



Friendly Society Private Hospital

The Friendly Society Private Hospital, a not-for-profit independent private facility, affectionately known as 'The Friendlies', has been providing quality health services to the Bundaberg region for almost 75 years.

In 2012, The Friendlies was introduced to Evidence-Based LeadershipSM (EBL) by Studer Group Australia. At the time, the Friendly Society Private Hospital was a growing organisation of 115-beds and the leadership team knew they needed a plan to sustain their future.

What We Did

We began our EBL journey with a commitment to staff to be the Hospital of Choice for Friendly Quality Healthcare by cementing their culture around five core values (Friendliness, Courage, Compassion, Diligence and Wisdom). Our Staff Engagement Surveys have shown consistent improvement from 2013 to 2019. We can attribute part of this success to the above and below the line behaviours based on our 5 values, and Leaders engaging staff through face to face conversations.

Medibank Private members ranked the Friendlies Hospital very high in 2018, which was better than similar sized hospitals across Australia. We attribute this to implementing and continuing to embed AIDET®, Hourly Rounding®, Patient Communication Boards and our staff being committed to live our values every day. Our primary source of funding is from privately insured patients, so rounding and responding to our patients is crucial to not only providing safe, quality care but also to driving business success.

To offer and deliver valued health services, we work in close collaboration with many private medical specialists. We round with, and survey our visiting medical officers on an ongoing basis to ensure that our symbiotic relationship is authentic and productive. With the EBL framework as our guide, and our committed workforce, we continue to hardwire processes into the "way we work" at The Friendlies.

RESULTS



3.3%
(Doctor satisfaction)



9.1/10
(Medibank Private
members ranking)



15.7%
(Bed Days)



25%
(\$13.6M revenue)



21%
(Staff Engagement)

We are humbled to have been nominated and then awarded the Studer Group Australian Healthcare Organisation of Distinction. Our results are testament to our defined and agreed vision supported by team commitment, dedication and passion to be better. This cannot be achieved through one person alone, but rather the whole organisation focusing on being the Hospital of Choice for Friendly Quality Healthcare. We look forward to seeking more opportunities to improve our services further for our employees, doctors and our patients.

Alan Cooper, Chief Executive Officer
Friendly Society Private Hospital