

Doctors' Health SA  
PROFESSIONAL • CONFIDENTIAL



# ANNUAL REPORT 2017

## Doctors' Health SA Ltd

"Doctors' Health SA Ltd (DHSA) is a not-for-profit company established in 2010 to improve the health of the medical profession for the good of the community"





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# Chairman's Report

Craig Farrow - Chairman



## I am pleased to present the 2017 Annual Report.

We are in our 8th year of operation with significant achievements under our belt.

Consistent with prior communication to our members we have seen 2017 produce a positive financial result, with an audited surplus of \$28,000 achieved for the financial year.

We have continued to be careful in executing strategy whilst maintaining cost control and a review of forward costs. We recognise that reserves have run down as we have invested in presence, awareness and strategy. The board and management team are committed to long run sustainability of the organisation and have implemented cost savings and other revenue streams to lessen future financial imposts, and this has borne fruit.

The 2016/17 year saw significant investment of time by both board and management in critical review of the activities and forward business plan, as well as engagement with our members.

As advised last year, we were successful in our tender for leading activities in South Australia and the Northern Territory, with the contract executed by wholly owned subsidiary, DHSA Services Pty Ltd. The subsidiary structure was implemented to protect IP already in place for our foundation entity and to aid clarity of function.

We continue to make strong strides in the relevant activities and engagement in both SA and NT, as well as seeing our initiatives and background recognised in other states.

We are pleased to report that we have renewed our contract of agreed services and collaboration with Country SA PHN providing \$100,000 per annum of valuable funding. We deeply appreciate their recognition of the importance of health of doctors and medical students, and in turn the valuable work DHSA undertakes.

We have the highest per capita penetration and engagement in Australia. Our program metrics continue to be significant.

In fundamental terms we have achieved significant milestones in awareness, capacity, service delivery and engagement.

There is no doubt that our South Terrace, Adelaide physical clinic model is "expensive" to operate as compared to a network of health service professionals in the community.

The existence of the clinic grew out of the significant needs analysis survey that was conducted in 2007. The survey indicated the clinic was wanted and needed.

We have continued to reduce the net cost of the facilities through sub tenancy arrangements, whilst boosting consultation fees and monitoring efficiencies.

We believe the clinic best enables an assessment of the physical and mental health of doctors and students in an early intervention basis and avoids the Mental health/substance misuse focus of the Victorian programs holistically.

We have had numerous cases where consultation and engagement have delivered meaningful health improvement or tragedy avoidance.

We likewise have numerous examples of doctors who have not seen another doctor for years and wouldn't otherwise, or where DHSA has been an opportunity for colleagues or families to seek assistance to address concerns for doctors.

We continue to look to the future with a key focus being delivering a Telemedicine solution for rural doctors, whilst building capacity as in resilience training facilitation.

From a go forward financial perspective we are confident that 2017/18 will again see us generating a positive financial result.

Again on behalf of the board I wish to express our sincere gratitude for the unwavering efforts of Dr Roger Sexton (Medical Director), Marion Patrick (Practice Manager/Company Secretary) and the rest of our team.

Likewise the support of our members demonstrated through presence of directors on our board and insights as to activities and opportunities.

As chair, my thanks go to my fellow board members for their continued contributions and insights.

I wish to particularly acknowledge the positive contribution of Dr Rick Fielke who recently stepped down from the board due to other commitments, but who remains an interested colleague.

2017/18 will see some new additions to the board and likely succession of current directors, and we will keep you abreast of these evolutions.

Our 5-year vision includes achieving further measurable improvements in the health of the medical community, greater engagement with our services from all specialty groups, expand our GP practice and specialist networks, innovate for the rural sector and other at risk segments of the profession, expand our training and educational outputs, build more partnerships with aligns organisations and lobby for funds to ensure longevity and sustainability.

Yours faithfully,

**Craig Farrow**  
Chairman

# Medical Director's Report

Dr Roger Sexton - DHSAs Medical Director



## The DHSAs program is now entering its eighth year. This is a significant milestone for our program which was conceived by and for the profession in 2006.

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It is supported by over 100 individual doctors and business partnerships and has attracted diverse revenue streams and grants which have allowed us the opportunity to innovate.

The program has achieved the highest absolute and per capita engagement of any other doctors' health program across Australia. This level of engagement justifies the DHSAs Board's strategic decision in 2010 to implement an affordable and accessible GP-centric model which encourages students and doctors to seek and see a GP in the first instance and undergo a thorough assessment of their physical and mental health and lifestyle.

Offering medical students and doctors a clear choice of ways to seek help which are convenient and confidential has helped overcome many barriers which prevent them seeking formal health care.

We have been able to leverage outcomes through a range of partnerships and this has been an important strategy to improve the health access of rural doctors.

As a result of a grant from the Country SA PHN, the suite of program activities has expanded this year to include a new telemedicine service for rural doctors and students which will allow them to access an initial consultation with an experienced rural GP via a secure telemedicine platform. This has strong support from our latest survey of over 100 rural doctors and has the potential to reduce

isolation and effect a quick crisis response. We are also in the process of extending our 24-hour phone line to include a specific rural GP panel.

We have invested in an expanded web presence this year through our redesigned website and an active Facebook page. The website remains a busy contact point with the program, with over 600 new visitors per month who we know are looking at the informative links and content and seeking assistance to find a doctor.

We have regularly placed fresh content on Facebook to encourage followers to visit the website. Followers have grown to almost 400 from the 18 to 34-year-old target segment of the profession.

Our panel of speakers has delivered educational presentations to over 1000 attendees across urban and rural SA again this year. This has significantly raised awareness of the program and the importance of doctors' health and the ways to source assistance. We have been active at conferences this year in both SA and the NT and the recent national doctors' health conference and suicide forum in Sydney.

We continue to offer College-accredited doctors' health training to recruit experienced GPs into our special interest GP network. We can offer them a choice of ways to achieve this through a combination of on-line modular and face-to-face learning. This is now recognized nationally as a leading learning resource for special interest GPs. We continue to produce new training resources and video materials which we can use in the face-to-face education and training sessions and in the on-line modules.

Our approach to training will shift over the coming year towards offering in-house face-to-face training and on-line modules to larger general practices with extended consulting hours capacity.

The 24-hour phone service continues to receive calls across the 7-day week. 50% of these are urgent. Each of the six GP panel members can

link the caller directly with the community GP network, after-hours clinic and the telemedicine service. The group meets regularly for education and support and to anonymously discuss calls.

The additional office-hours phone number has received over 600 enquiries during the year and is an important point-of-first-contact with the program.

The after-hours assessment clinic on South Terrace continues to meet a strong need with almost 500 attendances during the year at the weeknight evening and Saturday morning clinic sessions. Two thirds of these are doctors and one third are medical students presenting with a range of acute and chronic, physical and mental health conditions. This service is remunerated via a Medicare fee-for-service model with no out of pocket costs for medical students.

Over the previous twelve months, we have established the new NT Doctors' Health Program and formed the inaugural NT Program Advisory Panel with broad professional representation which includes the AMA(NT), RACGP, NT PHN, the NT General Practice Education (NTGPE) and a private psychiatrist.

We have built a fresh newly-branded NT website and established a small but growing special interest GP network listed on a protected page on the website. This has created a clear pathway of care for NT doctors looking for assistance.

We have commenced cross-border telemedicine consults with the NT which is likely to increase as NT doctors in unconventional locations seek timely and confidential care for themselves.

We have used our accredited on-line modules to support the training and growth of this important network and we look forward to expanding this in the coming year through webinars and face-to-face presentations at local NT conferences.

The NT Medical Board is aware and supportive of the NT program and its aims.

We have also assisted the programming and delivery of the inaugural WA doctors' health program training event in Perth in May this year, which was attended by forty doctors. We retain a close supportive relationship with the WA program. We recently visited Tasmania by invitation to deliver doctors' health education to 25 Tasmanian GPs in Swansea to support the progress of their new program.

We have had success with two grant applications to support rural education and telemedicine via our important partnership with Country SA PHN and a further grant from Perpetual to progress resilience training in junior doctors during 2018.

This brings the total grants received by DHSAs since 2014 to \$480k.

I wish to thank the Board for their guidance and support of the program and Marion Patrick for her ongoing passion for and commitment to DHSAs since its inception. In addition, during the year we appointed our new Program Officer, Kiara Cannizzaro who has brought enthusiasm and an invaluable skill set in communications, project management, network engagement, social media and strategic planning to this important role.

The staff and Board remain very motivated to deliver the most accessible, engaging, relevant and innovative doctors' health program in Australia and to continue to mentor other jurisdictions wishing to move towards a similar model of care. DHSAs will continue to innovate and invest in quality doctors' health training and clinical networks which deliver accessible and timely care for the profession

**Dr Roger Sexton**  
DHSAs Medical Director

# Financial Report

Marion Patrick - DHSA Business & Practice Manager



The Board and Management team has strived to increase revenue streams over the past several years whilst at the same time ensuring a tight “spending” policy to meet all grant and “not for profit” requirements.

DHSA has been successful in the 2016-2017 financial year to not only “grow” existing revenue streams but to obtain additional grant monies.

This has enabled growth of the program, extension of services and resulted in a surplus for the year.

30th June 2016 the remaining balance of the original 2010 seed funds was \$164,528 and for the 1st time since commencement there has not been the need to access these funds but instead add to them.

## Income Streams 2016-2017

- Medical Board Grant - paid on a per capita basis
- PHN Grant for both SA & NT
- Premises sub-lease
- Patient fee for service

## Expenditure Milestones 2016-2017

- Employment Part-time Program/Project Manager
- Expanded rural education program
- Introduction of a Telemedicine service
- Website Upgrade
- Major IT Upgrade

The Board and Management team will continue to apply for extra grants in the coming year.

## Marion Patrick

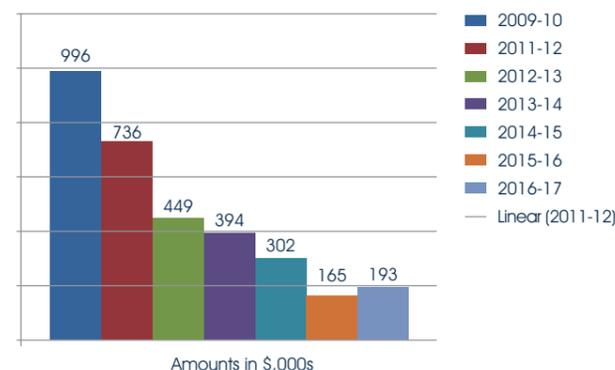
DHSA Business & Practice Manager

## Accountancy Firm

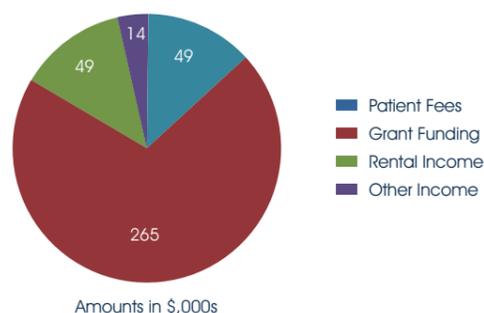
360 Private, 170 Greenhill Road, Unley, have completed the 2016-2017 Audit and a full copy of their report and the Doctors' Health SA Limited financial Statements are available on our website:

[www.doctorshealthsa.com.au](http://www.doctorshealthsa.com.au)

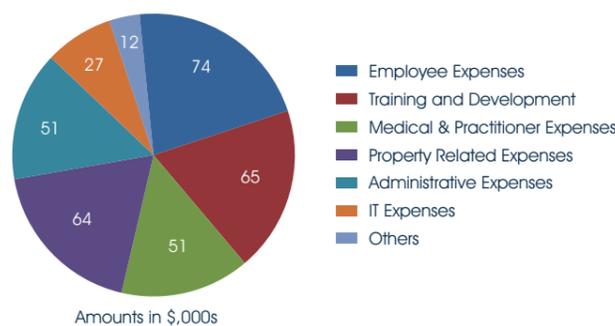
## Retained Seeding Grant Fund Over the Years



## Revenue - \$377,367 2016 - 2017



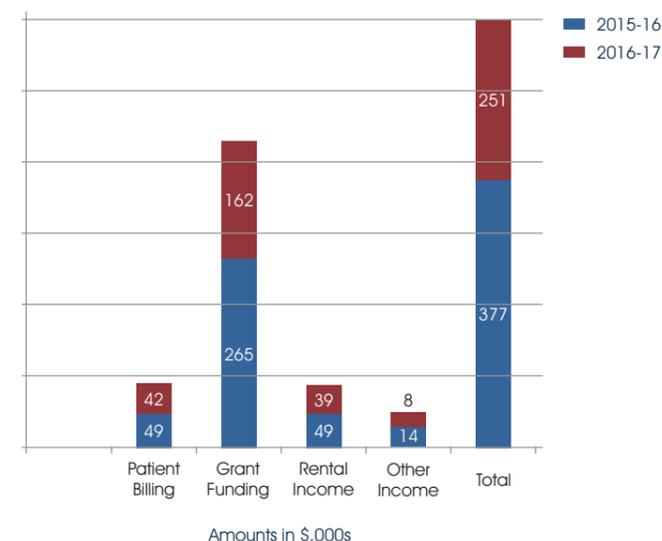
## Expenses - \$349,087 2016 - 2017



## Profit and Loss

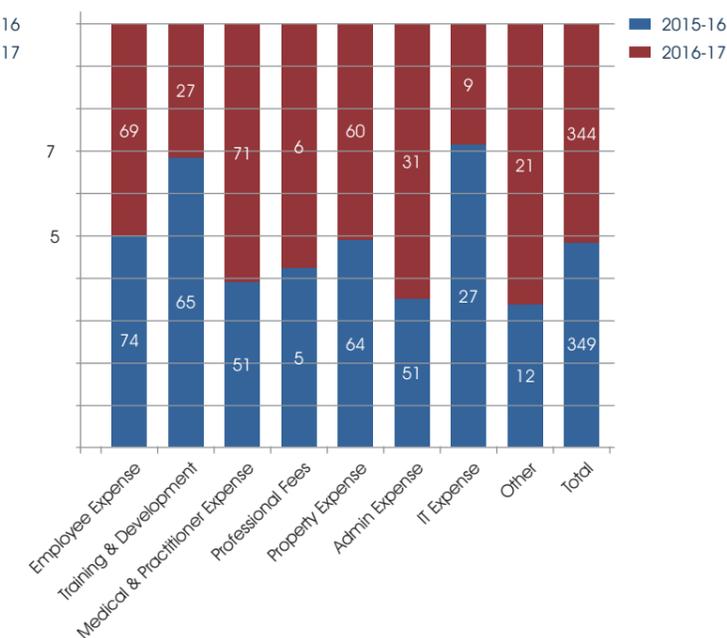
\$28,280 surplus in year 2016 - 2017 vs \$93,336 deficit in year 2015-2016

### Revenue



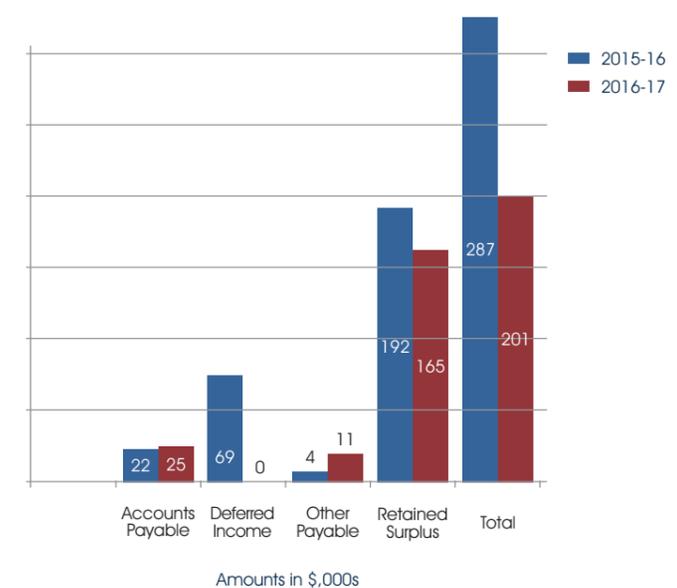
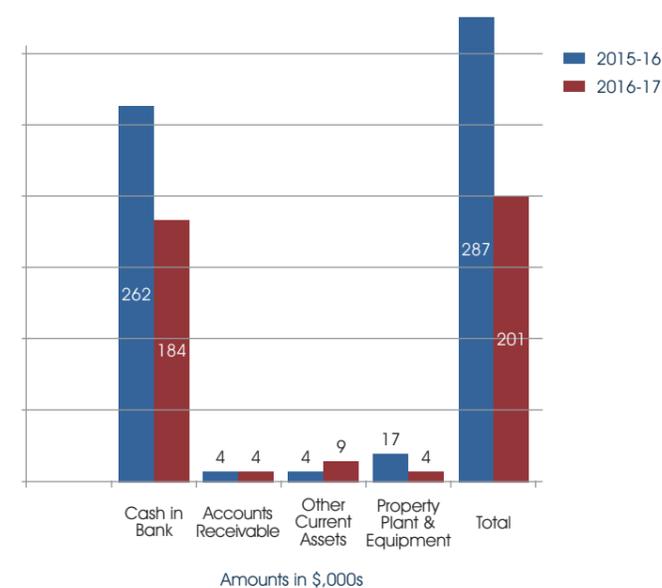
### Expenses

Amounts in \$,000's



## Financial Position

Year 2016 - 2017 vs year 2015-2016



# Program Report

Kiara Cannizzaro - Program/Project Manager



## Supporting the medical profession is now more important than ever.

Doctors' Health SA (DHSA) has been operating for nearly eight years when it gathers for a small celebration at its Annual General Meeting on 31st October. The program has embedded itself as a professional and high quality service, with a clinical team of experienced, caring GPs.

Nationally the profession has seen concern for doctors' and medical student health increase significantly over the last year. The medical and mainstream media have published multiple articles in relation to doctor suicides and the grave concern for doctors and medical students' health and wellbeing. The SBS program 'Insight' ran an episode engaging doctors and students about their experiences as medical professionals and to share possible strategies to improve the areas of concern.

The social media platform 'Twitter' has become an online tool for doctors across Australia, and the world, to interact and care for colleagues. Twitter has also been used for raising awareness of mental wellbeing for doctors. A cardiologist from Melbourne created the #crazysocsfordocs campaign on 1st June which was highly successful in bringing online medical colleagues together, supporting each other and raising the issue more broadly by engaging politicians and key medical bodies.

Our service in South Australia has maintained its ultimate aim to ensure that doctors and medical students have a choice in the support and care they seek. The choices of finding your own GP, by either at the DHSA Clinic or through the trained GP network, has proven to be very effective. In the development of a new DHSA website three new videos were produced promoting "Why you need a

GP"; "What to expect" (when you attend the clinic); and "Why I like working at DHSA" (a video highlighting the work of the clinic doctors and future promotion of new doctors joining the GP network).

DHSA facilitates a number of education and training programs every year. It is proud to work with the many medical stakeholder organisations who understand the importance of looking after the profession and regularly invite DHSA to present at their doctor and medical student seminars. One of our key programs is the 'doctors for doctors training', this has been evaluated to be of high quality training attracting 40 RACGP Cat 1 points. GPs who have completed this training have found it to be invaluable to their work with doctor-patients. This year we have also had doctors from interstate wishing to join the doctors for doctors training days.

The DHSA team includes our clinic and 24/7 phone GPs, an extensive community GP network, medical stakeholder groups and program staff who all are passionate about supporting South Australia's vital health resource, our rural and metro doctors and future doctors. DHSA is grateful to have been awarded funding through Grants over the years and continues to do so. We have strived to meet the needs of the profession and is proud to know many doctors looking after their own health and wellbeing, and in turn practising healthy medicine for their patients.

DHSA acknowledges some of the grave issues that have arisen for doctors' wellbeing in the last year across Australia. Whilst it is not possible to change the outcome of lives lost it is vital we continue to connect to those who need support now and instil in all doctors that perhaps having a yearly check-up could be a very important step to maintaining their healthy world.

**Kiara Cannizzaro**  
Program/Project Manager



# Board of Directors



## Craig L Farrow

**B Ec, Dip FS, CPMgr, SA Fin, FCA, FAICD**

Mr Farrow is Chairman/Partner of Brentnalls SA, Chartered Accountants. In prior years he was the former National Chairman of the Brentnalls National Affiliation of Accounting Firms and the 2012 President of the Institute of Chartered Accountants Australia. From late 2012 to mid 2014 he was Executive Chair of CAANZ, leading the successful merger project between ICAA and NZICA.

He is currently Chairman of Tonkin Consulting Engineers, Murray River Organics Ltd (ASX:MRG) and AIRR Holdings Limited. He is Deputy Chairman of Vocus Group Ltd (ASX:VOC) and a Non Executive Director of Bulletproof Group Ltd (ASX:BPF). In addition, Mr Farrow is a director and Board adviser to several private consulting and trading enterprises across the agribusiness, software and manufacturing sectors. Craig Farrow is a founding member and current Chair of the Doctors' Health SA Board.

Formerly Chairman of the Institute of Chartered Accountants' Public Practice Advisory Committee, Mr Farrow is also highly awarded, including being a Fellow of the Governor's Leadership Foundation and receiving the Institute of Chartered Accountants 1999 National President's Award for services to the Institute and the profession.

Craig is an adviser to a number of general practices, general practitioners and medical specialists.

## Dr Karen Sumner

Dr Karen Sumner is the Medical Director at the Rural Doctors' Workforce Agency in South Australia. She has held this position for eighteen years and is responsible for clinical governance across the Agency, working in the areas of recruitment and retention of doctors in rural South Australia.

One of Dr Sumner's key responsibilities is managing the RDWA's Dr DOC program, a range of strategies that support rural doctors' duty of care to themselves, their families and their colleagues. These include prevention right through to crisis support. Prior to working for the RDWA, Dr Sumner worked in rural general practice and was the Medical Director of the Murray Mallee Division of General Practice for a period of ten years.

Dr Sumner joined the Board in 2010.

## Dr Andrew Lavender

Dr Lavender is a full-time staff anaesthetist at the Royal Adelaide Hospital. He has been a past AMA(SA) President and was President of the AMA at the time of establishment of Doctors' Health SA Ltd. He has a strong interest in doctors' health and in particular, the welfare of surgeons and anaesthetists. Dr Lavender joined the Board in 2010.



Dr Karen Sumner



Dr Andrew Lavender

## Dr Marion Andrew

Dr Marion Andrew works as an anaesthetic specialist at the Women's and Children's Hospital and the Royal Adelaide Hospital. She has been a Supervisor of Anaesthetic Training between 2006 and 2010. With a strong interest in doctor health she joined the Board in 2012.

She is the current the Chair of the Welfare Special Interest Group of ANZCA, the ASA and NZSA. She is a regional anaesthetic welfare advocate, and supports trainees in balancing professional and personal life. Marion is a member of the 'Developing a Department of Anaesthesia Good Mental Health Model' steering committee, supported by the ASA and working in collaboration with the Hunter Institute for Mental Health NSW. The project is tasked with developing a framework and strategies in anaesthesia workplaces to support good mental health. She is also a member for ANZCA's Trainee Welfare Working Party looking to find ways improve and support anaesthetic trainees well being.

Her major interests are in communication and the effect of stress on patient safety and doctors professional and personal life. She is a certified trainer in process communication and facilitates 3 day workshops which teach communication, stress management and resilience skills in Australia and New Zealand with Royal Australian College of Surgeons, as well as public workshops for health professionals.



Dr Marion Andrew



Dr Minh Nguyen

## Dr Minh Nguyen

Dr Nguyen is a PGY4 doctor who joined the DHSA board in 2015. He was a key driver for mental health awareness education for Flinders University undergraduates where he established the annual Mental Health in Medicine seminars and retains a keen interest in this and strategies to improving the resilience of undergraduates and doctors-in-training through mentoring and positive psychology.

## Dr Rick Fielke

**MBBS, FRACGP, MPH, AFRACMA, DRANZCOG, Grad Cert Med (Paed Med)**  
Retired 6th June 2017

Dr Fielke has been a director of Doctors' Health SA from its founding. He is currently completing specialist training with the Royal Australian and New Zealand College of Obstetrics and Gynaecology.

He returned to training after completing his training in rural general practice. He has previously been an active contributor to a number of medical organisations and continues to advocate for the profession and the population we care for.

He has an interest in public health and corporate governance.



Dr Rick Fielke



## In Conclusion

We wish to acknowledge and thank AMA (SA) Inc and Rural Doctors Workforce for their support as stakeholders over the past 12 months.

Gratefully acknowledge the ongoing support of County SA PHN and Perpetual for their grant allocations.

The success of the program is due to the passion for Doctors' Health by all working within the program.

The management team lead by Medical Director Roger Sexton, would like to thank the doctors who have given generously of their time over the past 12 months - clinic doctors, 24 hour telephone doctors, educators and the GP Network.

We look forward to a continuation of the growth of the Doctors' Health SA program in 2018.

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