

# Northern exposure



Health  
Northern NSW  
Local Health District

Newsletter, Issue 6  
July 2017

## New hospital for Tweed



**Above, Northern NSW Local Health District management and board members join Minister for Health, Brad Hazzard; NSW Treasurer, Dominic Perrottet; NSW Deputy Premier, John Barilaro; Member for Tweed, Geoff Provest; and Dr Ian McPhee at the funding announcement for a new Tweed Hospital.**

**Right, Tweed Byron Health Services Group Director of Emergency, Dr Rob Davies shakes hands with Member for Page, Geoff Provest as the NSW Deputy Premier and Treasurer look on.**



The Tweed Valley is set for a new, state-of-the-art hospital, thanks to the recent funding allocations in the 2017-18 NSW Budget.

On 13 June it was announced that \$534 Million would be set aside for the development of a new hospital on a

greenfield site.

The NSW Deputy Premier, John Barilaro, Treasurer, Dominic Perrottet, Minister for Health, Brad Hazzard and Member for Tweed, Geoff Provest, praised the work of local clinicians and staff in advocating for improved facilities

over many years, in order to cater for the growing population in Northern NSW.

"I've met with the Medical Staff Council at Tweed Hospital to hear exactly what they need to continue delivering excellent patient care – and this new hospital will deliver just that," Minister Hazzard said.

  
**Our Languages Matter**  
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NAIDOC Week  
celebrations



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Interview with  
Northern NSW  
Local Health  
District's Director  
of Research,  
Alexandre  
Stephens

**NNSWLHD is committed to safeguarding the privacy of patient and employee information, implementing measures to comply with Legislative obligations. Audits have commenced and will continue across the NNSWLHD throughout the calendar year.**

# Executive Update

Winter is well and truly upon us. With the cold weather arriving, we are experiencing a significant spike in activity that is placing pressure on our Emergency Departments and hospitals more broadly.

Our services continue to perform admirably, providing high quality care to those presenting to our hospitals. We anticipate the volume of flu-like presentations to increase over coming weeks, and in response we have implemented a pilot "Winter Strategy" initiative to support the increased demand.

This year we have partnered with North Coast Primary Health Network to develop a range of strategies to support our General Practitioners and community-based services in keeping patients well and out of hospital.

We have again had a strong program of flu vaccinations across our workforce to help our staff during this flu prone season, and I remind those who have not had their flu shot that it is not too late. You can enquire at your local site/service to access your flu shot.



Despite strongly promoting the recent 'People Matter Survey' throughout our workforce, Northern NSW Local Health District only managed to achieve a 14 per cent completion rate among our workforce.

Despite this small percentage, we will

still consider the information provided by those staff who responded, and ensure the issues raised and the views expressed are well communicated to all our workforce.

I want to encourage you all to take the opportunity provided by these surveys to let us know what you think is being done well and, more importantly, where you believe we can make improvements in the way we deliver our services and support our workforce. Through consistent and constructive communication we can work towards achieving the positive workplace culture we would all like to be a part of.

Our eHealth team are currently running a survey which allows everyone the chance to contribute to the development of the LHD's eHealth (IT) Strategic Plan. If you have views to share, please click on the survey link on the intranet home page and make your voice heard.



The recent State Budget has seen NNSWLHD continue with our massive capital works program, with the announcement of \$534 million for the development of a new and much expanded hospital for the Tweed Valley. This is the largest capital investment ever announced for the Northern Rivers.

Over the next year there is much work to be done to ensure the new hospital and ambulatory services



meet the needs of our community and clinicians.



Last week was NAIDOC week where we celebrated Aboriginal and Torres Strait Islander history, culture and achievements, and recognising Indigenous Australians' contribution to our country and society. I want to specifically acknowledge and thank all our Aboriginal and Torres Strait Islander staff who work tirelessly at ensuring our services are provided in a culturally appropriate and effective manner, and I trust you are all celebrating with pride the value you bring to our health service.

*Wayne Jones  
Chief Executive*

The Community and our Health Service are greatly enhanced by the commitment and efforts of many individuals.

Three recipients of this year's Queen's Birthday Honours Awards are examples of the influence and impact that individuals have on the quality of health services.

They are former Lismore Mayor, Jenny Dowell who, during her time on Council, advocated strongly for local health services, was patron to the Lismore United Hospital Auxiliary and advocate for Breast Screen; Ms Janet Woods from Banora Point, whose volunteer contributions included Murwillumbah District Hospital Pink Ladies from 2002 to 2013; and Dr John Moran, current Northern NSW Board Member, for his contributions to medical

administration and education, and to the community over many years.

On behalf of the Board I thank these recipients for their contributions and congratulate them on their achievements and Awards.

The Board also acknowledges and greatly appreciates the contributions that many community members, clinicians and other employees, who go above and beyond their day to day activities, make to the health of the Northern NSW community.

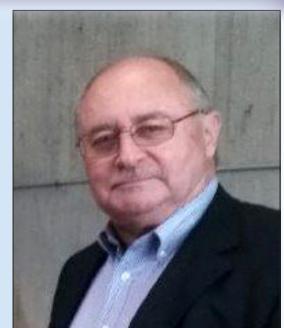
Winter is here, and with winter comes added stress on our health and our health services.

The Board has been kept informed of a collaboration between the Local Health District and the Primary Health Network in developing a whole of system hospital and primary health Winter Strategy

## From the Board Chair

aimed at keeping our most vulnerable well and avoiding hospital admissions. This is a great example of working together to improve the health of our community.

Thank you for your contributions and keep well over winter.



*David Frazer  
Acting Board Chair*

# Byron Central Hospital celebrates 1st year

On 7 June Byron Central Hospital (BCH) celebrated its first anniversary. The milestone was marked by a lunch attended by BCH staff and volunteers.

The day also coincided with the BCH Staff Appreciation Awards, with winners including Angela Carpenter for the Ambulatory Care Award and joint winners, Louise Tingey and Megan Crompton for the Hospital Award.

On the day, Northern NSW Local Health District Chief Executive, Wayne Jones was also honoured with a cake after serving his 1st year in the position.



**Above right, Director Medical Services, TBHSG, Grant Rogers; BCH Emergency FACEM, Dr Blake Eddington; TBHSG Emergency Director, Dr Rob Davies; and NNSWLHD Chief Executive, Wayne Jones, at the BCH 1st birthday celebrations.**



**Above, from left, NNSWLHD Chief Executive, Wayne Jones; BCH Executive Officer/ Director of Nursing, Keryn York; Senior Physiotherapist, Angela Carpenter; Clinical Support Officer, Louise Tingey; Summerland Credit Union Branch Manager, Ben Hills; TBHSG General Manager, Bernadette Loughnane; Clinical Support Officer, Megan Crompton; and Nursing Unit Manager Ambulatory Care, Chris Barron at the BCH Staff Appreciation Awards last month.**

## Mental Health Minister announces community consultation date

On 28 June, Minister for Mental Health, Tanya Davies, visited Lismore and was shown through the renovations to the Adult Mental Health Unit which are currently underway.

The Minister announced that as part of the review into seclusion, restraint and observation practices being undertaken by NSW Chief Psychiatrist, Dr Murray Wright, the date of Tuesday,

5 September has been set for the Lismore Community Consultation session.

"We want to hear about the personal experiences of current and former patients living with mental illness, from their families, their carers, mental health workers and other members of the community," Mrs Davies said. Written submissions close on 31 July.



**Above, Member for Lismore, Thomas George; Minister for Mental Health, Tanya Davies; Lismore Mental Health Redesign Project Officer, Alison Renwick; and General Manager, Mental Health, Drug and Alcohol Stream Services, Richard Buss inspect the facilities.**

# When it rains...

These past few months have been an unfolding series of changes for me.

It is with great pleasure that I step into the role of Manager, Media and Corporate Communications as part of the expanded Media Unit following the recent restructure of the Chief Executive Office.

There are so many inspiring people and thoughtful initiatives worthy of acknowledgement across our health district, and it has been my joy to discover these and help shine the light on them while I have been acting Media Liaison.

With my permanent appointment, I look forward to building stronger relationships with staff and the public throughout our region, and helping us respond to and engage with the media landscape in the 21st century.

Moving into a full-time role after returning from maternity leave and gradually increasing from part-time work has its challenges, not least of which is remembering which days I am in charge of daycare pick-ups.

In my personal life, while the NSW Premier was busy announcing changes to stamp duty for first home buyers, I was busy looking for a first home on which to spend my hard-earned savings.

Fortunately, I found somewhere suitable and am in the process of moving house as I write this. After renting for 15 years and living in seven different houses, I can say that moving doesn't get any easier, but at least I don't anticipate having to do it again for quite a while!

The Northern Exposure will continue to evolve as we aim to include more of what's happening around the district, focussing on our achievements as well as initiatives to help you and your families stay healthy and live life well.

I welcome your feedback and look forward to receiving your submissions in the future.



**Fiona Baker**  
Editor

# Lismore Gets Healthy

Northern NSW Local Health District (NNSWLHD) Health Promotion Team recently held a 'Get Healthy' Breakfast in Lismore for local health professionals.

"The aim of the breakfast was to inform health professionals of the benefits of the Get Healthy Program and how it can support and complement the services they recommend to their patients and clients,"

Dr Avigdor Zask, NNSWLHD Research and Evaluation Officer, said.

The breakfast was well attended and received great feedback. More Get Healthy breakfasts will be held in other locations across the LHD soon.

Get Healthy is a free telephone coaching course that encourages weight loss and helps to improve diet and fitness. It assists people aged 16 and over to achieve and maintain a healthy weight, eat more healthily and be more physically active.

If you are overweight and feel lethargic, or just want motivation to be



more active, the FREE Get Healthy Service is available for your clients and yourself.

The service aims to help participants develop and achieve personal goals by providing information and expert advice over 6 months that includes:

- ten free, private and confidential tailored telephone coaching sessions at times that suit you

- a personal health coach for support
- information booklets
- coaching journals
- web based logs and tracking tools

The service is not appropriate for people with complex multiple chronic diseases. An interpreting service is available, as well as telephonic services for people who are deaf or hearing or speech impaired.

Clients can choose to re-register at the end of the six months.

For more information call 1300 806 258 or visit [www.gethealthynsw.com.au](http://www.gethealthynsw.com.au)



**Clockwise from left, Joyce Pittaway, Dental Therapist; Danielle Pirera, Exercise Psychologist; Karl Sprogis, Spinal Orthopaedic and Sports Therapist; Dr Avigdor Zask, NNSWLHD Research and Evaluation Officer; Catherine Carmont, Massage Therapist and Julie Green, Naturopath, attend the Get Healthy Breakfast.**

## Check out NNSW LHD Facebook page

The Northern NSW Local Health District Facebook page is used for a range of promotional activities, including the Health Promotion newsletter, pictured right, and by the LHD Media Unit to promote local events and celebrate the achievements of staff and volunteers.

It is regularly updated with the happenings across the LHD. Check out our page today!



# NAIDOC WEEK 2017

Bukurindji Ngatjarra  
Kurtjar Djandu Nanya  
May - Takunti Wa  
Kukutji Nangkathay  
Baradha - Kuwarr - yamga - Mayan  
Wiraajuri Nambaya  
Karrunama Yinggarda  
Pintupi Kunkemara  
Kunkemara Jupany  
Walyarri Malgana

NAIDOC Week celebrations were held across the country this month, and Northern NSW Local Health District staff were involved in events throughout our district.

At the NAIDOC celebrations at the Lismore Showground on 29 July, many health services were represented including Aboriginal Health Unit, StEPS, Immunisation, Health Promotion, Health Promotion, Goonellabah Dental Clinic, Indigo House, Lismore Needle and Syringe Program, Women's Health and Resource Centre, and Child and Family Health Goonellabah.

Other celebrations were also held in Grafton, Evans Head, Casino, Coraki, Ballina and Tweed Heads.

A Community NAIDOC and Police Fun Day will be held in Tabulam on Wednesday 19 July at the Stadium.



**Above, Laurel Rodgers, Health Promotion; Elly Bradshaw, Aboriginal Health Unit and Teena Binge, Aboriginal Health Unit.**



**Above, Elsa Mangan and Martina Pattinson, Health Promotion.**



**Above, Louisa Harwood, Kerry Andersen and Sharon Brodie, Indigo House.**



**Above Andrea Brookes, Krishna Mayshack-Mendero and Maree Eastman, Women's Health and Resource Centre.**



**Above, Leanne Miles and Elizabeth Lewis, Immunisation.**

# Make every step count during STEPtember

Are you ready to get active for a good cause? STEPtember is just around the corner and the Health Promotion team are excited!

The challenge is to take 10,000 steps a day for 28 days straight. You join up in teams of four, and ask your family and friends to sponsor you for your efforts.

Any physical activity counts towards your step count, such as swimming, soccer, cycling or rugby and the website converts the activity into steps for you.

All money raised goes towards helping children and adults living with cerebral

palsy—many of whom will never be able to take a single step without assistance.

The average office worker only takes 3,000 steps a day—which might sound like a lot, but actually it's way under the recommended 10,000 steps we all need in order to lead healthy lives. Getting more physical activity into your day doesn't just help your health—it actually makes you feel better too.

So if you're feeling sluggish, and constantly battling 3:30-itis, STEPtember is the perfect opportunity to get out from behind your desk and make the change



**Above, NNSWLHD Health Promotion's STEPtember Team of Adam Guise, Elsa Mangan, Anthony Knight and Elly Bradshaw are ready to get active!**

your body is screaming out for.

If you're as keen as the Health Promotion team are, then organise a team of four and nominate one 'team captain' and head to the

registration page:

[www.steptember.org.au](http://www.steptember.org.au)

Use the payment code

**NCAHS2017** for free registration and a free pedometer.

## Support for Tweed patients to REACH out

On 1 June The Tweed Byron Health Service Group (TBHSG) rolled out the REACH program across inpatient areas at The Tweed Hospital and Murwillumbah District Hospital (MDH).

REACH is a patient and family activated rapid response program.

"The REACH program encourages patients, family and carers to initially engage with their nurse or medical team if they are concerned that 'something is not right', and provides them with avenues to escalate their concerns to initiate a more in depth review of the patient's situation if necessary," Darleen Berwick, Deputy Director of Nursing at MDH, said.

To mark the significance of this milestone, a nursing conference, Heart of Caring, was also held in Tweed Heads on the day, organised by TBHSG nursing executive and attended by local senior nursing staff.

The Conference encouraged participants to reflect on how they could improve their nursing practice to enhance compassionate care and engagement with patients and their families.

REACH advocates Naomi and Grant Day, whose son, Kyran, passed away in a Sydney hospital in 2013, presented their patient story at the conference and also addressed Medical Grand Rounds at The Tweed Hospital on the day.

"Grant and I believe that the program will save lives and also allow parents and families to raise their hands if they're concerned. Children and babies don't have a voice, so we need to be their voice," Mrs Day said.

"We are very appreciative that the local health district has allowed us to share our story."

The Days' involvement has been beneficial in raising awareness of the importance of this type of communication.

"We would like to extend our sincere thanks to Naomi and Grant for assisting us in engaging staff in this process," Ms Berwick said.



**Above, participants at the Heart of Caring Conference held in Tweed Heads recently as part of the implementation of REACH at The Tweed Hospital and Murwillumbah District Hospital.**

# Maclean Rehabilitation Unit opened

On 2 June, the \$3.7 million Maclean District Hospital Rehabilitation Unit was officially opened.

Federal Member for Page, Kevin Hogan, and Northern NSW Local Health District Chief Executive, Wayne Jones, both praised the staff and hospital auxiliary volunteers for their contributions at the official ribbon cutting.

Local Yaegl elder, Aunty Muriel Burns, performed the welcome to country, and reflected on the positive changes which she has seen since her mother attended the hospital many years ago.

Work commenced on the Rehabilitation Unit in 2012 under NSW

Health's plan to deliver 459 new sub-acute beds across NSW.

The Unit became fully operational in March this year with 10 new beds in the purpose built rehabilitation ward.

The Member for Page, Kevin Hogan, welcomed the facility which enables residents of the Clarence Valley to receive rehabilitation treatments without leaving the area.

"This fantastic facility allows patients in the Clarence Valley to access first class therapies right here on their doorstep," Mr Hogan said.

"Previously, the nearest rehabilitation facilities were located in Coffs Harbour and Ballina, so this is a fantastic

investment in the health of our growing population in the Clarence community."

The Rehabilitation Unit provides co-ordinated care by a multidisciplinary team including medical, nursing, physiotherapy, occupational therapy, speech pathology and social work.

The new Unit offers single and double rooms, all with en-suite facilities. It also includes a fully equipped therapy gym, spacious dining room and kitchen for group activities and social interaction.

The new Rehabilitation Unit is adjoined by a courtyard garden designed to provide patients with opportunities to practice regaining normal functions in a domestic setting.



**Above, front row from left, NNSWLHD Chief Executive, Wayne Jones; Federal Member for Page, Kevin Hogan; Yaegl elder, Aunty Muriel Burns; Medical Officer Rehabilitation, Dr Robin Mathews; and Rehabilitation Nursing Unit Manager, Tara Chambers with staff and Auxiliary members at the official opening of the Maclean Rehabilitation Unit.**

## Emergo training for disasters

An EMRGOTRAIN System exercise was conducted at The Tweed Hospital (TTH) on 1 June. This was a simulated disaster exercise involving the whole of the Tweed Byron Health Service Group.

The objective of the exercise was to test and evaluate the Code Brown procedures and identify opportunities for improvement in the management of mass casualties in a major incident.

The exercise scenario involved the virtual crashing of a light plane into the main terminal at the Gold Coast Airport. Multiple casualties were potentially involved with many critically ill patients being taken to both TTH and Gold Coast University Hospital.

The objective of the exercise was to test as many aspects of the disaster management as possible during this simulation. This Swedish simulation system is conducted in real time with simulated areas for Triage, Emergency, ICU, Operating Theatres and the Health Emergency Operations Centre.

Communications between NSW Ambulance the Northern NSW Local Health District's Health Service Functional Area Coordinator (HSFAC), the Health Emergency Operations Centre, and the State Emergency Management Unit in Sydney were tested as part of the exercise.

Around 40 staff and students were involved with the exercise. Upcoming



**Above, participants track virtual patients, called "Gubers" during the recent disaster training exercise.**

disaster simulations will also be held in Grafton on 27 July and Lismore on 26 October.

## Let's Talk Health Literacy

### Excuse me, where is...?

Coming to the hospital is a stressful experience for most people. People do not usually come to hospital when things are going well.

Often, patients are feeling unwell or in pain, and visitors are often worried about the health of their loved one.

When people are worried or stressed, their health literacy is lower. It can be harder for people to understand and act on health information, and to recall that information later - when they most need it.

One way to reduce people's stress in hospital is to make it easy to get around and find where they need to be.

We can support this by:

- Offering assistance if you see someone who looks lost
- Giving clear directions over the phone and checking the person has written them down
- Finding some easy-to-spot landmarks to help people find their way
- Drawing a map or adding a map to patient letters
- Working out the closest or easiest entrance and parking to get to your department
- Checking before someone arrives whether they need help to walk long distances
- Familiarising yourself with recent changes so that you're equipped to answer questions

For more handy health literacy tips, visit:

<http://healthliteracy.nswlhd.health.nsw.gov.au>

# Child Wellbeing Unit only a phone call away

Do you have concerns about abuse and neglect of a child or young person? Are you concerned that a child may be exposed to domestic violence?

Would you like to consult with a trained child protection professional and discharge your mandatory reporting responsibilities at the same time?

The NSW Health Child Wellbeing Unit (CWU) is a telephone support service staffed by child protection professionals skilled in the assessment and management of risk to children and young people.

The Northern Child Wellbeing Unit supports health staff in the Hunter New England, Mid North Coast and Northern NSW Local Health Districts.

The Assessment Officers at the CWU can:

- assist you to determine the suspected level of risk of harm, and escalate high risk matters to the Child Protection Helpline
- advise on current or past concerns recorded about a child or young person and help identify whether other agencies or workers are involved
- provide advice about referral pathways, information sharing and case co-ordination
- provide guidance on

conversations you could have with patients/clients to achieve better outcomes for children, young people and families

- assist with the development of a plan to address all child wellbeing or child protection concerns, regardless of the level of risk.

We recommend you consult the NSW Mandatory Reporter Guide before contacting the CWU to discuss a concern.

The CWU phone line is open from 8.30am to 5.00pm, Monday to Friday

**Call 1300 480 420.**

After hours leave a

message or use the After Hours Contact Form to provide specific details about your concerns. The CWU will always respond the next business day.

Aboriginal Assessment Officers are also available on request.

For more information, call Nicole Ashby, Out of Home Care and Child Wellbeing Coordinator, on 6603 0921.

If you suspect a child or young person is at imminent risk of significant harm, **call the Child Protection Unit Helpline (24/7) directly on 13 21 11.**

### BE ALERT TO THE SIGNS

#### Do you have concerns regarding:

- The presence of domestic violence in the family home?
- Parents of a child or young person who are unwilling or unable to follow medical advice for serious health issues such as morbid obesity, asthma, diabetes?
- An infant who is failing to thrive or a new mother with unmanaged post-natal depression?
- An infant, child or young person who presents with suspicious physical injuries and bruising?
- A parent (including an expectant parent) misusing alcohol or drugs, or who has an unmanaged mental health condition?
- A child or young person who may have been sexually abused (e.g. presents with a STI or age inappropriate sexualised behaviour)?
- Parents' inaction where a child or young person is self-harming or has expressed thoughts of suicide?

# Child Protection Team is seeking your input

Do You Have a passion for helping vulnerable children?

The Northern NSW Local Health District Child Protection Team are seeking enthusiastic people to join our Child Protection Week

Committee.

Child Protection Week kicks off every year in September on Father's Day.

We do not expect your time commitment to be onerous – maybe you just have some fresh ideas or would like to lend a

helping hand.

For further information and to register your interest please contact Nicole Ashby, Out of Home Care and Child Wellbeing Coordinator on 6603 0921 or Karen Jefferies on 6641 8987.

# Interview with

*Northern Exposure recently sat down with Northern NSW Local Health District's new Director of Research, Alexandre Stephens, PhD, to talk about his background as a scientist and his transition into medical and health research.*

Northern NSW Local Health District's freshly appointed Director of Research, Alexandre Stephens, has only been in the job five weeks, but already he's finding out about pockets of great research being undertaken across the district. It's a matter of bringing it out into the open, and that's what he plans to do.

Alex is a mixed-background scientist, and has come to this role after working as the epidemiologist for two and half years at Sydney Local Health District's Public Health Observatory. The Unit's two main functions were to provide timely and accessible information on the health and wellbeing of residents, and to do relevant research, mostly around population and public health.

Alex's personal research interest was lifespan and how it varied depending on socio-demographic, economic and location factors. His other interest was in how Emergency Departments function, particularly in the context of low-acuity patients.

"We leveraged off access to large population-based patient data registries such as the admitted patient data collection, the Emergency Department data collection, the death register and the perinatal data collection," said Alex.

In high school Alex was drawn to the science subjects, and at university he quickly found himself steering towards research fields rather than medicine.

"I had an interest in human physiology and biology, and you automatically think about medicine," Alex said. In his first year of a Bachelor of Biomedical Science, a lecturer let him into a science program in a laboratory where he cultured bacteria genetically modified to express an enzyme used to assess

human genetics.

"It was pretty awesome, really fascinating. No-one would do it in first year," Alex said.

Alex undertook his university degree and the majority of his PhD and post-doctoral studies at Griffith University on the Gold Coast.

After 10 years of study, Alex took up an opportunity to train as a biostatistician in a three-year training program run by the NSW Ministry of Health within the Centre

local health districts.

Alex's role will also include building the research capacity of NNSWLHD's own clinicians, training people in basic research methodologies and frameworks such as the evidence pyramid, study design, statistical methods, database management and referencing software. He's also keen to add new people to the existing Rural Research Capacity Building Program.

"I'm a biostatistician by background, so I can do a lot of the research method stuff. Then there's opportunities to get other people in to help with grant writing skills, how to write a paper for publishing in scientific journals, and how to do a dynamic presentation," Alex said.

"All this information and resources will be underpinned by a website, a central hub for research, with links that people can go and access the material and our research related software."

At the moment, although research is happening across the

district, it's not centralised in any way. Alex is hoping to develop a research register and also create avenues for researchers to come together and share ideas and celebrate their research projects.

"The Director of Research is a key strategic position to try and bring those things together, to develop those core research resources, to connect people."

By capitalising on the good research that is already happening, and fostering further initiatives in this area, Alex is excited to see what clinicians in this district are capable of.

"Some people will come up with some really great ideas which will get translated into the next generation of interventions for patients coming to our hospitals in 10 or 20 years."



for Epidemiology and Evidence in Sydney. This involved Alex completing a Masters of Biostatistics and a portfolio of evidence as well as publishing statistical papers with a focus on population and public health. Taking up this position, currently based in Murwillumbah, has enabled Alex to move back closer to family again.

As the new Director of Research, Alex has been tasked with establishing a strategic advisory committee which will bring all the research projects happening across the district together into a research plan. He also aims to improve links with key research partners such as the University Centre for Rural Health, other universities and research institutes as well as other

# Winter Strategy 2017: Keeping well

## Keeping the North Coast well this winter

Every winter there is a surge in healthcare demand, both in the community and in hospitals. Older and frail patients are especially vulnerable during this time.

As part of the Northern NSW Integrated Care strategy the Northern NSW Local Health District (NNSWLHD) and North Coast Primary Health Network (NCPHN) have embarked on the Winter Strategy initiative.

The Winter Strategy is being piloted as the first of its kind and aims to support general practices to keep their most vulnerable patients well and reduce their likelihood of being hospitalised this winter.

The Winter Strategy has now commenced in Northern NSW, and is available for General Practices and Aboriginal Medical Services located in the Tweed Valley, Richmond Valley and Clarence Valley regions.

NCPHN sent out an expression of

interest to general practices within the NNSWLHD footprint and received enrolments from 30 practices. These Practices have identified and are now in the process of registering in excess of 1000 patients.

For the purpose of this pilot the number of patient registrations is being capped and the journey of these patients will be tracked from July to October, the duration of the strategy.

The LHD has built an electronic Admission and Discharge Notification (ADN) system to support Integrated Care. If patients enrolled in the Winter Strategy are admitted to hospital, their GP will receive an automated notification to let them know of the admission. They will receive a similar notification on discharge.

NCPHN will support general practices to provide additional care over winter, including extra time for practice nurses, and timely access to private allied health services when not readily available through publicly funded services.

# WINTER STRATEGY 2017



The Winter Strategy will be carefully monitored and evaluated.

In support of the Winter Strategy, The Tweed Hospital and Lismore Base Hospital are working towards having systems in place to book GP appointments for inpatients (aged > 70 years) prior to hospital discharge. The LHD's Chronic Disease Management Service (CDM) staff have been working hard with local GP practices to enable patients to receive timely and appropriate care.

## How will it Work?

General practice and LHD staff have access to an arsenal of tools and resources available online via the PHN's website <http://ncphn.org.au/winter-2017/>

Tools and resources include information on:

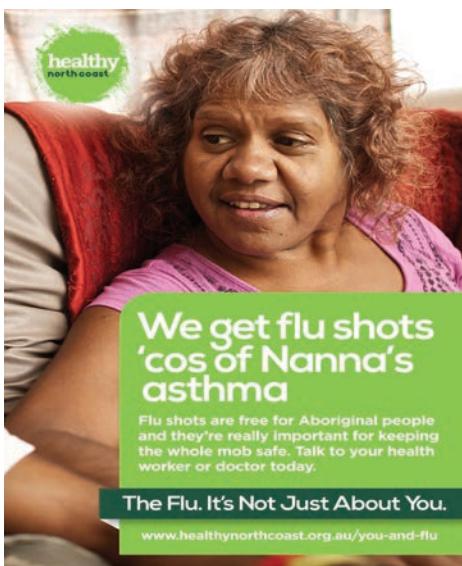
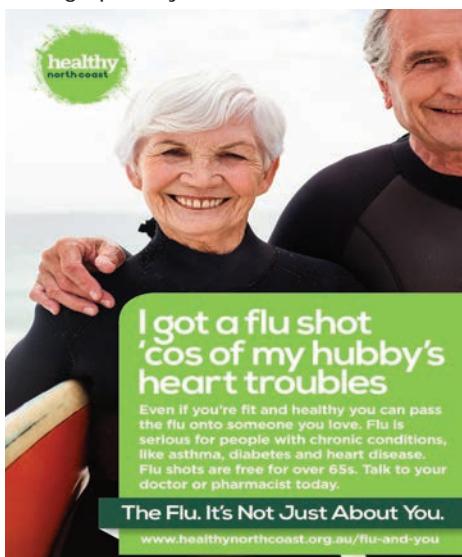
- Planning with Patients
- Sick Day Action Plans
- HealthPathways
- Chronic Disease Management Team
- Hospital in The Home
- Urgent Allied Health
- Influenza Vaccine

Consumer materials are also available, accessible online via the above link.

These materials include:

- Short videos for waiting rooms, website or Facebook
- Newsletter advertisements
- Social media content
- Digital banners
- Posters

NCPHN and NNSWLHD have developed a local consumer campaign encouraging increased flu vaccination uptake, which is designed to run alongside existing NSW State Health messages. This campaign is currently being rolled out in local newspapers, radio and social media.



# Spotlight on Hospital in the Home

## What is HITH?

Hospital in the Home, otherwise known as HITH, is the delivery of medical care by our HITH team which includes a staff specialist in Lismore within the patient's home, as an alternative to hospital.

HITH patients are treated as inpatients. Dr Shyamala Arunasalam, the HITH specialist, will be responsible for the patient's care during their time with the HITH team. Nurses deliver daily or twice-daily care, seven days a week.

Traditional conditions managed by HITH are:

- Cellulitis /anticoagulation
- Infections requiring prolonged intravenous antibiotic therapy once stable, including endocarditis, bacteraemia, bone joint infections
- Respiratory diseases (e.g. chest infections, cystic fibrosis, COPD)
- Blood transfusions or iron infusions in Residential Aged Care Facilities
- Complicated Urinary Tract Infections / Pyelonephritis

Other conditions which can be managed by HITH include:

- High blood sugar levels requiring subcutaneous insulin therapy
- Mild Acute Kidney Injury requiring IV fluids
- Hyperemesis (medical governance will remain under obstetrician)



**Above, Lismore Hospital in the Home Team, from left, Lismore HITH Nurse, Alicia Fergus; A/Nursing Unit Manager, CNS2 Lismore Community and HITH, Karen Walsh; A/CNS2, Lismore HITH, Debbie Hunt; and Lismore HITH, Infectious Diseases and General Physician, Dr Shyamala Arunasalam.**

- Heart failure requiring IV Lasix
- Acute exacerbation of chronic conditions
- Delirium with stable medical conditions
- Short term oxygen therapy
- Conditions needing acute medical attention for palliative care patients
- Some rehabilitation patients

For a HITH assessment or to talk to the team, phone 0401 711 688 to speak to the HITH Clinical Nurse, or email [nswlhd-lis-hith@ncahs.health.nsw.gov.au](mailto:nswlhd-lis-hith@ncahs.health.nsw.gov.au) or phone 0411 509 023 to speak to Dr Shyamala Arunasalam during business hours.

**Think smart, think HITH**

## Young people keen to discuss Sexual Health

On 15 June, the Positive Adolescent Sexual Health Consortium (PASH) held a free Community Forum in Byron Bay on "Young People and Sexual Health in the Online Age."

The forum was aimed at creating a healthy platform for young people, parents, teachers, GPs, youth service providers and local media to come together and discuss important issues regarding sexual health and related issues as well as addressing the current barriers faced by young people to enable better health outcomes.

The forum coincided with the PASH Youth Conference, which was held at Southern Cross University on 15 and 16 June.

Programmed by young people, youth workers and health experts, the two-day conference engaged High School

students and young people from across the region.

The conference featured an extensive and engaging program of workshops, talks, multimedia and arts-based platforms to develop skills and healthy behaviours around issues of sex, sexuality, sexual health, body image, sex and the law, bullying, homophobia, unplanned pregnancy, consent, where to get help, social media, sex and love online and healthy sexual boundaries.

Topics for discussion included online safety and the law, sexting, sexual health, mental health and relationships. The rise of image-based violence (revenge porn) and sextortion – the black mail of young people in regards to intimate images was also discussed.

## Grafton patients spoilt for choice with new menu

Patients at Grafton Base Hospital (GBH) can now enjoy a more personalised, enhanced dining experience thanks to the rollout of the My Food Choice system.

The program was successfully piloted at Byron Central Hospital (BCH) earlier this year, and was well-received by patients and staff.

The system delivers tastier meals and an easier ordering process, where each patient is provided with a pictorial menu and orders their meal from Food Service staff two hours prior to meal time. Staff enter the order on a mobile device which then transmits it to the kitchen for preparation.

The mobile devices help ensure that patients are only offered meals that match the diet orders entered by their clinicians.

# Allied Health smoke-free champions

This year, World No Tobacco Day was celebrated at Lismore Base Hospital (LBH) over three days, from Monday 29 May through to Wednesday 31 May.

The Northern NSW Local Health District Health Promotion 'Talking Tobacco Team' invited Departments to participate in a competition to decorate an area and show support for Working towards Smokefree Generations.

Daily ward rounds were conducted by Tobacco Treatment Project Officer, Denise Hughes, accompanied by Jenni Dann and LBH Respiratory CNS, Lyn Menchin.

A display was set up in the main entrance of the hospital with resources available for staff, patients and the public. TV monitors displayed information on local tobacco treatment support available.

12 Departments participated in the event (Emergency, Women's Care, Cancer Care, Allied Health, Peri-Operative, Short Stay Unit, Discharge Transit Unit, Outpatient Unit, Cardiac Cath Lab, ICU, Ward C7 and Ward C6).

Competition winners were:

First place - Allied Health  
Runner up - Cath Lab

Highly Commended - a Tobacco trophy was awarded to ward C7 and



**Above, Lismore Base Hospital World No Tobacco Day competition winners, Allied Health, with Executive Director Nursing and Midwifery, Narelle Gleeson; and General Manager Richmond Clarence Health Service Group, Lynne Weir.**

Emergency for their fantastic efforts.

Lyn Menchin will now be following up 11 wards who have requested Smoke Busters education and training for their staff.

Denise and Lyn will now also be doing ward rounds every Wednesday morning at LBH and where invited, talking to patients and staff about tobacco treatment options. If you have a

question look out for them wearing their orange and blue shirts.

For more information on tobacco treatment or resources go to: <http://nswlhd.health.nsw.gov.au/health-promotion/healthy-places-and-spaces/smoke-free-places/smoke-free-healthcare/>

While you are there, check out Lyn Menchin's Smokebuster video too!



## Making an Advance Care Directive

Following an extensive consultation process, the Ministry of Health has released "Making an Advance Care Directive (ACD): Template with Information Booklet".

The Ministry's ACD template is one of many advanced care planning and end of life resources that are available for use by all health care professionals. The template is not intended to be mandatory or legislated and it does not replace or void any other existing ACDs that are being used.

The intention of the ACD is to build on the current options as well as provide a guide and a better legal and clinical framework for some of these options. The Information Booklet provides information

to help individuals complete an ACD and includes a copy of the Ministry of Health template.

The Information Booklet includes:

- An explanation of what an ACD is and why it is important
- How to prepare and make an ACD and where to store an ACD
- Guidelines on selecting a "Person Responsible"
- The validity of an ACD
- Frequently asked questions
- Common terms

GPs and Health Professionals are encouraged to discuss end of life care planning with their patients and assist patients with the completion of an ACD.

The North Coast Primary Health Network has developed an Advance Care Planning HealthPathway that is an excellent resource to assist GPs and Health

Professionals in Advance Care Planning.

The New ACD Book and template can be found on the Advance Care Planning HealthPathway. Go to the Management section, completing an advance care directive, ACD template drop box: Advance Care Planning (ACP) <https://manc.healthpathways.org.au/>

Username: manchealth

Password: conn3ct3d

The ACD is available on the Ministry of Health's Advanced Care planning webpage at: <http://www.health.nsw.gov.au/patients/acp/Pages/default.aspx>

For further information contact [kkeyte@ncphn.org.au](mailto:kkeyte@ncphn.org.au)



# DIGITAL DOSE - eHealth news

## NSWLHD eHealth (IT) Strategy

We are currently developing a five-year eHealth (IT) Strategic Plan for the Northern NSW Local Health District (NSWLHD).

We would like all LHD staff and clinicians to have opportunity to contribute to the development of the strategy. If you'd like to share your views about our future directions, we encourage you to participate in a short survey, which can be accessed at: <https://www.surveymonkey.com/r/3CLNN23>

There is also a link from the Intranet home page (see image below).

The survey will close on 18 July.



## Cybersecurity

The last two months have seen two major global ransomware attacks, one of which had a large impact on the UK's National Health Service. NSWLHD has not been directly affected by these attacks, but please continue to follow the below advice from NSW Health's Chief Information Security Officer:

1. Strictly limit or Do Not Use webmail services such as Gmail and Outlook/Hotmail Mail, Big-Pond etc.

2. Avoid using USB devices on work computer systems where possible, as they can spread malicious software very easily.

3. Be very careful of visiting websites that look to be from untrusted or suspicious sources.

4. Be vigilant opening any attachments or emails that may be sent which are unusual in any way or requesting a call to action to open attachments (Invoices, Job Postings Offers, Macro embedded Office Documents etc.)

5. Please self-enrol in the HETI (My Health Learning) Phishing Awareness training to improve your knowledge and awareness of identifying Phishing scams

6. Report any suspicious behaviour to the State Wide Service Desk and local IT Departments.



## eMR-eRIC Project – eMR for ICU

### Go Lives

1. 16 October - The Tweed Hospital (TTH)

2. 14 November - Lismore Base Hospital (LBH)

3. 4 December - Grafton Base Hospital (GBH)

Change Managers have commenced at the first two sites, Andrew Dodds at TTH and Dan Schebella at LBH, with Grafton currently recruiting. Planning is well advanced for pre-go live training which starts about 6 weeks before each go live.

Other wards and units outside ICU

will receive information about the handover of care for patients transferred from ICU. A handover of care document will be provided in Powerchart from eRIC which will have up to date clinical information from both nursing and medical aspects.



## eMR-eMeds Project – electronic medications

Go Lives start later next year at LBH and TTH.

The local eMeds Clinical Reference Groups for Nursing, Medicine and Pharmacy will start in September this year. Members will be sought from the two in scope sites, LBH and TTH, by approaching the Hospital Managers.

Announced recently was the appointment of Dr Grant Rogers (TTH Director Medical Services) as the Chief Medical Officer eMeds for the six Rural LHDs. This is very exciting news and the team wishes to congratulate and welcome Grant to the eMeds Project.



## Major EMR (PowerChart, FirstNet, Surginet) Outage in late July

The servers for our Cerner EMR are being migrated into a new state-of-the-art Government Data Centre. This is part of a program that will enhance reliability and disaster recovery

capabilities for the EMR.

Unfortunately, the process of moving to the new data centre requires an extended outage period from 8pm on 25 July to 6am on 26 July. Please refer to emailed 'Planned Outage Notifications' for further advice.

**Left, a link to the NSWLHD IT Strategic Plan Survey is now live on the Intranet home page.**

**All staff are encouraged to share their views and participate.**

**The survey closes on 18 July.**

**NSWLHD IT Strategic Plan Survey**

Share your thoughts or suggestions

□□□□□□

# 2017 Essentials of Care Showcase

The Essentials of Care (EOC) Showcase for 2017, held on 23 May, was a great day. It was interesting to see new health service improvement initiatives being developed and implemented with even more focus, refinement and enthusiasm than in previous years. Some great outcomes were also celebrated.

It was good to see Northern NSW Local Health District well represented with delegates from Kyogle, Lismore, Tweed and Urbenville presenting via oral and poster mediums.

Additionally, two photographs representing the Showcase theme 'meeting the challenge...making a difference' were submitted by staff from Lismore Base Hospital Endoscopy Unit and The Tweed Hospital.

The Endoscopy Unit photo showed a multidisciplinary safety huddle designed to address the challenge of delays for patients and the team commitment to overcome daily challenges. The Tweed Hospital photograph reflected the team effort involved in overcoming challenges and making a difference by improving a patient's experience.

A favourite was the music and memories in practice program developed by the Garrawarra Centre in South Eastern Sydney Local Health District.

The Garrawarra Centre is a dementia-specific, high care residential aged care facility with residents identified as having challenging behaviours and risk of violence/aggression who



**Above, The Minister for Health, Brad Hazzard; NSW Health Chief Nursing & Midwifery Officer, Jacqui Cross; and NNSWLHD MPS Nurse Educator, Vicki Wale with her EOC REACH project poster.**



**Above, LBH Renal Nursing Unit Manager, Jane Ruane; NSW Health Chief Nursing & Midwifery Officer, Jacqui Cross; LBH Renal Unit CNS, Karen Moser; and Kidney Health Australia representative, Amber Williamson at the showcase.**

subsequently cannot be cared for in mainstream facilities.

Personalised playlists on ipods are provided to residents who are showing early signs of agitation. Post-therapy evaluations showed a significant improvement in mood.

The video footage of residents listening to their favourite tunes said it all... smiling, laughing, singing and dancing!

The outcomes included a significant reduction in aggression incidents, falls, use of anti-depressant, anti-psychotic and sedative medications, staff sick leave and staff turnover.

It really highlights the value of a person-centred approach, in this case a simple individualised music playlist, in achieving a better experience for all involved.

Lismore Base Hospital Renal Unit's presentation related to how they engaged their patients in the planning and design process of their new unit.

A culturally appropriate waiting area for Aboriginal patients and their families was achieved by provision of an outdoor 'Indigenous courtyard' where Aboriginal clients and family could wait to access treatment.

Carrie Marr, Chief Executive of the Clinical Excellence Commission (CEC) presented the patient story behind the REACH initiative.

It is the tragic, yet inspiring story of a

young couple losing their infant son as a result of delayed escalation, despite them having expressed serious concerns about his condition several times leading up to his death.

The couple has since worked with the CEC to help develop the REACH program and ensure it is rolled out across the entire state.

This outcome is testament to the power of the patient story in identifying and initiating the need for practice change.

Elizabeth Koff, Secretary of NSW Health, talked about vulnerable patients and opportunities to learn from patients' experiences.

Ms Koff said EOC was NSW Health's 'secret weapon' because of its quality framework, patient safety and person-centredness.

The Minister for Health and the Chief Nursing and Midwifery Officer were also present and indicated their support for the EOC program.

The entire day continued with a similar feel, a rollercoaster of triumphs through tragedy, inspiration, and persistence in the face of adversity to overcome the odds.

It stands as testament to the marvellous work we are all capable of, what we should be striving for and reminds us why we started doing this work in the first place.

# Tradies treated to healthy tips

Tradies in Grafton were treated to a free feed and mental health tips last month as part of Men's Health Week.

On 14 June the Rural Adversity Mental Health Program (RAMHP) in partnership with Clarence Valley Council, Grafton

Bunnings and members from Our Healthy Clarence Committee are hosted a tradies' breakfast at Bunnings.

The focus of the breakfast was improving and maintaining health and wellbeing and having meaningful conversations

about the factors that keep us healthy in body and mind. Over 40 local tradesmen attended the breakfast.

"It was a fantastic morning and a great chance for men to come and have a chat and find out what services are available in the

area in a relaxed setting," RAMHP Coordinator Ms Samantha Osborne said.

Some tips for staying healthy which were shared on day included:

- staying connected with family and friends
- volunteer work with a local club or community group
- doing something you enjoy, such as walking the dog or bike riding
- being mindful of diet and getting enough sleep and exercise
- being careful of excessive alcohol intake
- trying mindfulness and relaxation techniques
- speaking to someone you trust
- planning a holiday

**Left, Bunnings Staff, Clarence Valley Mental Health Staff, Lifeline and Grafton New School of Arts staff attend the tradies breakfast in Grafton.**



## Mental Health First Aid for nurses

On May 16 and 17, Rural Adversity Mental Health Program Coordinators Steve Carrigg and Samantha Osborne delivered a two day Mental Health First Aid (MHFA) training at the Maclean Community Health Conference centre.

20 Registered Nurses and two Endorsed Enrolled Nurses attended.

Funding to provide training for Clarence Community Health Nurses came from the Ministry of Health – Nursing & Midwifery Strategy Funding 2016 - 2017.

Criteria for use of the funds was to provide training that would benefit community nurses in their day to day roles. Funding was limited to course fees, back fill and learning provisions.

Both Northern NSW Local Health District Clarence Community Health Nursing Unit Managers, Judy Thomas and Joanne Andrews decided that the 'Mental Health First Aid Training' would be extremely important for the nurses as this was an identified learning requirement.

The training was of high standard and the feedback received from the community nurses was positive. The community nurses received MHFA accreditation to

provide first aid to patients.

One participant summed up the training particularly well:

"This training was excellent and well over due. Every day in the community I never know what I am going to face when I attend people's homes. This

training has equipped me with tools and strategies to deal with unexpected behaviours and I feel more confident now to help someone who has a mental health problem. Thank you Steve and Sam for delivering such valuable training."

**Below, participants at the two-day Mental Health First Aid training course held recently in Maclean.**



# The last word... Ian Fielding is retiring... again

**The Northern NSW Local Health District (NNSWLHD) farewells Dr Ian Fielding, who has now retired, again.**

**Dr Fielding officially “retired” from the LHD in late 2015, but was encouraged back to temporarily fill the role of Executive Medical Director.**

**Dr Fielding commenced work with the LHD in 2003 as a surgeon, and during the following years led the establishment of a number of quality initiatives within Lismore Base Hospital (LBH) surgical services and was a**

**member of the LBH Quality Committee. In 2008 Ian was appointed as Director Hospital Training, Hospital Skills Programs which was followed by his appointment as Executive Medical Director in 2011.**

**An afternoon tea was recently held to thank Dr Fielding for the vast experience he brought to the NNSWLHD.**

**In retirement, Dr Fielding will continue to enjoy farming life, spend more time with family, and catch up on a back log of reading.**



## Diane farewells Lismore for NZ

**Diane Loza began her employment with the Public Health Unit in Lismore in 1989. She worked for many years as Executive Assistant to the Director Public Health, first with Dr John Beard and later with Dr Vahid Saberi.**

**In 2011 Diane briefly worked as Executive Assistant to the Director Clinical Operations, and from July 2011 has been Executive Assistant to the General Manager,**

**Richmond Clarence Health Service Group until her decision to return to New Zealand in July 2017.**

**In her 28 years of service with the Northern NSW Local Health District, Diane has made a great contribution the Lismore Base Hospital and Public Health Units. Her excellent organisational skills, corporate knowledge, supportive disposition and friendly smile will be greatly missed.**



**Above, Acting Director, Integrated Care and Allied Health Services, Ellie Saberi; Executive Assistant, Diane Loza; General Manager Richmond Clarence Health Service Group, Lynne Weir; and Executive Director Nursing and Midwifery, Narelle Gleeson at a farewell afternoon tea for Diane at Lismore Base Hospital on 7 July.**