



2021/22 Mission Initiatives and Activities



Adventist
HealthCare



2021 - 2022

Mission Initiatives & Activities

THIS YEAR WE HAVE REFRAMED OUR VIEW OF 'MISSION' AT ADVENTIST HEALTHCARE – IT IS BROADER THAN THE ACTIONS WITHIN THE PURVIEW OF OUR MISSION INTEGRATION DEPARTMENT.

**Mission is everything
Adventist HealthCare
does that delivers
'Christianity in Action'
to our patients, their
families, our colleagues
and our community.**

Being missional is when we make a complex experience or care treatment plan simpler for patients and their families.

Being missional is when we support patients and their families through the grief and loss of medical diagnosis, treatments, and end of life care.

Being missional is when we go above and beyond the job description.

Being missional is that extra level of compassion not required by NSW Health guidelines.

Being missional is celebrating the resilience and perseverance of our staff in getting through the long years of COVID impact on healthcare delivery.

Being missional is aiming higher than what the National Hospital Standards require of us.

Being missional is having God as our only shareholder.

2021-22 began with Mission Integration having oversight of Spiritual Care Services, Patient Services, Volunteer Services and Cancer Support Services. However, evidence of mission activities and initiatives occurring everywhere throughout the organisation, not just among these teams, has been abundantly clear this past year.

This report seeks to give the Adventist Healthcare Limited Board and the South Pacific Division Executive Committee a broader overview of how Adventist HealthCare, through Sydney Adventist Hospital, San Day Surgery Hornsby, ELIA Wellness, San Radiology & Nuclear Medicine and Sydney Adventist Hospital Pharmacy, have been living our mission through our operations.

While this remains a report of missional initiatives, it is also an articulation of the many unique and diverse aspects of Adventist Healthcare, from spiritual care services and excellence in clinical care through to personalised customer service for patients.

This report aims to highlight AHCL's success stories while also communicating the complex challenges we currently face. 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
Christina Hawkins, 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 been leading the way in evidence-based Whole Person Health since our inception in 1903. With our progressive San spirit, our aim has been to pioneer better wellness on every level for our patients, colleagues, community and ourselves. Opening as 'Sydney Sanitarium', our early leaders recognised the importance of treating people in a wholistic 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 while expressing Christianity in the way we care for the body, mind and spirit of our patients, our colleagues, the wider community and ourselves – inspired by the life and healing ministry of Jesus Christ.

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 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 wholistic 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.



The importance and relevance of healthcare ministry has been paramount during the global pandemic these past 2 years. Adventist HealthCare has focused on supporting our community and assisting the Government in managing healthcare needs, with 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 opportunities we have to live and share our Mission, particularly during these 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 cared for approximately 180,000 patients this 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 have been focused on expanding services for staff, in particular healthcare workers who have come under enormous pressure during the past two years
- **Daily opportunities for prayer** are provided in meetings, gatherings, celebrations and with individuals
- **Prayer request cards and boxes** are placed around Sydney Adventist Hospital 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 service at the chapel when these recommence
- Our AHCL and SAH websites **promote the AHCL Mission and provide a wealth of health information for the community**
- **Newly created role for Maternity Patient Experience Coordinator** - first point of contact for all maternity enquiries and assists our obstetric patients throughout their pregnancy ensuring a warm, engaging and supportive experience with the San. Plans are underway to replicate this offering throughout other areas of the hospital
- **Media** – Hope Channel and 3ABN are freely available to patients via the San TV network. 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, and during COVID pre-recorded services were streamed through San TV
- Flat screens in main foyer areas **showcase hospital history, service & patient care with Mission related images**
- Our **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
- More than 100 **representatives of various faith** communities can be contacted by San chaplains to visit patients in hospital
- **Vespers** are held on Friday evenings – offering the opportunity for prayer, reflection and worship in song
- **The ‘First Friday’ event is held monthly** – prior to COVID visiting local churches partnered with the San community to share stories of healing and restoration, communal prayer and worship in song. For the past 2 years pre-recorded meetings have been streamed to patients via San TV

- **Sabbath School and Church services** – Wahroonga Adventist Church programs are live-streamed to patients via their TVs
- **Regular interviews held on Radio 2GB** feature 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 collateral
- 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 300 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 Volunteer Chaplains, and supporting office staff in various hospital departments.

COVID-19 continued to impact our volunteer program which was again suspended temporarily during the year. Our highly valued volunteer team remained connected virtually and kept engaged with knitting blankets, beanies, baby booties, crocheting San Bear faces, sewing masks and crocheting mask extenders – all in support of the hospital that they love. The hospital benefits enormously from the dedication and commitment of the San Volunteers and we hope to see this wonderful service increase back to full capacity in the coming years.

The power of gifts, donations, volunteering and teamwork continue to be celebrated in our San Gifts shop, which 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 helps raise money for life-saving equipment and supports the San.



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. 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 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 2021/22 year more than \$4.1M in funds were provided to Sydney Adventist Hospital 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. Jacaranda Lodge provides low-cost accommodation onsite at SAH for patients and their carers.

Focus on wellness services was a key aspect of our strategy for 2019-2022, and a range of wellness services aimed at helping people stay healthy are provided across our key service areas – such as cardiac rehabilitation, pre and post-natal exercise, post cancer surgery exercise. Other services are promoted through our lifestyle medicine research partner, Australasian Research Institute, and we are excited about the initiatives that have been explored and implemented since ELIA Wellness joined Adventist HealthCare in 2020.

COVID-19 impacted many of our services again throughout 2021-22, and we have continued to utilise alternative methods of providing many wellness and support services to our community. Our Cancer Support online portal continues to give our community

members access to cancer support groups and resources remotely, and the Cancer Support Centre was excited to re-open for face-to-face services in early June 2022. We are continuing to work 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 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 ECG training and a conference focused on identifying and managing a deteriorating patient

- **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. While most remained as online webinars this year which remain popular and well attended by our GP community, we were able to host one face-to-face GP event which was also well received
- **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 through the San's own online education portal, Cradle, launched in 2021, and as live zoom classes

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 2021-22 were again impacted by the COVID pandemic:

- **Annual Memorial Service** – this ecumenical service brings community members together to support families that have lost loved ones and remember those who received care and support at the San. This has been held as an online event for the past two years
- **Carols by Candlelight** – unable to hold our traditional 'Village Green' event in 2021, the San joined with Wahroonga Adventist Church for a second year to present the Christmas Concert 'Sing Noel', which was held as a hybrid in-person and online event this year. We look forward to our Village Green event returning in 2022
- **Our Annual San Homecoming event** was livestreamed in August 2021 reaching over 1,000 people, and we were excited to return to a hybrid on-site and online event in 2022

CHRISTIANITY IN ACTION

through outreach

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

- 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, although COVID-19 has placed overseas trips on pause again this year
- 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, Lifeline, Prostate Cancer Foundation Australia and the Cancer Council



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 Quality Awards evening and via staff communications
- **Spiritual Care Week** – a program of prayer and celebration is held throughout the organisation each year, more recently online via zoom due to restrictions
- Annual **Staff 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

More than 40 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 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 via email and on the Intranet
- **Chaplains Symposium** – biannual event held virtually in June 2021 and planned for 2023 as a hybrid face-to-face and livestreamed event
- **'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



Mission Now and for the Future

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

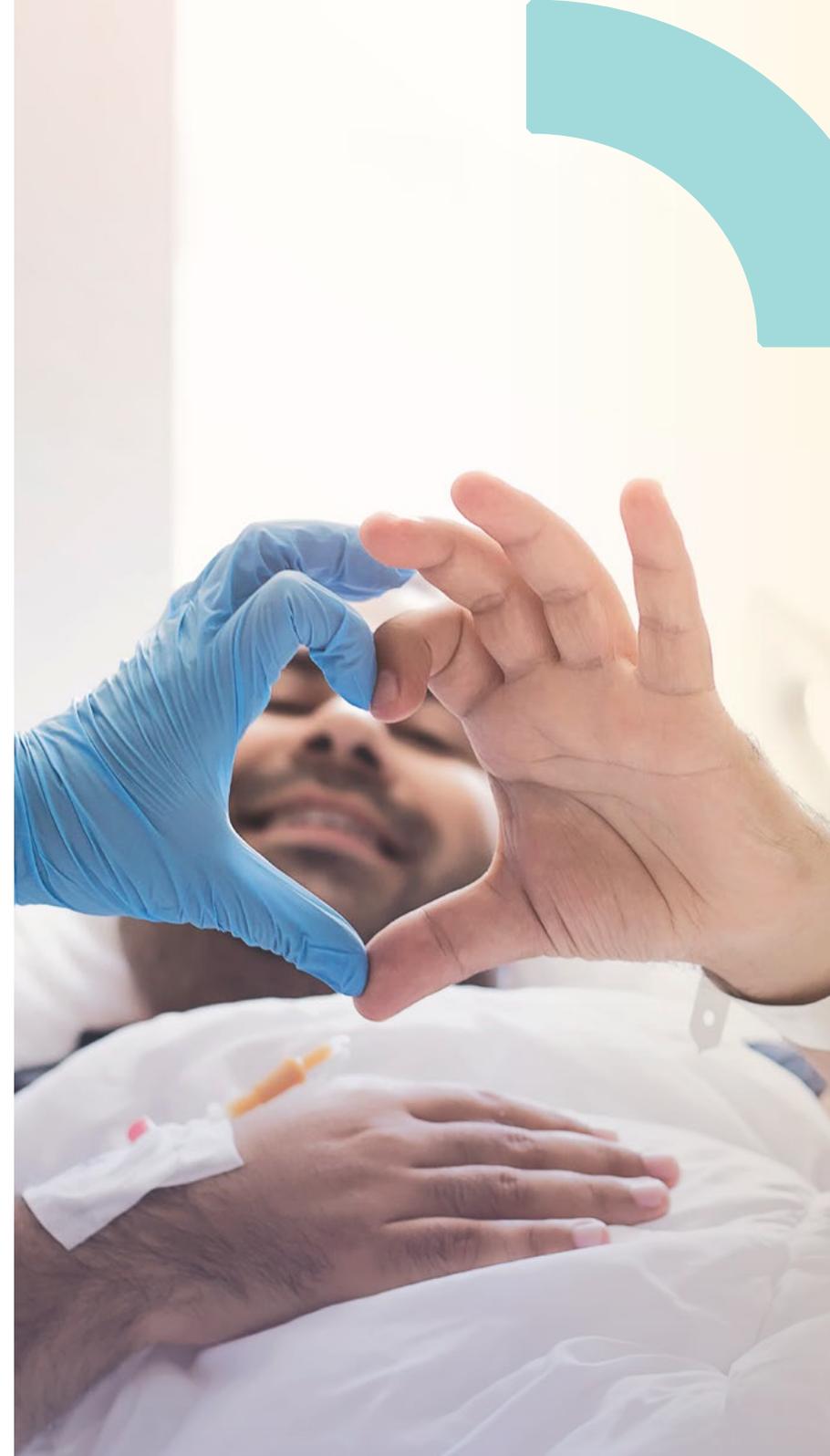
Creating Mission awareness, useful resources and practical intentionality

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 everything 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: COVID-19 continued to impact a number of our regular activities, with some placed on hold until conditions allow them to recommence.

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