

# E-HEALTH BLITZ



**Matt Long, E-Health Chief Information Officer**

In the last couple of months the Northern NSW Local Health District (NNSW LHD) has lit the fuse on a major upgrade to our E-Health Services. The LHD has taken advantage of the separation of its E-Health Services from those of the Mid North Coast LHD and the appointment of an energetic E-Health Chief Information Officer, Matt Long to commence major advances to the LHD's E-Health Services.

## Fixing the Basics

The first part of the advance is to get the basics right. This will involve improving the speed, connectivity and quality of our existing E-Health Services. Fifteen new Servers have been purchased to replace old Servers, which will be retired. This will assist in speeding up our E-Health System. Simultaneously, NNSW LHD has been trialling a new Internet Filtering System, Blue Coat. This has considerably speeded up internet access for those involved in the initial pilot. Soon NNSW LHD will commence undertaking a Statewide Pilot of Blue Coat on behalf of E-Health NSW. The conduct of this Statewide Pilot within NNSW LHD will allow all users of our E-Health System to benefit from the speedier Internet access provided by Blue Coat.

Another aspect of getting the basics right will be the H-WAN rollout, which will occur in NNSW LHD and other Rural LHDs. Once this rollout is complete by Mid-2015, all NNSW LHD Sites will have received an increase in their bandwidth. This will be particularly beneficial to Community Health Centres, which currently rely on an ADSL connection. Their bandwidth will increase to 10 or 20 Mb. The three largest Hospitals will experience very significant increases in their bandwidth. All this will allow new Programs to be added to our E-Health System without slowing it down.

## Wi-Fi Upgrade

The NNSW LHD Board has recently approved the further rollout of Wi-Fi. Before Christmas the Wi-Fi rollout at Grafton Base Hospital (GBH) will be complete. With cabling set to commence being installed before the end of 2014,

The Tweed Hospital (TTH) will be well positioned to have more Wi-Fi access points introduced in the early months of 2015. At Lismore Base Hospital (LBH) additional Wi-Fi will be introduced as part of the LBH Redevelopment and a Statewide Wi-Fi rollout. The Board has requested that in parallel with TTH Wi-Fi rollout that a Bring Your Own Device (BYOD) Procedure be developed to facilitate Clinicians being able to use their own devices to access the Wi-Fi in accordance with a BYOD regulatory framework.

## New Systems & Programs

The second part of the E-Health Blitz will involve the introduction of four new E-health Systems during 2015. Preparations are already being made to rollout HealthRoster, which will replace ProAct. It is regarded as a much superior to the current version of ProAct and will benefit Managers and Staff involved in rostering. Also occurring in the early months of next year will be the rollout of the eASY Program, which will assist Clinicians to undertake improved Antimicrobial Stewardship. eASY will assist Clinicians to make better medication choices, while at the same time helping to reduce overall medication costs.

The other two new systems that will be introduced during the course of 2015 will be HealtheNet and Community Health and Outpatient Care (CHOC) Program. The former will assist Clinicians to access patient summary information from the Electronic Medical Records of other NSW LHDs, and from the Patient Controlled Electronic Health Record. The CHOC System will be of particular assistance to our Clinicians, who provide services to Non-Admitted Patients. The implementation of such a system is particularly important as the NSW Health System will provide proportionally more services to Patients on a Non-Admitted basis into the future.



**Jamie McClymont installing a Wireless (Wi-Fi) Access Point at GBH**

## Making it Happen

To ensure that NNSW LHD successfully implements this E-Health Blitz, funding has been provided by E-Health NSW to appoint a Program Manager, Kevin Gunn and Education and Change Management support Staff. Clearly, there will be a need for Clinicians, Managers and Staff to learn about the operation of these new Systems and in some cases, to re-engineer their work practices.

These project positions will assist them to do this in a way that minimises disruption to the roles they undertake, while they are adapting to utilising these new E-Health systems.

# Say NO to Unsafe Work Practices



The end of 2014 has brought about a number of retirements from long term employees, who will be greatly missed for their contribution and corporate knowledge of our health services over many years. They include Dr Doug Turner, Bob Miller, Joy Campbell, Reyna Dight and Cate Fairfull-Smith, who will all be missed by their colleagues.

I had the pleasure of interviewing Hazel Bridgett for this issue. Hazel is a former NSW LHD Board Chair and retires from the Board at the end of December. Fortunately, for the Local Health District, Hazel is remaining on the Community Engagement Advisory Committee. Hazel's knowledge and expert advice is greatly valued by her associates.

It's been another busy year and much has been achieved. The NSW Minister for Health and Medical Research, the Hon. Jillian Skinner has visited the LHD on several occasions over the year, most recently for the launch of the NSW Rural Health Plan, which was attended by a large number of NSW Health Managers.

At present I do not have a Quiet Achiever for the next issue, which will be circulated in late January, so I would really appreciate receiving some more Quiet Achiever nominations for 2015. It is always good to give credit to someone you know, who you believe is quietly making a difference.



Above is a photo of the Ballina District Hospital Auxiliary Shop with Barbara Caldwell on duty for the day. Thank you to all our wonderful Volunteers, you make a huge difference to the care of Patients both in hospital and in the community.

I attended the Annual Community and Stakeholders meeting held in Ballina on 3 December where a number of Staff were recognised for their work. They are mentioned on page 9.

I wish you all a very merry Christmas and a happy New Year and hope that 2015 brings good health to you all.

## Quiet Achiever - Cassandra Ebenstreit

***Nominated by Emma Willmott, Integrated Care Coordinator Community and Allied Health, Murwillumbah and Pottsville***

As a Manager I feel fortunate to have a team of staff who all both individually and collectively work well towards achieving a quality service for our local community. However this month I would like to nominate one in particular, Cassandra Ebenstreit, who provides a community Dietetic service to Murwillumbah, Pottsville HealthOne and Kingscliff Centres.

Cass is the type of person who always seems to have a smile and a bounce in her step. She is the one who comes in on Monday morning and rarely complains about a weekend going too quickly and seems quite eager to get into her working week. Her traits of compassion, positivity, friendly demeanour and dedication result in her being well respected and liked by her clients and colleagues.

Whilst Cass has only been in the role of Dietitian for NNSW LHD a few years, she has worked hard (along with her colleague she initially job shared with- Brooke McGarity) to re-establish the position within the community after a period of absence.

Her dedication to ensuring her adult and paediatric clients are achieving positive health outcomes is evidenced not just by the clinical outcomes such as weight loss, improved health,



etc., but also by the fact that she has a low rate of non-attendance and the good reputation she has established in the community and with local GPs.

We are now at a situation where the Dietetics Services provided by Cass are so in demand that there is frequently a waiting list. I truly feel this is a testament to the quality service that Cass provides these three local communities.

Aside from her dedication to her clinical work, Cass is usually one of the first in the team to put her hand up to assist in other areas including covering the Dietitian based at Murwillumbah District Hospital when required. She is Chair of the Work Health and Safety (WH&S) Committee for Murwillumbah Community Health, for which she does a fantastic job of ensuring the Committee achieves its WH&S

requirements and goals. She also Chairs the Tweed Byron Dietetics meeting, as her ability to keep her colleagues focused yet motivated is definitely one of her strengths.

Cass achieves all of this in an understated manner and always with a smile, which is why I felt it necessary to give her some well-deserved recognition.

# NNSW LHD Board Changes

The NNSW LHD Board now has thirteen members with Dr John Moran and Dr Jean Collie each appointed for a four year term until 31 December 2018. Dr Brian Pezzutti has been reappointed as Board Chair for a four year term also to 31 December 2018. Ms Hazel Bridgett did not seek reappointment.

Other members up for reappointment were Ms Rosie Kew, Mr Malcolm Marshall, Dr Sue Page and Professor Lesley Barclay, who were all reappointed for four years to 31 December 2018. The remaining Board Members are Ms Leone Crayden, Dr Allan Tyson, Mr David Frazer, Ms Debbie Monaghan, Dr Joe Ogg and Mr Mark Humphries.



**Dr Jean Collie** was previously Director of Medical Services at GBH where she made a valuable contribution during her eight years with GBH, until retiring in December 2013. Prior to coming to GBH she held a series of high profile roles with Queensland Health, working in Medical Administration and Health Service Management. Dr Collie was very active in the Royal Australasian College of Medical Administrators and also contributed as a Medical Quality Surveyor for the ACHS.

**Dr John Moran** has been a Visiting Medical Officer (VMO) at Murwillumbah District Hospital since 1983. For over 30 years he has lectured, tutored, supervised and been a mentor to medical students from Sydney, NSW, Newcastle, Bond, Adelaide and Wollongong Universities and is an Associate Senior Lecturer at the University of Sydney.



Dr Moran is involved with Rural curriculum development at the University Centre for Rural Health (UCRH) in Murwillumbah; supervisor for junior and senior General Practice Registrars; a Director of North Coast GP Training and Supervisor and Clinical Sub Dean of Medicine with the UCRH.

Amongst his many achievements he has also worked as a volunteer in the Solomon Islands, as part of a surgical relief team and was presented with a Humanitarian Bravery Award in 1994 by the then Governor General. He is also a Foundation member of the Australian College of Rural and Remote Medicine.

## Students Taught to 'Live Once, Think Twice'

LBH hosted a Trauma Prevention Day for School students from the Lismore region who were invited to learn about the consequences of risky behaviour in a program named P.A.R.T.Y. This program is unique as students were able to experience first-hand what happens in the Emergency Department (ED) and Intensive Care Unit. A scenario was acted out portraying a young man arriving by Ambulance with suspected head and neck injuries, after he had dived into a pool while intoxicated with alcohol and other drugs.

The P.A.R.T.Y. (Prevent Alcohol and Risk-Related Trauma in Youth) Program is an internationally recognised program that brings teenagers into the hospital to show them the graphic effects of risk-related behaviour.

High school students are shown in the hospital, not the classroom, what can happen to them if they engage in risky behaviour such as drinking, using drugs and texting while driving. The program also focuses on alcohol and drug fuelled violence, and train and rail safety.

Dr Anne Drinkwater, Head of Trauma for the Richmond Clarence Health Service Group, said that while feedback from students participating in the program was positive, hospital staff continue to be alarmed at some of the risky behaviour students report.

"Students participating in the P.A.R.T.Y. Program do tell us about 'coward punch' incidences, and more often we are hearing about a new term called 'pop and roll', where a victim is punched and then mugged in a few swift seconds. By exposing them to the traumatic consequences of risk-related behaviour, we hope to change the choices they make in the future," Dr Drinkwater said.



Above L-R: Michael Steenson, Clinical Nurse Educator; Maryanne Sewell, CNC Rural Trauma; Patrick Dunne, NUM1 (Clinical); David Herbert (Ambulance Paramedic who kindly helped) with local High School Students. Below: Dan Benstead, ED Nurse inserts a tube to assist with breathing with Dr Chris Bentley, Team Leader and Students observe what happens when someone arrives in ED.



# Ballina High Students artwork brighten up Hospital Rehab Unit



**Above L-R: admiring the art is Hospital Auxiliary President Jeanette Coulter with Peter Jeffree and Hazel Bridget**

Ballina District Hospital Rehabilitation Ward has more artworks on display, thanks to local Ballina Shire School students, which are now a permanent fixture in the corridor leading to Rehabilitation Unit at the Ballina Hospital.

Hazel Bridgett NNSW LHD Board Member, said the project was a collaboration between the Ballina Hospital Auxiliary, Ballina Shire High Schools and the Hospital.

"The aim of the project was to create a gallery of permanently displayed artworks designed by students from the six local High Schools in the Ballina Shire that captured the essence of our local area," Ms Bridgett said.

"I attended the Artworks display two years ago when the local Primary Schools presented their works of art. The addition of the High Schools artwork has enhanced the long corridor that joins the main hospital to the Rehabilitation Unit," Ms Bridgett said.

## Lismore Base Hospital Auxiliary Fete & Bed Race a Winner!

Congratulations to Lismore Base Hospital (LBH) Auxiliary, Executive and all those involved in organising its wonderful Fete, from all the positive feedback, it was a lot of fun. The highlight of the day was the much anticipated 'Bed Race', which didn't disappoint the crowd. A lot of work was involved in preparing for the Fete, the first in a long time and was a team effort. Many meetings were held between the Auxiliary and LBH Executive which resulted in bringing the staff and community together to have a fantastic day.



**Above L-R: Robyn Dummermuth, Jenny Dowell and Colleen Lipman in the LBH Auxiliary Stall.**



**Above L-R: Tracey Beck, Diversional Therapist/Transitional Care Ward Ballina Hospital with Sarah Carriage and Isabelle Dwyer Ballina High School showing their artwork.**

"These brightly coloured canvasses were provided by the Hospital Auxiliary to help promote a more pleasant experience and talking point for our Patients and Visitors by bringing interest, warmth and colour to an area that has been until now, a long bare space," said Hazel Bridget.

Ms Bridget gave Certificates of Appreciation to the young artists from local High Schools, who were from Xavier Catholic College, Emmanuel Anglican College, Ballina and Alstonville High Schools and Southern Cross School.

Peter Jeffree, Ballina Hospital Executive Officer/Director of Nursing said "Research has shown that art in hospitals has therapeutic benefits, some of which includes the benefits of reduction in stress, anxiety and depression."



**Above front left: Jenny Cleaver; Val Smith and Jane Walsh (back) Katherine Willis-Sullivan looking on and Vicki Rose front right manage turning the bed round the harrowing tight corner. Below: Heather Gould (blond wig), Nicola Scanlon front left, rear is Lea McAllister and Terry Murphy from Western Sector Ambulance Service.**



# Chief Executive Report

## Thank You and Merry Christmas

My final Report for the year commences with a big thank you to all the Clinicians and Staff, who have worked so hard this year to provide very good services to our Patients. Not only have you all worked hard but you have worked smart with many innovative changes – small, medium and large – introduced to improve service provision. As we approach the end of the year I encourage as many Clinicians and Staff as possible to take a break and enjoy a relaxed Christmas and New Year with Family and Friends. Then return with “batteries recharged” for an exciting year in 2015.

E-Health and Capital Works upgrades in many parts of the LHD that will occur next year should assist Clinicians and Staff to provide still better support to our Patients. To ensure services are available some Clinicians and Staff will need to work over the holiday period. I especially thank them for working, while the rest of us are having a break. It is my hope that they too can fit in a holiday in the early months of next year. So best wishes for a Merry Christmas and Happy New Year to our very big NSW LHD Team – Board Members, Clinicians, Staff, Patients, Supporters, especially our Auxiliaries, Partners and Suppliers. Together we make NSW LHD what it is. We are always striving to do better and most of the time we succeed. This is a compliment to all who are involved with NSW LHD.

## Patient Feedback

In the latest Patient Survey 93% of Patients rated NSW LHD services as very good or good. This is not surprising as we are meeting the key targets that have been set for us. These are not targets for targets sake but rather targets to bring benefits to Patients. The Surgery Targets are about nearly all Surgical Patients receiving timely treatment, which they now do in NSW LHD Hospitals. The Emergency care and Triage targets are all about Patients receiving timely Emergency Department (ED) treatment. Many more NSW LHD ED Patients than ever before in my experience are receiving timely care.

At the same time Clinicians are providing high quality services to our Patients. In the last audit cycle, NSW LHD had its highest ever hand hygiene compliance result. As well, infections in our Hospitals are dropping. All this means that there is a considerable amount for Patients to be satisfied with. This is due to the hard and clever work of our Clinicians and Staff working together in teams. Well done!

## Efficiencies, Revenue and Enhancements

The current tightness of Federal and State Budgets means that we have to do more to create the funds required to meet the growing demand from our Patients and to enhance some services. Firstly, we have to look very closely at how we are currently providing services and how we can provide them more efficiently and effectively.

This does mean reviewing and if required, restructuring some services. While this can bring uncertainty and anxiety for some Clinicians and Staff, it is the process we need to follow to “free up” funding. At the same time we need to “convert” more Patients, both Admitted and Non-Admitted, into chargeable Patients from whom revenue can be raised by billing their Insurers. The funds “freed up” by efficiencies and the extra revenue raised fund the costs of treating extra Patients and assist us to enhance our services.

New services are introduced each year. These usually involve the recruitment of extra Nurses, Medical Officers and Allied Health



and your colleagues are asked to contribute to making these efficiencies and to raising this extra revenue.

## Vision Roadshow

With my presentation to Clinicians and Staff at the Mullumbimby Hospital, I completed my Vision Roadshow, which took me to most Hospitals and to a couple of Community Health Centres. The strong feedback from Clinicians and Staff has been that they support the NSW LHD Vision as it was presented to them.

There were three main pieces of feedback received, which I have taken on board. These were that the Vision should give more emphasis to the importance of building up the LHD's E-Health Services, the Vision should acknowledge more the contribution of Non-Clinician Staff and that the Vision should be translated into a coalface reality more quickly. This feedback has been reported to the LHD Board. It will be acted upon during the course of 2015 and will be fed into our Workplace Improvement strategies.

## Clinician Engagement Action Plan

The NSW LHD Executive has endorsed the Clinician Engagement Action Plan, which will be utilised as a work plan to put into effect the Recommendations of the Improving Clinician Engagement Paper, which was endorsed last year by the NSW LHD Board. Already about half the Recommendations contained in the Paper have been put into effect. Another important one was implemented recently, when the Executive endorsed a Major Change Process Template. This Template will guide the undertaking of major changes within NSW LHD, including thorough consultation with affected Clinicians and Staff. Both of these documents were submitted to the last NSW LHD Board Meeting, which expressed satisfaction with them.

Also, the Board decided to refer the Improving Clinician Engagement Paper and the Improving Clinician Engagement Action Plan to the NSW Health Education and Training Institute (HETI) for two purposes, being a critiquing of them with a view to advising how they can be further improved and to find out if HETI has courses available that would assist identified Managers to improve their Clinician Engagement skills. The Board also noted with approval the Major Change Process template, as it will ensure that considerable consultation will proceed major changes being introduced.

*Chris Crawford*

# Get smart with your salary!

Salary packaging is the smart way to make great tax savings on a whole range of items.

- Do you have a mortgage, rent or loan?
- Do you pay bills or buy groceries?
- Do you want to pay less tax?

If the answer is YES to any of the above, then consider salary packaging for extra tax savings that mean more money in your back pocket.



## What items can I salary

### package?

- **\$9,009 tax-free cap:** Spend up to \$9,009 tax-free every year on items such as mortgage, rent, credit card repayments and general living expenses.
- **Meal Entertainment Card:** In addition to your annual tax-free cap, get a meal entertainment card and use pre-tax dollars to pay for meals whenever you dine out with family or friends.
- **Novated car lease:** Pay for a portion of the car lease repayments and running costs with your pre-tax salary. There is no longer a minimum KM requirement, so you can benefit regardless of how much you drive!



**SOMETIMES IT'S HARD  
TO SEE THE RAINBOW...**

**POST NATAL DEPRESSION AWARENESS WEEK 2014**

During Post Natal Depression Week, the Child and Family Health Nurses from Murwillumbah Community Health Centre held Family Fun Days at Murwillumbah and Pottsville, to help raise awareness about Postnatal Depression (PND) and help breakdown the stigma surrounding this common problem.

PND affects one in seven women following childbirth in Australia and should not be confused with the 'baby blues', which usually passes within a few days, said Louise Evans, Child and Family Health Nurse.

Anxiety disorders are also common and can occur alone or with depression. Fathers and partners can also experience mental health problems around this time.

"We want to highlight how common it is and that it can affect anyone, which can impact on all family members. There is a big focus on the new baby but it is also important for parents to look after themselves and each other," Louise Evans said.

## How much could I save?

**Example:** a NNSWLHD employee earns \$50,000 per annum. You're entitled to salary package up to \$9,009 each year (e.g. \$9,009 worth of mortgage repayments).



Since you will no longer pay income tax on that money, you'll be saving over \$1,800\* each year!

And the more items you package, the more money you could save!

## Interested?

Visit [www.smartsalary.com.au](http://www.smartsalary.com.au) for a full list of items you can salary package, or call us on **1300 4SMART** for more information.

*\*Savings example is indicative only, based on 2014/15 tax rates and after 50:50 Save Share has been applied. Your actual savings will depend on your income tax bracket, administration fees payable under your employer's salary packaging plan and your personal circumstances.*



**Above: One of the Family Fun Days**

The aim of PND Awareness Week is to promote awareness of mental health and wellbeing in the antenatal and postnatal periods and encourage new and expectant parents to seek help early from the various services within the community such as Child and Family Health Nurses, General Practitioners, Midwives and other health professionals.

A variety of community services were available with activities for babies, young children and parents, including The Family Centre, Save the Children Mobile Playgroup, Library Baby Bounce sessions, postnatal Pilates demonstration, music therapy sessions, and talks from a mental health professional.

# Interview with Hazel Bridgett

*Hazel has decided it is time for her to do other things and retire from the NNSW LHD Board but she will remain a member of the Community Engagement Advisory Committee. During her long career she continued to study obtaining a Bachelor of Arts, with a double major in Psychology and a major in Economics, which she says has been very useful, especially when working with the Health Commission and NSW Health Head Office. She also has a Diploma in Education and a Diploma in Tropical Public Health, which she hopes to convert to a Master's degree in her 'retirement' - one of those other things!*

## ***Hazel, you continue to be very active***

Yes, I'm still in Choirs, I'm in St Andrews Choir and another called Spirit Song. I've always loved singing. When I left school I wanted to be an Opera Singer, five years later I was a registered nurse, married to a Doctor and on my way to Australia! I have a twin sister who is a professional musician and went to Reading University and I went to Oxford to do my nurse training.

## ***What was the first hospital you worked at?***

The Radcliffe Infirmary, Oxford. Nursing is in the family, I have a son who is a Nursing Executive, another son is a hospital scientist and their wives are Midwives.

## ***When did you come to the North Coast?***

I became a 'tree-changer' in 1992 after retiring from working in the NSW Health Department and former NSW Health Commission for many years. We bought a house with over an acre of garden and started planting local rainforest species. I also did some part time tutoring at Southern Cross University for a couple of years. However, I was looking for other things to do. Wherever I go, I always join the local Choir and that is where I have made many friends; for example joining the Choir led to me becoming a member of the Music Viva Committee. My neighbour invited me to become a Legatee with the then Lismore Legacy Club (now renamed Far North Coast Legacy Club).

## ***Are you still involved with Legacy?***

Oh yes, I am Chairman of the Lismore Division. I was also the President of the Club, which covers the areas of Murwillumbah, Kingscliff, Kyogle, Casino, Lismore, Ballina, Byron Bay and Evans Head, for two years.

## ***How did you become Chair and Board Member?***

I was asked to apply for membership of the Governing Board of the Northern Rivers Area Health Service (NRAHS) when the Areas were first established replacing the District Boards. Interestingly, I recall that many years ago on my very first day of working at the NSW Health Commission in 1974, a senior officer confided in me that the grand plan was to replace Hospital Boards with Area Health Services! It took a few years but it was finally achieved. I wasn't prepared to return to work at that time (1996) because my partner, John, and I were planning various trips around Australia in our campervan (doing the grey nomad thing!). I was eventually persuaded to apply and was appointed to the Board of the NRAHS in 1997 to fill a casual vacancy and I have been involved with the local health services ever since; as a Member and Chair of Area Health Advisory Council and as Chair and Member of the current NNSW LHD Board.

## ***When you look back on your career with the Health Service, there have been huge changes, what do you think has been the greatest improvement?***

Definitely the reduction in the length of stay and the demands on the nursing profession!



**NNSW LHD Board held a farewell dinner for Hazel Bridgett, who is pictured above receiving a gift from Brian Pezzutti, Board Chair.**

I was involved in the transfer of nurse education, when the Government decided to transfer nurse education to universities. There was a lot of criticism at the time about the transfer. But the problem was with the thousand hour curriculum, which was introduced by the Nurses Registration Board. It was a big ask for hospitals to deliver the training and education to the standard required. Also, the profession had for many years argued that it was being denied the right to have tertiary level qualifications. The Education of Nurses is so good now. Nurse Practitioners, for example, are so clinically competent I am very impressed. As a member of the Nurses Registration Board at the time of the transfer I knew that the failure rates and dropout rates were very high. It was so difficult for the nurses to work and learn at the same time. So introducing University courses was the best solution for the long term.

Nursing is a fantastic career and has so much to offer - I am in awe of them. As well as those who administer hospitals. The Bachelor of Health Administration was introduced at the University of NSW during the 1970s prior to that it was just a Diploma, then Master Degrees were developed and we have a new breed of very competent Administrators. I think the Executive here are absolutely brilliant. That's the other thing - I keep learning and meeting people.

## ***What else are you involved with apart from Choir and Legacy?***

I am busy with the Botanic Gardens in Lismore and the project going on there. There is a lot of construction happening there at the moment in the Sensory Garden, which is wheelchair accessible. There is a sign that says 'under development', which is where we are hoping to get a grant to build, what I call a 'square rotunda'. It will have a platform with an undercroft. Legacy is applying for the grant in partnership with the Friends of Lismore Rainforest Botanical Gardens and with Lismore City Council and Waste Management Authority. The Sensory Garden and this Commemoration feature will have plants that grow within a 200 kilometre radius of Lismore, which are the botanical equivalent of plants that were used for medicine or nutrition during times of conflict.

The Australian War Memorial in Canberra has provided us with information, they have in their records and the Botanists from the Friends of the Lismore Rainforest Botanic Garden are following up on those. My role is to get the grant application together, which has to be in by 1 January 2015. If we get the grant application approved, it will be a shovel ready project.

Next February I have been invited to speak about 'Volunteering and where it may lead you'.

# Introducing HealthRoster - New Modern Rostering System

In April and May 2015, the NNSW LHD will begin the transition to a new rostering system known as HealthRoster.

HealthRoster has been specifically built to meet the rostering needs of NSW Health Staff and will eventually replace all other rostering systems in use around the state.

All Staff who currently use ProAct will be trained in how to use HealthRoster and will be supported throughout the transition. Training sessions will commence in January 2015 and once the training has started, it will also include face-face sessions and use of HETI Online.

Kerry Byrne has been appointed as the Project Manager for the implementation of HealthRoster. If you have any immediate queries, please contact her at Kerry.Byrne@ncahs.health.nsw.gov.au or 66202158.

The introduction of this new rostering system is not expected to adversely impact on current rostering practices. However, the new system has a number of benefits including provision of assistance to the roster creators in the building of rosters by giving prompts regarding skillmix requirements and Award condition violations.

HealthRoster also comes with a self-service functionality, known as Employee on Line (EOL) which will allow Staff to view their roster at any time of day or night from any device with internet access.

It will at a later date, also allow Staff to request to work



**Lenore Nixon, HealthRoster Implementation Officer, and Kerry Byrne, HealthRoster Project Implementation Lead; Anne-Marie Allen, HealthRoster Implementer; Genevieve Looney, HealthRoster Lead Implementer.**

certain shifts, to apply to take a leave or a study day. Staff can learn how to use EOL from the online training course available on HETI Online.

Further information about EOL will be provided prior to the first rosters being published in HealthRoster. Information about all the functionality in HealthRoster is available on the eHealth NSW website which can be viewed at <http://intranet.hss.health.nsw.gov.au/about/ehealth/corporateit/rostering>

We will continue to keep you updated about the transition to HealthRoster and you will be advised when HealthRoster will be implemented at your ward/facility/department.



**Above L-R: Dr David Meldrum and Lynne Weir, Executive Director of Richmond Clarence Health Service Group watch as LBH Clown Doctors Sniggles and Colourful cut the cake celebrating 10 years of bringing laughter and humour to children in the LBH Paediatric Ward.**

Clown Doctors address the psychosocial needs of the child in hospital in a unique way. They help children feel less traumatised by medical procedures. They divert children during painful procedures, help calm a distressed child in emergency and encourage children in physiotherapy. They do this and much more by bringing humour and to help them to forget their illness for a moment.



**Above: Franklin John-Leader, Regional HARP Health Promotion Coordinator, HIV and Related Programs with Tobin Saunders from ACON promoting World AIDS Day to end HIV.**

NNSW LHD joined hundreds of events taking place throughout NSW to mark World AIDS Day and promote awareness of HIV testing. The Byron Light House was lit Red again this year to promote community awareness. Jenny Heslop, North Coast Manager of HIV and Related Programs (HARP) said this year's World AIDS Day theme for NSW is 'Ending HIV', which focuses on the three key areas of Testing More, Treating Early and Prevention. Around 10,500 people in NSW are living with diagnosed HIV infection but around 10 per cent of people with HIV in NSW may be unaware they are infected. We are committed to changing this statistic. "To end HIV, more people need to get tested more often. The earlier people know their status, the better their outlook," Ms Heslop said.

# Latest Board News

The 3 December 2014 capped off a busy year for the NNSW LHD Board, which as well as holding its final Board meeting for 2014 hosted its fourth Annual Community and Stakeholder Meeting.

## NNSW LHD December Board Meeting

The Board meeting commenced with two Patient Stories from the Aboriginal Chronic Care Team. The presentations were well received and led to in-depth discussion and the Team was congratulated on their achievements with the program.

The NNSW LHD Board thanks all Staff who have undertaken Patient interviews and presented stories to the Board this year. These stories have definitely focused the Boards attention on the Patient. The Board also thanks those Clinicians across the District who have taken time to meet with them on their visits. This was the final meeting for Ms Hazel Bridgett who is stepping down from the NNSW LHD Board but will remain involved as a member of the NNSW LHD Community Engagement Advisory Council. The Board thanked Ms Bridgett for her input to the Health Service over many years.



Front L-R: Chris Crawford, Brian Pezzutti, Jenny Cleaver, Executive Assistant to Chief Executive and Lesley Barclay who is speaking to Rebecca Davey, Clinical Nurse Consultant (CNC) Aboriginal Chronic Care standing. Beside Rebecca seated on left is Darryl Hickling, Aboriginal Chronic Care Co-ordinator (ACCC); seated right is Vicki Eastaway, Clinical Nurse Specialist Diabetes/Cardiovascular Educator; Donna Evans, ACCC and Mandy Carney ACCC.

## Annual Community and Stakeholder Meeting

This year's Annual Community and Stakeholder Meeting was held at the Ballina Surf Club and was attended by over 60 Staff, Community and Stakeholder representatives.

The Board Chair provided a presentation on the NNSW LHD Year in Review covering Community and Clinical Engagement, Planning, Service Enhancements, Collaborations, Budget and Performance.

The Keynote Speaker, Mr Don Page, Member for Ballina provided a well-received speech where he spoke of the many changes he has seen to health facilities and delivery of health services over the years, including shortened length of stay, move to more services provided in the community and integration of care across the health sector. Mr Page also spoke of the recent announcement of funding for the Byron Central Hospital.



Seated front L-R: Don Page, Chris Crawford and David Frazer, Board Member.

The Board Chair Dr Brian Pezzutti and Chief Executive Chris Crawford both thanked Mr Page for his advocacy and support over many years.

This year the Board sought NNSW LHD Staff Nominations for Staff Appreciation and for Community Volunteer Contribution Awards. The NSW LHD Board awarded five Certificates of Appreciation to nominees and gave a Board Award to four Staff and Community Volunteer Contributions. Appreciation Certificates were Awarded to:

**Naree Hancock** – Coordinator and Facility Manager University Centre for Rural Health.



Brian Pezzutti and Naree Hancock

**Emma Willmott** - Integrated Care Coordinator, Murwillumbah Community Health Centre and Pottsville Health One.

**Sue McGuigan** – Clinical Lead Northern NSW Aged Care Assessment Team.

**Catherine Lancaster** - Patient Support Officer, Community and Allied Health, The Tweed Hospital.

**Wendy Thomson** - Women's Health Clinical Nurse Consultant Grafton Community Health.



L-R: Catherine Lancaster; Sue McGuigan; Kathy De Souza and Emma Willmott.

# Latest Board News

Three Board Awards were given for Community and Volunteer Contributions:



**William 'Rus' Wesslink** - Rus is a retired Ambulance worker who has provided fourteen years of volunteering including providing first aid training and CPR and practical demonstrations to new mothers.



**Donna Lewis** - Donna uses her skills and experience, as a hairdresser, on a voluntary basis to provide a valuable service in the Clarence Valley as the coordinator of the GBH Oncology Haematology

Unit Wig Lending Library. Donna meets with the ladies involved privately providing assistance in selection, fitting and care and maintenance of their wigs.



**Gina Francis** - Gina is a volunteer community representative and advocate who provides a valued contribution to the NNSW LHD Quality and Safety Committee and other Health Services activities, in providing community input and advocacy with the aim of

improving the patient experience in the health system. Gina's work history is in the education sector.

These contributions highlight the experience brought to the NNSW LHD from community members who utilize their skills

and expertise from other sectors to improve the experiences of Staff and the Community within our Health Services.

One Board Award was provided for Staff Appreciation:

**Kathryn De Souza** works as part of the NNSW LHD Dementia Care Team and was nominated independently by two of her colleagues, who conferred that Kathy is a quite achiever, who shows dedication, passion and attention to detail above what is expected in providing support, training, and resources to clinicians and facilitators across NSW.



## Inaugural Northern NSW Community Engagement Conference

The Northern NSW Community Engagement Advisory Council, NNSW LHD and North Coast Medicare Local hosted an Inaugural Community Engagement Conference on 4 and 5 December 2014 in Ballina.

Over the two days over 60 Community Members, Staff, Clinicians, Volunteers, Non-Government Organisations, TAFE and Local Government representatives participated in the Conference. The program included local presentations, and input from Agency for Clinical Innovation, the Clinical Excellence Commission and Health Consumers NSW.

On the Friday which happened to be International Day of Volunteers Chris Crawford Chief Executive presented Hidden Treasures Certificates to a number of Rural Women Volunteers involved in health.

Feedback from the participants was extremely positive and supportive of an Annual Northern NSW Community Engagement Conference.



*Pictured below from L-R is Val Foster, Murwillumbah Hospital Auxiliary; Hazel Bridgett, former NNSW LHD Board Member, long term community representative and advocate; at rear is Jan Tobin, The Tweed Hospital Auxiliary; front Jan O'Connor, Mental Health Carers Support and Mental Health Forum; Chris Crawford, Chief Executive; Leisa Hoffman, Lismore Adult Mental Health, Mental Health Forum and Services Development Committee; Barbara Swain, Mental Health Carers Support and Mental Health Forum, and Christina Woodhead, LBH Cancer Unit Palliative Care Volunteer; not present were Gwen Kent, LBH Palliative Care Volunteer and Alba Linklater, GBH Auxiliary Volunteer.*

# Congratulations

## First graduates of the Masters of Clinical Medicine Program

Dr Abbey Perumpanani from GBH was among the first graduates of the Master of Clinical Medicine (Leadership and Management) Program recognised at a function held by the Ministry of Health (MoH). Dr Mary Foley, Secretary NSW Health, welcomed the graduates, guests from the University of Newcastle and supporters of the Program, including representatives from LHDs and the Health Education and Training Institute (HETI).

While congratulating the graduates, Dr Foley spoke of the skills required of new clinical leaders and the need for them to lead through teamwork, improving communication, reducing waste and inefficiencies, and most importantly ensuring all staff in the NSW Health system continue to maintain their focus on providing the best outcomes for the patient, at all times.

The Master Degree program is developed by the Ministry in partnership with HETI and the University of Newcastle. The program is designed to address the need to deliver a highly qualified generalist medical workforce to the people of NSW.



**L to R: Dr Abbey Perumpanani, Dr Ramy Mezrani, Robyn Burley, Dr Mohammed Faizal Kakkat, Dr Cathie Hull, Toni Vial, Prof Judith Scott, Dr Xinyue Zhang, Arline Dumazel, Karen Crawshaw, Kimberley Parsons, Prof Kichu Nair, A/Prof Chris Kewley, Dr Mohamed Haroon Kasim, Conjoint A/Prof Ross Kerridge, Dr Sergio Diez Alvarez, Cathy Ellis.**

Through the Program, graduates acquire the skills and knowledge required to undertake leadership positions, as Senior Hospitalists, in the NSW Public Health System. More information about the Master of Clinical Medicine (Leadership and Management) Program and the Senior Hospitalist Initiative is available on the NSW Health website.

## Operation Angel Award for Lifetime of Care to Pam Dunn



**BDH Renal Team from left: Graeme Turner; Blayne Gale with Amber Williamson and Anne Revell from Kidney Health Australia; front Pam Dunn; Angela Mathews; Peter Jeffree and Jane Milz.**

Ballina mother of four, Pam Dunn received an Operation Angel award from Kidney Health Australia in recognition of providing a lifetime of care to her husband Geoff, who passed away from renal failure last year.

Geoff suffered from Adult Polycystic Kidney Disease, which is one of the most common genetic diseases of the urinary system and was one of the longest home dialysis patients in NSW. His long-time wish was that his wife Pam be recognised for the 45 years of unwavering care she gave him.

Anne Wilson, CEO Kidney Health Australia, said that the National Angel Awards Program recognises the unsung heroes, like Pam, of the kidney sector. Pam is a shining example of the difference that one person can make and she is a very worthy Award recipient. The Operation Angel Award is Kidney Health Australia's way of formally acknowledging the carers, patients, doctors, nurses, and wonderful members of the community who work tirelessly to support those living with kidney disease and increase public awareness of the burdens of the disease. For more information on Kidney Health Australia's Operation Angel Awards, visit [www.kidney.org.au](http://www.kidney.org.au)

## ER The Place to Be - Little Byron Family

*The following appeared in one of Byron's local papers*

Just wanted to give major kudos to the lovely staff in the Emergency Room at Byron Hospital! Unfortunately we spent the better part of Friday there with our child, but the Staff made it as positive an experience as possible. We were seen right away and treated with kindness, compassion and patients throughout our 8 hour visit. The Staff were all so professional and warm, not only to us but to every person that came through their doors, regardless of who they were, where they were from or what their condition was. Thank you to all of you for your service to our community.

**Congratulations to GBH Staff, who have received verbal feedback from the Profile team at the summation feedback session on the Occupational Health & Safety and Injury Management Profile of attaining a tremendous score of 98.9%!**

**The Profile team made special mention of the positive workplace culture, sound consultative arrangements and support for training Staff, Volunteers and Contractors in GBH's various safety systems. This is a fantastic achievement and all involved in contributing to this excellent result should feel very proud.**

# Farewell



**Dr Doug Turner** commenced as a Orthopaedic Visiting Medical Officer (VMO) at Murwillumbah and Tweed Hospitals 30 years ago. His contribution as Chairman of the Orthopaedics Department and Chairman and Member of the Medical Staff Council has been valuable, as has his participation in the supervision of orthopaedic medical education and training of Junior Medical Officers and Registrars, which has been very

much appreciated by the NSW LHD Board and Executive of The Tweed and Murwillumbah hospitals.

**Bob Miller** started at LBH in March 1977 as a Plumber. Over the years his career advanced, taking positions at various Hospitals. In May 1995 he became Maintenance Supervisor for the Richmond Network. Then in February 1999 he was appointed Project Officer with Area Capital Works and later Health Manager. Bob retires in January 2015 after almost 38 years of service.



Farewell for Bob Miller (far right) with from left: Sophie Morris front and rear Tony Beashel, John Lambert and Jacob Ben-Porat

**Joy Campbell** commenced as an Assistant in Nursing at Ballina Hospital on 22 July 1962 and then came to LBH on 26 November 1962 and left on 1 February 1964 to work in various locations in NSW Health. Joy returned to LBH in June 1982 as a qualified Registered and Psychiatric Nurse and retired on 25 November 2014 after providing over 46 years of Nursing in NSW Health, 34 of which were with the local health service.



Above L-R: Fiona Couch, ECS Manager, Joy Campbell, Warren Shaw and Harry Freeman at the Dragonfly Restaurant where a large number of staff turned up to say farewell to Joy. Mary Llewellyn took the photo.

# Farewell



**Reyna Dight** commenced as a Health Education Officer with the North Coast Public Health Unit in July 1991. Reyna then became the Alcohol Co-ordinator, where she was instrumental in establishing the Drinkcheck Intervention for reducing risky drinking amongst adults and was the driving force behind the RRISK Project, conducting seminars in High Schools across the North Coast for

the past 15 years. RRISK seminars are aimed at year 11 students to reduce adolescent risk taking associated with alcohol and drug use, driving and celebrating. Reyna retired in October, 2014 after providing almost 23 years with the Health Service.

**Cate Fairfull-Smith** commenced at LBH on 13 April 1992 as an Occupational Therapist. She was then appointed Operational Support Program Coordinator; Mental Health Administration on 7 November 1999 and retired on 23 November 2014 after providing over 22 years of service.



L-R: Gwen Kent receives flowers from Helen Cooling, Volunteer Secretary

**Gwen Kent** has been a Volunteer since the first Cancer Unit opened in Lismore in 1985. Over this time Gwen has performed many tasks, including home visits. After almost 30 years of volunteering and aged 88, Gwen decided it was time to retire. Thank

## Thank You for Support

The following letter appeared in the Daily Examiner on Saturday 6 December 2014.

Recently my family has endured and then suffered the loss of a wife, mother, sister and aunt.

It has been a sometimes difficult and very saddening event, but without the assistance of Nursing Staff at Maclean District Hospital, who treated my wife like 'someone' instead of just a Patient; the nurses of Maclean Community Health who helped Jen and myself with advice and care; the ladies of CVC Care and Support Services, who did it Jen's way by accommodating her feelings, needs and instructions; our local schools of CVAS and HIPS that gave my children what was needed; the large group of friends, who showed just what a small community is about and went above and beyond anything I imagined, none of this would have been as easy to do.

To those who donated their time, money goods and thoughts, let me say thank you.

None of this was easy but made all the easier for everyone's generosity and help, so to all of you and the many I have not acknowledged, a massive thank you.

Andrew Sharrock.