

OUR WHOLE PURPOSE.

YOUR WHOLE HEALTH.



REPORT FOR THE  
**ANNUAL  
REPORT**  
2024/25

Commercial in Confidence



**Adventist  
HealthCare**



## Aligning with our Church's Identity and Objectives

**Adventist HealthCare Limited (AHCL) originated with the opening of the 'Sydney Sanitarium' in 1903, and we have been leading the way in evidence-based Whole Person Health ever since. As a for-purpose institution with a long term mission of providing distinctive health care for our community and extending the healing ministry of Jesus, AHCL is a centre of influence for the Seventh-day Adventist Church.**

Adventist HealthCare operates several businesses including Sydney Adventist Hospital - NSW's largest private hospital, San Day Surgery Hornsby, San Radiology & Nuclear Medicine and Sydney Adventist Hospital Pharmacy. Our mission of 'Christianity in Action - caring for the body, mind and spirit of our patients, colleagues, community and ourselves'; and values of Dignity, Excellence, Integrity, and Continuity, are consistent with the Christian values and teachings of the Seventh-day Adventist Church.

AHCL supports the mission of the church by extending the healing ministry of Jesus Christ to thousands of community members every day - from welcoming new life and nurturing the sick, to providing comfort and dignity at the end of life. We have a unique opportunity to share our Adventist ethos and philosophy through every interaction, reflecting our strong focus on holistic care and healthy living. Our commitment to education enables AHCL to actively partner with the church in training future generations of nurses, doctors, allied health professionals and chaplains, empowering them to heal and to teach others in turn.

During 2024/25 our Board, Executive and Leadership teams have worked together as AHCL completed initiatives supporting both the 2022-2025 strategy and the Future Ready approach adopted in 2023/24. At the same time AHCL transitioned to using a new agile methodology to develop our 2025-2028 strategic plan, which prioritises key clinical services, digital innovation, patient-first care, and our people. The strategy is supported by robust data, stakeholder engagement, and a commitment to whole-person health in the choices we make.



# Adventist HealthCare Limited Key Objectives

## **Spiritual Life and Power**

AHCL recognises the power of God as a vital component in recovery from illness and disease, as well as in fostering positive lifestyle change. The primary objective of AHCL is to introduce individuals to the grace and love of God through its health and healing ministry. AHCL is committed to providing opportunities to meet the spiritual needs of staff, patients, and visitors as an integral part of daily hospital operations.

## **Professional Excellence**

AHCL is committed to delivering excellence in all services. This includes ensuring the organisation provides: healthcare services to meet community needs; appropriate facilities, technology and equipment; skilled and experienced staff; focus on quality and safety; clinical research to ensure best practice and access to the latest treatments; and a favourable environment for patients, staff, doctors and visitors.

## **Health Enhancement and Education**

AHCL aims to enhance the lifestyle and health of its community members. This includes a focus on delivering wholistic care to patients; health education programs for patients, staff, doctors and the community; and the provision of tertiary education for nursing, medical and allied health professionals. The San provides post-graduate Clinical Pastoral Education for health, education, prison, aged care and military personnel.

## **Stewardship**

Our Mission guides us to holding in stewardship the assets, resources and operations with which AHCL has been entrusted. Sound and efficient financial management will ensure the long-term sustainability of AHCL's Mission of caring for its community.





## 2022 - 2025 Vision and Strategic Priorities

### **Our Vision is to be a thriving faith-based provider of world class care, inspiring hope and wellbeing.**

The strategic work to achieve this vision is underpinned by our Mission of Christianity in Action, and our core values - Excellence, Integrity, Dignity and Continuity.

In 2024/25, Adventist HealthCare transitioned from a top-down “Strategy House” model to the agile “Playing to Win” framework. During this time, work also continued on projects implemented as part of the Future Ready Program during 2023/24 to provide AHCL with a targeted approach to deliver the changes required to ensure our future sustainability and growth. The program aimed to deliver \$11.8m of in year EBITDA improvements, surpassing this with \$17.2m annualised EBITDA improvements through projects across five key areas. Great progress has been made, with more still to do.

### **AMO Revenue Margin & Growth**

We met with 200 of our procedural AMOs to discuss the work they bring to the hospital, and worked with targeted development AMOs

### **Admission to Cash Cycle**

Focus placed on health fund negotiations to improve revenue, and on service review and redesign to improve the patient administrative journey and ensure SAH is fully charging for, and is reimbursed, for services we provide

### **Operational Excellence**

We delivered benefits in the targeted areas of length of stay reduction, EC growth, Perioperative redesign and improvement projects, key services including cardiac and neurosciences, support service initiatives, radiology, and supply costs

### **Workforce**

We worked to better match resourcing to activity in order to improve productivity, and we have seen reduced labour costs per patient day

### **Head Office Costs**

We reduced our use of real estate where appropriate to reduce ongoing running costs

# Playing to Win: Developing AHCL's 2025 – 2028 Strategic Plan

The shift to “Playing to Win” reflects a deliberate move toward dynamic, choice-driven strategy development, enabling the organisation to respond rapidly to industry changes and emerging opportunities.

The new approach is anchored in five core questions: What is our winning aspiration? Where will we play? How will we win? What capabilities must we have? What management systems are required?

This methodology was applied to develop AHCL's 2025-2028 strategic plan, which prioritises key clinical services, digital innovation, patient-first care, and our people. The strategy is supported by robust data, stakeholder engagement, and a commitment to whole-person health.

## Our Patients' Experience

### STRATEGY

Develop a 'Patient First' culture

**Goals:** Great place for care & uphold reputation; Outstanding quality; Engaged community; Improved communication; Enhanced food & accommodation

## Our Services

### STRATEGY

Grow and focus on core services

**Goals:** Sustain comprehensive services & nursing care; Increase referral pathways & technology; Enhance non-clinical services to respond better to our community needs

## Our People

### STRATEGY

Building trust, belonging, and performance

**Goals:** Empower leadership & management; Create efficient systems; Promote culture & engagement; Prioritise safety & wellbeing

## Our Facilities

### STRATEGY

Deliver future-ready facilities

**Goals:** Optimise large campus in prime location; Develop a plan for the future of our facilities

## Our Digital Future

### STRATEGY

Safe seamless care; Data driven care

**Goals:** Improve patient & carer experience; Empower staff & AMOs; Unlock data-driven improvements that are a competitive advantage

Through growth in high margin services we can responsibly support lower margin services & reach out to Health Clinics in the South Pacific.





## Accreditation, Safety and Quality

**In February 2024/25 AHCL facilities including SAH, San Day Surgery Hornsby and the San Clinical Trials Unit underwent a four-day Short Notice Accreditation Assessment Process (SNAAP). AHCL was awarded accreditation with no “not met” items and only a small number of “met with recommendation” items.**

AHCL maintains a comprehensive clinical governance program to monitor, assess, evaluate and continuously improve the quality of patient care across the organisation. To ensure compliance with the clinical governance program and uphold the highest standards of safety and quality, AHCL implements a structured audit schedule covering both clinical and non-clinical practices.

The philosophy of continual process improvement is supported by our annual corporate Adventist HealthCare Thrive Awards program.

AHCL continues to focus on building a high performance culture of safety and reliability. Several programs were delivered at Sydney Adventist Hospital during 2024/25 including Speaking Up for Safety and various Leading Safe Workplaces courses.



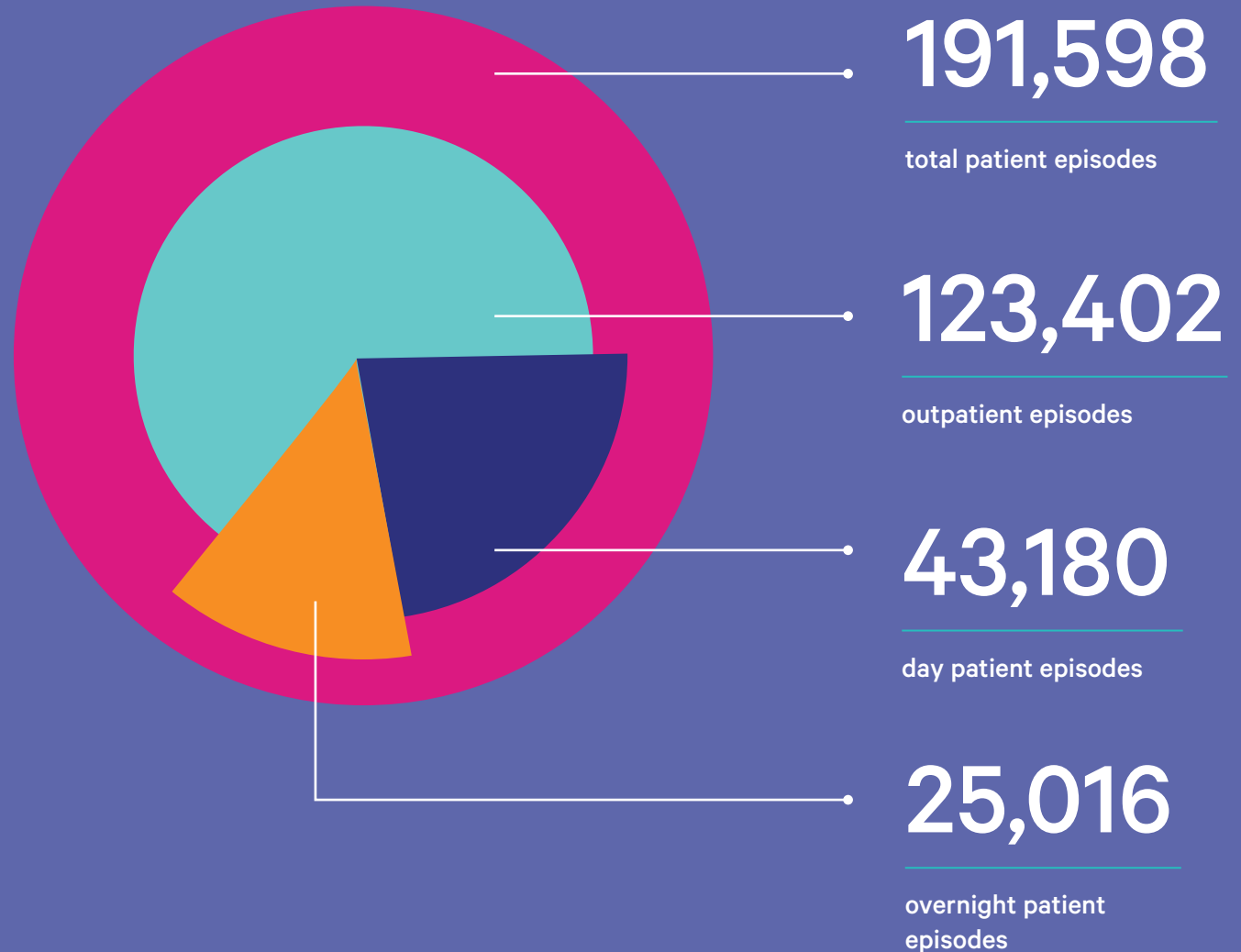




## Healthcare Service Excellence

Since 1903, AHCL has been a leading provider of private healthcare services and facilities, committed to our vision of being a thriving, faith-based organisation delivering world-class care that inspires hope and wellbeing. We also take a large load off the Public Hospital sector.

In 2024/25, we remain proud of our enduring reputation for exceptional care, built on more than a century of service to our communities. Our success continues to be underpinned by the expertise, commitment, and compassion of our people, whose dedication ensures the ongoing delivery of safe, high-quality medical and surgical services that make a lasting difference in the lives of our patients.





**1,750**

babies delivered



**189,687**

pharmacy scripts filled



**95.46%**

AHCL patient overall satisfaction



**Australian Private Hospital Sector (APHA Data 2023/24)**

Private hospitals in Australia are fundamental to overall healthcare delivery. They accounted for 44.2% of all admissions in NSW and 41% of all hospitalisations in Australia, including:

- **70%** of all planned surgical admissions (1.83m)
- **76%** of all coronary procedures
- **75%** of all knee replacements
- **74%** of all hip replacements
- **1.66m** medical treatments
- **81.5%** of rehabilitation admissions (397K)



**19,751**

emergency care presentations



**5,860**

cardiac rehabilitation visits



**76.85**

AHCL patient net promoter score



**35,440**

theatre / procedural cases



**7,815**

oncology navigator points of contact



**2,509**

staff (headcount)



**585,184**

meals prepared for staff, patients & visitors



**115,670**

imaging investigations



**1,321**

accredited medical officers

## 2024/25 Highlights



**The 10th anniversary for Chapman Surgical Centre** was celebrated in September 2024. Since its official opening in September 2014, more than 203,000 patients have walked through its doors on admission to the hospital. An afternoon tea was held to acknowledge the tireless dedication of the staff, both past and present, whose unwavering commitment to the centre and hard work are truly commendable.

**For the seventh consecutive year the San's cancer services ranked first among metropolitan hospitals in NSW, and were ranked first in private services in NSW.** The San Integrated Cancer Centre, operating in partnership with Icon Cancer Centre Wahroonga, led the way in providing outstanding patient experience for cancer patients. In the annual Outpatient Cancer Clinics Survey conducted by the Bureau of Health Information (BHI) and Cancer Institute NSW released in October 2024, the San achieved the highest rankings in five key measures including safe, high-quality care from the clinic; attentive health professionals who listen to patients' views and concerns; well-organised care; convenient appointment access; and clinic cleanliness.



**San Gifts donates \$29,000 to Hospital to support vital healthcare services and fund much-needed equipment,** with San Volunteers presenting a cheque representative of the annual profit of the gift store. 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 funds and support the San.



**Chance encounter becomes an incredible reunion** – as part of a recent San Foundation tour that provides donors with a behind-the-scenes view of the impact philanthropy makes throughout various hospital departments, our Emergency Care Nursing Unit Manager Gavin crossed paths with Peter, a patient whose life he helped save 10 years ago. What started as an unexpected encounter became a moment of gratitude and reflection as Peter shared how the urgent resuscitation and care he received from Gavin and the medical team, after suffering a massive and unexpected cardiac arrest whilst undergoing an outpatient diagnostic procedure, saved his life all those years ago. This story serves as a powerful example of the lasting impact all our staff can have on the lives of our patients.



**Board members, Executive and Directors were all on hand as the Patient Experience Hub opened** and to support the launch of a positive new hospital initiative – a timely reminder of the many different people who impact a patient's experience on any given day. From reception staff to allied health, nurses and doctors to hospitality staff, porters and volunteers – everyone has a part to play. Serving as both the office of our Patient Experience Coordinator and a venue for staff workshops and training, this service aims to ensure we provide our patients with the best experience possible every time they choose to come to San for their care.

**Robotic surgery gives hope to women with endometriosis,**

as the San expands services to provide this valuable minimally invasive option for women suffering with this painful condition.

A recent study conducted by a multidisciplinary team at the San, published in the ANZ Journal of Surgery and reported on Channel Nine News, found that robotic-assisted procedures can lead to shorter recovery times, less post-operative pain, and excellent surgical outcomes. While conventional laparoscopy has been considered the gold standard for treating endometriosis, robotic-assisted surgery is emerging as a highly effective alternative. Surgeons benefit from enhanced 3D imaging increasing the likelihood of detecting lesions, and improved dexterity of robotic instruments allowing better access to complex anatomical areas such as the pelvis. Over 7,000 robotic procedures have now been performed at the San, reflecting the hospital's expertise in advanced minimally invasive surgery.

**Impressive cardiac milestones continue to be reached at the San as we marked 1,000 TAVI procedures –**

the Transcatheter Aortic Valve Implantation, or TAVI, was first performed at the hospital in 2015 as a less invasive option for repair of the aortic valve than open heart surgery. In 2019 a Central Coast great-grandmother became the San's 100th TAVI patient; more than 750 TAVI procedures had been performed by 2023, and in July 2025 we reached the milestone 1,000th procedure. The occasion was celebrated with a morning tea in the cardiac ward attended by staff, doctors and the cardiac team, acknowledging this achievement and reflecting on the work of our dedicated specialists and staff who keep the San at the forefront of cardiac care.





**A new surgical robot** is arming the San with more options for minimally invasive procedures for patients with spinal disorders, through a revolutionary robot navigation system. The Excelsius GPS robot is designed to improve safety and accuracy in the operating room through enhanced visualisation of patient anatomy throughout their procedure, reduced radiation to surgeons and staff, and streamlined surgical workflow. This is resulting in less invasive procedures for patients and faster recovery times with less pain or complications.



**Fox Valley Medical Centre relocated and became San GP Centre** in late October 2024, moving into new purpose-built suites within San Clinic Tulloch. The same team of dedicated GPs, nursing and administration staff are now able to offer a broader range of services and are located closer to the range of state-of-the-art facilities and leading specialist doctors available onsite.



**Throughout the year we were thrilled to see AHCL staff, doctors and volunteers recognised by others for their service.** Volunteer Carol was awarded Castle Hill Local Woman of the Year in recognition of her 30 years of volunteer service; Professor Herkes, our Clinical Director of Medical Services and Director of Research, received a Rotary Vocational Excellence Award in recognition of his dedication and contribution to the community; while Clinical Nurse Consultant Melissa received the Bill Leventhal Award for her unwavering passion and commitment to work, and Clinical Nurse Specialist Debra was awarded the Health Services Award for pride and commitment to work, both as part of the Wahroonga Rotary Vocational Awards.



**The San goes PINK for Breast Cancer Awareness month** – on

October 1 doctors, nurses and staff at Sydney Adventist Hospital gathered on the front lawn dressed in a sea of pink to launch the Feel – Act – Know campaign, showing unity and support for Breast Cancer Awareness Month. Speeches from staff and doctors focused on the importance of monitoring breast health and the role of the hospital and the community in supporting those affected by cancer, and recognising the teams who deliver outstanding breast care and comprehensive support to patients every day.





# MISSION & ETHOS AT THE SAN



## Living Our Mission

Opening as 'Sydney Sanitarium', our early leaders recognised the importance of treating people in a holistic manner – with care that included health education, spiritual nurture, nutritious food, exercise, pure water and air, and rest. With our progressive San spirit, our aim has been to pioneer better wellness on every level for our patients, colleagues, community and ourselves.

While many things have changed over the years, our Mission of 'Christianity in Action' endures – it expresses who we are, why we exist and the purpose behind what we do.

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'.





# Mission Integration Everyday

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

Since 1903, AHCL has been supporting the Mission of the Seventh-day Adventist (SDA) Church through delivering healthcare ministry to thousands of community members every day.





## Spiritual Care

AHCL provides daily opportunities for the fulfillment of the spiritual needs of our staff, patients and visitors

**427**

spiritual events held

**3,618**

prayer requests received and responded to

**31,974**

chaplain visits to patients

**501**

occurrences of support for deaths, viewings and funerals

**92**

volunteers recruited and trained

**42**

Clinical Pastoral Education (CPE) students being trained

**711**

hours of staff support provided

**406**

counselling interventions

### Inspiring People through Mission and Culture Initiatives in 2024/25:

- Spiritual Care services provided to patients
- Mission Integration Plan provides a framework to enhance Mission awareness within the organisation
- Vespers service on Friday evenings with 'meet a Chaplain' featuring pre-recorded messages of prayer, reflection on biblical stories and worship in song, streamed to patient TVs
- Monthly 'First Friday' events – meetings featuring local churches partnering with AHCL to share stories of healing and restoration, communal prayer and worship in song, with services streamed to patients through San TV
- Sabbath School and Church services – Wahroonga Adventist Church programs livestreamed for patients
- Prayer requests received and attended to for hospital patients, family, visitors, staff and community members



Our chaplains conduct weddings, baptisms, dedications and communions in the Chapel and on the wards each year, as well as engaging in mission partnership with neighbouring countries.

This year there were 11 baptisms held at the San.



- **San Prayer Hotline 24x7** - 922 calls since launch in 2024
- **Clinical Pastoral Education Training** – continues for an eighth year with 42 students, and places for the 2025/26 course are already filled. Previous graduates are all currently involved in chaplaincy and pastoral ministry within the South Pacific Division
- **Compassionate Care Calls** – regularly made to previous patients. This initiative commenced during COVID to contact people in the community who were lonely and needing support, care and compassion. Since October 2019, more than 57,000 phone calls have been made by our Spiritual Care Volunteers
- **Mission Ambassador Program** – providing inspiration, encouragement, and a structure for peer-initiated mission enculturation across the organisation, with recognition of staff who exemplify Mission including awards at the annual AHCL Thrive Awards evening and via staff communications
- **Annual Staff (Thrive) Week** with Mission - central activities and other staff celebrations
- **Annual Leadership Focus Day** with Mission related presentations and activities to inspire our leaders to integrate Mission into their areas
- **Monday Mission Message** distributed to leadership, staff and thousands in the community – focusing on specific aspects of the organisation’s Mission and Values, including simple prayers that can be used in meetings
- **The Spiritual Ambassadors program** – 90 AHCL employees passionate in their support of Mission serve the organisation by quietly ministering and sharing resources with their colleagues and patients
- **Prayer partners** - a database of 1,140 prayer partners provide the San with much-needed prayer support for the challenges faced daily
- **Mission and culture onboarding** for all people appointed to leadership roles, with mission goals integrated into Leader Goals and Performance Appraisals
- **Inclusion of Mission** as a standard agenda item for meetings, in job advertisements, recruitment and interviews for new employees and as part of the AHCL orientation program
- Inclusion of **‘Christianity in Action’** on staff ID 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
- **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 and celebrations
- **Employee support program** for employees, doctors and volunteers
- **Staff Bereavement Pack** provided to employees on death of a family member
- **Inclusion of Mission** survey questions into the regular staff survey
- **‘Caring for our Colleagues’** planned giving fund to enable staff to provide support for their colleagues in times of crisis
- **Prayer and Bible study groups** are held across the week by various staff teams



## Supporting Adventist Mission into the Future

### Our Strategic Missional Vision

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

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

#### Developing creative mission initiatives and contextualized materials

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

#### Strengthen the organisational culture

Build a culture grounded in our Christian and organisational values where we respect and encourage others to experience hope and wholeness of life. A video on AHCL Mission is provided to all employees, providing education on mission, historical background, our Adventist identity and caring for our community. Each person appointed to a leadership role meets with the Director of Mission Integration, and awareness sessions are run for nursing staff, particularly those identified as potential leaders.

#### Mission Induction Program for doctors

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

#### Spiritual Fest 2026 - 2028

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

#### Missional impact to neighbouring countries

Intentionally engage in mission partnership with other countries in conducting health camps, evangelistic campaigns, week of prayers, camp meetings, discipleship and Church planting. This year we were involved in Dubai (Revival Series), India (117 baptisms), Philippines (414 baptisms), Papua New Guinea (49 baptisms), Malaysia (Revival Series) and USA (Bioethics Conference and Revival Series). AHCL Leadership and Avondale Faculty of Nursing sponsor health clinics in PNG and Solomon Islands.

#### Religious Liberty and Human Rights initiatives

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

#### Participation as thriving disciples

Discipleship is at the core of our faith. Being a disciple involves building a personal relationship with Jesus and practicing His teachings. Discipleship is active. It happens on purpose. At its core, AHCL is committed to making disciples. This year we had 11 baptisms at the San.



## Research

**AHCL recognises the significant value of research in enabling the organisation to remain at the forefront of healthcare and improving patient outcomes. Research enables our community to have access to the latest treatments and offers opportunity to seek new and improved healthcare options for patients into the future.**

Our commitment to research has been enhanced in 2024/25 as our Research Office team has continued to support our researchers. Implementation of the Australian Commission on Safety and Quality in Healthcare's 'National Clinical Trial Governance Framework' is a significant undertaking and will optimise organisational strategic planning to deliver clinical trial services and more efficient trial operations while strengthening the clinical and corporate governance arrangements.

Our Research website has proved a helpful tool for researchers. The team are continuously updating and improving the guides and resources to ensure our researchers have the most up-to-date information, while Quarterly Research Advisory Committee meetings ensure research at the San is strategically led and encourage interdisciplinary communication on research underway and planned.

Recently the San received a significant bequest dedicated to the advancement and support of research. It will be managed by dedicated strategic committees to ensure continuous growth of the funds, long-term support of research endeavours and strategic use for high priority hospital growth areas.

# 57

research publications associated with AHCL

# 36

patients enrolled in 45 open San CTU clinical trials

# 36

projects approved by HREC and Research Governance Office



### San Clinical Trials Unit

The unit offers patients the opportunity and ability to participate in multi-centre, national and international clinical trials providing the most current treatment options available in the field of medical oncology. Growth potential for clinical trials at the San is currently being assessed to identify infrastructure updates and resource capability needed to expand the unit over the next 3 – 5 years and provide additional cutting edge treatments for our patients beyond oncology.



### Human Research Ethics Committee (HREC)

Comprised of a group of dedicated members including community representatives with varied expertise, the HREC has facilitated ethical and safe research at AHCL for the last 20 years. Due to substantial national changes to accreditation requirements for HREC's, the decision was made to phase out the AHCL HREC and introduce a new Institutional Low Risk Ethics Committee (ILREC). The last 12 months has seen significant work involved in this transition whilst ensuring all research at the San remained compliant with legislative and regulatory requirements. The ILREC continues to review and approve low risk research projects and Quality Improvement Projects, and we have established a close collaboration with ACT Health HREC for the review and approval of higher risk research. This will ensure the future of safe, ethical and high-quality research at AHCL. We are extremely grateful for the generous support of our AHCL HREC members and leaders over the past 20 years.

### Other 2024/25 initiatives include:

- **A number of AHCL doctors and staff have been involved in clinical research publications** – including Australian and International publications
- **Research databases and registries** - a significant number of projects are underway utilising the unique SAH oncological research database (ICIMS), many in collaboration with ANU students and affiliated doctors. These projects will contribute to providing the best, scientific-based and up-to-date treatments for our patients. The San contributes to 17 national clinical and clinical quality registries, supporting research efforts relevant to public health and safety
- **San Foundation Research Grant** – up to \$20,000 offered each year for a research project leading to improvements in patient experiences, patient outcomes and / or health systems. The recipients of the 2022/23 grant are continuing their research project into treating patients with dementia, while the 2023/24 grant recipients are in the early stages of establishing their research project into how the mental health of joint replacement surgery patients' affects outcomes after surgery, and can this be optimised preoperatively to improve patient outcomes
- **Research collaboration with tertiary education providers Avondale University and the Australian National University (ANU).** Policies and processes are in place to foster collaboration and encourage research across multiple sites. Joint efforts between ANU and SAH to integrate research infrastructure, enhance communication about research opportunities and share knowledge see several collaborative projects underway or being planned.



## Health Workforce Education

**AHCL remains strongly committed to educating and developing the healthcare workforce, ensuring our people are equipped to deliver safe, competent, and excellent care – both now and into the future.**

During the year we were pleased to expand our face-to-face conferences and workshops, enhancing hands-on learning and collaboration. At the same time, we continue to prioritise high-quality online education programs for our workforce, providing flexible options to meet diverse learning needs and preferences.

### 2024/25 initiatives include:

- **RACGP Accredited Education for GPs** – regular medical updates for GPs delivered by AHCL specialists, including 9 face-to-face conferences and 2 online webinars this year
- **San Education** – education for AHCL staff and community with face-to-face conferences and symposiums focused on fetal surveillance and identifying deteriorating patients
- **Clinical Education Centre** onsite at Sydney Adventist Hospital training medical, nursing and allied health workers for the future
- **San Structural Heart Centre of Excellence for Left Atrial Appendage meetings** – AHCL specialists recognised globally as leaders in this field facilitated training for visiting cardiologists on three occasions this year

# 570

attendees in 11 RACGP formal education sessions for GPs (415 in person and 155 online)

# 142

attendees at 2 San Education conferences and symposiums

# 380

attendees at 15 San Education courses and workshops

# 231

e-learning resources and skill assessments available online for staff

# 49

New Graduate Program participants

# 25

scholarships coordinated



## Health & Wellness

Since opening in 1903 as the ‘Sydney Sanitarium’ – a place where people learnt to stay well – Adventist HealthCare has maintained a rich history of promoting health and wellbeing for our community. Our commitment to wellbeing includes providing services that will support our community members to live healthier lives before, during and after acute care.

### 2024/25 initiatives include:

- **Social media** – AHCL continues to be active on Facebook, Instagram, LinkedIn and YouTube, sharing health and wellbeing information to the broader community
- **Health Education Forums** held for our community focused on cancer treatments, grief and survivorship
- **Birthing and parenting classes** – improving life skills of new mums and families with growing face-to-face class attendance plus online education provided through our San Cradle education portal and as live zoom classes
- **Interviews on Radio 2GB** – our talented doctors and staff sharing information about health and wellbeing with our community
- **Publications** – San Doctor provides health related information to our medical community, San AMO provides important AHCL updates and education for our accredited doctors, and our San News e-newsletter covers health related topics and hospital news for our community
- **AV productions** – our communications team continue to share a range of AV presentations on health and wellness related topics with staff and the community via the website, social media platforms, intranet and inhouse TV
- **Website** – a wealth of health, wellness and support information is available on the SAH website
- **Fitness Passport for staff** – program available to AHCL staff and family members encouraging participation in fitness and healthy living activities
- **Cancer Support Centre** continued to see strong participation in the quality services available. New support groups, therapy programs, cooking classes and additional exercise groups bolstered our ongoing services and forums, resulting in support provided for oncology patients and their families on close to 3,700 occasions
- **Oncology patient navigators** – our breast, prostate, gynaecology and gastrointestinal patient navigators provide an invaluable service for our patients and their families, from pre-admission care, inpatient education and support, through to follow up phone calls and emails, contact with doctors and referrals to support services
- **Cardiac Rehab and San Rehabilitation** - providing recovery services for patients following acute surgical and medical treatment



**2,666**

attendees at cancer support services, events & programs



**256**

attendees at face-to-face birth education



**10**

radio interviews



**1,021**

participants in 9 regular cancer support group sessions



**823**

expectant parents registered for online Maternity education through San Cradle



**911**

members in the fitness passport program



**110**

participants in 4 community health education events & forums



**28**

AV productions



**1,456,880**

SAH website unique page views



# Community Engagement

AHCL continues to engage with our community through events and initiatives that are thoroughly enjoyed by all involved.





# 4,000+

participants in 2 major  
community events held onsite



# 30,884

volunteer hours



# 264

San Volunteers

### 2024/25 initiatives include:

- **Teddy Bears Picnic** – this much-loved event brought hundreds of mums with their bubs and families back to the San again, to the great delight of our community and all the staff and doctors involved
- **San Volunteers** – AHCL is blessed to have passionate and dedicated community members who volunteer their time regularly throughout numerous departments
- **AHCL has supported a range of local community fundraising and awareness initiatives** wherever possible this year including Jersey Day and organ donation awareness, Hornsby Kuring-gai Women's Shelter, 10,000 Toes, the Cancer Council, Prostate Cancer Foundation Australia, Breast Cancer Network Australia, R U OK? Day and Lifeline
- **The Dish** – AHCL participates in this interdenominational program providing meals and support to homeless and disadvantaged members of our local community
- **SAH continues to provide opportunities for disabled individuals** in the community to undertake job ready skills and employment in areas such as the Mail Room, Food Services, Theatres, HR and Grounds

- **A variety of public health information displays and awareness programs** were featured at Sydney Adventist Hospital including for hand hygiene, medication safety awareness, speech pathology, antimicrobial awareness, sepsis, wound and dementia awareness, for the education of patients, staff and visitors
- **Open Heart International (OHI) involvement** - AHCL continues its partnership with and support of OHI with overseas trips continuing to expand. In 2025 ongoing management and coordination of OHI projects transitioned from ADRA back to Adventist HealthCare
- **San Carols** - a little rain did nothing to dampen the spirits of those attending our annual San Carols program when we welcomed our community with much-loved family activities and wonderful performances entertaining all ages, and a brilliant fireworks display concluding the nights festivities



# San Foundation

FOR MORE THAN 37 YEARS SAN FOUNDATION HAS PLAYED A VITAL ROLE IN SUPPORTING SYDNEY ADVENTIST HOSPITAL THROUGH PHILANTHROPY, ENABLING THE DELIVERY OF WORLD-CLASS HEALTHCARE AND THE CONTINUATION OF THE HOSPITAL'S MISSION OF CARING FOR THE COMMUNITY.

Since its establishment in 1987, the foundation has worked alongside grateful patients, community groups, and corporate partners to fund initiatives that enhance medical innovation, patient care, and clinical excellence.

San Foundation remains committed to working in close partnership with the Hospital to fund strategic priorities, invest in advanced technology, and enhance services that improve patient outcomes and strengthen the San's position as a leader in healthcare.

Thanks to the generosity of supporters, in 2024/25 San Foundation provided \$3.7M in funding to Sydney Adventist Hospital, supporting a range of key priorities including:

- Cancer services through funding patient navigator roles, research programs, and facilities
- Maternity care through the purchase of two new incubators for Special Care Nursery
- Cardiac care through the acquisition of two external pacemakers for patients requiring temporary coronary support
- Neurosciences with \$1.9 million raised to install a Biplane Imaging System to improve outcomes for stroke and aneurysm patients
- Research and education through grants, awards, and upgrades to the Simulation Centre, supported by A/Prof Gurdial Singh's Everest Base Camp fundraising trek



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