



**Mercy Health and Aged Care**  
Central Queensland Limited

# Annual Report

2009 - 2010



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“Caring for  
you for life”

Providing  
excellence  
of care for  
those we  
serve.

#### ***Our Mission***

To continue the healing ministry of Jesus Christ by providing a high standard of holistic health care consistent with community need.

#### ***Our Philosophy***

At Mercy Health and Aged Care Central Queensland Limited, deep trust in the mercy and compassion of God is the foundation of our Catholic philosophy.

Catherine McAuley's legacy of care and service for all in need is the inspiration for our work.

We believe in, and witness to, the dignity of the human person and the value and quality of human life, at all stages of its existence.

We believe in excellence in the provision of care wherever the need arises.

We believe in upholding the teachings of the Gospel and the Catholic Church, on the crucial health and welfare issues of our time.

We believe in providing our services with excellence, justice, compassion, integrity and respect for each individual, regardless of race, gender, creed or socio-economic status.

# Mercy Health and Aged Care Services Central Queensland Limited



## Corporate Office

As a not-for-profit organisation all surplus funds are reinvested to upgrade our services, equipment and facilities. Mercy Health and Aged Care Central Queensland Limited is an organisation which continues the healing ministry of Jesus Christ by providing a high standard of short and long term care to the sick and aged in the tradition of the Rockhampton Sisters of Mercy.



## Mater Misericordiae Hospital Rockhampton

As the premier healthcare provider in Rockhampton, the Mater embodies the values of the Sisters of Mercy. Pastoral care is an integral part of life at the Mater, and patients and staff are able to avail themselves of spiritual, emotional and social support when required.

The Mater Hospitals in Gladstone and Yeppoon are managed by the Mater Rockhampton and allow patients to receive treatment close to home in the hope of ensuring a speedy recovery.



## Mater Misericordiae Hospital Mackay

The Mater Mackay, located on the northern banks of the Pioneer River, was opened in April of 2003. This facility includes an expanded day surgery unit, and aims to continue the tradition of quality healthcare for which the Sisters of Mercy are renowned. The Mater Mackay prides itself on offering innovative health care services in a setting conducive to health and well-being.



## Mater Misericordiae Hospital Bundaberg

The Mater Hospital Bundaberg has been caring for local residents since 1946. Since that time it has become renowned for its exceptional level of care, and its determination to remain at the forefront of medical technology.

The Mater Bundaberg is an acute care hospital with both day surgery and overnight patient accommodation. While still assured of the highest level of health care, the patient's stay in hospital is made as brief as possible, allowing them to return to the comfort of their own home.



## Mater Misericordiae Hospital Gladstone

Gladstone residents now enjoy access to a wide range of specialist services in a private hospital. The Mater Gladstone also has a fully equipped Outpatients Department and a Day Surgery Unit.

The comfort and well being of patients is of the highest priority at the Mater Gladstone and we continually strive to make sure each patient's stay is as pleasant as possible. The hospital has a Chapel available where patients and visitors of all denominations are welcome to take some quiet time to reflect.



## Mater Misericordiae Hospital Yeppoon

Located on the beautiful Capricorn Coast, the Mater Yeppoon provides excellence in healthcare services to the people of Yeppoon and surrounds. Thanks to the Mater Yeppoon, the people of the Capricorn Coast are able to access quality medical services without having to travel far from their homes.

The Palliative Care Service offered by the hospital continues to be of great benefit to the local community with families appreciative of the compassionate care delivered to their loved ones in peaceful surroundings



## Mercy Aged Care Services

Mercy Aged Care Services is a division of Mercy Health and Aged Care Central Queensland Limited and operates our Aged Care facilities in the Rockhampton region.

Mercy Aged Care Services operates residential aged care facilities at Bethany, Leinster Place and McAuley Place, Retirement Villages at The Range Village and Bethany Village as well as community services at Mercy Day Therapy Centre and Mercy Day Respite Centre in Rockhampton.



## Mercy Ancillary Services

Mercy Food Service is a state-of-the-art facility. The service was established to provide meals to all five Mater Hospitals and three Aged Care facilities in the Mercy Health and Aged Care Organisation.

Mercy Linen Service processes all linen from the five Mater Hospitals and three Aged Care facilities as well as several external organisations.

# Congregation Leader's Foreword

St Paul, in his Epistle to the Roman (Rom 8:19-23) writes that the whole of creation waits with "eager longing" to be free.

In this passage and elsewhere he speaks of "redemption" and "salvation" as being not just for humans but for all of creation, for all that is. Being a Christian is about being caught up in the business of all that is becoming all that it is meant to be; all that it can be. I found myself pondering how all of this relates to the services offered by Mercy Health and Aged Care Central Queensland Limited.

Health and Aged Care are ministries in which Jesus himself engaged and, from the beginning, Christians have followed Him in this. The Ministries of Mercy Health and Aged Care Central Queensland grow out of works begun by Sisters of Mercy who saw them as a very important way through which the Mercy of God is made visible and experienced. The services are not about religious rhetoric or conversion of the users, but they are about spreading what Christians believe is the message Jesus came to give us: God is a loving God; people are valuable; all of creation is dear to God; the dignity of each person matters; we are all connected, and a great deal more.

Christians are not the only ones who have come to understand such wisdom. The particular Christian insight and belief is about God caring enough to get involved in the messiness of ordinary life and living. Very often the people using the services of Mercy Health and Aged Care Central Queensland are at that time immersed in and perhaps even overwhelmed by that messiness.

Jesus is God in the mess; joining us in it all; suffering as well as rejoicing; with us in all the difficulties as well as the joys. That is the real message of Christmas which is all too often reduced to a rather shallow sweetness or worse, a commercial opportunity. In our health and aged care services the real message is in the doing.

This Annual Report gives us valuable insight into what has been happening in the organisation. I want to offer my congratulations to Miss Leesa Jeffcoat, Chairman of the Board, the Directors, Mr Ian Mill, our Chief Executive Officer, and the other senior executives for their guidance and initiatives as reflected in the report. The year to come will be a time of significant change as canonical responsibility for the ministries is passed from the Sisters of Mercy of the Diocese of Rockhampton, to Mercy Partners. I do not doubt that the Board will steer a careful and purposeful course from the old to the new. I wish them every blessing on their efforts.



**Sr Berneice Loch rsm**  
Congregation Leader  
Chairman of the Company  
Members of MH&ACCQL



# Chairman's Report

In 2009/10 Mercy Health and Aged Care Central Queensland Limited (MH&ACCQL) once again I believe successfully carried out its stated Mission to continue the healing ministry of Jesus Christ by providing a high standard of holistic health care consistent with community need.



**Leesa Jeffcoat**  
Chairman

In this Report I would like to highlight some of the major happenings in MH&ACCQL over the past year and to thank the wonderful people within the organisation who in so many and varied ways contribute to the provision of quality health and aged care services to the sick, the elderly and the vulnerable in the communities our facilities serve.

During the course of the year I am pleased to report that the Board adopted a new Strategic Plan for MH&ACCQL and this Plan will shape the direction that the organisation will take over the next three years. It was very pleasing to see incorporated into the Strategic Plan, a section entitled OUR ENVIRONMENT which commits Mercy Health and Aged Care Central Queensland to achieving the best environmental standards and practices throughout its operations to ensure environmental protection and minimise adverse impact on the environment.

To achieve this outcome the Strategic Plan stresses the need to develop a method of evaluating environmental performance for continual improvement through setting and reviewing environmental goals and by reviewing purchasing practices in line with ecologically responsible principles. I am also pleased to report that the documentation of Social Accountability practices and principles in MH&ACCQL has continued to be advanced through the work of the Board Mission and Ethics Integration Committee. Thanks to the work of the Committee and especially the efforts of Executive Officer Mission Integration, Coralie Kingston, Community Benefit and Mercy Care and Social Support Policies have been put in place.

Once again this year the MHACCQL Foundation continued to provide assistance to those who are suffering or facing hardship due to health related issues. As well as providing direct assistance to individuals, the MH&ACCQL Foundation also continues to make donations to Appeals to assist recovery efforts from natural disasters both in Australia and overseas.

I would very much like to thank the Directors for their outstanding contribution to the work of the Board. Their commitment and many professional and personal qualities result in a Board that I believe delivers professional and caring governance for the health and aged care ministries. I thank them for their support of me as Chairman and for their willingness to assist in whatever way they can.

I also thank our Board executive comprising, Ian Mill (Chief Executive Officer), Lynne Sheehan (Director of Operations), Coralie Kingston (Executive Officer Mission Integration), Kevin Casey (Chief Finance Officer) and Phillip Bauman (Company Secretary) for all they contribute to the work of the Board and the life of the organisation. Ian's leadership of MH&ACCQL as a whole is deserving of special commendation and I would like to also highlight that for much of the past year, Ian also provided direct "hands on" leadership of Mercy Aged Care Services and he did an outstanding job in that particular role.

I would like to thank Sr Berneice Loch (Congregation Leader and Company Members Chairperson) and all the Company Members for their unfailing personal support of myself and of all the Directors over the past year. All the Directors and Board executive were particularly pleased with the regular communication we received from Sr Berneice in relation to progress on the pathway to the Congregation handing its canonical responsibilities for MH&ACCQL to Mercy Partners.

The Directors have been very pleased to have not only been kept fully informed of these developments but to also be able to participate in the planning for this transfer of canonical responsibilities through the establishment of the Mercy Partners Transitional Group.

In closing I hope this 2009/10 Annual Report will be of assistance in documenting the highlights and challenges that MH&ACCQL experienced over the past 12 months.



# Chief Executive Officer's Report

I am very pleased to report that MH&ACCQL once again enjoyed a successful year. The recruitment and retention of doctors remained a key focus over the past year for our acute care sector as it will in the coming year.

The financial viability of our hospitals is very dependant on doctors to generate a high level of activity in our facilities and I am pleased to report that we have had a deal of success over the past year in attracting doctors to come and work in our various facilities.

We have also had success in attracting greater number of nurses to work in both our acute and aged care facilities and although there are still specialties where nursing shortages exist, real progress is being made in overcoming these shortages.

The adoption by the Board during the course of the year of a new Strategic Plan for MH&ACCQL was a very pleasing development. The Strategic Plan had six major focus areas and these are Our Catholic Identity, Our People, Our Governance, Our Partners, Our Health and Aged Care Services and Our Environment.

For each of these six focus areas, strategic priorities were identified and I am very confident that the practical implementation of these strategic priorities will set MH&ACCQL on a very sound operational, financial, service-oriented and mission-focused course in the coming years.

The expansion of the Day Surgery / Surgical Admissions area at the Rockhampton Mater was completed during the year and a number of projects in the various facilities are on the drawing boards at the time of penning this Report.

I am pleased to report that the project to refurbish the Bethany Nursing Home is almost ready to commence and this coupled with the previously completed redevelopment of the top floor of the Bethany Nursing Home into a staff amenities, dining and education area will significantly improve life for residents, staff and visitors to Bethany.

During the past year, there has been an increased emphasis on sharing of services between the acute care and aged care facilities and I am committed to that positive initiative continuing in the coming year.

MH&ACCQL strives to build mutually beneficial relationships with the public health sector and we continue to look for opportunities to work cooperatively with Queensland Health to improve the range of services that are able to be offered in our various local communities. We also continue to work closely with the Mater

Brisbane and Mater Townsville to share information and produce tangible benefits for each of our organisations.

In closing, I would like to thank Congregation Leader, Sr Berneice Loch not only for her great support of me in my leadership role but also for the manner in which she has kept our executive so very well informed in relation to developments with Mercy Partners.

My thanks also to all the Company Members, Board Chairman, Leesa Jeffcoat and the Directors for the trust they place in my leadership and for their ever ready support and encouragement. Similarly, I would like to thank the Board Executive, my executive team in the facilities and at Corporate Office and our dedicated staff and volunteers for the considerable effort they have put in over the past year.



**Ian Mill**  
Chief Executive Officer



# Chief Finance Officer Report

I am pleased to report that during the 2009/10 year, admissions to our Mercy Health and Aged Care Central Queensland Limited (MH&ACCQL) acute care facilities met our Budget expectations and exceeded the previous year by almost 6%.

Acute care bed days were down by 5.3% against Budget with the drivers for the less than Budget outcome being a combination of two factors. Firstly, Day Only Admissions became a greater proportion of overall admissions and secondly there was a continuing reduction in the Overnight Admission Average Length of Stay.

I am pleased to report that the number of Theatre Cases was in line with Budget expectations but even more pleasingly they exceeded the previous year by almost 8%. The Mackay and Gladstone Maters were the two facilities that contributed the most to this increase in Theatre Cases.

A major focus over the past year was to continually improve and enhance the reports that our finance sector makes available to our senior executive personnel, Board Committee members and Directors. These ongoing improvements in reporting are essential to ensure MH&ACCQL remains up-to-date with the ever evolving trends in Acute and Aged Care and that our key decision makers have the best possible and most relevant information available to them to make informed decisions.

The past year also witnessed ongoing significant investment in new business and expansion of services within our acute care facilities and this is a very necessary investment if our hospitals are to continue to provide the best possible quality and range of services to the communities they serve.

The financial investment in refurbishing the Bethany Nursing Home will certainly enhance the comfort of staff and residents and is sure to improve the aesthetic environment in which the already excellent care is delivered.

As I have said in previous Reports, MH&ACCQL makes a significant contribution to the economies of the local communities where our health and aged care facilities are located. In 2009/10 Annual Revenues for MH&ACCQL were approximately \$109 million and at year end the Balance Sheet showed Total Assets of some \$137 million. Benefits to employees for the year were in excess of \$63 million further emphasising the importance of MH&ACCQL to their local communities.

I offer my sincere thanks to the many professional and committed people who assist me so much in the performance of my role and my special thanks goes to Corporate Office Finance Officer Michael Crow for the professionalism of his work and his tremendous support of me over the past year.

I would also like to thank Chief Executive Officer Ian Mill, Board Chairman Leesa Jeffcoat, all the Directors and the members of the Board Finance Committee, Jeff Carlos (Chairman), Paul Glenny and Bill Walker for the faith, trust and confidence they show in me.



Kevin Casey  
Chief Finance Officer



# Corporate Governance Report

## The Board of Directors of Mercy Health and Aged Care Central Queensland Limited (MH&ACCQL) are appointed by the Company Members.

The Company Members throughout the course of the 2009/10 year were as follows:

**Sr Berneice Loch** (Chairman)

**Sr Desma Clarke**

**Sr Carolyn Hunt**

**Sr Beverley Strong**

**Sr Kerry-Ann Sullivan**

**Sr Grace Bartolo**

**Sr Marlene Fitzgibbons**

**Sr Margaret Dixon**

The MH&ACCQL Board Directors at year-end were:

**Miss Leesa Jeffcoat** (Board Chairman)  
(Board Executive Remuneration Committee Member)

**Dr Anthony Keating** (Board Deputy Chairman)  
(Board Mission and Ethics Integration Committee Member)

**Sr Anne Keim** (Board Mission and Ethics Integration Committee Chairman)

**Dr Lorna Moxham** (Board Aged Care Committee Member)

**Mr Paul McMahan** (Board Aged Care Committee Chairman)

**Mr Gerard Houlihan** (Board Executive Remuneration Committee Chairman)  
(Board Audit and Compliance Committee Member)

**Mr Jeff Carlos** (Board Finance Committee Chairman)  
(Board Audit and Compliance Committee Chairman)  
(Board Executive Remuneration Committee Member)

**Mr Paul Glenny** (Board Finance Committee Member)  
(Board Audit and Compliance Committee Member)

**Mr John Foster** (Board Aged Care Committee Member)

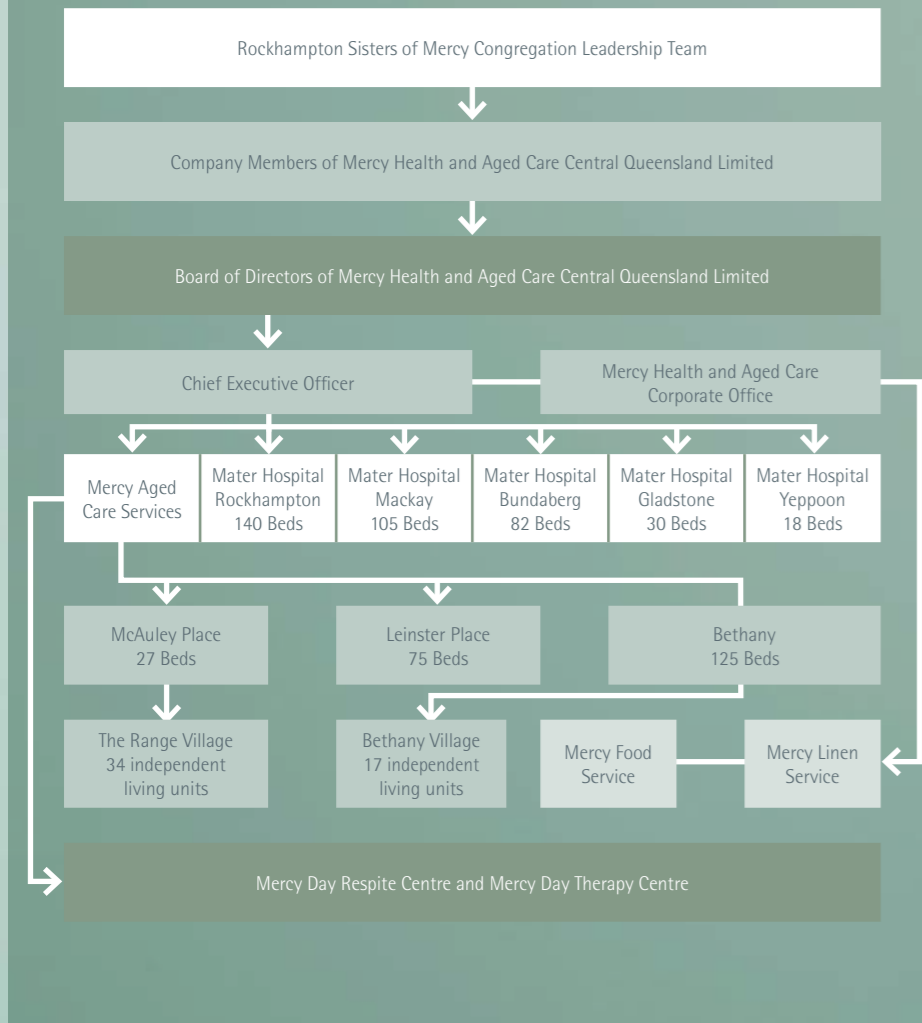
During the year some Directors participated in a Study Stream of the Mercy Partners Formation Program and in the coming year all of the Directors will begin to take part in this important Program.

During the course of the year, at the invitation of Congregation Leader, Sr Berneice Loch, the Mercy Partners Transition Group was established by the Board of Directors and the Company Members to oversee what needs to be done to effect a smooth transition of canonical responsibility for MH&ACCQL from the Congregation to Mercy Partners. This transition is likely to occur in 2011.

The Directors also received a number of presentations at Board meetings that certainly assisted their professional development as Directors. These included one by Martin Laverty, Chief Executive Officer of Catholic Health Australia who briefed the Board on a range of issues facing Catholic health and aged care providers and another from Shane Evans of Minter Ellison Lawyers on medical malpractice issues.

Terms of Reference for the various Board Committees (Finance, Audit and Compliance, Executive Remuneration, Mission and Ethics Integration and Aged Care) were reviewed during the course of the year and the work of the Board Committees once again this year considerably assisted the deliberations and decisions of the Directors.

## Corporate Structure



# Mission Integration & Ethics Report

Mission integration continues to be a priority for Mercy Health and Aged Care Central Queensland Limited and in this past year a number of important initiatives have been pursued.

A Mission Integration Framework was developed for the organisation with the aim of ensuring a general understanding of what this means in practice across all the operational areas of health and aged care. Alongside this, a Mission Integration Operational Plan was also developed to make more tangible the linkages between the organisation's Strategic Plan, the standards under which health and aged care operate and the mission integration agenda.

The organisation offered scholarships to employees to undertake training in pastoral care. The first course was delivered over August to December and six women graduated with a certificate in Clinical Pastoral Education. All are now working in our facilities in pastoral care. I am grateful to our Chief Executive Officer, Mr Ian Mill, for his support of this initiative and for agreeing to offer it again in 2010. This is a significant investment by MHE&ACCQL in this ministry area. Sr Eveline Crotty rsm was engaged to deliver the course.

In-Service days for pastoral care and mission staff continued over the past year. These days are designed to cultivate a high standard of professional practice in our pastoral care teams. One area which is being planned for the future is to undertake a special project on the provision of spiritual and pastoral care for aged people with dementia.

Knowledge of Catholic ethics is a core mission competency. As such, planning began early in 2009 to develop an Ethicist in Residence Program for all our facilities. This was initiated as a partnership with the Queensland Bioethics Centre in Brisbane and involved Mr Ray Campbell as the 'Ethicist in Residence'. This is planned for delivery in September 2010.

Building upon the audit undertaken in 2009, a Community Benefit Policy was developed this year. I was assisted in this policy task by Maree Duke, Financial Officer, Corporate Office, and Amanda McMaster, Director of Nursing, Rockhampton Mater Hospital.

Mercy Health and Aged Care Central Queensland continues to respond to community and social need, over and above the work that is done on a daily basis in health and aged care. I acknowledge especially the generosity of our staff in their ongoing fund raising initiatives. By supporting many in need, they exemplify the Mercy spirit in a special way.

In addition to my work as the Executive Officer Mission Integration, I am a member of the Formation Committee for Mercy Partners - the new Public Juridic Person (PJP) for the Sisters of Mercy Congregations in Queensland. The Formation Program provides an opportunity for people in leadership, across many Mercy ministries, to access

theological, spiritual and pastoral education consistent with Church teaching and the Mercy tradition and ethos.

This year has been a busy year and I acknowledge the support of Miss Leesa Jeffcoat, Chairman of the Board, and all the Directors. I am grateful especially for the support of Sr Anne Keim rsm who chairs the Board Mission Integration and Ethics Committee and of Dr Anthony Keating, Deputy Chair of the Board, who is a member of this Committee.

My role as Executive Officer Mission Integration has been supported by the mission staff in our health and aged care facilities - Sisters Denise Hinton rsm, Maria Jean Rhule rsm and Brenda Moss rsm. Their faithful support is acknowledged with gratitude.



**Coralie Kingston**  
Executive Officer  
Mission Integration



# Mater Misericordiae Hospital Rockhampton

The Hospital completed a new Surgical Admission Unit during the year. The new Surgical Admission Unit has increased the number of trolley beds and chairs in the recovery area for day surgery patients.

It also added five consulting rooms, an increased waiting/reception area, three change rooms, toilets and showers. The new unit has allowed us to admit many more patients through this unit which is adjacent to theatre.

The Hospital welcomed the following credentialed medical officers who have commenced work here at the Mater:

- **Dr Matt Rau**, Orthopaedic Surgeon
- **Dr Peter Rofe**, Psychiatrist
- **Dr Kate Gray**, Urologist
- **Dr Connie Mueller**, Anaesthetist
- **Dr Johnson Symon**, Anaesthetist

A number of projects were undertaken during this financial year:

- An additional Medical Suite was built in Kenmore House
- An Executive Suite of four offices was redeveloped

- The Fabian Room was re-established as a function room with state of the art teleconference facilities installed
- The Surgical Admission Unit was built
- An additional storeroom was added to the Operating Room Complex
- New Endoscopy Scopes and system were purchased
- Extensive recarpeting of the Catherine McAuley Unit and Front Foyer areas completed
- A new office for the Healthy Hearing staff was created on the Women's Unit

Mercy Day celebrations saw a rose garden dedicated to the Sisters of Mercy with an appropriate plaque installed.

2009/2010 has been a year of growth for the hospital with exciting plans for expansion in place for 2010/2011.



# Mater Misericordiae Hospital Mackay

2009 /10 year was another positive year for the Mackay Mater as the hospital continued its long tradition of providing quality clinical and pastoral care services to the people of Mackay and surrounds.

With respect to the recruitment of doctors, Dr Tse Ming Lian commenced practice from 20 July 2009 as a specialist general physician with an interest in Cardiology. Dr M A Kahloon, Urologist, also commenced part-time private practice in February 2010 and Dr Peter Mensink, a full time gastroenterologist, commenced private practice in May 2010.

A fit-out of a Suite for three surgeons in our Medical Centre was completed with two of these three surgeons being new additions to our surgical specialists. Construction has commenced on alterations to the Mater Day Unit to accommodate an additional Endoscopy procedure room to meet the needs of the proceduralists.

During the year, a Master Plan for future development of the hospital site was prepared by our Architects for submission of a Development Application to Mackay Regional Council. The plan is to cover anticipated growth over the next 20 years and for construction of additional facilities in several stages. Facilities will include additional operating theatres, recovery beds and ward accommodation.

In the past year, the other private hospital in Mackay, the Pioneer Valley Hospital closed. This created significant pressures on demand for surgical services at the Mater. St Paul's Ward was increased from 30 to 39 beds to try to cope with the increased demand. Staffing within the Operating Theatres was increased and also significant changes to our day of surgery procedures were made

The then Prime Minister, Mr Kevin Rudd, toured the hospital and held a Media Conference here where he announced the funding of \$1.1 million to James Cook University to construct a training centre on our campus. The training facilities will include two training rooms and office accommodation and at year-end negotiation of the documentation associated with this facility was continuing.

The Mater continues to work closely with James Cook University Medical School to develop a plan to outline training needs and identify opportunities in the private sector for clinical training. We are currently closely looking at training posts in surgery, anaesthetics and intensive care shared with the public sector. This work is essential if we are to play a major role in attracting and retaining specialist medical services in Mackay.

Fundraising once again played an important part in the life of the hospital. The Mater Auxiliary presented the hospital with a cheque for \$25,000 from their fund raising efforts and the funds were used towards the purchase of three Recovery Room Monitors for the hospital.

The Flagon and Dragon group also presented the hospital with a donation of \$40,000 from a fund-raising auction. The donation was used to purchase a range of equipment to support the treatment of children including a Cosy Cot Infant Warmer.

These donations are indicative of the wonderful support that the Mater Mackay receives from the Mackay community.



The past year has seen the continued growth and development of the Mater Bundaberg.

## Mater Misericordiae Hospital Bundaberg

Changes to the Executive team included the appointment of Mrs Adele Wilkinson to the role of Executive Officer / Director of Nursing and Mrs Beth Allison taking up the position of Nurse Manager.

The Executive continues to work closely with staff and all stakeholders in striving to continuously improve care and services provided at the facility. The Australian Council on Healthcare Services Accreditation Survey conducted in September 2009 was very affirming and resulted in four years accreditation being awarded. Surveyors commented positively on the high level of teamwork and morale demonstrated amongst the staff.

Two new specialist doctors were welcomed into the medical community. General surgeon, Dr Stofberg and ophthalmologist Dr Eshun-Wilson commenced practice at the hospital during the year and have developed strong referral bases. Recruitment of a physician is ongoing and central to the establishment of the wide range of services that is focussed on meeting the needs of the ageing population of Bundaberg.

Staged facility upgrades have continued with work commencing on the development of a dedicated High Dependency Unit as well as the upgrade of the Day Chemotherapy Unit.

The Bundaberg Mater Ladies Auxiliary continued to provide much valued support through their fund raising activities. This year thanks to the Ladies Auxiliary a mannequin for advanced life support training, a hovermat patient transfer device and medication pumps have been acquired for staff training and patient management in the operating room.

Staff development and training remains a priority and Clinical Educator, Brooke Rawlins attended a Royal College of Nursing course and is now endorsed to provide in-house clinical training and development at the Mater. This training is eligible for Clinical Nurse Education points that are a necessary part of ongoing registration as a nurse.



## Mater Misericordiae Hospital Gladstone

The Hospital welcomed the following medical officers in 2009/2010 to work at the hospital:

- **Dr Kenneth P'ng**, Urologist
- **Dr Andrew Broadhurst**, Plastic Surgeon
- **Dr Matt Rau**, Orthopaedic Surgeon
- **Dr Kylie Pearce**, Paediatrician
- **Dr Glenn Martin**, Ophthalmologist

This year has seen a surgical high dependency room established. An additional operating theatre table and laparoscopic tower have been purchased for the operating theatre.

This year saw the redevelopment and refurbishment of new ophthalmology rooms with Drs Kitchen and Martin establishing a practice in them.

2009/2010 saw the first meeting of the Medical Clinical Review Committee take place. The Committee meets regularly and reviews clinical practice in the hospital.

With all of the industrial development planned for the Gladstone area in the coming years, the future growth of the Gladstone Mater seems assured.

## Mater Misericordiae Hospital Yeppoon

The Mater Yeppoon Hospital continues to offer medical and palliative care services to the people of the Capricorn Coast.

This year has seen three additional specialists offer clinics at the Mater Yeppoon:

- **Dr Matt Rau**, Orthopaedic Surgeon
- **Dr Elamurugan Arumugam**, Plastic Surgeon
- **Dr Peter Rofe**, Psychiatrist

The hospital has had a successful year in 2009/2010 and is looking forward to offering valuable medical services again in 2010/2011.



# Mercy Aged Care Services

It is pleasing to report that the refurbishment of the Bethany Nursing Home commenced during the year and there is no doubt that this refurbishment will be appreciated by residents, staff and visitors alike.

With respect to the additional Retirement Village Units proposed to be built on the remainder of the Bethany site, planning for this project is still ongoing.

During the course of the year Dave Bowman (Executive Officer) and Tony McPhillips (Executive Director of Nursing) both vacated their roles and our MH&ACCQL Chief Executive Officer, Ian Mill has done an outstanding job in temporarily taking over the leadership role at Mercy Aged Care Services (MACS).

In carrying out the leadership role Ian has been very capably supported by Lesley Schneider, Mary-Ann Forrest and a very dedicated management team and a committed and enthusiastic staff.

A sharing of services between the acute care and aged care facilities, better utilisation of the ACFI funding instrument and more educational opportunities for staff has had a very positive impact on the aged care ministry over the past year.

In the coming year it is expected the Federal Government will address the critical funding and other issues that face the aged care sector. In so doing, it is hoped that the Government will listen to the providers and the various industry representative groups such as Catholic Health Australia who are strongly advocating for policy change to better address the looming aged care crisis as the baby boomers age in the years ahead.

It is pleasing to conclude by affirming that all of the three residential aged care facilities, Bethany, Leinster Place and McAuley Place are fully accredited by the Aged Care Standards Agency and this accreditation is in place until September 2012.



## Mercy Food Service

During the course of the year Mercy Food Service introduced a new menu for the hospitals and the aged care facilities. The new menu reduced food costs at all facilities, streamlined productivity and further improved the overall quality of the meals.

Response to the new menu from patients and residents has been overwhelmingly positive with regard to both the presentation and taste of the meals on the new menu.

Mercy Food Service was again fortunate in the 2009/10 year to have Glenn Raine managing the facility as he has for the past seven years. There is no doubt that Glenn has done an outstanding job in this leadership role with his tireless commitment to continually improving the quality of meals and the service provided by the Food Service.

A new head chef Elizabeth Tate joined Mercy Food Service in March 2010 and with her considerable experience and knowledge, there is no doubt that Elizabeth will make a significant contribution to the organisation in the years ahead.

Mercy Food Service enjoyed a very successful year in 2009/10 and the facility looks forward to continuing to provide tasty and nutritious meals to the patients and residents of our acute care and aged care facilities.

## Mercy Linen Service

Mercy Linen Service had a very busy 2009-2010 with Hillcrest Hospital in Rockhampton and the Capricorn Adventist Village Retirement Home Yeppoon becoming clients of the Linen Service. These new clients are in addition to the Mercy Health and Aged Care Central Queensland Limited acute care and aged care facilities that Mercy Linen continues to service so well under the excellent leadership of long serving manager, Ron Chapman.

The total annual kilograms of linen washed at the Linen Service was 1,045,262 kgs and the amount of clean linen dispatched totalled 890,472 kgs.

This increase has impacted on current plant, equipment and staff and changes are being made to accommodate these increasing volumes going forward. In order to help meet the challenges of the added volume of linen passing through the facility, approval has been given to purchase a new Compact Batch Washer that will come on line early in 2011. Modifications will also be made to the building where Mercy Linen Service is located so as to house the new Washer.

Mercy Linen Service also has the good fortune of having a positive association with The Holy Cross Laundry in Brisbane that has resulted in our facility being able to purchase some linen items at more competitive prices and to also tap into some of their undoubted expertise.

If the success of the past 12 months is any indication, the future of Mercy Linen Service is indeed bright.

**Mercy Health and Aged Care  
Central Queensland Limited**

263 Agnes St, Rockhampton Q. 4700  
PO Box 1380  
Telephone: (07) 4931 7490  
Facsimile: (07) 4931 7497  
Email: mhacadmin@mercyqc.com

**Mater Misericordiae Hospital  
Rockhampton**

Ward St, Rockhampton Q. 4700  
PO Box 924  
Telephone: (07) 4931 3313  
Facsimile: (07) 4931 3403  
Email: materrockhampton@mercyqc.com

**Mater Misericordiae Hospital Mackay**

76 Willetts Rd, Mackay Q. 4740  
PO Box 214  
Telephone: (07) 4965 5666  
Facsimile: (07) 4965 5600  
Email: matermackay@mercyqc.com

**Mater Misericordiae Hospital Bundaberg**

313 Bourbong St,  
Bundaberg Q. 4670  
PO Box 715  
Telephone: (07) 4153 9539  
Facsimile: (07) 4153 1063  
Email: materbundaberg@mercyqc.com

**Mater Misericordiae Hospital Gladstone**

50 Rossella St, Gladstone Q. 4680  
PO Box 1711  
Telephone: (07) 4971 3713  
Facsimile: (07) 4971 3703  
Email: matergladstone@mercyqc.com

**Mater Misericordiae Hospital Yeppoon**

55 Cliff St, Yeppoon Q. 4703  
Telephone: (07) 4939 4611  
Facsimile: (07) 4939 4787  
Email: materyeppoon@mercyqc.com

**Mercy Aged Care Services**

Administration Office  
75 Ward St,  
Rockhampton Q. 4700  
PO Box 1402  
Telephone: (07) 4999 1400  
Facsimile: (07) 4999 1499  
Email: agedcare@mercyqc.com

**Bethany**

75 Ward St, Rockhampton Q. 4700  
PO Box 8183  
Telephone: (07) 4999 2700  
Facsimile: (07) 4999 2707  
Email: bethany@mercyqc.com

**Leinster Place**

3 Pearce St,  
North Rockhampton Q. 4701  
Telephone: (07) 4926 6688  
Facsimile: (07) 4926 6699  
Email: leinsterplace@mercyqc.com

**McAuley Place**

263 Agnes St, Rockhampton Q. 4700  
Telephone: (07) 4921 3867  
Facsimile: (07) 4921 2037  
Email: mcauleyplace@mercyqc.com

**The Range Village**

263 Agnes St,  
Rockhampton Q. 4700  
PO Box 8180  
Telephone: (07) 4999 1400  
Facsimile: (07) 4999 1499  
Email: rangevillage@mercyqc.com

**The Bethany Village**

75 Ward St,  
Rockhampton Q. 4700  
PO Box 8183  
Telephone: (07) 4999 1400  
Facsimile: (07) 4999 1499  
Email: bethanyvillage@mercyqc.com

**Mercy Day Therapy Centre**

Shop 1/303 Richardson Rd,  
North Rockhampton Q. 4701  
Telephone: (07) 4928 0227  
Facsimile: (07) 4926 8138  
Email: therapy@mercyqc.com

**Mercy Day Respite Centre**

238 Richardson Rd,  
North Rockhampton Q. 4701  
PO Box 1402  
Telephone: (07) 4926 7789  
Facsimile: (07) 4928 0933  
Email: respite@mercyqc.com

**Mercy Food Service**

356 Campbell St, Rockhampton Q. 4700  
PO Box 954  
Telephone: (07) 4922 3233  
Facsimile: (07) 4922 3230  
Email: mercyfood@mercyqc.com

**Mercy Linen Service**

214 Alma St, Rockhampton Q. 4700  
PO Box 1380  
Telephone: (07) 4927 6005  
Facsimile: (07) 4927 6044  
Email: mercylinen@mercyqc.com



**Mercy Health and Aged Care**  
Central Queensland Limited

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