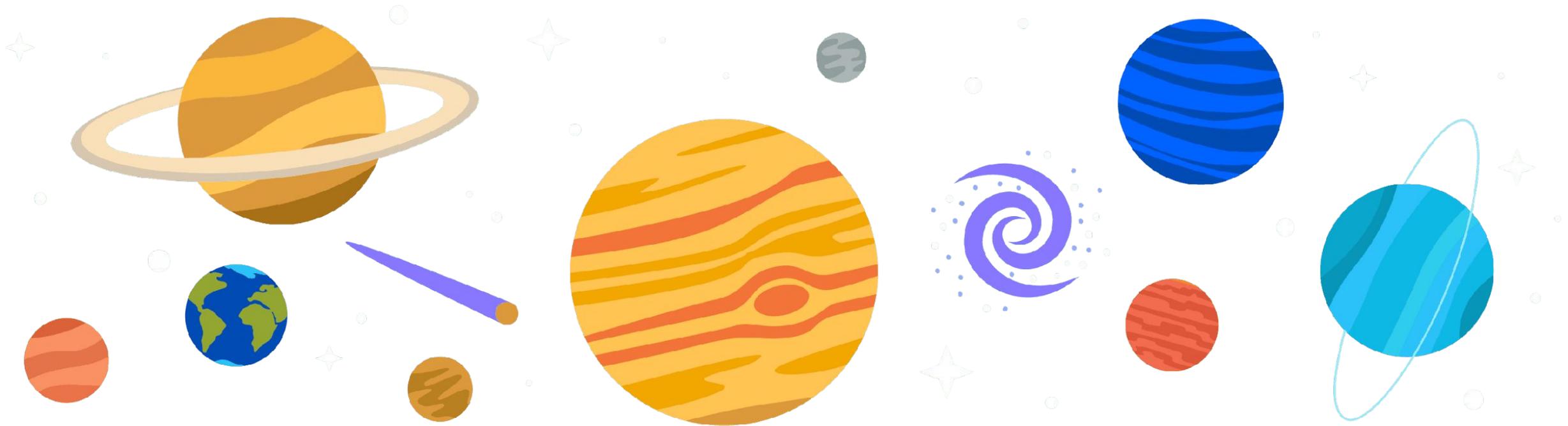


Changing the Centre of Gravity



Professor Erwin Loh MBBS, LLB(Hons), MBA, PhD, FAICD, FRACMA

President Elect, Royal Australasian College of Medical Administrators

National Director of Medical Services, Calvary Health Care

Professor, Monash University/ University of Melbourne/ Macquarie University

28 August 2024



6 July 2015
Erwin Loh

search InSight

9 May 2016

Kindness in medicine

Author by
ERWIN LOH

Issue 25 / 6 July 2015



Author by
ERWIN LOH

Issue 17 / 9 May 2016

TWO of the church, an inconvenient account to he was he

Even during healing the automatic around the

Back in 19... where the wrong", and there is the needs to

20 June 2022

Patient-centered gravity



Author by
ERWIN LOH

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INSIGHT+

Nuclear letters "easily"

search InSight

11 July 2022

It's time to recognise and fix structural unkindness



Author by
ERWIN LOH

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revolve around us.

Claudius Ptolemy, who lived approximately between 100 and 170 AD, also discovered the same phenomenon. A polymath, he was a mathematician, astronomer, and music theorist, who, based on early astronomical observations, wrote a book titled *Planetary hypotheses*, in which he postulated that the Sun and the planets revolved around the Earth. This astronomical theory, known as geocentrism, became the accepted model for our understanding of the universe for the next 1500 years.

"PANDEMIC" was the [2020 word of the year](#) according to the Merriam-Webster dictionary. It's no wonder, as the COVID-19 global pandemic has changed our whole society and exposed some of the darker aspects of human nature.

There is now well established research that demonstrates that the pandemic has exaggerated and amplified the pre-existing structural bias and systemic inequities in the health system.

Many of the structural drivers of health-related behaviours and outcomes [such as racism](#) have been extensively characterised, including the ways that the COVID-19 pandemic has [exacerbated these drivers](#). But far less attention has been paid to the role of organisational and systemic factors relating to kindness.

Lack of public barriers "substandard care" InSight+ ... "It's about an integral part of the many other diseases offering it, then our offering standard care insightplus.mja.com ...



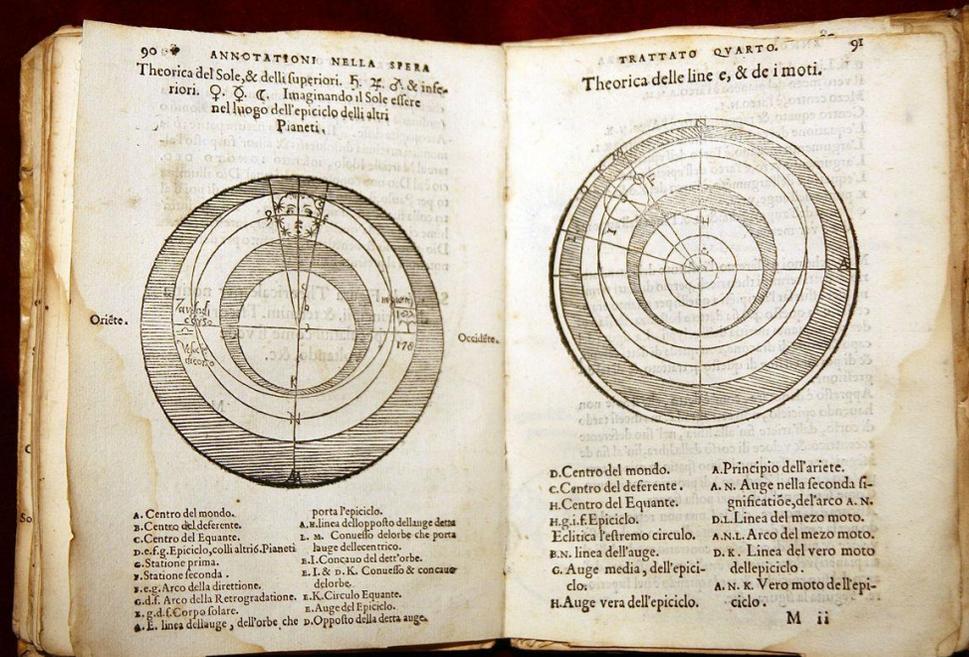
**YOU
ARE
HERE**



Claudius Ptolemy (100 – 170 AD)

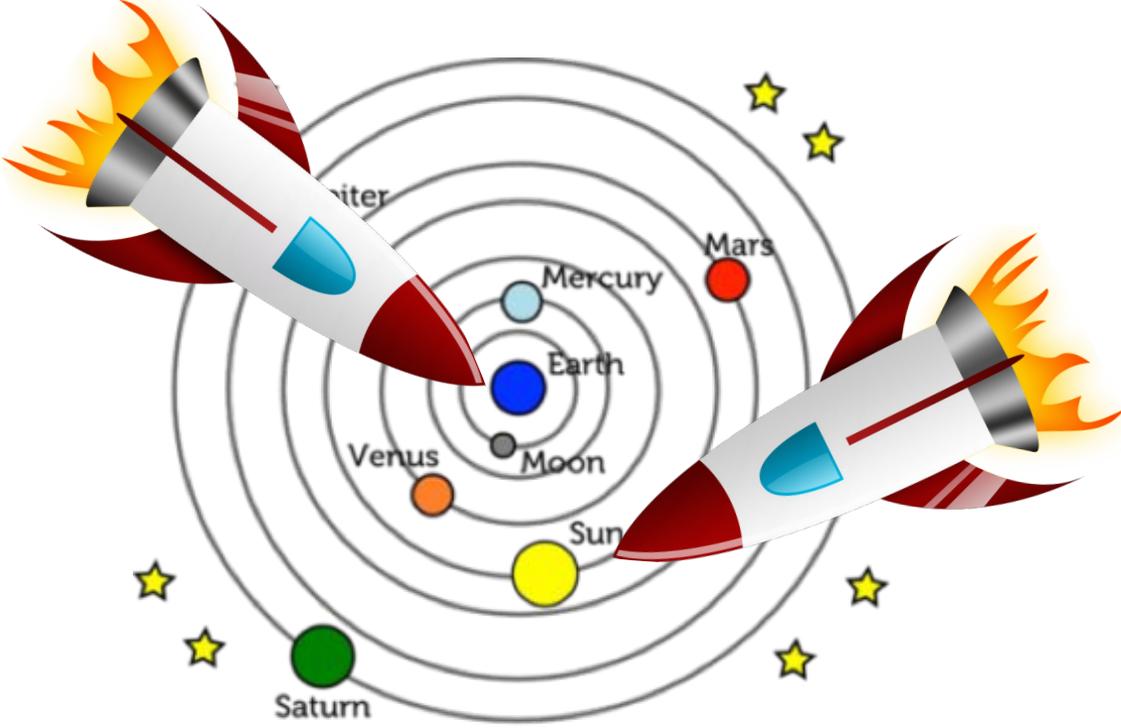
Mathematician,
Astronomer,

Astrologer,
Geographer
Music theorist

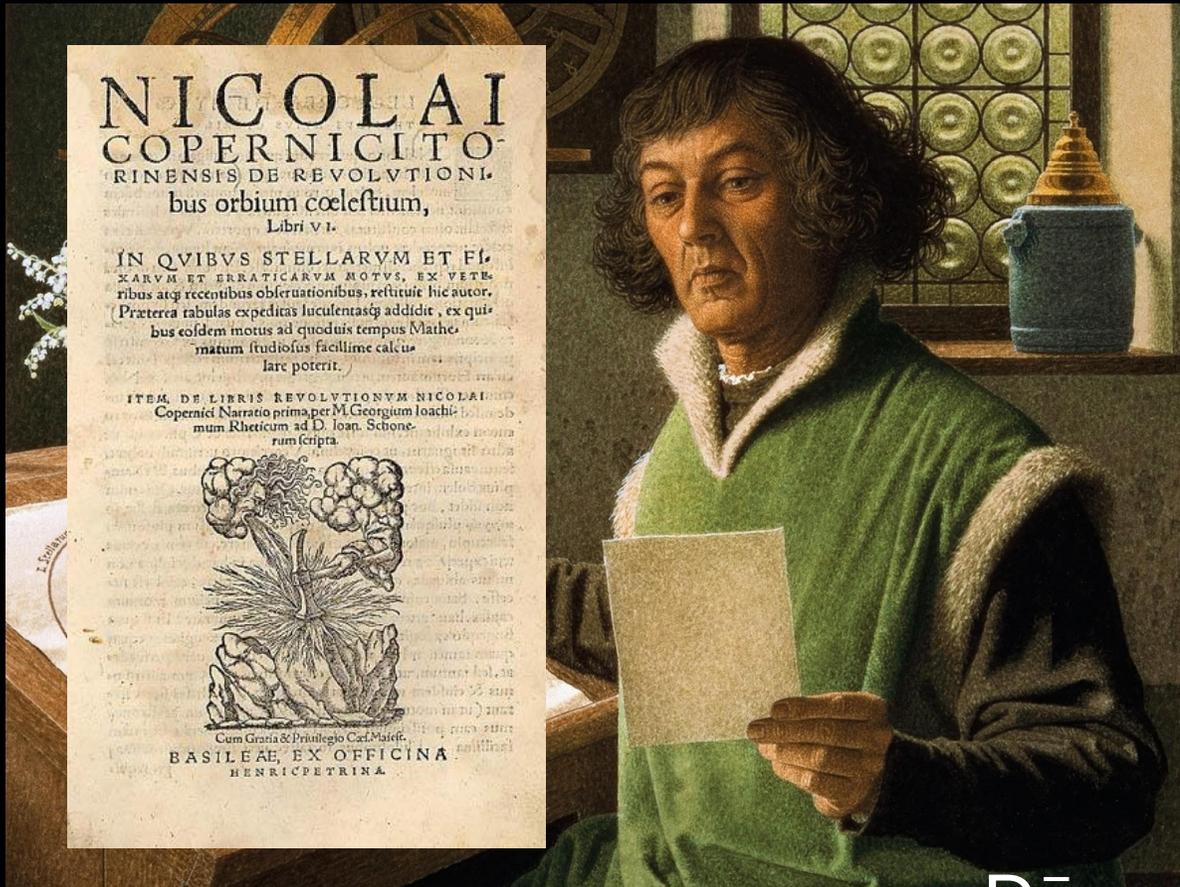


Planetary
hypothesis

Geocentrism



Earth at the Center



Nicolaus Copernicus
(1473 – 1543)

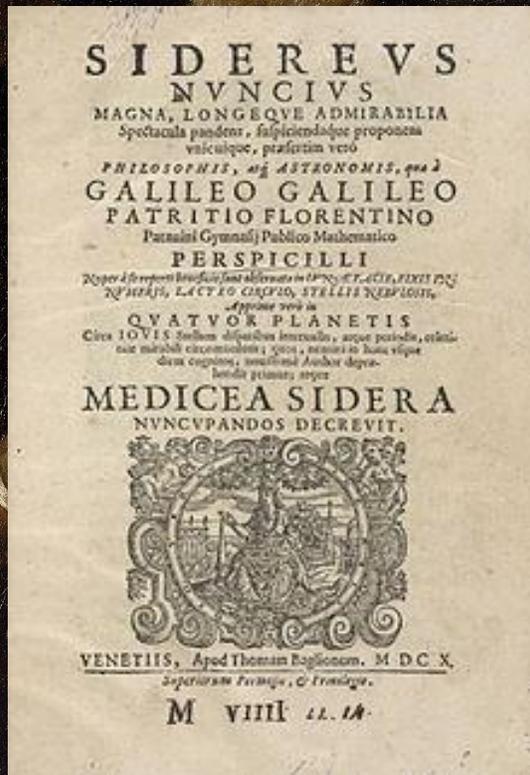
Mathematician,
Astronomer,
Physician,
Translator,
Governor,
Diplomat,
Economist

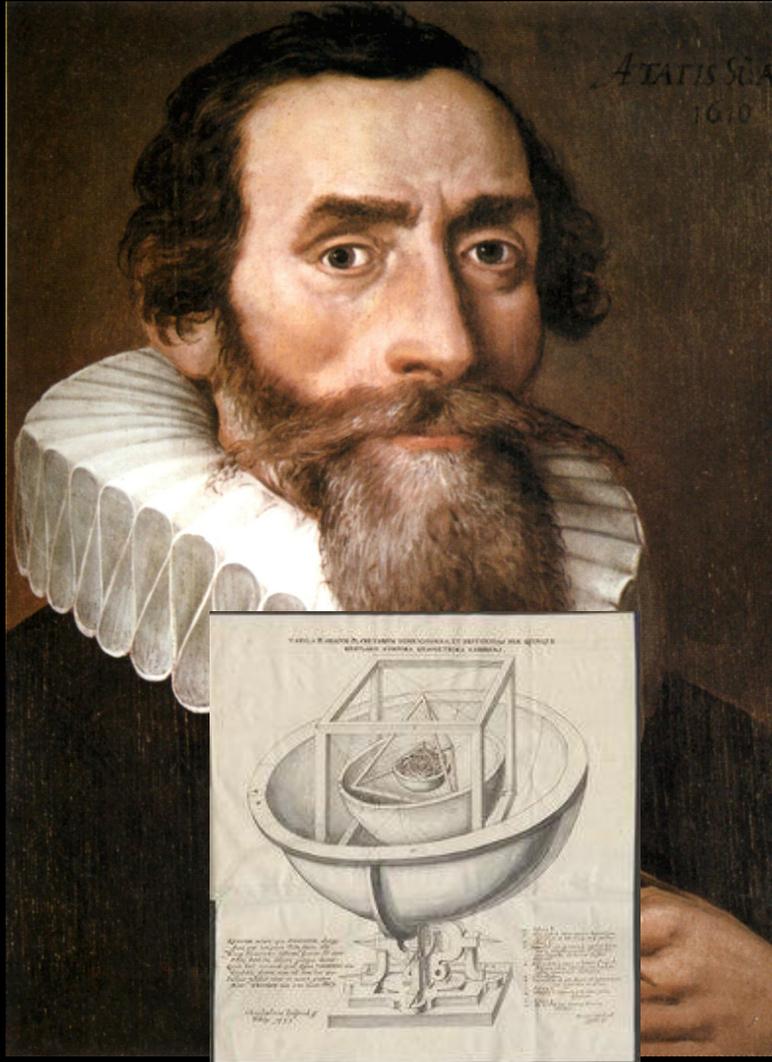
De revolutionibus orbium
coelestium
(On the Revolutions of the
Heavenly Spheres)
(1543)

Galileo di Vincenzo
Bonaiuti de' Galilei
(1564 – 1642)

Mathematician,
Astronomer,
Almost Physician
(1580 - 1581)

Sidereus Nuncius
(Starry Messenger)
(1610)





Mysterium Cosmographicum
(The Cosmographic Mystery)
1597

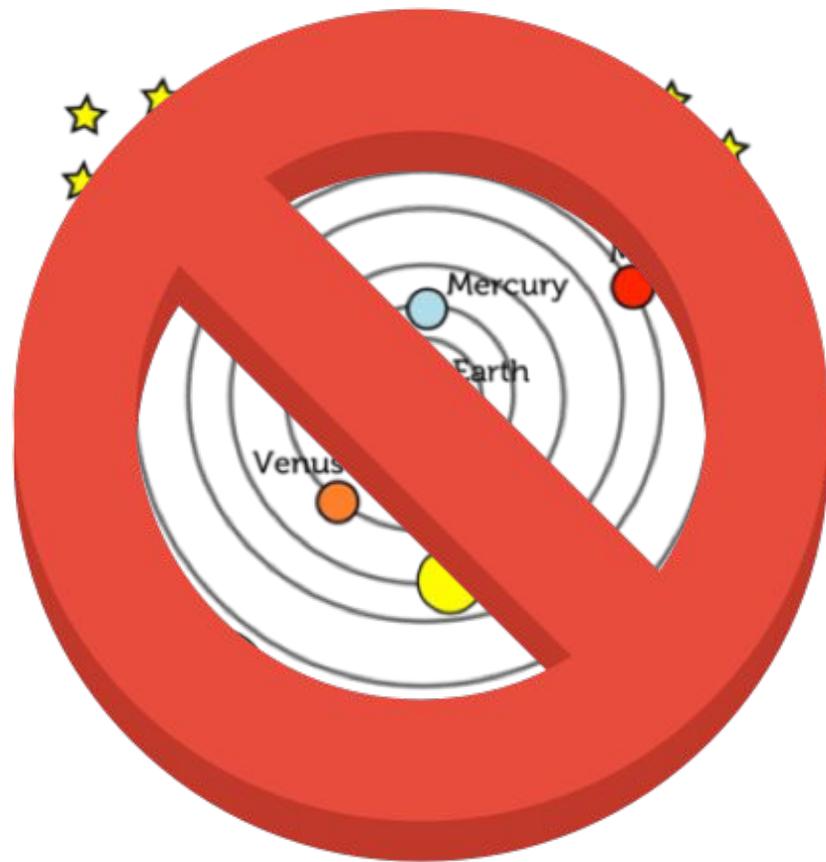
Johannes Kepler
(1571 – 1630)

Mathematician,
Astronomer,
Astrologer,
Philosopher,
Music Writer

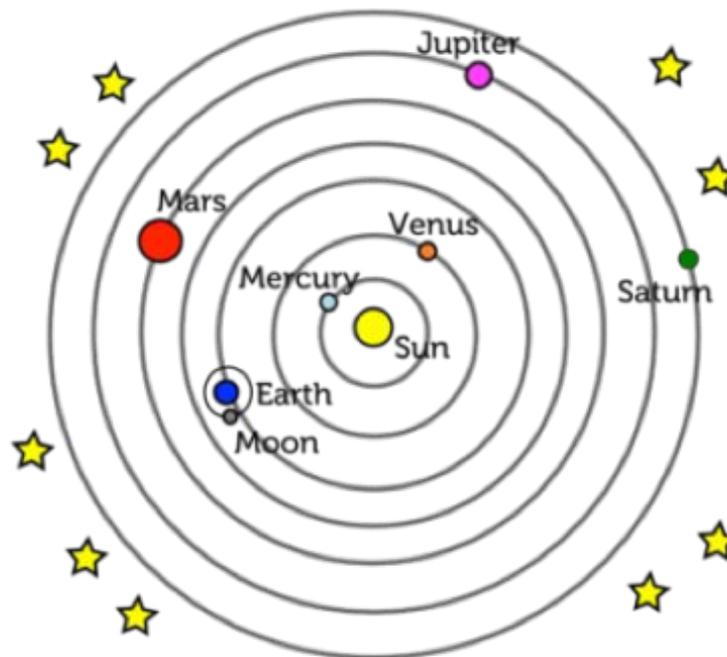
Astronomia nova
(New Astronomy)
(1609)

Epitome Astronomiae
Copernicanae (1621)

Geocentrism

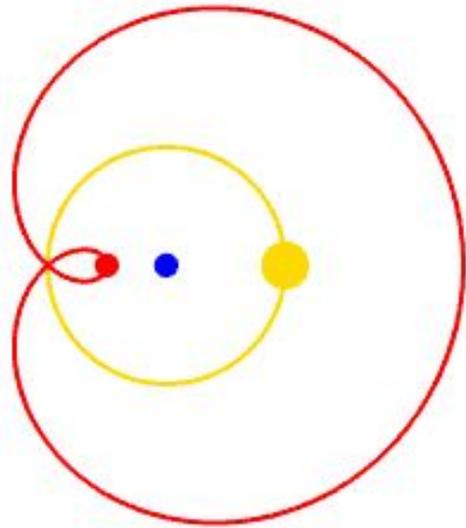


Heliocentrism



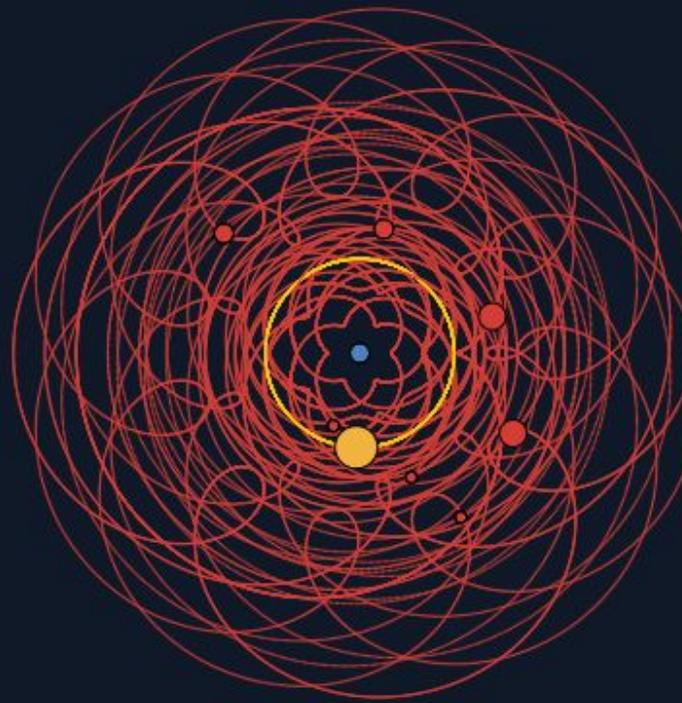
Sun at the Center

Geocentrism



Heliocentrism

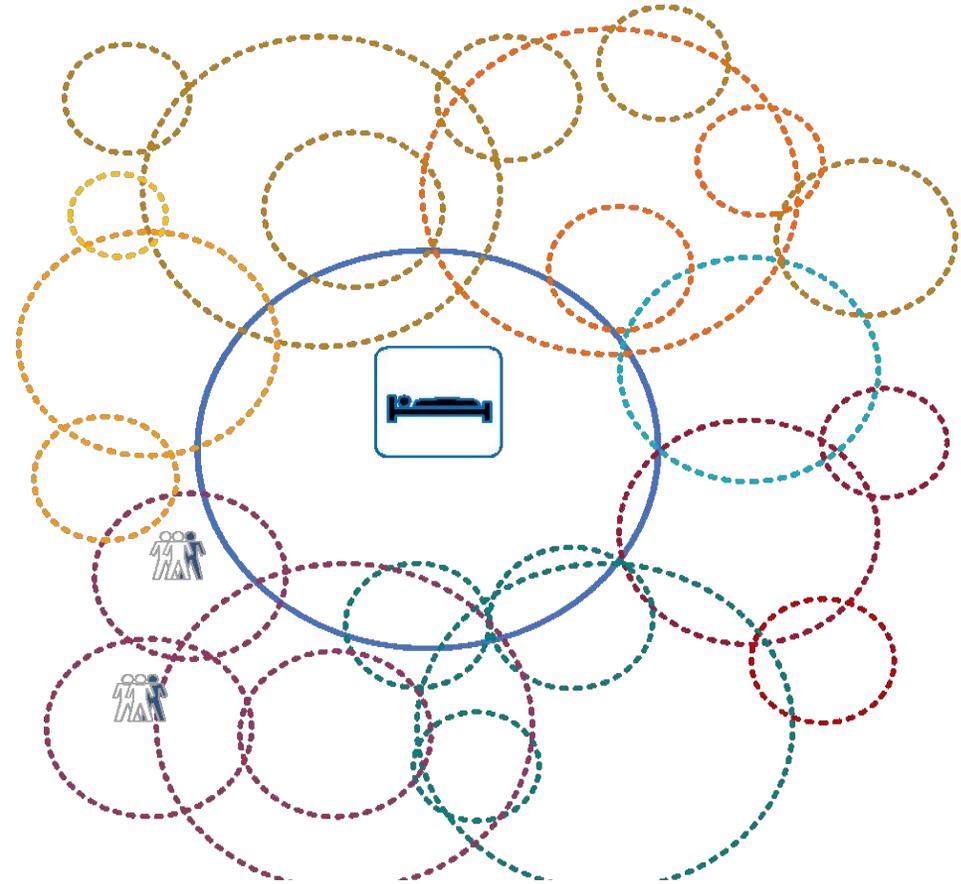
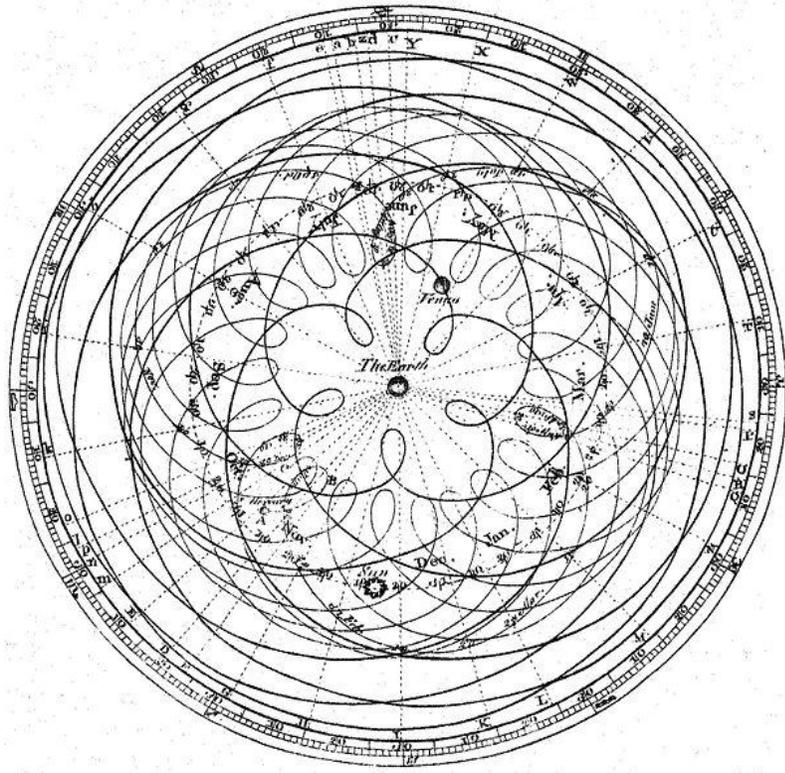
Geocentrism



Heliocentrism



Patient-centred care?



Or provider-centred care?

Defining an Exceptional Experience

The SVHA Exceptional Experience program is about bringing our mission and values to life



"What Matters To You?"

Staff asked the question...this is what our patient said...



Patient Stated:

I really don't like being put to sleep for an operation. I feel alone. I would like someone to hold my hand...



Staff Member:

I alerted the patients Anaesthetist and Anaesthetic Nurse and they held the patients hand.

"What Matters To You?"

Staff asked the question...this is what our patient said...



Patient Stated:

Please don't define me by **my age**. I maybe **84** but it is only an age. I want to be:

- Productive, have a short length of stay
- Go home within 3 days



'What matters to me' is included in bedside patient communication boards at a number of SVHA hospitals

Date:	Doctor:	Nurse:	Allied Health:
Day:			
Our plan today:	Medications:		
	Mobility/Aids:		
Diet:	Access Device:	<input type="checkbox"/> We need to help you walk - use call bell	
What matters to me today:		<input type="checkbox"/> You can walk without a staff member	
I need help:    		Discharge plan:	
Nurse Manager:			
Ext:		Date:	Discharge time @9.30am

Patient Communication Board

Patient Name: _____ Date: _____ Day: _____

Nurse(s): _____ Nurse Unit Manager: _____

Diet: _____ Team Leader: _____

WHAT MATTERS MOST TO ME?

MOBILITY / PHYSIO GOALS

DAILY ACTIVITIES / ALLIED HEALTH / PROCEDURES

FAMILY MESSAGES

DISCHARGE PLAN We aim for 10.00am discharge time to assist with Ward flow.

For Room Service call 3663 between 6.30am to 6.30pm
Please ask for assistance if required.

If you have any concerns throughout your stay please
contact the Team Leader on 4690 4141

Inspired by You



ST VINCENT'S PRIVATE HOSPITAL
TOOWOOMBA
A FACILITY OF ST VINCENT'S HEALTH AUSTRALIA

More than a number

Hearing the voice of the patient in real-time

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHS
ACC • 2 minutes ago ...

Kindness efficiency and professionalism every where we went as we arrived from [redacted] for new team to treat cancer - Dr [redacted] and team. Responsiveness , incredible

9 SVPHT
DAU • 4 minutes ago ...

The nursing staff are excellent

10 SVPHS
6 • 4 minutes ago ...

A professional, consistent and reliable service

9 SVHM
MTC • 5 minutes ago ...

Friendly and knowledgeable staff

7 SVHM
DP1 • 14 minutes ago ...

My stay was fine

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHEM
MUR • 2 hours ago ...

the nurses were so lovely , made you feel so comfortable , everything was so nice and clean , I would highly recommend St Vincent's.

5 MNS
MAG • 3 hours ago ...

Being rushed around because my Dr had finished previous surgeries quicker than expected and unfortunately the staff on the surgery level had not informed the check-in staff that the Dr was waiting for me. I arrived at 11.45 am and it took 30 mins to check in!

10 SVHM
EMG • 3 hours ago ...

Staff empathy and helpfulness

10 SVHS
VHITH • 3 hours ago ...

Super good care

10 SVHM
7W • 3 hours ago ...

Care from nurses .

All comments 137,479

Q2 - What is the most important reason for your score?

10 SVPHEM
MRU • 2 days ago ...

The staff were outstanding

10 SVHM
EOU • 2 days ago ...

Each and every person that attended to me went above and beyond my expectations. They need to have their pay increased by allot to compensate for the amount they do. Our thank you is just not enough for all they do for ud

9 SVPHS
8 • 2 days ago ...

You have the best nursing staff nursing aids and even cleaners I have experienced. So professional, so caring,. The whole team including physios etc could not be faulted

10 SVPHS
RHI • 2 days ago ...

From admission to discharge my care was flawless. From catering staff, cleaners, nursing, physio and specialist staff everyone went above and beyond to keep me safe.

PREMS CY2021

Ranking according to Hospital Rating

	Com Nurses	Com Doctors	Response Of Hosp Staff	Pain Manag	Com Medicine	Discharge Info	Care Transit	Hosp Cleanliness	Hosp Quietness	Hosp Recommend	Hospital Rating	NPS Score
SVPH	1	2	4	1	3	1	1	4	2	1	1	1
Group 2	2	7	5	4	4	2	3	7	5	2	2	3
Group 3	3	6	6	5	7	6	8	4	4	3	3	2
Group 4	4	5	7	6	12	11	11	1	1	8	4	5
Group 5	3	4	2	7	2	4	4	8	3	6	5	4
Group 6	5	8	3	2	1	7	2	1	1	5	6	6
Group 7	7	6	7	6	8	5	9	6	6	7	7	7
Group 8	8	5	8	8	5	8	5	3	12	10	8	8
Group 9	4	1	6	5	6	3	6	5	7	4	9	9
Group 10	11	12	12	13	11	12	10	12	9	9	10	11
Group 11	9	9	11	10	9	10	7	10	8	11	11	10
Group 12	13	13	9	11	13	14	13	9	13	13	12	12
Group 13	12	10	10	9	10	9	12	11	10	12	13	13
Group 14	14	14	14	14	14	13	14	14	14	14	14	14

SVPH ranked one for nurse communication, pain management, discharge info, care transition, likelihood to recommend, overall rating and NPS

Lowest ranking is at 4th place for staff response and cleanliness

AHPEQS CY2021

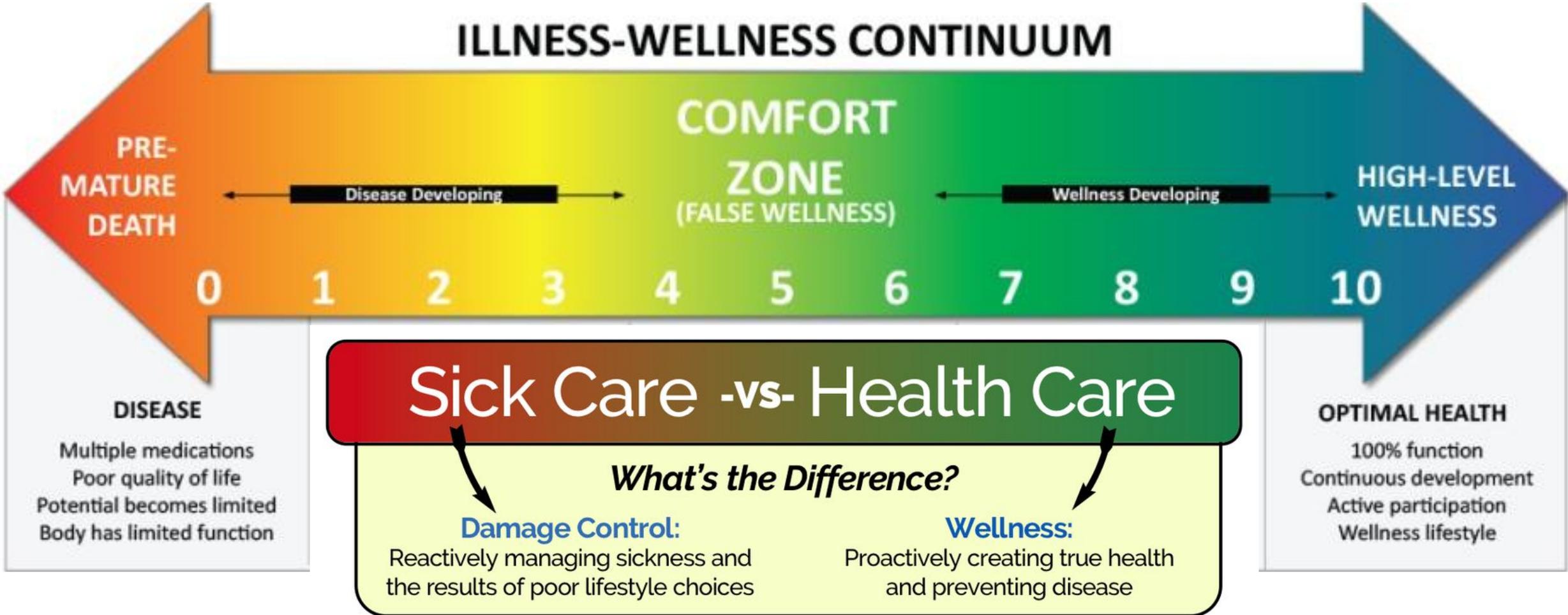
Ranking against same sized hospital groups, raw scores

	Concerns Listened To	Individual Needs Met	Felt Cared For	Involved in Decisions	Kept Informed	Staff Communication	Pain Relief	Safety	Hosp Recommend	Overall Care	NPS Score
SVPH	8	5	2	4	3	2	2	1	2	1	3
Group 2	3	6	1	5	5	5	5	9	9	2	11
Group 3	10	10	10	8	6	9	4	5	5	5	5
Group 4	6	3	4	4	4	1	2	3	3	1	6
Group 5	7	10	4	6	6	3	6	3	4	5	4
Group 6	2	7	13	11	11	7	12	11	11	6	8
Group 7	10	9	8	7	7	9	10	7	5	7	10
Group 8	1	3	3	2	2	11	3	8	6	8	2
Group 9	9	11	7	8	9	8	11	10	8	9	7
Group 10	4	1	11	12	10	10	8	6	10	10	9
Group 11	5	2	5	1	1	1	3	5	1	11	1
Group 12	13	12	12	13	13	13	13	12	13	12	13
Group 13	11	13	9	9	12	12	7	13	12	13	12
Group 14	14	14	14	14	14	14	14	14	14	14	14

Lowest ranking is for Concerns Listened To at 8th place

SVPH was ranked 1 for Safety and Overall Care

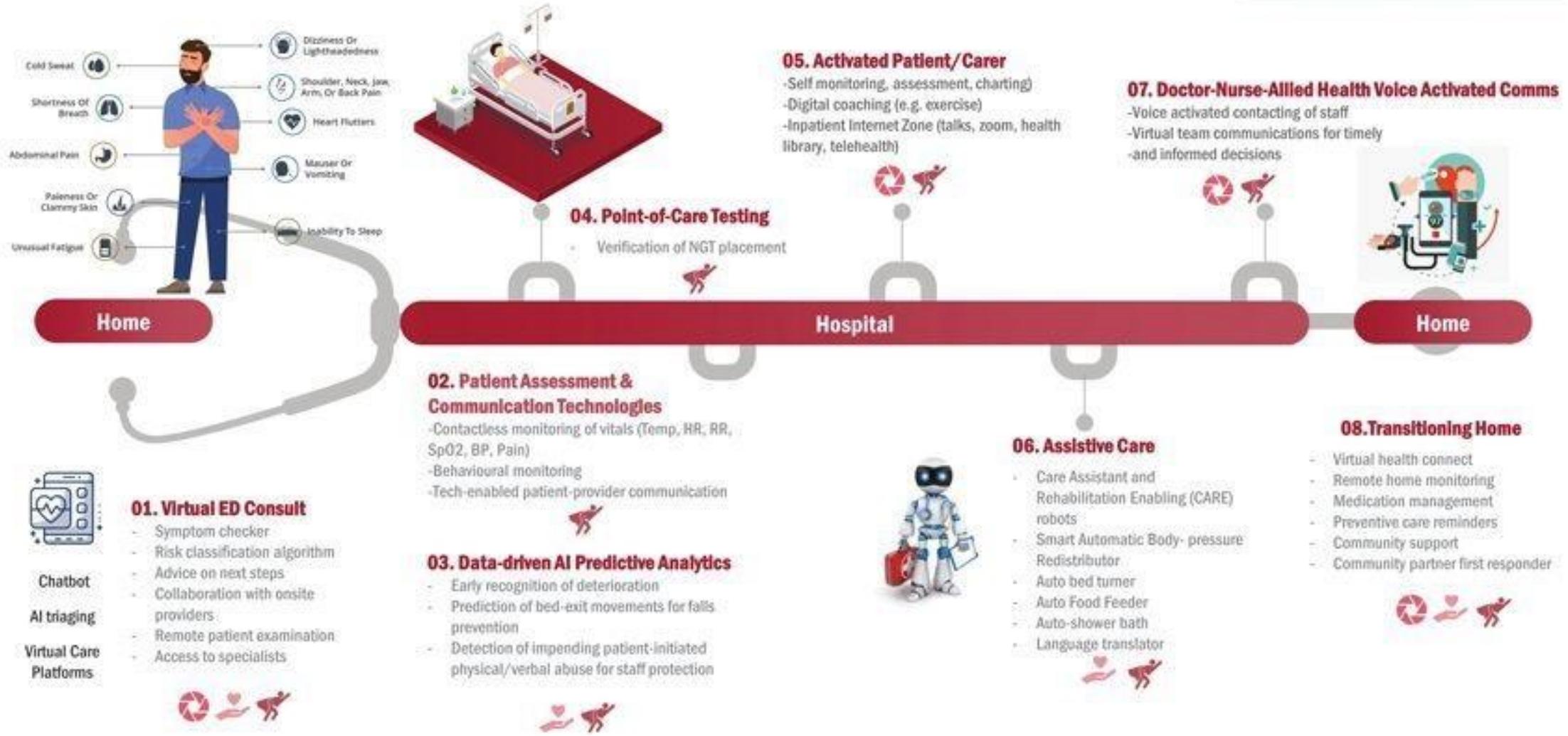
ILLNESS-WELLNESS CONTINUUM



Ward Without Walls (WoW)

Transformation Roadmap

Three Strategic Thrusts	
	Care follows you
	Anticipative care by your side
	Empowered People



🏠 · Life & Health · My Home Hospital service celebrates milestone

My Home Hospital service celebrates milestone

Service is a joint venture between healthcare organisation and Medibank business



Life & Health

By Roxanne Libatique

Jan 04, 2024 / Share [f](#) [x](#) [in](#)

The My Home Hospital service, a joint venture between healthcare organisation Calvary and Medibank's Amplar Health, has facilitated acute hospital-level care for 10,000 patients within the confines of their residences, encompassing residential aged care and disability-supported facilities.

News / Aged, community and disability care

Calvary to deploy Salesforce for home care and residential services

24 April 2024

By Kate McDonald

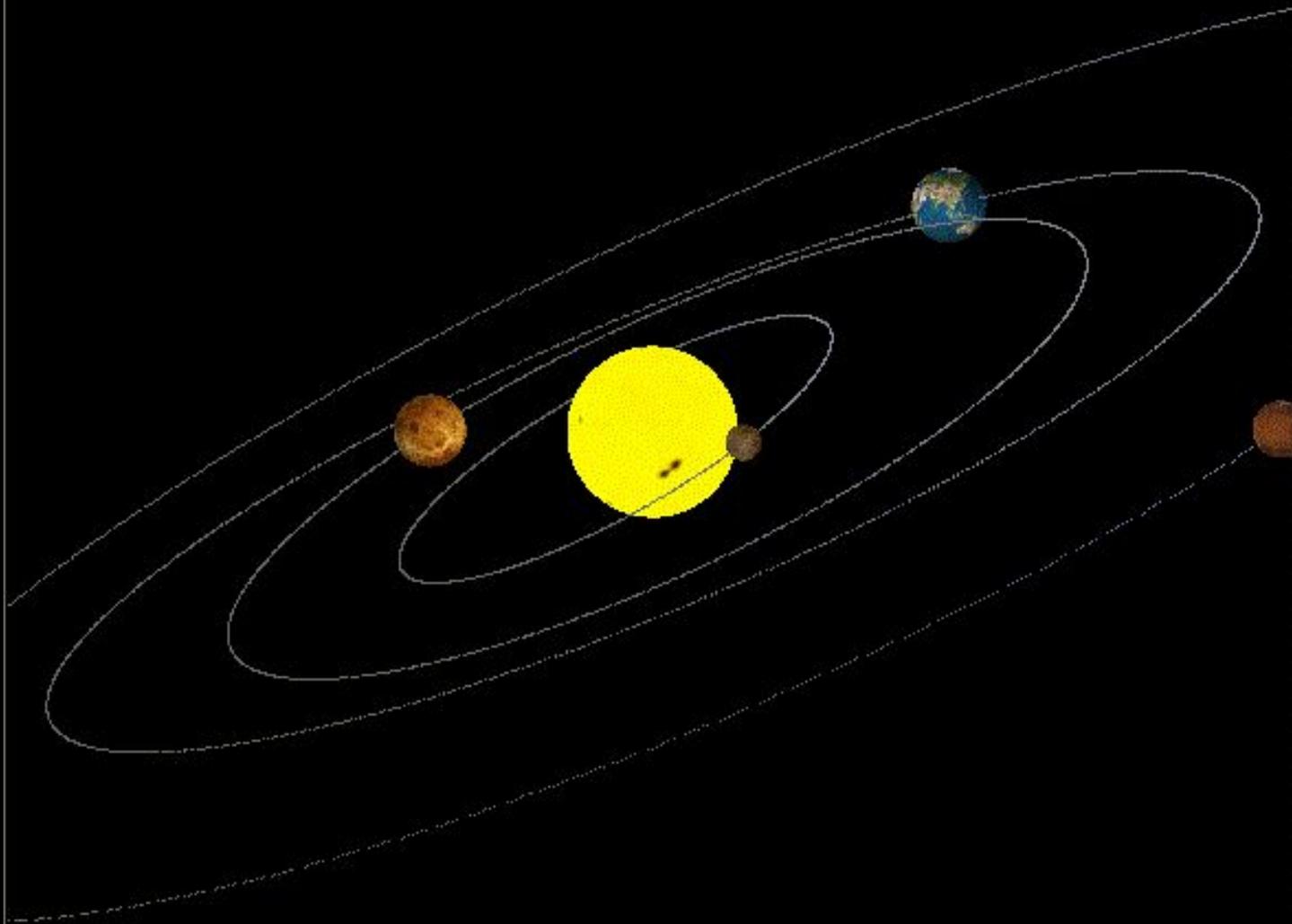


 Calvary

Calvary teams up with Salesforce to deliver digitisation journey

Calvary Health Care will deploy a Salesforce cloud-based customer relationship management solution for its home care services in advance of a longer term implementation throughout its residential aged care and hospital services in Australia. Salesforce will build a digital platform that

Keeping our patients at the centre





erwin.loh@svha.org.au
@erwinloh
<http://erwinloh.com>

*Thank
you*

