

NORTHERN

EXPOSURE

Site visit – July 2019



Tweed Valley
Hospital Development





A HEALTHY SYSTEM BENEFITS EVERYONE

'Tis the season for sniffles and colds! My husband and I each recently had time off for ourselves and to care for one of our children as we suffered from various head colds, coughs and ear infections.

Looking after someone when you are not feeling 100% yourself is a difficult task. It can be hard to muster the empathy and thoughtfulness that caring requires, when all you want to do is curl up with a box of tissues and throat lozenges, or sleep. And sick people are not always the best patients! A mix of frustration, exhaustion, demanding behaviour and self-pity, and that's just me. Hats off to our nurses and doctors who look after people experiencing every manner of ill health day in, day out!

Thankfully, we have the safety net of our fantastic health system for those times when illness doesn't resolve itself easily. Between friendly pharmacists, knowledgeable General Practitioners, and excellent hospitals with experienced staff and specialist services, we really do have a great choice of health care options.

But it's clear from the stories in this edition, that our vibrant healthcare sector is more than just a safety-net; it's an integral part of our community fabric. We've got stories of staff getting together to support community organisations, clubs digging deep to support hospitals, staff staging debutante balls for teenagers in care, and even Casino Hospital pulling out all the stops to put on a great community event, A Ball for All.

NORTHERN EXPOSURE

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Cover Image: Tweed Hospital staff members, Sandra Saunders, Sheila Kendall, Treena Wright and Tina White visit the new Tweed Valley Hospital site. Back cover: Kingscliff - Photo by Vibrant Imaging

Executive Update



Wayne Jones
Chief Executive

I'm pleased to announce Dr Tim Williams has been appointed as our new Executive Director of Medical Services. Tim joins us following a broad career involving clinical and Director of Medical Services roles across Australia, bringing a wealth of experience and skills.

As the Executive Director Medical Services, Tim will be working with Clinical Operations

and in particular the Directors of Medical Services to support our medical workforce across the District and provide leadership in the development of medical models of care. Tim's primary location will be at The Tweed Hospital. I am sure you will all join me in welcoming Tim to our beautiful part of the world.

Whilst we are now officially out of the winter season, we are still experiencing significant demand across our facilities. In particular, this high activity is being felt in our Emergency Departments and general wards. I take this opportunity to thank all our staff for their incredible hard work over the winter period and for your ongoing support to your communities and colleagues in what has again been a record period of activity.

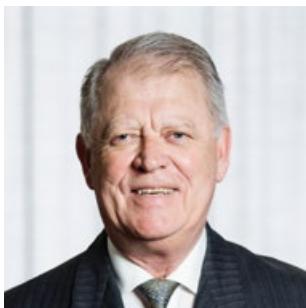
In August I had the absolute pleasure of attending our inaugural Out of Home Care Debutante Ball. It was an amazing evening

and a privilege to witness a group of young people take centre stage and show their dancing prowess, and to see their pride in the individual journeys they had taken to reach this milestone in their lives.

These sort of events do not happen without an amazing amount of hard work and planning, and I need to make special mention of Nicole Ashby, A/Child Protection Manager and Kate Dougherty A/Out of Home Care Coordinator, who worked tirelessly to support the debutantes and make the night such a huge success.

It's incredible to see this and other BIG IDEAS projects starting to come to life, empowering our staff and our community to improve wellbeing and health outcomes. In this edition you'll see we are now calling for entries in the second round of the BIG IDEAS challenge, so put your thinking caps on and come up with your own idea. As they say, you need to be in it to win it.

From the Board Chair



Brian Pezzutti
Board Chair

Measuring and monitoring the safety and quality of the care we provide to our patients is a key focus for all of us at Northern NSW Local Health District.

Measurement is an important component of hospital quality improvement. It provides a means to understand how we are performing, and helps to identify opportunities to improve our services.

Across the LHD, more than 60 safety, quality and service Key Performance Indicators, or KPIs, are used to track performance. They are reported regularly to the Executive, the Board and Board sub committees such as the Health Care Quality Committee and the Finance and Performance Committee.

The majority of KPIs are included in our annual service agreement with the Secretary of NSW Health, which sets performance and accountability requirements for our LHD.

In 2018, NSW Health introduced new KPIs for hospitals to report against, including hospital acquired complications, patient engagement and experience indices, and a mental health indicator. The KPIs support continuous improvement of our health services. Other KPIs include elective surgery, Emergency Department performance, Aboriginal health, domestic violence screening, staff engagement and financial performance.

NNSWLHD's 2019-20 Service Agreement was recently endorsed. The Executive, Board and NSW Health will monitor our performance against this agreement to ensure we are delivering results to improve the care of patients.

In 2018-19, NNSWLHD achieved exceptional performance across most measures and we continue to be one of the best performing LHDs in NSW.

I believe patient satisfaction is one of the most important parameters to judge the

quality of health care services, and I'm pleased to report that our LHD certainly performs well in this area. In the latest Health System Performance Report released by the NSW Bureau of Health Information, NNSWLHD was the highest ranked of 15 NSW LHDs for patient experience (9.1) and patient engagement (8.9). This data is gathered from adult admitted patients across NSW and is calculated using scores for a range of questions.

I would like to thank our staff in all areas of our services for your clear focus on patient-centred care that is evident from these and other across-the-board outcomes last year. These results mean that we are achieving a safe and caring approach to patient care and our patients are recognising that.

While data and metrics will continue to be a key focus for all health organisations, our commitment to compassionate and person-centred care will remain our true measure of success.

If you would like to know more about our KPIs and performance against these targets, please speak with your manager.

The 2019-20 Service Agreement is available on the intranet and our website.



Site tour recognises contribution of staff and community

Clinicians, operational staff and members of the community recently received recognition for their hard work and contribution to the planning and design of the Tweed Valley Hospital.

Over 70 staff and community members visited the Tweed Valley Hospital site at Cudgen in July to see where the new hospital will be built.

The tour participants have all been actively engaged with the development of the new hospital through the Project User Groups, the Community Reference Panel and Aboriginal and Torres Strait Islander Community Working Group.

Mitch Dobbie, Manager Drug and

Alcohol Services for Northern NSW Local Health District (NNSWLHD), enjoyed the opportunity to get out on-site and see it for himself, after being heavily involved in the design of the new hospital's Drug and Alcohol Service in his role as Project User Group Chair.

"This is a great opportunity and I look forward to getting out here again as the building progresses," Mr Dobbie said.

Community Reference Panel member Barbara, was also thrilled with the opportunity to visit the site.

"The tour was most informative, and

I'm more convinced than ever that the chosen site is the best for the purpose of a hospital," Barbara said.

Clinicians and operational staff from NNSWLHD and members of the Panel have participated in the highly collaborative planning and design process for the new hospital, with over 325 Project User Group meetings held so far. In addition, there have been nine Community Reference Panel sessions.

This consultation will continue to run throughout the planning and design process and will ensure we are planning and building a hospital that will be a leader in regional healthcare, designed by and for the community.



Top, Tweed Valley Hospital Emergency entry concept design
Inset, Tweed Hospital staff members, from left, Sandra Saunders, Sheila Kendall, Treena Wright and Tina White visit the new Tweed Valley Hospital site

Debutantes dance to their hearts' content

In what is perhaps the first event of its kind within NSW, the Out of Home Care (OOHC) team from Northern NSW Local Health District (NNSWLHD) recently staged a Debutante Ball for children in out of home care.

The OOHC Health Pathway team has a long history of providing great support to carers and caseworkers to coordinate comprehensive health assessment for young children in out of home care. This initiative was designed to take that support even further by providing a unique opportunity for the young people and their guests.

A grant from the inaugural BIG IDEAS challenge provided the OOHC team with the chance to expand the opportunities for young people in OOHC across the District.

18 young people danced in front of a crowd of 130 guests at Angourie Rainforest Resort on 24 August. The Ball was organised by a committee of representatives from the Department of Communities and Justice and the OOHC agencies.

“From the first dance practice, the value of this project to the young people could not



Top, dance partners, Tom, Damian and Aaron

be overestimated,” Kate Dougherty, Acting OOHC Coordinator, NNSWLHD, said.

“The group of young people instantly connected, they looked forward to the weekly practice and there was so much excitement about choosing dresses, hair

and makeup styles and the song list.

“We wish to thank the many supporters of our event, both within the health service and the community, and especially our Chief Executive and the Board of NNSWLHD for supporting this initiative.”

The second BIG IDEAS innovation challenge is here!

Submissions are open now, closing on 23 October 2019. Don't miss your chance to share in \$100,000 funding to bring your ideas to life.

Submit an entry as an individual or as part of a group. If successful, you'll be stepped through a process to turn your idea into reality, with the help of a mentor and executive leadership.

Projects which will improve your workplace, our services or patient care within Northern NSW Local Health District are eligible.



Finalists will pitch their ideas to an expert panel at the next Senior Manager's Forum in Ballina on 15 November.

Visit the NNSWLHD staff intranet for the step by step application process.



<https://intranet.nswlhd.health.nsw.gov.au/big-ideas/>

New project team for Ambulatory Care Centre

Construction of the new Grafton Base Hospital Ambulatory Care Centre (ACC) is continuing apace, with concrete pours taking place throughout August and September.

The ACC project team welcomed two new staff members in August, who will be seconded to the project until its completion in 2020.

Tara Chambers was appointed to the role of Change Manager while Jodie Coffey was appointed as the Project Administration Support Officer.

Tara, whose substantive position is Nurse Manager for Maclean District Hospital, has redevelopment experience having previously been involved with the redevelopment of Rehabilitation Units in Sydney and Maclean. Jodie has been an administration officer at Grafton Base



Southern aspect artists impression

Hospital for several years, and has worked across a range of roles during that time.

The project includes a new two-storey ambulatory care building; new undercroft loading dock; new links to the existing hospital campus; and new public drop off zone.

It will provide a range of clinical services including oncology, chemotherapy and haematology services, renal dialysis unit, physiotherapy and occupational therapy, podiatry, speech pathology and others.

The new Ambulatory Care Centre is expected to open in mid-2020.



Tara Chambers, left, and Jodie Coffey are now part of the Ambulatory Care Centre Project Team.

End in sight for Lismore redevelopment

Construction of Lismore Base Hospital's (LBH) new F Block (North Tower) is progressing on schedule, and due for completion before the end of the year.

Externally, the façade installation is now complete, with the scaffolding removed and the tower crane coming down during a three-day period from 11 September.

Internally, the vinyl flooring and timber fixtures are now installed, with several levels nearing completion. The next step is installation of fixtures, furniture and equipment, such as the arrival of the new MRI machine in early October.

The completed F Block is due for handover



Aerial view of Lismore Base Hospital

to the Lismore Base Hospital Executive in early December, 2019. This will then be followed by a commissioning period and staged relocation of departments from the existing C Block of those units relocating to the new F Block.

The departments moving across from C Block include: Intensive Care Unit (ICU), Perioperative, Endoscopy, Inpatient Unit

on C8, Inpatient Unit on C6, Pharmacy, Imaging, Admissions, Anaesthetists' offices, and Security.

The relocation of C Block departments will pave the way for the final phase of the \$320 million Stage 3 redevelopment of LBH: the refurbishment of C Block to accommodate community health, including purpose-designed consult and interview rooms.

Best practice at workers' compensation seminar

Northern NSW Local Health District managers and human resources staff recently had the chance to hear from workers' compensation experts and come up to speed with the latest information on how to help employees recover from a workplace injury.

The Workers Compensation and Psychological Injury Seminar in Lismore included presentations from top legal advisors to explain the legislation around workers' compensation claims, dispute resolution process, and strategies to achieve better outcomes for staff and organisations.

Other topics included early intervention strategies, NNSWLHD's workers' compensation performance trends and claims history, and best practice approaches to claims management and investigations.



From left, Mick Franco, Partner Bartier Perry Lawyers; David Kumar, QBE Business Relationship Manager and Yvette Bowen, NNSWLHD Manager Work Health Safety and Insurable Risk

"Our responsibility as the largest employer in Northern NSW is to ensure all our people-managers have the skills and understanding about their role in people's recovery from a work injury," Wayne Jones, Chief Executive NNSWLHD, said.

The seminar was attended by 38 line managers from across the District, and feedback shows that attendees were overwhelmingly satisfied with the content and presentation of the event.

Copies of the presentations are available on request.

An upcoming series of 1-hour workshops at sites around the District will address how to manage non-work related injuries and health conditions.

For information about the Seminar or upcoming workshops, please contact:

Yvette Bowen, District Manager, Work Health Safety and Insurable Risk, on 6620 2521 or email: Yvette.bowen@health.nsw.gov.au.

Rural Health and Research Congress comes to Lismore

From 16-18 October, Northern NSW Local Health District (NNSWLHD) will host the 2019 Rural Health and Research Congress.

The Congress focuses on the health and wellbeing of people and communities living in rural areas, and will provide inspiring and thought-provoking keynote presentations, workshops and discussions.

Individuals from the education, research and health sectors will discuss the current state of rural health and research, and what the future holds.



Held at the Lismore Workers Club, the event is organised by the Health Education and Training Institute (HETI) in collaboration with NNSWLHD, the Agency for Clinical Innovation, Clinical Excellence Commission, Cancer Institute NSW and the NSW Rural Health Research Alliance.

This year's theme of "Connecting Communities" will be explored through six streams:

- Determinants of Health - Deeper Insights
- The Rural Experience
- Productive Partnerships
- Our Rural Workforce - Now and Future
- Creativity - Out of the Box
- Future-proofing Rural Health

The program features several staff from NNSWLHD, who will present findings of research and workplace projects.

The University Centre for Rural Health will also be representing the Northern Rivers region, presenting on various topics and leading a discussion panel on "Future Proofing Rural Health in The Climate Crisis".

To find out more about the event, including the Congress program and how to register, please visit:



www.nswrhc.com.au

Physician Exams a first for Lismore

For the first time, Lismore Base Hospital recently hosted the Royal Australian College of Physicians Clinical Examinations. The examinations are an important hurdle for aspiring physicians to progress in their training.

On the first Sunday in August, candidates and national examiners flew from around the country, and as far away as Perth in Western Australia, to participate in a rigorous evaluation of clinical skill.

Candidates are required to assess a number of patients as 'Long Cases' - involving a comprehensive hour-long consultation; and 'Short Cases' - involving demonstration of accurate and well performed examination technique. We were fortunate to have enthusiastic support from local community members who volunteered as patients, and local physicians to assist with patient recruitment and candidate examination.

Twenty Junior Doctors and Medical



Dr Duncan, centre, instructs exam assistants ahead of the examination

students assisted on the day as 'Bulldogs', examination assistants who were able to observe cases completed by doctors at the top of their skills.

"Assisting with the examinations was an eye opening experience, and witnessing the clinical skills of candidates at the top of their game has been inspirational," said David Stephenson, a local Resident Medical Officer.

"It has given me an insight into the standard and nature of physician training."

Hosting the examinations is an important milestone for Northern NSW Local Health District (NNSWLHD) in providing excellent education for our junior trainee doctors. The success is a testament to the hard work of local Physicians and the Regional Training Hub, a collaboration between NNSWLHD and the University of Sydney.

The hub has a mandate to develop and promote regional training pathways, embedding our junior doctors into our local community and building our future workforce.

Want to talk? EAP can help!

The Employee Assistance Program (EAP) is a confidential counselling and support service available to all Northern NSW Local Health District (NNSWLHD) employees and their immediate family members.

It provides short term counselling for a range of personal and work-related issues. All staff can access this confidential service, including temporary and casual staff.

If something is worrying you, why not pick up the phone and talk to someone who can help.

You can call EAP on 1300 361 008 to arrange a confidential session at a convenient time and location.

It's available 24 hours, 7 days a week. EAP is provided as an independent service,

with no identifying information going back to the LHD.

After a competitive tender process in collaboration with HealthShare, LifeWorks were successful in securing the new contract to provide EAP to staff in NNSWLHD for the next five years.

LifeWorks are one of the largest providers of EAP services in Australia, and have been providing support to individuals and workplaces for over 50 years. LifeWorks counsellors are all highly experienced, professionally qualified psychologists or social workers.

For more information, please contact Yvette Bowen, District Manager, Work Health Safety and Insurable Risk, on **6620 2521** or email **Yvette.bowen@health.nsw.gov.au**.



<https://intranet.nnswlhd.health.nsw.gov.au/work-health-safety-injury/employee-assistance-program>



Kyogle takes up the challenge to be a healthier town

It can be hard to take up healthy habits if you're trying to do it by yourself, but it's a lot easier when a whole town gets involved.

This year the town of Kyogle was selected as one of five in NSW to compete in the Healthy Town Challenge, an initiative of the NSW Office of Preventive Health and the NSW Heart Foundation.

As part of the challenge, Kyogle received \$15,000 to put towards projects for healthy eating and increasing physical activity, as well as on-the-ground support from the NNSWLHD Health Promotion team.

From preschoolers to seniors, the locals took on the challenge and came up with a long list of projects and initiatives they wanted to achieve between February and September.

The Eden Creek/Fairmount Preschool and St Brigid's Primary School put in vegie gardens and Kyogle Public School ran a Kids in the Kitchen program.

Other healthy food initiatives include Kyogle Council developing a healthy catering policy; Healthy food for Goori After-school group; Healthier Oil initiative feasibility study, and the Women's Winter Warmer healthy eating and wellness program for women aged 45-60.



Students at St Brigid's primary school build a vegie garden as part of Kyogle's Healthy Town Challenge

Get physical

Programs to support physical activity included free training sessions on the Outdoor Gym equipment, 12-week transformation challenge at the Kyogle Community Gym, Women's self-defense classes, Yoga for kids, mixed martial arts for young men and workshops for teachers in how to run Yulunga Traditional Indigenous games.

On top of all these, the Healthy Town Challenge has led to new playground stencils, tree plantings, first-aid kits for bushwalkers, and locals advocating for more shade for the outdoor gym and playground equipment.

Health Promotion Manager Jillian Adams congratulated the many organisations involved, including Kyogle Together, Kyogle Council, Kyogle Water Dragons,

Kyogle Landcare, Solid Mob, UCRH, Kyogle schools and preschools, and all the locals who put their ideas and enthusiasm into the challenge.

"It was great to have so many projects bringing the community together. This is not just good for physical health, but also for mental health and social connectedness," Jillian said.

Although the Healthy Town Challenge officially finished at the end of August, it seems there is no stopping the momentum for making Kyogle a healthier town. Other possibilities being pursued are the Go4Fun and Stepping On programs in Term 4, targeted youth projects and even a parkrun event.

The winner of the 2019 Healthy Town Challenge will be announced at the end of the year.

Call to Nominate

NNSWLHD Nursing and Midwifery Research

NSW
GOVERNMENT
Health
Northern NSW
Local Health District

NNSWLHD Inaugural Nursing and Midwifery Research Excellence Awards

Nominate a nurse or midwife leading a research project.

Help us celebrate and recognise the research achievements of nurses and midwives at any stage of their research journey.

Finalists and winners presented at an Awards ceremony after the Nursing and Midwifery Research Symposium on 29th November 2019.

Nominations now open via the intranet, closing on 18 October

<https://intranet.nswlhd.health.nsw.gov.au/nursing-midwifery/nursing-midwifery-research-awards>

OurNAMS
Nursing & Midwifery Services



This month we caught up with Child and Family Health Nurse, and former midwife, Belinda Parker, to hear about her world championship ambitions and her strong sense of community.

Belinda Parker

After working as a Midwife, and then Child and Family Health Nurse in the Kyogle and Casino communities for many years, Belinda Parker is a well-known face in town.

Likewise, she knows many faces in the community – children she has delivered, their parents, and the families she has worked with, or friends of her three children who all went to school in Kyogle.

Being part of and contributing to the local community has always been important for Belinda and her family.

“My mother was a school teacher and I had a lot of aunties who were midwives or nurses, so I always knew I wanted to work with families,” Belinda recalls.

“I love the small communities in this area.

“I think it’s important to be part of a community. Whether it’s by volunteering locally, or working within our hospital teams, or anything else, it helps people and establishes good relationships.”

Belinda grew up and went through all her schooling in Kyogle. When she finished she did general nursing training at Lismore Base Hospital before working at the Prince Alfred Hospital in Brisbane.

After completing midwifery training in Toowoomba, Belinda moved back home



Belinda Parker and her Dragon Boat team

to Kyogle, where she got married and raised her family. After a number of years working as a midwife, Belinda completed a 12-month Child and Family Health Nursing Certificate at Tresillian in Sydney.

“Antenatal care was a passion of mine while I was working as a midwife. I really enjoyed providing families with strategies to help them through labour and empowering them to make good decisions about their bodies.”

“This helps set up a nurturing environment and early bonding with the baby, and can also help establish breastfeeding and early discharge from hospital.”

More recently, Belinda has found herself part of another small community – competitive Dragon Boat Racing. The

ancient Chinese sport entails 20 people racing a thin wooden vessel over water to the finish line.

Next year, Belinda will be part of a squad competing in the World Championships in the French Southern Alps, in the over 50 women’s division.

“We were always driving our kids around for sport, but once they left home it was my time to get in and do some sport, because I love being active,” Belinda says.

“We’ve got a club of about 90 members and a lot of them seem to work in healthcare. Maybe because the sport has a lot to do with teamwork, just like a hospital.”

While Belinda got into the sport for exercise, she says she also found another community to be part of and contribute to, and she has already made many lifelong friends.

Kelly Hyde's achievements acknowledged

Kelly Hyde is a well-known and respected Aboriginal Youth and Family Mental Health Clinician in Northern NSW. Her achievements have now been acknowledged nationally in Federal Parliament by Member for Page, Kevin Hogan.

Kelly was recently shortlisted as a nominee for the 2019 NAIDOC Bundjalung Scholar of the Year Award, for her work and recent completion of postgraduate study in Psychology.

A Wiradjuri woman who grew up in Wellington in Western NSW, Kelly has been living in the Bundjalung Nation long enough to feel like a local, living in Coraki with her husband and three kids.

After working in mental health for almost ten years as an Aboriginal woman, Kelly says she still finds the role rewarding – especially as the sole Aboriginal clinician in the Youth and Family team.

"I've got 20 kids on my case load around

Lismore as far as Tabulum, so it is a lot of running around," she says without complaint.

"I still get a lot out of it. I like to give the kids hope and let them know their bad situations are not permanent."

While Kelly has seen plenty of successful outcomes among her clients, one particular story stands out for her.

"I started working with a teenager who had just spent three days in the Emergency Department. Both parents were recently homeless," she recalls.

"Over the years this teenager went in and out of juvenile justice and a lot of people had given up on them. I kept working with the teenager, and learning how to connect with them."

"While it wasn't a smooth path, years later they are now living in Sydney independently and studying at TAFE".

"People are often surprised I'm still working in this role, because it is challenging, but it's stories like this that keep you inspired."



Kelly Hyde

We are fortunate in Northern NSW Local Health District to have access to Kelly's Aboriginal cultural knowledge, as well as her expertise in youth and family mental health.

Congratulations on achieving this well-deserved national public recognition, Kelly!

Karen dispenses invaluable assistance to clinic

When the new Direct Acting Antiviral (DAAs) medications for the Hepatitis C Virus were listed on the Pharmaceutical Benefits Scheme in March 2016, it created a whole new playing field for the team at Lismore Liver Clinic.

All of a sudden the Clinic had a huge increase in patients receiving the newly subsidised treatment. As with many medications, a strict schedule in taking the medication is vital to its success.

Pharmacy Dispensing Assistant, Karen Hughes, played a vital role in helping the

Clinic incorporate the medication change into their practice, and provide great service to their patients.

Lismore Liver Clinic CNC Krista Zohrab gave a special thanks to Karen for her dedication and hard work, especially in ensuring patients always received their medication and that there was always stock ready.

"Karen really went above and beyond what was expected," Krista said.

"Just recently we have transitioned away from using Pharmacy at Lismore Base Hospital to dispense our medications and are now using EPIC Pharmacy (Community Pharmacy), but Karen has been integral to treatment success over the last three years."

"We relied on her to ensure patients were getting their medications and reordering



From left, Krista Zohrab, Karen Hughes, Patient Support Officer Wayne Bagnall, and CNS Cherie Mincham

them so there were no gaps in treatment. Especially in the first 12 months of DAAs being available when we were all learning as we went."

Maternity services flourishing in Northern NSW

The second biennial Maternity Services Conference, Cultivating Compassion to Flourish, was held overlooking the ocean at the Ballina Surf Club on Friday, 2 August.

The program showcased national keynote speakers, local research, quality improvement and practice development projects to an audience of 105 midwives and community members from Northern NSW Local Health District, Mid North Coast, Gold Coast, Logan, Brisbane, Ipswich, Sunshine Coast and private practices.

"It was an ideal chance to reflect on midwifery practice and reaffirm the simple steps that midwives can take every day to positively impact colleagues and the women and families in our care," Shannon Morris, Clinical Nurse Consultant Midwifery, NNSWLHD, said.



Lismore Midwife Michelle Mitchell presents her work, From the Vision to the Mission: Strengthening midwifery leadership and partnerships between Australian and Papua New Guinea midwives

Twelve clinicians from the LHD presented on the day, representing Maternity Services, Aboriginal Health and Mental Health Services.

Professor Sue Kruske facilitated a conversation to help attendees understand the midwife's role in closing the gap to work effectively with Aboriginal women.

Presentations by Kate Dyer, Clinical Midwifery Consultant at the Royal Hospital for Women, and Amanda

Donnet, Clinical Director of Spilt Milk Psychology dovetailed in covering personal responsibility for developing a culture of compassionate care and the relationship between self-compassion and compassion for others.

The organising committee sponsored staff from Aboriginal Health, Health Promotion Unit, community representatives from Tresillian, the Australian Breast feeding Association and Pregnancy, Birth and Beyond to attend the day free of charge.

Donations roll in from Cooly club

Patients in The Tweed Hospital Oncology Unit have been blessed with a \$7,000 donation from the Coolangatta Bowls Club.

Oncology Nurse Unit Manager, Sarah Burton, received the generous donation on behalf of the Unit in June.

The money was raised through collections during bowls events, raffles and sausage sizzles over the past 12 months, as well as two brave women who shaved their heads to raise money.

Thank you!



Oncology Nurse Unit Manager, Sarah Burton receives cheque from Coolangatta Bowls Club

Staff dig deep for hospice



From left, Nicole Thomas, Wedgetail Hospice Manager Meredith Dennis and Kerry Goodwin

On 20 July, staff and friends of The Tweed Hospital's Medical 1 ward held a fundraiser for Wedgetail Retreat Hospice.

The event included raffles, Harley Davidson rides, massages, face painting, tattoos and a sausage sizzle, raising \$5,249.05. Registered Nurse, Nicole Thomas, organised the event in support of colleague, Kerry Goodwin who worked on Medical 1 ward for over 30 years, who is diagnosed with cancer. "It was a great day, and I'm so blessed to be a part of our Tweed community," Nicole said.

Social Robots, Big Data, Ethics and Responsible AI

This year's Artificial Intelligence in Healthcare Symposium will bring you up to date with the latest disruptions in AI and its uses in health.

The Centre for Healthcare Knowledge & Innovation invites you to register for this year's Artificial Intelligence in Healthcare Symposium, held on Saturday 21 September at Southern Cross University's Gold Coast Campus.

Meet a range of AI disrupters and enablers and gain valuable insight into their work, and learn to identify where AI is most disruptive and where it can make the most impact.

You'll explore current uses of AI as well as its possibilities, and consider ethical and responsible AI when deploying systems for clinical purposes, as well as separate the hype from what's really happening in the field.



Topics include:

- Transforming healthcare delivery in 2019
- Investment and market growth
- Ethical principles for the use of AI in medicine
- Humanising machine intelligence for meeting emotional healthcare needs
- Social Robots for mental health treatment
- Big data and social media analysis
- Synthetic chemists and AI vaccine design

Hear from presenters and authors from Silverpond, Griffith University, QUT Robotics Centre and Flinders University.

Register at:
www.aiinhealthcare2019.eventbrite.com.au

Get to know innovations from:

- IVF Australia
- HealthMatch
- IntelliHQ
- CancerAid
- ANDHealth
- AI Health
- Remarkable Disability Solutions
- Creative Tech Ventures

Network over drinks and canapés in the Symposium courtyard.

North Coast workforce registration is subsidised. Prices start at \$25pp.

Download the program from:
www.thecentrehki.com.au/events/artificial-intelligence-in-healthcare

Can health apps help your clients manage their conditions? App-solutely!

With significant growth in the number of patients and carers using mobile health apps and online health communities for self-diagnosis, it's vital health practitioners can provide trusted information to their patients.

A platform that will enable health professionals to choose the right health app for their patients is now free for North Coast GPs and Allied Health practitioners. The 'Digital Health Guide' is now accessible, after North Coast Primary Health Network engaged Semantic Consulting to provide local access.

The Digital Health Guide allows practitioners to "prescribe" suggested apps to help patients manage their health and explains details about the app; what it does, who created it, how credible they are, and whether the solution is trustworthy and helpful.

The Digital Health Guide can be accessed on desktop, tablet or mobile devices and is updated weekly. It has a powerful search engine so practitioners can find the right mobile health app for their patients quickly and easily.

The Digital Health Guide will be available for general practitioners and allied health professionals in our region to use for free! Accounts will be created for most practitioners by late September, unless you choose to opt out via the link below.

If you are a practicing allied health professional or GP and have a digital app-eteite, NCPHN is also looking for early adopters!



Register now to try out the Digital Health Guide ahead of the pack. Visit:

 www.ncphn.org.au/digital-health-guide

Digital Dose:

eMeds team signing off

The eMeds team is now finishing up go live support at Urbenville MPS, the 13th and final implementation site across the district.

Since the last edition of Northern Exposure, the team have worked across the Multipurpose sites (MPS) of Kyogle, Nimbin, Bonalbo and Urbenville.

Kyogle is the third largest Residential Aged Care site in the state, with 28 beds. This offered unique challenges to the eMeds team, as we had previously only dealt with the acute and rehabilitation settings. For the first time we administered eMeds from Webster packs as we looked at workflows that reflected medication administration in a residential setting.

The eMeds team would like to congratulate the staff, residents and patients across the four MPS sites, for their generosity of spirit and commitment to change.

As this will be this project's last communication via Northern Exposure, the eMeds team has great pride in thanking all of Northern NSW Local Health District. The

project would not have been as successful without the input of the clinicians, the IT staff, Clinical Information Systems Unit and management at each site, as well as eHealth staff and other eMeds Project team members from across the five Rural LHDs. Your drive and commitment is commendable. Thank you!

A final reminder, we have handed over to the Clinical Information Service (CIS) team. Danielle Supierz and Sandra Reid have been permanently recruited as the eMeds Application Specialists working in the CIS team. In addition to the extra application support staff, six additional permanent clinical educators have been recruited to provide training to all types of clinical staff in how to use the eMR, including eMEDS. These educators join the existing CIS Unit educators in providing training in how to use the Cerner applications.



For all sites, Help Desk requests should be made via the State Wide Service Desk via SARA or by phoning 1300 28 55 33, press 3 for eMR (number displayed on every PC desktop).



For ongoing training requirements and for new staff joining your team, requests can be made via the Intranet - Work Support Centre, and will continue to be managed by the CIS team.



Stephanie Smith RN and Leanne Schipanski NUM - Kyogle MPS go live



Janette Coonan and Melanie Benge - Bonalbo

Follow these links for specific staff group training requests:

Medicine: <https://intranet.nswlhd.health.nsw.gov.au/clinical-info-systems/add-amos-and-locums-to-pas-and-emr-form/>

Nursing and Allied Health: <https://intranet.nswlhd.health.nsw.gov.au/clinical-info-systems/cerner-emr-pas-training-access-request-form/>



<https://home.nswlhd.health.nsw.gov.au/nor/emed/>



Cyber security at work and at home

Cyber security is about being aware of security risks when using computers. It applies wherever you use a computer, whether that's at work or at home.

Many actions we complete on a computer have risks involved, including searching the internet, clicking links in web pages and sending emails. These risks can be present even when you're not physically at your computer, for instance if you leave your computer logged in when you walk away, or provide your password to other people.

Your online identity is important

In the 21st century, identity theft and data breaches can and do happen. As good e-citizens, we're advised to take care to keep online banking details secure, keep track of online purchases and watch out for scams being sent to our personal emails.

It's no different at work. The same level of cyber security should apply in our workplaces, where we benefit from the wealth of information and time savings that computers provide. You wouldn't give a workmate your bank login, so don't give them your work password either.

Viruses and Malware

Computers across Northern NSW Local Health District have up to date virus and malware detection software, and a continuous monitoring system looking for scams and viruses. But even with these safeguards in place, sometimes scams do make it through undetected.

If you get an email with a link that you are not expecting or that doesn't look right, it is best to not click on it. Instead, manually enter the web address for that web page.

Logging off while you're clocked on

When you're logged in to a work computer, any work done during that time is attributed

to you as an individual. If your password was used to sign in, you will be held accountable for that work. Log off when you're finished using a computer to keep your work secure.

It's every staff member's responsibility to ensure that applications are closed when you walk away from a computer. This prevents others from seeing details on the screen, and preserves the integrity of your role and the information you have access to. Press CTRL + ALT + DELETE to lock your screen or log off.

Five minutes with an Exec: Matt Long

In this edition we're spending five minutes chatting with Matt Long, Director Corporate Services

Q: Tell us about where you're from and a bit about growing up there?

A: I was born in Belgium and I lived there for a couple of years when I was too young to remember. But both my parents are English. I spent most of my childhood and teenage years in a small town in southern England, near Oxford.

I moved to Bristol to study Physics at university. Bristol is a great city and I still love going back there now. It's like a mini London; it's really diverse and doesn't take itself too seriously. Maybe it's because people like to make fun of them for their accent...

Q: How did you end up living in Australia? And then Northern NSW?

A: After graduating I worked in the UK for a few years before I came to Australia as a backpacker. I ended up meeting my wife-to-be at Kakadu National Park and we decided to stay here. After living in Sydney and then Brisbane, we moved to Northern NSW to raise our two girls and be closer to my wife's family who are from Ballina.

Q: Quite the journey, so how did you go from physics to health?

A: I get that question a lot in Australia and I get the sense that degrees are a real indicator of what job you'll do. In the UK, at least back then, University degrees were more academic than vocational. It would not have been surprising to see someone who studied Art History end up working in banking.

I started off working in a systems engineering consulting firm, which isn't that far removed from physics. In Sydney I worked for KPMG, focusing on IT. That was back in 1999 during the dotcom boom, the GST was being introduced, and there was the supposed Y2K bug coming.



I transferred to the Brisbane office just after my wife and I got married, but I used to look in the Northern Star every week for a job down here. Eventually I saw a role advertised with the project team installing the first module of Cerner, the patient administration system – that went live in 2004. I remember coming down for the interview at Murwillumbah and seeing that panoramic view and thinking 'yeah this is where I want to be'.

During my thirties I got an MBA through part-time study while I was working. Doing that and having young children left me sleep-deprived at times, but it's been useful knowledge as I've moved into more senior roles.

Q: What hobbies are you into?

A: I used to take cycling very seriously, and I held back from going to uni for a few years to work part time and focus on training and competing. I ended up getting a few injuries, though, and focusing on study.

I still do some racing now and then, with a club in Murwillumbah. It's a great bunch of people and we sometimes get a bit nerdy about equipment, and a lot of us probably have bikes that are far better than we are.

Q: How about music, books, or movies?

A: For me it is probably about music. When I was backpacking in Australia in my early 20s I brought tapes of the dance music I used to be into, but when you're driving around in a big country it gets repetitive and boring. So I ended up listening to a lot of rock, like the Rolling Stones. I think music like that works much better in a big country.

Each year I help out at the Mullumbimby Music Festival, which is always great. I wouldn't be able to tell you what my favourite band is, local or international. I like a range of different styles.

Q Fever Risk During Drought

Q fever is a disease caused by the bacterium Coxiella burnetii. It is spread to people from cattle, sheep and goats and a range of other domestic and wild animals. Even people who do not have contact with animals may be infected.

In August 2019, the NSW Department of Primary Industries advised that 61% of NSW is either in drought or intense drought, while nearly 39% is drought affected. NSW Health has warned people in regional and rural NSW to take steps, such as getting vaccinated, to guard against Q fever, due to the risk of drought and high winds spreading the disease.

The [Q Fever](#) HealthPathway provides comprehensive clinical information about the illness. The Assessment section provides a list of symptoms, information on stages of Q Fevers, what to look for during clinical examination, lists investigations and other diagnostic tests and differential diagnosis for Q fever.



Stock image

Q Fever vaccination recommendations and guidelines are located in the management section, which also lists safe animal and equipment and animal practices and treatment options, depending on the severity of the disease and for pregnant woman.

The referral section provides options for pregnant patients, links for further advice, including the Public Health Unit.

In 'For Health Professionals', a link is now available to the NSW Health online module [Q fever – early diagnosis and vaccination](#). The module is accredited with Australian College of Rural and Remote Medicine (ACRRM) for two core continuing professional development points and

is free for all ACRRM members and subscribers.

Resources for clinics and patient consultation

New materials, including plain language factsheets and posters, have been developed and are available for use in clinics. Electronic versions are available now at the below links:

- [Q fever factsheets](#)
- [Campaign brochure and posters](#)

For further information email:
kkeyte@ncphn.org.au



<https://manc.healthpathways.org.au>

No shut eye for keen fundraisers

The Got It! and Out Of Home Care teams at Yamba Community Health held a Pyjama Day on the last Monday of July to help children living in foster care.

Pyjama Day raises funds for the Pyjama Foundation's Love of Learning Program, a mentoring program offered to children in foster care.

"We not only managed to reach our target, but actually surpass it days before the event, thanks to the donations from everybody at Yamba Community Health!" Kate Currey, Got It! clinician, said.

The money raised will help fund two training kits for program mentors.



From left, Acting Child Protection Manager, Nicole Ashby; Got It! Administrative Officer, Lisa Mitchell; Got It! Clinician, Kate Currey and Acting Out-of-Home Care Coordinator, Kate Dougherty

Casino dazzles with A Ball for All

Dust off your dancing shoes and get ready for a fabulous night of fun and entertainment at 'A Ball for All' on Saturday 12 October at Casino RSM Club.

Casino and District Memorial Hospital (CDMH) are hosting their first such event in over four decades, and it's shaping up to be a wonderful night.

"It's a rare opportunity to bring the health service, the community, and our local partners together in a fun and social setting, complete with delicious food and fabulous music," Ellen Palmer, Executive Officer/ Director of Nursing at CDHM said.

"We invite everyone to come along and join us, celebrating our healthy community spirit we have here in Casino.

"It's also a great chance to say thanks to our dedicated Hospital Auxiliary and get to know more about the services we offer and how you can be involved."

The event is open to all Northern NSW Local Health District staff, as well as community members, family and friends.

Funds raised at the event will go towards purchasing a CentrellaSmart+ palliative care bed to provide additional comfort and safety for patients reaching the end of their lives and who are under palliation.

An auction and other fundraising activities will take place on the night.

Tickets are \$100 each, and include drinks and canapés on arrival, two course meal, and lucky door prize. Live music provided by Pink Zinc.

Tickets can be purchased at Casino RSM Club, Canterbury Street, Casino.

For more information, please phone Leigh Hooton on 6662 2111 or email: leigh.hooton@health.nsw.gov.au



Health
Northern NSW
Local Health District

Casino and District Memorial Hospital

presents



Saturday 12th October, 2019

**Casino RSM Club, 162 Canterbury Street
Doors open 6.00pm**

**Live music and alternate drop gourmet meal
Dress: Formal and fabulous**

Tickets \$100, available for purchase at Casino RSM Club

For enquiries...

Phone: 6662 2111

**All funds raised go towards the purchase of
special beds for End of Life care**

Retirement celebrations for John

After more than 40 years as a radiographer, Murwillumbah's John Brooks was sent off with a gathering, warm words, and of course a cake – complete with an x-ray skeleton dinosaur.

John likes to joke that he's "probably x-rayed everyone in town", and after 37 years at Murwillumbah District Hospital, that probably isn't far from the truth.

Since starting his career at Westmead Hospital in Sydney in the late 1970s, John has seen a lot of changes in the industry. From a time when scans were developed by hand in darkrooms (which continued until the early 2000s) to today's CT and MRI machines.

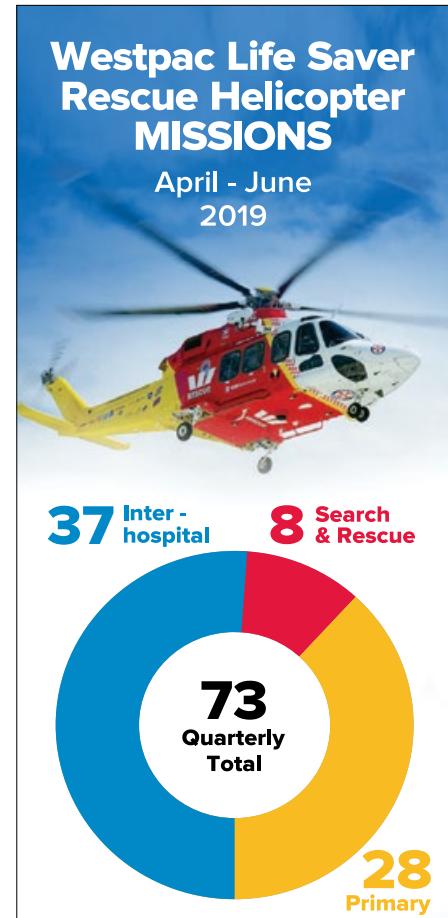
John recalls when he started at Murwillumbah there was only one x-ray room. Now there are three, including an



John Brooks

ultrasound, a CT scanner and a Dental OPG unit.

John's retirement plans include travelling to London for his son's wedding and a road trip to the Southern Highlands. Staff say John will be sorely missed for his knowledge and his uncanny ability to never be short of a story.



Don't miss the bus

Far too many women may be unaware of their risk of breast cancer, according to a recent survey.

More than two-thirds of women (65 per cent) surveyed by the Cancer Institute NSW think they are not at risk of developing breast cancer because they don't have a family history.

This is despite the fact that 9 in 10 women diagnosed with breast cancer don't have a family history.

"The risk is real for every woman aged 50 to 74," Jane Walsh, Director of BreastScreen NSW North Coast, said.

"One in eight women in NSW will develop breast cancer in their lifetime and less than 10 per cent of them will have a family history."

The BreastScreen Mobile Unit is out and about during September and October at the following locations:



- **Casino:** 26 August – 26 September (Graham Place)
- **Grafton:** 2 September – 12 December (Pound Street)
- **Kyogle:** 16 September – 8 October (Stratheden Street)
- **Bonalbo:** 8 – 14 October (Woodenbong Street)
- **Urbenville:** 14 – 16 October (Bowling Club)
- **Uki:** 16 – 23 October (Norco Street)

BreastScreen NSW actively targets asymptomatic women aged 50 to 74 years

for a free screening mammogram every 2 years. Women over the age of 40 are also eligible to attend the service.

To book a mammogram today call: **13 20 50** or book online by visiting:



www.breastscreen.nsw.gov.au

NORTHERN

EXPOSURE

