

ANNUAL REPORT 2018

The Royal Victorian Eye and Ear Hospital



is a world class specialist tertiary and emergency eye and ear health care service in Melbourne, Victoria, Australia. We are internationally recognised as a leader in clinical service delivery, teaching and research. We deliver more than half of Victoria's public eye surgery and all of Victoria's public cochlear implants. We have over 60 specialist clinics and provide a 24-hour emergency eye and ENT health service.

Empathetic training programs

160 +

staff completed empathetic training programs including Dialogue in the Dark and Alzheimer's training, allowing them to step into patients' shoes.

Telehealth projects



Successful rollout of eyeConnect device to 15 sites statewide. Since the launch 63% of cases have been managed locally, representing a saving of 430 hours of travel for patients.

Research



209 active research projects working with partners including Centre of Eye Research Australia, University of Melbourne, Bionic Vision Australia, Bionics Institute and The HEARing CRC to improve eye and ear healthcare.

Over the past two years secured \$600,000 in philanthropic funding for research.



Teaching technology

Thanks to philanthropic support, acquisition of two world leading teaching technologies to train the next generation of eye surgeons: two Eyesi virtual reality surgical simulators and an NGenuity 3D Visualization System.



Glaucoma Clinic partnership



1400 +

patients seen in low risk glaucoma clinic since 2016 launch. Partnership with Australian College of Optometry has contributed to reducing wait times for low-risk patients, and increased the hospital's capacity to treat a greater number of high-risk glaucoma patients in a tertiary setting.

Our Values

**Integrity
Care
Excellence
Teamwork**

Our values are integrated into every aspect of the hospital's services.



Quick Facts

200,000 +
patients per year

124
ophthalmologists

148,000
outpatients

15,000
inpatients



60

clinics for the diagnosis, monitoring and treatment of vision and hearing disorders

14,384

appointments used interpreters for 84 different languages

40,000 +
patients seen in our 24 hour ED

8,000
Volunteer hours given

65,000 +
patients helped



96%

of patients rated their experience at our hospital as good or very good.

930
employees

512

full time equivalent staff

31

registrars

12

fellows

Improving efficiencies in ED



Initiatives to help improve wait times and deliver safe, timely and quality care to patients in our increasingly busy ED - eg improving our Fast Track process, decreasing wait times and length of stay. Patient 'seen in time' rates have improved from 67% to 84% since Jan 2018.

Multi lingual info lines



New hospital info lines, with patient information available in six languages, have been accessed by

381 people



Plans for 2018 - 2019

Expanding our volunteer program

to provide assistance to even more patients. In addition to providing a welcoming concierge service and support in our ED and specialist clinics, volunteers will help patients in day surgery, short stay and overnight wards.

Improving access to our specialist clinics

Initiative using review of data, analytics and experience to improve management of patients in primary care; enhance referral and triage processes; reduce 'did not attend' and improve discharge processes in selected specialist clinics.

eyeandear.org.au

Winning poster of 2019

PREFACE

On behalf of the board, I would like to present to you the annual report of the WAEH of the year 2018.

The annual event of the WAEH in the US was attended by at least 135 people from 28 countries. The teams from our member-eye hospitals focused on important themes like innovation, finances and safety and provided high quality inputs to the programme. We all truly enjoyed the friendship and bonding that were further cemented during this meeting!

Building upon the success of the first eleven editions, the 12th annual WAEH meeting hosted by our full member from Ann Arbor, USA has given our members access to innovative knowledge which leading eye hospitals from all over the world are developing to the benefit of their patients, employees and communities.

The board is convinced that by exchanging information and experiences between the several WAEH members, the WAEH will be able to show the added value of being a member of the WAEH.



During the year 2018 the WAEH also welcomed 6 new members from all over the world:

- King Khaled Eye Specialist Hospital (Saudi Arabia) (2018)
- UCSF Eye Health (USA) (2018)
- Aier Eye Hospital Group (China) (2018)
- Magrabi Eye Hospital Group (Saudi Arabia) (end of 2018)
- OrBis – The Flying Eye Hospital (end of 2018)
- KIsii Eye Hospital (Kenya) (2018) – First sponsored member of the WAEH

This was my second year of being the chair of the executive board of the WAEH - I have been given the opportunity to take over this role since June 2017. In the upcoming year of 2019, Moorfields has been given the opportunity to host the 13th annual meeting of The World Association and I hope that all WAEH members travelling to London will have an inspiring meeting!!

I hope by reading this report you will have a good overview of the 2018-activities of the WAEH. I'm looking forward to an even more active 2019 and hope to meet you in person in London in June 2019!

Chair of the executive board of the WAEH,

David Probert
Chair of the Executive Board of the WAEH
CEO Moorfields Eye Hospital

1. WAEH established in 2007

The WAEH has been established in Rotterdam on June 3th, 2007 and is a worldwide network of eye hospitals, all “centres of excellence” in the area of ophthalmology. All members are focused on delivering the best and most safe ophthalmic care in their own location. The eight founding members are also the current members of the board of the WAEH.

The WAEH has been established in 2007 by the following eight eye hospitals:

- Moorfields Eye Hospital (London, UK)
- Singapore National Eye Centre (Singapore)
- Tun Hussein On National Eye Hospital (Kuala Lumpur, Malaysia)
- Royal Victorian Eye and Ear Hospital (Melbourne, Australia)
- The Department of Ophthalmology of the University Hospital Leuven (Leuven, Belgium)
- Rutnin Eye Hospital (Bangkok, Thailand)
- St. Erik Eye Hospital (Stockholm, Sweden)
- The Rotterdam Eye Hospital (Rotterdam, The Netherlands)

Every year the WAEH organizes an annual meeting for the members. In the first ten years of existence of the association, the meeting has been organized at the following locations:

- 2007 - 1st meeting: establishment in The Netherlands, Belgium, UK
- 2008 - 2nd meeting: Singapore, Malaysia, Thailand
- 2009 - 3rd meeting: Sweden, Finland, Estonia
- 2010 - 4th meeting: Australia, Indonesia
- 2011 - 5th meeting: UK, Belgium
- 2012 - 6th meeting: South-Korea, Thailand
- 2013 – 7th meeting: Mexico-City, Mexico
- 2014 – 8th meeting: Madurai, India
- 2015 – 9th meeting: Singapore
- 2016 – 10th meeting: Rotterdam, The Netherlands
- 2017 – 11th meeting: Tianjin, China
- 2018 – 12th meeting: Ann Arbor, USA
- Upcoming 2019 – 13th meeting: London, UK
- Upcoming 2020 – 14th meeting: Singapore, Malaysia
- Upcoming 2021 – 15th meeting: Stockholm, Sweden
- Upcoming 2022 – 16th meeting: Melbourne, Australia

After each meeting a meeting report has been published. You can read the last reports via our website:
<https://www.waeh.org/en/about-the-waeh/meeting-report>

2. Current members

The following eye hospitals are full members of the WAEH (December 2018):

- Tun Hussein Onn National Eye Hospital (Kuala Lumpur, Malaysia)
- Royal Victorian Eye and Ear Hospital (Melbourne, Australia)
- Singapore National Eye Centre (Singapore)
- Moorfields Eye Hospital (London, UK)
- Rutnin Eye Hospital (Bangkok, Thailand)
- St. Erik Eye Hospital (Stockholm, Sweden)
- The Rotterdam Eye Hospital (Rotterdam, The Netherlands)
- The Royal Victoria Eye and Ear Hospital (Dublin, Ireland)
- Jakarta Eye Center (Jakarta, Indonesia)
- Tianjin Medical University Eye Centre (Tianjin, China)
- Sydney Eye Hospital (Sydney, Australia)
- Kim's Eye Hospital (Seoul, South Korea)
- Aditya Jyot Eye Hospital (Mumbai, India)
- St. John of Jerusalem Eye Hospital
- Kellogg Eye Center (Ann Arbor, USA)
- Fondation Asile des Aveugles (Lausanne, Switzerland)
- The Metta Eye Hospital (Mettapracharak (Wat Rai Khing) Hospital) (Bangkok – Thailand)
- Ispahani Islamia Eye Institute & Hospital (Bangladesh)
- Bascom Palmer Eye Institute (USA)
- Massachusetts Eye and Ear Infirmary (USA)
- Phillips Eye Institute (USA)
- Wilmer Eye Institute at Johns Hopkins (USA)
- Emory Eye Center (USA)
- New York Eye and Ear Infirmary (USA)
- Wills Eye Hospital (USA)
- Turin Eye Hospital (USA)
- Hoftalon Eye Hospital (Brasil)
- Eye & Ent Hospital Fudan University (China)
- The Beijing TONGREN Hospital (China)
- The Niteroi Eye Hospital (Brasil)
- The Xi'an Eye Hospital (China)
- King Khaled Eye Specialist Hospital (Saudi Arabia) (2018)
- UCSF Eye Health (USA) (2018)
- Aier Eye Hospital Group (China) (2018)
- Magrabi Eye Hospital Group (Saudi Arabia) (2018)

The following members are associate members of the WAEH:

- Himalayan Eye Center (Pokhara, Nepal)
- Mechi Eye Care Center (Jhapa, Nepal)
- Cao Thang International Eye Hospital (Ho Chi Minh City, Vietnam)
- Institute of Ophthalmic Science - Angeles Lomas Hospital (Mexico-City, México)
- Aravind Eye Care System (Madurai, India)
- Suriname Eye Center (Paramaribo, Suriname)
- Chittagong Eye Infirmary and training Complex (Chittagong, Bangladesh)
- Asian Eye Institute (Makati City, Philippines)
- Clinica Oftalmologica Pasteur (Chili)



WAEH
W O R L D
ASSOCIATION
OF EYE HOSPITALS

- Tays Eye Centre (Tampere, Finland)
- West of England Eye Unit (Exeter, UK)
- Dr. K. Zaman BNSB Eye Hospital (Mymensingh, Bangladesh)
- Suraj Eye Institute (India)
- Hospital da Visao de Pernambuco (Brasil)
- Tilkkan Silmasairaala – Eye Hospital (Finland)
- Chatswood Private Hospital (Australia)
- OrBis – The Flying Eye Hospital (2018)

The following member is our first sponsored member of the WAEH:

- Kisii Eye Hospital (Kenya) (2018)

3. Outcomes of board meetings

In 2018 seven board meetings have been organized: four by teleconference, two face to face during the annual meeting and one face to face in the November meeting in Dubai.

During the board meetings the board discussed the following topics:

- The content and organization of the annual meetings in Ann Arbor (2018) and in London (2019)
- Outcomes of the annual meeting of 2018
- Progress of the 2017 - 2018 projects
- General structure and project management of the WAEH projects
- Acquisition structure of new members
- The admittance of new members and new associate members
- Review documents needed for the member meeting
- Activity plan 2018 – 2019
- Change of chairperson / changes in the board



4. WAEH annual meeting 2018

One of the main events of the WAEH is the annual meeting. In 2018 organized by the Kellogg Eye Center from Ann Arbor, USA. Over 135 ophthalmologists, CEOs, policy advisors, managers, nurses and optometrists from member-eye hospitals from all over the world have attended the meeting.

During the annual meetings we always visit a member-eye hospital and the meeting is hosted by this eye hospital itself in close cooperation with the support staff of the WAEH. The annual meeting gives members the opportunity to get connected to each other and exchange information and knowledge about all kinds of topics, like innovations in eyecare, improving the efficiency in the service given to patients or continuous development of patient pathways.



During the 2018 meeting the KIssi Eye Hospital from Kenya became the first sponsored member of the WAEH.



From left to right: David Probert, Dan Kiage

Curious about what has been presented during the annual meeting? Please review the report on the Knowledge Hub of the WAEH to review the program and presentations: www.knowledgehub.org

5. The 5th SOL Innovation Award



In 2015 - During the 9th meeting in Singapore - the former chairman of the WAEH, Mr. Kees Sol, CFO of the Rotterdam Eye Hospital, received the inaugural SOL Innovation Award for his contributions to the WAEH since its establishment. In his role as chair of the WAEH, Mr. Sol always focused on global innovation in eyecare. After Mr. Sol stepped down as chair, each year the SOL Innovation award has been given to a WAEH-member to support projects of cooperation between WAEH members focusing on improving developing new products and services that improve patient outcomes.

The 5th SOL Innovation Award was won by the Royal Victorian Eye and Ear Hospital from Melbourne, Australia. From left to right: David Probert, chair of the World Association of Eye Hospitals, Ramil Tranquilino, Royal Victorian Eye and Ear Hospital from Melbourne and Mark Petty, CEO of the Royal Victorian Eye and Ear Hospital from Melbourne.

6. Outcomes of the member meeting

All full members of the WAEH are member of the member meeting and have voting rights. The member meeting decides on the laws and by laws, the annual plan and budget, the fee scheme, the annual report and the annual accounts. The member meeting also appoints the board. The board decides which roles the individual board members define. Members can also propose new board members. The first elections have been in 2013.

The outcomes of the member meeting in the USA were:

- Approval of the annual report 2018
- Agreement on the annual activity plan 2018
- Agreement on the budget & fee scheme 2018



7. Projects

The WAEH - Projects 2018:

- WAEH Surveillance Network postoperative endophthalmitis - The Rotterdam Eye Hospital
- WAEH Improving Efficiency within Intravitreal Injecting Clinics

A selection of previous and finalized WAEH - Projects

- WAEH 2015 – Eye Card Game – The Rotterdam Eye Hospital
- WAEH 2015 - Quality assurance system for Glaucoma & Diabetic Retinopathy (DR) - Aravind
- WAEH 2014 – The Cataract Pathway
- WAEH 2013 - Management of AMD Patients – Leuven
- WAEH 2013 - Innovative uses of technology to improve patient experience – London
- WAEH 2013 - Global teaching program for glaucoma departments – Leuven / Rotterdam
- WAEH 2013 - The new BSC the way forward – Rotterdam
- WAEH 2012 - Sharing best practices on the development of a pathway for glaucoma patients
- WAEH 2012 - Operating Theatre Staff and Competencies
- WAEH 2012 - Knowledge Hub
- WAEH 2012 - To apply eye drops
- WAEH 2012 - Medical outcomes: making it possible to compare medical outcomes in a user-friendly way between leading eye hospitals in the world

Interested to know more about the outcomes of these previous projects? Please visit the knowledge hub to review outcome reports and presentations: <https://knowledgehub.waeh.org/>

8. Statement of Income and Expenditures

	actuals <u>2018</u> EUR	budget <u>2018</u> EUR	actuals <u>2017</u> EUR
Income			
Membership fees	165.256	172.500	150.500
Sponsoring	0	0	0
Fees annual meeting	0	2.000	0
Various income and expense	1.935	0	913
Other	<u>0</u>	<u>0</u>	<u>0</u>
	167.191	174.500	151.413
Expenditure			
Staff support of the board	38.000	38.000	35.610
Website	8.946	8.000	6.919
Advisor to the board	18.000	18.000	18.000
Travel cost	9.225	8.000	7.880
Central cost	<u>2.470</u>	<u>3.000</u>	<u>3.338</u>
Total support cost	76.641	75.000	71.747
Acquisition travel cost	0	10.000	2.292
Funding agreed projects	30.000	30.000	20.000
Travel cost support eye hsp	0	1.000	0
White papers	1.388	20.000	2.139
Cost board meetings	390	2.000	201
Cost annual meeting	22.061	15.000	22.686
External speakers	0	5.000	1.805
Infoset / plaquettes	335	1.500	278
Cost extra meeting	4.947	10.000	0
Miscellaneous	0	5.000	0
Non receivable debtors	<u>2.000</u>	<u>0</u>	<u>13.000</u>
Total activity cost	61.121	99.500	62.401
Total cost	<u>137.762</u>	<u>174.500</u>	<u>134.148</u>
Result	<u>29.429</u>	<u>0</u>	<u>17.265</u>

Colophon

Contributors:

- Board of the WAEH
- Wim Oosterom, Advisor to the Board
- Maaïke van Zuilen, International Representative and overall coordination of the WAEH

Website: www.waeh.org