayer as a standard agenda item** for formal AHCL meetings
- Inclusion of **Mission in job advertisements**, recruitment and interviews for new employees
- Inclusion of **Mission in the AHCL orientation** program
- **Mission and culture on-boarding** for all people appointed to leadership roles with the Director of Mission Integration
- Inclusion of **'Christianity in Action' on staff business cards**
- Inclusion of a **Mission segment** at each Leadership Forum
- **Discussion of Mission examples in 'San Chat' videos** by CEO Brett Goods shared with staff on the Intranet
- **Chaplains Symposium** – originally planned for 2020, this virtual event took place in June 2021 in partnership with Spiritual Care Australia and brought together 259 delegates from around Australia, New Zealand and the Pacific with the relevant and timely theme 'Roads Less Travelled: Spiritual Care in the 21st Century'
- **'More Care' program focused on enhancing patient experience and extending Mission** – through focus on Connecting, Accountability, Respect and Empowerment
- **Employee workplace giving** opportunities and projects
- **Caring for the wellbeing of our staff and volunteers** through work / life policies, flexible work practices, recognition of diversity, celebrations, and provision of recreation facilities on site
- Negotiating **fair and equitable employment agreements**
- **Employee support program** (for employees and volunteers)
- **Staff Bereavement Pack** provided to employees on death of a family member
- **Fitness Passport program** for staff
- Inclusion of **Mission survey questions** into the regular staff survey
- **'Caring for our Colleagues' planned giving fund** to enable staff to provide support for their colleagues in times of crisis



Mission Now and for the Future

Mission Integration Plan
Our Mission Integration Plan
provides direction and focus for
AHCL activities

Unifying Purpose

All entities, business units, and key stakeholders are Mission-unified and Mission-driven.

Influence

Creating Mission awareness, useful resources and practical intentionality.

Wholeness

We care by focusing on body, mind and spirit, and creating optimum healing environments.

Experience

AHCL provides excellent, spiritually nurturing experiences for staff, patients, carers, visitors, and the wider community.

Our Mission Integration Plan provides the framework to enhance Mission awareness within the organisation.

A video on AHCL Mission is recommended to all employees, providing education on mission, historical background, our Adventist identity and caring for our community. Each person appointed to a leadership role meets with the Director of Mission Integration, and awareness sessions are run for nursing staff, particularly those identified as potential leaders, with plans to further reach our doctor community in the future.

Supporting Adventist Mission into the Future

Living our Mission of 'Christianity in Action' through all that we do, and maintaining our focus on providing outstanding services and wholistic care is the commonly held goal among our thousands of staff, volunteers and doctors.

Adventist HealthCare is committed to delivering the Adventist Mission and demonstrating Christ's healing message by promoting healthy living, providing healing treatments, educating healthcare professionals for the future and touching people's lives through our services and people.

Note: Due to COVID-19 a number of our regular activities have been impacted, with some placed on hold until conditions allow them to recommence.



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