



MISSION & ETHOS AT THE SAN 2023/24



Adventist
HealthCare

Adventist HealthCare Limited (AHCL) is committed to living our Mission of ‘Christianity in Action’ through everything we do. Demonstrating Christ’s healing message by promoting healthy living, providing healing treatments, educating healthcare professionals for the future and touching people’s lives through the outstanding services and wholistic care our people deliver is a common goal held by our thousands of staff, volunteers and doctors.



As a not-for-profit institution with a long term mission of providing distinctive health care for our community and healing ministry founded on faith in God, AHCL is a centre of influence for the Seventh-Day Adventist Church. Since 1903, AHCL has been supporting the Mission of the Seventh day Adventist Church through providing healthcare ministry to thousands of community members every year by devoting itself to Christ-Like living, communicating, discipling, teaching, healing, and serving.

Sydney Adventist Hospital is arguably one of the largest mission fields within the South Pacific Division with a unique opportunity to make a missional impact on the 195,000 patients cared for each year and their families, as well as on our 2,500 staff members, 1,300 accredited medical officers and 280 volunteers.

We know that some of life’s pivotal events happen in hospital – whether this is the joy of birth, dealing with a difficult diagnosis, the grief of loss or the relief of suffering. Every day there are numerous opportunities to reflect God’s love in the way we care for patients and each other. When nurses, doctors, support staff, chaplains, spiritual care ambassadors, volunteers and administrators come alongside patients with kindness and care – meeting their needs where they’re at – God can use that to bring comfort, healing and hope.

The Adventist HealthCare team recognise the trusting relationship we build with our community as we care for them and cherish the opportunities we have to live and share our Mission in everything we do.

Brett Goods
CEO 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 been leading the way in evidence-based Whole Person Health since 1903. Opening as 'Sydney Sanitarium', our 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. With our progressive San spirit, our aim has been to pioneer better wellness on every level for our patients, colleagues, community and ourselves. While many things have changed over the years, our Mission of 'Christianity in Action' endures – it expresses who we are, why we exist and the purpose behind what we do.

Adventist HealthCare operates several businesses including Sydney Adventist Hospital – NSW's largest private hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine, and Sydney Adventist Hospital Pharmacy. As a not-for-profit organisation our purpose is to benefit our community, not shareholders, with proceeds reinvested back into our facilities and services to ensure we provide the best possible care.

Whole Person Health 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 includes providing services that will support our community members to live healthier lives before, during and after acute care.

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 holistic care and healthy living. Our commitment to 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.



Mission Integration Everyday

**Caring for the body, mind
and spirit of our patients,
colleagues, community
and ourselves**

Since 1903, AHCL has been supporting the Mission of the Seventh-Day Adventist (SDA) Church through providing healthcare ministry to thousands of community members every day by devoting itself to Christ-Like.





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 280 dedicated Volunteers who generously gave almost 30,000 hours of their time to help our patients, staff and their community.

Our San Volunteers can be seen assisting nursing staff on the wards with non-clinical activities, including time spent talking to patients and keeping them company when required. They may be serving in our San Gifts shop, greeting and assisting hospital patients and visitors on arrival and as they leave, and helping patients and community members who use the facilities of Jacaranda Lodge and the Cancer Support Centre. They provide Spiritual Care support as Volunteer Chaplains, and support office staff in various hospital departments, including making up Emergency Care Packs funded by San Foundation.

Our highly valued volunteer team are also engaged with knitting blankets, beanies, baby booties, teddy bears, and sewing activity blankets for both ICU and Burnside Ward, in support of the hospital that they love. The hospital benefits enormously from the dedication and commitment of San Volunteers and we hope to see this wonderful service continue to grow in the coming years.



San Gifts

The power of gifts, donations, volunteering and teamwork continue to be celebrated in our San Gifts shop. Run by our San Volunteers, the shop provides staff, patients and visitors with a range of thoughtfully chosen, beautiful gifts with a unique double benefit – finding the perfect gift for someone special while helping raise money for life-saving equipment and supporting the San. This year saw the launch of our new online store, enabling family members and loved ones to send thoughtful gifts to patients from anywhere in Australia or overseas.

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; 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. During this year funding has enabled the purchase of new life-saving cardiac and diagnostic equipment, upgrade operating theatres, improve facilities and services for patients undergoing regular cancer treatment, purchase equipment to help care for newborns needing extra attention, and train our staff to provide specialist care.

San Foundation also provides Emergency Care Packs for patients unexpectedly admitted, as well as moral lifting initiatives for hospital staff.

In 2023/24 the generous support of San Foundation donors meant that more than \$2.65M was provided to Sydney Adventist Hospital.

Christianity in Action

through education

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

- **Education facilities on site at the San** – 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 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 for the healthcare workforce this year included advanced life support and ECG training, plus workshops and conferences focused on obstetric emergencies, stroke, wound, deteriorating patients and palliative care
- **Delivery of formal and accredited Clinical Pastoral Education** – there is strong interest in this program, with 36 students this year and places already filled for 2024-25. Previous graduates are all currently involved in chaplaincy and pastoral ministry within the South Pacific Division
- **Online health education sessions are provided free to the community**, with webinars providing access for a wider audience
- **Formal accredited medical education is provided free to General Practitioners (GPs)** in the community. We are continuing with our hybrid of online webinars and face-to-face conferences this year, both of which are popular and well attended by our GP community
- **AHCL cardiac specialists recognised globally as leaders in their field** facilitated training for visiting cardiologists as part of the San Structural Heart Centre of Excellence for Left Atrial Appendage program
- AHCL staff and doctors continue to **share health information on our regular 2GB Radio Program**
- **Birthing and parenting education programs** are provided to improve the life skills of new mums and their families. These continue to be offered online through Cradle, the San's education portal, as live zoom classes and as face-to-face sessions, providing a variety of options for our patients

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. Jacaranda Lodge provides low-cost accommodation onsite at SAH for patients and their carers.

Focus on wellness services is a key aspect of our provision of Whole Person Health, with a range of wellness services aimed at helping people stay healthy provided across our key service areas – such as cardiac rehabilitation, pre and post-natal exercise, and post-cancer cancer surgery exercise. Additional services are offered on-site through our affiliation with ELIA Wellness and the Lifestyle Medicine Centre.

Our Cancer Support Centre continued to see growth in participation in their quality services this year. The counselling service grew by more than 20%, while new support groups and therapy programs plus onsite forums expanded our existing offerings and meant we could offer support for oncology patients and their families on 3,800 occasions.



Christianity in Action

through community events and activities

Several regular community events are conducted each year to support our community and promote whole person health and wellbeing:

- **Annual Memorial Service** – this ecumenical service of Remembrance and Thanksgiving brings community members together to support families that have lost loved ones and remember those who received care and support at the San. This returned to being an onsite event in 2023
- **San Carols by Candlelight** – we welcomed our community back to the Village Green again for our annual San Carols program with wonderful performances and a fantastic fireworks display
- **Teddy Bears Picnic** – this much-loved event brought hundreds of mums with their bubs and families back to the San again, to the great delight of our community and all the staff and doctors involved
- **Annual San Homecoming event** – current and former staff, nursing graduates, doctors, volunteers, friends, and family shared in a special 120-year celebration of the hospital that recognised our history, our commitment to Mission and to advancing whole-person health and wellbeing for the communities that we serve. The day included Sabbath School and Worship programs, lunch and afternoon tea, a tour of the Merritt Kellogg Museum, and a closing Sabbath service

Christianity in Action

through outreach

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

- **SAH provides work opportunities for disabled individuals** – helping them transition into community work through gaining job ready skills and employment in areas such as the Mail Room, Food Services, Theatres, Human Resources and Grounds
- **AHCL continues to support Open Heart International** (humanitarian aid program initiated by the San, now partnering with ADRA). This amazing program continues to transform lives in overseas countries, with international trips increasing to include more countries this year
- **San Prayer Hotline 24x7** – launched during the Week of Prayer
- **Compassionate Care Calls** – regularly made to previous patients. This initiative commenced during COVID to contact people in the community who were lonely and needing support, care and compassion.

Since October 2019, more than 33,000 phone calls have been made by our Spiritual Care Volunteers



Staff are actively involved in local outreach services such as 'The Dish' in Hornsby, where staff regularly attend on Friday nights to serve meals and provide support to the local homeless and disadvantaged. Staff also support fundraising projects and activities for the community such as the Breast Cancer Network Australia, R U OK? Day, Lifeline, Prostate Cancer Foundation Australia and the Cancer Council

AHCL provides daily opportunities

for the fulfillment of the spiritual needs of our staff, patients and visitors

389

spiritual events held

34

CPE students being trained

318

occurrences of support for deaths, viewings and funerals

128

volunteers recruited and trained

26,031

chaplain visits to patients

273

counselling interventions

1,311

prayer requests received and responded to

543

hours of staff support provided



Our chaplains conduct weddings in the Chapel, Healing Garden and wards throughout the year, as well as baptisms, dedications and communions



PNG4CHRIST

Mission Beyond Borders

A team of six, including the Director of Mission and two chaplains, represented AHCL as part of the large evangelistic 'PNG for Christ' series in Papua New Guinea. Director of Mission Steve Stephenson and Chaplain Yvonne Hypolite both preached over 16 nights at different locations, while Chaplain Kym Cross and others in the team gave health and wellbeing talks, conducted workshops and shared in worship through song. The trip also encompassed visits to schools and training centres, hospitals and clinics, churches, villages, an orphanage and Pacific Adventist University.

The experience was rich and rewarding, and the team were moved by the overwhelming generosity of the people, the hard work of the local church community, the resilience and faith of the people which resulted in more than 3,200 baptisms during the series.



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 of staff who exemplify Mission including awards at the annual AHCL Thrive Awards evening and via staff communications
- **Annual Staff (Thrive) Week** with Mission related activities and other staff celebrations
- **Annual Leadership Focus Day** with Mission related presentations and activities to inspire our leaders with new ways of integrating Mission into their areas
- **Monday Mission Message** distributed to leadership and staff – focusing on specific aspects of the organisation's Mission and Values, including a simple prayer that can be used in meetings



- **The Spiritual Ambassadors program** – close to 77 AHCL employees who are passionate in their support of Mission serve the organisation by quietly ministering and sharing resources with their colleagues and patients
- 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 and as part of the AHCL orientation program
- **Mission and culture onboarding** for all people appointed to leadership roles
- 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 via email and on the Intranet
- **‘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
- **Fitness Passport program** for staff and their families
- **Employee support program** (for employees and volunteers)
- **Staff Bereavement Pack** provided to employees on death of a family member
- Inclusion of **Mission survey questions** into the regular staff survey
- Negotiating **fair and equitable** employment agreements
- **‘Caring for our Colleagues’** planned giving fund to enable staff to provide support for their colleagues in times of crisis



24 Hour Prayer, Praise and Fasting Event



The community united in gratitude and faith during a 24-hour prayer and fasting event, the first of this nature to be held at the San. The uplifting and unifying event featured more than 20 speakers from around the world, from local church pastors to global Church leaders from the South Pacific Division and the General Conference. Throughout the 24 hours there were songs of praise and worship, testimony and prayer, with people encouraged to fast if they wished.

As an unambiguously faith-based health care provider who is welcoming of people of all races and all beliefs, the purpose of this event at the San was to acknowledge our God for his countless blessings over 120 years and give thanks in anticipation for his continued blessing.



Week of Prayer



During a week dedicated to celebrating abundant life at the San, Pastor Gerald Frank Christo, from the Southern Asia Church, Washington DC, presented on the theme “Inspiring Hope”. Special emphasis was given to patients and their families through music ministry in all the wards in the hospital. Donations of non-perishable food items were encouraged to support ADRA Community Centre programs.



Mission Now and for the Future

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

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

Supporting Adventist Mission into the Future

Our Strategic Missional Vision

Direct-contact mission with the goal of creating new worshipping groups

Bringing Jesus to patients and their families through care beyond the patient room; follow-up care post death and trauma; 'engage and empower' programs for patients and families connecting them to the Adventist church. This is a three-year plan for intentional engagement with nearly 2,500 patient families and 1,000 staff and doctor families each year through compassionate care programs.

Developing creative mission initiatives & contextualized materials

Continual ongoing engagement with AHCL staff & doctors to deepen their understanding of the healing ministry of Jesus and how they can share in this ministry as they care for their patients.

Strengthen the organisational culture

Build a culture grounded in our Christian and organisational values where we respect and encourage others to experience hope and wholeness of life. A video on AHCL Mission is provided 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.

Mission Induction Program for doctors

Share an orientation pack with all new accredited doctors plus a care pack for the 1,300 currently accredited doctors.

Spiritual Fest 2025 - 2028

In December of each year we will be hosting a Spiritual Fest in Wahroonga Adventist Church, where we will reap the harvest for the seeds sown during that year.

Missional impact to neighbouring countries

Intentionally engage in mission partnership with other countries in conducting health camps, evangelistic campaigns, week of prayers, camp meetings, discipleship and Church planting.

Religious Liberty and Human Rights initiatives

Biennial conference & programs on Human Rights and Religious Liberty for the San community including doctors, staff, patients and their families.

Participation as thriving disciples

Discipleship is at the core of our faith. Being a disciple involves building a personal relationship with Jesus and practicing His teachings. Discipleship is active. It happens on purpose. At its core, AHCL is committed to making disciples.

185 Fox Valley Road, Wahroonga NSW 2076

Telephone: 02 9480 9111 Facsimile: 02 9480 9266 Website: www.sah.org.au
Operated by **Adventist HealthCare** Limited
ABN 76 096 452 925

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