

MISSION & ETHOS AT THE SAN 2022/23



Adventist
HealthCare



2022 - 2023

Mission Initiatives & Activities

**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.

At AHCL, we know that some of life's most pivotal events happen in hospital – whether that's a difficult diagnosis, or the joy of birth, the grief of loss or the relief of suffering. During hospitalisation, people are often confronted with questions they may never have had to deal with before, such as how do I make sense of this, what does the future hold, what does this mean for me and my family?

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 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.



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 provides healthcare ministry to thousands of community members every day by devoting itself to Christ-Like:

Living

- The hospital's policies and procedures and code of conduct promote moral, ethical and social behaviors that are consistent with the teachings and example of Jesus
- Daily opportunities for prayer are provided in meetings, gatherings, celebrations and with individuals
- Plant based and healthy foods are promoted through San Café and patient menus

Communicating

- Communications focused on 'Christianity in Action', and 'Sabbath' provide opportunity to introduce patients, staff, doctors & visitors to our Adventist beliefs
- Bibles are placed in every patient room, and Adventist Christian literature is available throughout our facilities
- Hope Channel and 3ABN are freely available to patients via the San TV network
- Every year, several thousand members of the community attend San Carols, a great cultural & community event
- Our AHCL and SAH websites promote the AHCL Mission and provide a wealth of health information for the community
- Maternity Patient Experience Coordinator provides a 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
- Newly created SAH Patient Experience Coordinator role has seen improved patient contact and communication both during and following their admission
- Digital displays in main foyer areas showcase hospital history, service & patient care with Mission related images





- Our San News communications have a strong mission focus
- 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
- 'Christianity in Action' is integrated into hospital collateral
- Proactive promotion of Mission related AHCL news stories to the media

Discipling

- Prayer request cards and boxes are placed around Sydney Adventist Hospital for patients, family, visitors, staff & community
- Vespers are held on Friday evenings – offering the opportunity for prayer, reflection and worship in song
- The 'First Friday' event is held monthly – to share stories of healing and restoration, communal prayer and worship in song
- Sabbath School and Church services – Wahroonga Adventist Church programs are live-streamed to patients via their TVs

Teaching

- The hospital conducts a clinical pastoral education (CPE) program, which SDA pastors and representatives of various faith community enroll in every year.

Healing

- AHCL cared for more than 188,000 patients this year (inpatients and outpatients), from bringing new life into the world, healing and nurturing the sick, and supporting those who are at end of life

Serving

- Chaplains support our patients and staff with spiritual and emotional needs at every opportunity and have focused on expanding services for staff, in particular healthcare workers who have come under enormous pressure during the past few years
- More than 100 representatives of various faith communities can be contacted by San Chaplains to visit patients in hospital



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 270 dedicated Volunteers who give their time generously 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-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. A recent initiative this year now sees a San Gift trolley travelling throughout the hospital wards.



AUCTION SALE
SANVALE
JERSEY STUD

Sanvale
The People's Food

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 has supported important services such as cancer support, research and patient navigator roles, vital diagnostic technology to treat patients more effectively, plus research award and grants and nursing education scholarships.

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

In the 2022/23 year more than \$4.8M 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 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, post cancer surgery exercise. Other services are provided through our lifestyle medicine partner ELIA Wellness and promoted through the Australasian Research Institute.

Our Cancer Support Centre reopened the doors following COVID and saw significant growth in participation in the quality services provided. Additional support groups, therapy programs, counsellors and staff support programs bolstered our existing offerings, plus the ability to host forums and social events this year meant we supported oncology patients and their families on almost 3,500 occasions.

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 orthopaedics, stroke, prostate cancer and palliative care
- **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

- **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 with both 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**
- **Birth 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, as live zoom classes, and are also returning to face-to-face education sessions where appropriate

CHRISTIANITY IN ACTION

through community events & activities

Several regular community events are conducted each year to support our community and promote health & wellness. Many of our events were able to return onsite this year:

- **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 remained an online event in 2022
- **San Carols by Candlelight** – We were thrilled to host our annual San Carols program on the Village Green once again this year and welcome our community back with wonderful performances and a thrilling fireworks display
- **Teddy Bears Picnic** - this much-loved event returned this year to the great delight of our community and all the staff and doctors involved, and bought more than 500 mums with their bubs and families back to the Village Green
- **Annual San Homecoming event** was held with both an in-person church audience and livestreamed online this year, with community members invited back to the San for museum tours, lunch and afternoon tea

CHRISTIANITY IN ACTION

through outreach

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

- **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, Lifeline, Prostate Cancer Foundation Australia and the Cancer Council
- **SAH provides work opportunities for disabled individuals** – helping them to transition into community work
- **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 overseas trips returning in 2023



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
- **Spiritual Care Week** – a program of prayer and celebration held throughout the organisation each year, with staff encouraged to donate food items in support of ADRA this year
- **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 60 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



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 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, 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: Despite the COVID-19 pandemic having a reduced impact throughout most of the community this year, ongoing restrictions in healthcare facilities did continue to impact some of our regular activities.

185 Fox Valley Road, Wahroonga NSW 2076
Telephone: 02 9480 9111 Facsimile: 02 9480 9266 Website: www.sah.org.au
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