

# A Mission Driven Catholic Hospital

## Challenges and Opportunities

Centacare Conference  
19 November, 2007



Calvary Health Care ACT

Hospitality

Healing

Stewardship

Respect

# Reflection

If you were a patient in a Catholic hospital what would you expect to experience?






Catholic Church conducts 21 public hospitals & 55 private hospitals

15% of the service output of the healthcare system

Calvary Health Care ACT: public & private services, ACT hospice



Calvary Health Care ACT




# GOAL: Create a contemporary Catholic culture in a highly commercial and competitive environment


## Challenges:

- Relationships with external providers
- Significantly shorter 'Service' timeframe



- 
- Higher rate of staff turnover
  - Staff resistance to Catholic identity
  - Decline in religious personnel



- 
- Communicating the gospel imperative
  - Higher expectations of Catholic institutions
  - Limited presence of Catholics in leadership positions





# Our vision:

The mission as defining difference

Ethics and spirituality:

Making right decisions while fully  
engaging with human frailty

An inclusive vision for staff



# 1. Nurture a specific culture & ethos

- Values driven
- Foster a pastoral approach
- Integrate reflective practice in light of the values
- Orientation/induction programs



- 
- Education programs
  - Policy integration with Catholic & organisational values
  - Integration of recruitment & staff appraisal processes
  - Community Benefit programs







## 2. Foster meaningful symbols, language, ritual & story

- Integration of the language of the values:
  - Reflection processes
  - Printed material
  - Staff appraisal
  - Reward & recognition programs



- 
- Celebrations: formal & spontaneous
  - Gathering the stories
  - Physical symbols: crosses, heritage displays, reflection material





### 3. Present an inclusive vision for staff: engaging the diversity of religious and other belief

- Cultural awareness programs
- Acknowledge & celebrate other traditions
- Inclusive reflection material
- Interfaith reflection space



# Action Step

- What have you heard today that resonates with your experience?
- What ONE thing might you apply in your setting when you return?



# CALVARY HEALTH CARE ACT



Calvary Health Care ACT

Hospitality

Healing

Stewardship

Respect