

UPDATE FROM STIRLING HOSPITAL

AUGUST 2024

We've been overwhelmed by the interest in our upcoming community information session - with all spots quickly filled! For anyone who missed out, we've prepared this flyer to share some of recent achievements and ongoing challenges. We plan to hold community briefings twice a year, so we'll review learnings and consider moving to a larger venue if demand continues to grow. In the meantime, we hope you find this update informative.

PRIVATE HEALTH LANDSCAPE

There is no doubt that the private health sector in South Australia faces increasing pressure. The closure of numerous local private hospitals in the past five years has placed additional strain on the public health system. Over the last decade, rising costs for consumables, wages and services have compounded these challenges. Unfortunately, revenue from health insurance has not kept pace with the true cost of care delivery. Being a small, regional hospital means we have limited leverage with large insurers to secure full compensation, despite this revenue being our primary funding source.

Regardless of these challenges, we treated more patients this year, with 3,615 day surgeries and 597 overnight stays, and we were pleased to have our Hospital re-accredited for another three years.

FINANCIAL PERFORMANCE

We are finalising our FY23-24 financial report, and while an operating loss is expected, our detailed financials will be available later this year on the ACNC website. To improve cost efficiency, we've collaborated with our specialists to optimise operating lists and increase weekday occupancy. Due to ongoing low demand and high operating costs, weekend in-patient services have been downscaled. An independent review of our business model is also underway.

We are grateful for \$42,000 in donations and fundraising contributions this past financial year, all of which have been reinvested in patient services and care. We're all set for a great quiz night on 26 October, and don't forget to grab a ticket in our upcoming raffles. You can also ward off the winter blues by buying trendy Stirling Hospital socks or an umbrella.

NEW SPECIALISTS AND SERVICES

We've been excited to welcome several new specialists, including two Orthopaedic surgeons, a Dermatologist and a Paediatric Dentist. Looking ahead, we hope to expand further with ENT specialists, Breast Surgeons, Urologists, Gastroenterologists and Ophthalmologists. This year, we welcomed Clinpath Pathology to our Hospital and launched a Comprehensive Respiratory Service, allowing patients to access essential diagnostic tests locally. We also began offering prostate biopsies and a new sleep study service will start on 20 August.

ENGAGEMENT ACTIVITIES

The year also saw the launch of a volunteer program and we welcomed consumer representatives to our Safety and Quality and Infection Control committees. We also continued hosting local community groups in our Boardroom and are planning a Quiz fundraising event with the help of community representatives. Additionally, we're developing a quarterly newsletter to keep everyone informed, alongside our ongoing social media efforts.

CAPITAL WORKS CHALLENGES

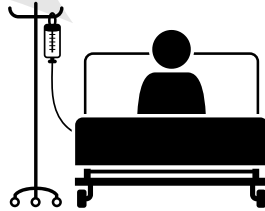
One of our most pressing challenges is upgrading the ventilation system in our theatre and procedure rooms. The estimated cost of these upgrades is around \$500,000. While we are still exploring funding options, our plan is for the Hospital to continue operations during the upgrade activities. The procedure room area upgrade will require some down time, and while the timeline of this works is still being finalised, it will certainly result in a temporary loss of income. We've requested funding assistance from the State Government and are awaiting a response.

HIGHLIGHTS AT A GLANCE

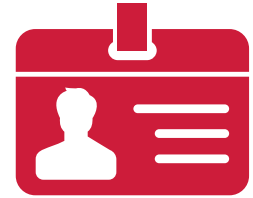
July 2023 to June 2024



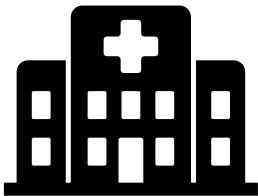
4212 total patient admissions



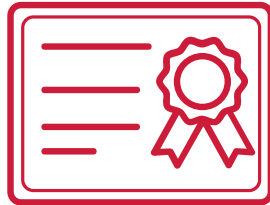
**3615 day surgery patients and
597 overnight patients**



80 total employees



\$42K received in donations



**Accreditation achieved
for 2024 – 2027**



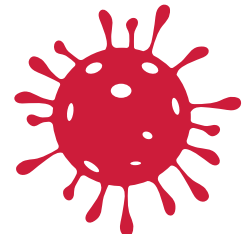
7637 café sales



**88.2% hand hygiene
overall compliance rate**



**0% healthcare associated
infection rate**



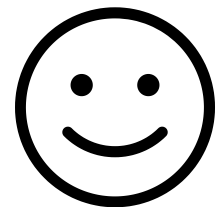
**0.047% surgical site
infection rate**



92.3% employee satisfaction



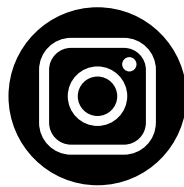
95.05% doctor satisfaction



98.7% patient satisfaction



762 Facebook followers
84.1% of our followers are women and
15.9% are men



499 Instagram followers
76.1% of our followers are women
and 23.9% are men



**The largest % of followers
are aged 35-44,
followed by 45-54 and 25-34 year olds**