


# Hospital site chosen



▲ Minister for Health, Brad Hazzard, and Member for Tweed, Geoff Provest, announced Cudgen Road, Kingscliff, as the site chosen for the new Tweed Valley Hospital. Pictured above are, back row from left: Health Infrastructure Senior Project Director, Peter Lawless; NNSWLHD Deputy Board Chair, David Frazer; Board Member, Mark Humphries; NSW Minister for Health Brad Hazzard; Member for Tweed, Geoff Provest; The Tweed Hospital Director of Emergency, Dr Rob Davies; and NNSWLHD Chief Executive Wayne Jones. Front row, from left: Board Member Carolyn Byrne; Health Infrastructure Executive Director Rural and Regional NSW, Rebecca Wark; Director Tweed Valley Hospital Development, Bernadette Loughnane; and NNSWLHD Director Clinical Operations, Lynne Weir.

**Full story on page 3**



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A Clinical Leadership project helps families dealing with sexual assault



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We chat with Culture and Wellbeing Manager, Dennis Pfitzner

The Northern NSW Local Health District Board and Executive are committed to fostering a safe and inclusive work environment. Improving workplace culture is a key priority for 2017-18, with an emphasis on enhancing staff wellbeing and increasing communication throughout the organisation.

As I write this, a site on Cudgen Road, Kingscliff has just been announced as the location for the new Tweed Valley Hospital.

Minister for Health, Brad Hazzard, and Member for Tweed Geoff Provest, visited the site of the soon-to-be new hospital, which was chosen after an extensive selection process involving over 30 sites.

We have commenced the planning process to determine what services and capacity the new hospital will need to deliver, and we look forward to more intensive consultation with our staff and communities in the coming months.

The benefits that a new hospital will bring to our ageing and rapidly expanding population cannot be understated. I'm thrilled at the opportunity we have been given, with this great development that will provide for our health care needs into the foreseeable future.

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I recently had the privilege of visiting South Western Sydney Local Health District to learn about their innovative work in a range of areas including patient flow management and research. I had a tour of the production vault

of the Cyclotron, a machine used in the production of isotopes, and I also had a first-hand look at their Linear Accelerator/MRI research, which is incredible. It's inspiring to see what's happening in different areas of the state, and I look forward to sharing my experiences with our clinicians and staff here in Northern NSW.

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Starting soon you will see communication around the 2018 People Matter Survey, which kicks off in June.

I encourage everyone to participate and have their say, as the more people we hear from, the better we can tailor our workplace initiatives to improve staff experiences across the board. The survey is completely anonymous, and it helps provide direction and feedback about where we are already meeting expectations and where we can do better.

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Last month we said farewell to a highly-regarded member of our management team, with the retirement of Tony Beashel. Tony had a 40-year career in health, and in this LHD and



our former groupings Tony held positions as Chief of Staff, Director of Corporate Services, Executive Officer and Manager Assets and Capital Works, to name a few.

And yes, those rumours are true that I shed a tear saying goodbye to a great friend, colleague and mentor. Tony's corporate knowledge and experience will be greatly missed, and we wish him all the best for his retirement.

*Wayne Jones*  
*Chief Executive*

## From the Board Chair



As I travel around NSW, Victoria and Queensland public hospitals I see some great signs, including the ones below, which I came across at Griffith Hospital.

The first sign reinforces the need to be aware of what we say, how we say it, and also to whom we are speaking.

A large percentage of those seeking help across health settings have trauma histories which severely affect their mental and physical health and wellbeing, and it's important to have an awareness of this when interacting with our patients.

Many staff in our LHD have completed or will complete trauma



informed care training. This aids staff in recognising the signs and symptoms of trauma in clients as well as its impact and responding with safe, appropriate care.

The second sign reinforces the message that all our staff have a role to play in ensuring that patients get the right care from the right team, and end up in the right place for that care.

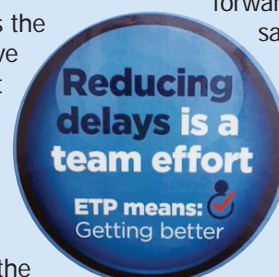
ETP or Emergency Treatment Performance sets the expectation that patients will be

treated in the safest way and transferred or discharged in a timely manner.

The principles of ETP also include a whole-of-hospital approach to sustainable system improvements requiring Executive engagement and leadership at both hospital and LHD level.

Moving patients out of the Emergency Department to inpatient services, their home or to community-based services requires a nimbleness of transfer of care that relies on good communication and facilitation. To do this well also means addressing systemic issues as they come to light, and identifying patients' treatment needs early.

With clear investment in new facilities and increasing staff, the Board is looking forward to continued and improved safety and quality of patient care, both in hospitals and in the community.



*Brian Pezzutti*  
*Board Chair*

# Kingscliff announced as hospital site

Member for Tweed Geoff Provest this week announced the site for the new Tweed Valley Hospital, which is set to deliver world-class health care and a multitude of jobs for the region.

Mr Provest, joined by Health Minister Brad Hazzard, said the Kingscliff site for the \$534 million state-of-the-art hospital was selected after an extensive search.

"It is a fantastic day for our community because it means detailed planning for our new hospital can now get underway and soon it will rise out of a new greenfield site," Mr Provest said.

"Its location on Cudgen Road opposite Kingscliff TAFE provides an opportunity to develop a health and education precinct over time. This is great news."

Site works are expected to start once acquisition and planning processes are completed with the target of having the new hospital completed in 2022 and opened as soon as possible after that.

Addressing the media in Kingscliff, Tweed Medical Staff Council Co-Chair Dr Rob Davies said the selection of

the site represented a positive step forward for patients and the community.

"For us, it's always been about the services for the community going forwards," Dr Davies said.

"Finding this site that will allow an expansion in services for the majority of people of the Tweed and Byron Shires within a short driving distance is an enormous positive for the community. We're very happy that we're moving forward with this."

Mr Hazzard said the

location was selected from more than 30 sites across the region.

"Seventy per cent of the current and future population is within a 30-minute drive to the new hospital, which is great news for patients, their families and staff," Mr Hazzard said.

"The project team is now meeting with clinicians and other staff to progress planning, with masterplans and concept designs expected to be unveiled in the coming months."

Northern NSW Local Health District Chief Executive, Wayne Jones, praised the collaborative approach which has placed a high focus on the needs of patients in the community.

"This a magnificent opportunity, and I want to recognise Dr Davies, who represents the Medical Staff Council, and their partnership to build what will be an incredible health facility to service this community for years to come," Mr Jones said.



▲ The Tweed Hospital Director of Emergency and Medical Staff Council Co-Chair, Dr Rob Davies, addresses the media at the announcement of the Kingscliff site for the new Tweed Valley Hospital.

## Stop the spread of flu: it's in your hands

Influenza can occur throughout the year but in NSW influenza activity usually peaks in winter.

During last year's record flu season, more than 650 people died from influenza-like complications.

This year, NSW Health is urging people to get their jab early and clean their hands regularly to avoid a repeat of last year's influenza epidemic.

Influenza vaccination for staff is also an important preventive action aimed at reducing the risk of staff contracting influenza and spreading it to other

vulnerable patients.

Infected Health Care Workers can pass the virus on to their patients before they even know they are sick.

Each year, the influenza vaccination is provided free for all NSW Health workers, and this year, staff in certain high risk positions will be required to get the flu shot prior to June 1.

You can help stop the spread of flu by: getting your flu shot early, coughing and sneezing into your elbow, cleaning your hands and staying home when sick.

Visit the [intranet](#) for more



information, and keep an eye out for times and dates of

staff vaccination clinics at your site.

## Which way is the right way?

Often, our lives are the result of questions we ask ourselves and decisions we make. These decisions can be based on experiences we've had or information we possess, as well as projections about the future.



**Fiona Baker**  
Editor

I know a few people who are excellent decision-makers. They make lists outlining pros and cons, they consult other wise people, they weigh up each option before making a choice one way or another.

In health, we take an evidence-based approach to decision making, through studies, research and clinical evaluation. On page five of this edition you can read about The Tweed Hospital's involvement in a leading study into treatment of bronchiolitis in infants, which will inform future care for children around the world.

In a planning setting, strong decision-making processes are also essential. Options are weighed against each other and decisions are made according to a set of criteria and a desired outcome.

On this month's front page we see one of the biggest infrastructure decisions for this LHD in recent years, with announcement of the new site for the Tweed Valley Hospital.

For our own planners, the decision-making, has only just begun.

## Northern exposure

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Northern Exposure is published 11 times a year by the Northern NSW Local Health District. We welcome your contributions, suggestions and feedback.

April cover image: Kingscliff

## We have a winner! Healthy Choices slogans announced

Results are in for our staff competition to come up with a catchy slogan promoting the benefits of eating a healthy diet.

We received over 100 entries, and the 5-person judging panel had a very tough job in picking the winning entries.

The overall winner was a tie between Natalie Hills of Aboriginal Maternal Health Services and Sandra Martin, Corporate Services, who both (separately!) came up with the same slogan:

**'Listen to that inner voice, always make a healthy choice'**

Runners up were:

'Put healthy in your food choices', submitted by Sally Howard, Speech Pathology Ballina;

'Life: bite into something good', by Michael Burgess, Drug and Alcohol, Byron

Central Hospital; and

'Let food be the rainbow to your soul', from Belinda Scott, Patient Support, Lismore Base Hospital.

Congratulations to each of our winners, who receive grocery vouchers to spend at their local supermarkets or fresh food markets.

Northern NSW Local Health District is proud to be setting a good example when it comes to healthy options for staff and visitors across our facilities. It's all part of a state-wide effort to create a healthier NSW and give our community a great start in making healthy normal.

For information or to provide feedback about this initiative, please email Anna Huddy at [anna.huddy@ncahs.health.nsw.gov.au](mailto:anna.huddy@ncahs.health.nsw.gov.au).



▲ Competition winner Natalie Hills receives her voucher from Health Promotion Program Coordinator, Anna Huddy.

## Check out NNSWLHD 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!



# Families the focus of clinical change

A project aimed at improving assistance for families dealing with specific sexual abuse needs was one of the initiatives recognised at the recent 2018 Executive Clinical Leadership Program graduation in Sydney.

Among the graduates this year was Tamahra Manson, Violence, Abuse and Neglect Manager with Northern NSW Local Health District. Tamahra was team leader for the collaborative project, 'Not Losing Sight of the Victim', which focussed on improving engagement with children and families where sibling sexual abuse had occurred.

The project's goal was to engage 100% of parents and carers dealing with sibling sexual assault with sexual assault counselling three months after referral. While there were no sibling sexual assault referrals during the life of the project, the team successfully developed a shared understanding of the particular issues faced by parents and carers in this situation.

The team also developed Clinical guidelines and an interagency agreement to ensure effective communication and coordination for intervention with parents in sibling

sexual abuse matters. The strong relationship formed during the project will support changes in this space throughout 2018.

The project team consisted of representatives from the Northern NSW Local Health District, along with health services within the community, NSW Family and Community Services, and the support of senior officers in a number of other agencies.

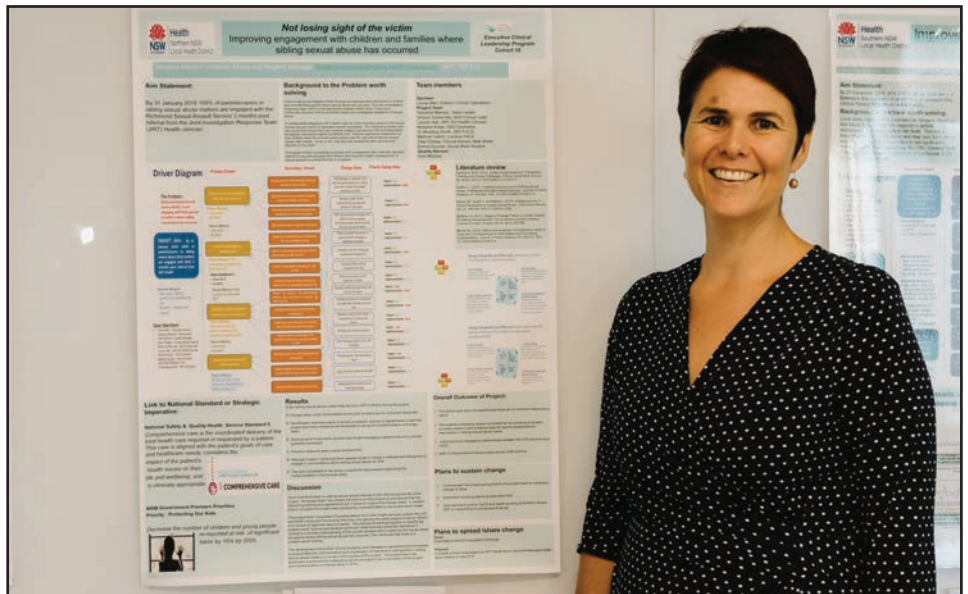
"The CEC Executive Clinical Leadership Program was simply outstanding in all aspects. For me, developing skills and knowledge

in the application of improvement science to the Violence, Abuse and Neglect Services has been a major achievement," Tamahra said.

"I have gained new skills which I have applied to my job on a daily basis. It has inspired me to work hard to support my staff to achieve the best for their clients all the time."

The Clinical Leadership Programs are part of the Clinical Excellence Commission's (CEC) Quality Improvement Academy.

More information can be found at the CEC website [here](#).



► Tamahra Manson, Violence, Abuse and Neglect Manager, with her project poster.

# Emergency simulation to say 'thank you'

Staff from The Tweed Hospital (TTH) recently attended the United Hospital Auxiliary Regional Conference in Tweed Heads, thanking the volunteers for their continued fundraising efforts in the region.

In 2017 alone, The Tweed Hospital Auxiliary donated over \$332,000 to the hospital, including several life-saving items which staff demonstrated at the conference.

TTH nurses provided the audience with a simulated resuscitation scenario using two pieces of the equipment: the Automated External Defibrillator (AED) and the LUCAS 3 Chest

Compression Device which had been purchased for The Tweed Hospital.

Staff also led the audience in Q&A session with tips on Basic Life Support and how an AED can be used in a public area.

Regional UHA conferences are held every three years.

State President of the United Hospital Auxiliaries, Linda Swales attended the conference, along with Northern NSW Regional Representative, Mollie Strong, and 78 members from the Northern Region.

The conference was held at the Tweed Heads Bowls Club, with the room hire donated free of charge.



▲ From left, Carrie Rollings, RN Emergency; Brendan Shooobridge, CNS Emergency; Andrea Thawley, CNC Emergency; Simulation Coordinator Helen Briggs; and Kerrie Martin, A/CNC Critical Care.

# Safe delivery leads to Rodeo donation

Patients at the Grafton Base Hospital (GBH) Maternity Unit will benefit from new equipment thanks to a generous donation from the Lawrence Rodeo Society.

The Society chose to support the Maternity Unit

after a committee members' family witnessed firsthand the importance of the midwives and maternity equipment during labour and birth.

Following the complicated birth of her daughter in November last year, Ms

Michelle Firth praised the staff and facilities involved in her care at the hospital.

"The amazing work of the maternity staff and the essential equipment did a fabulous job keeping me and our daughter safe," Ms Firth said.

"All our committee members have visited the GBH Maternity Unit at some point in their lives at either their own birth or the birth of their children, or visiting family and friend's new babies."

The Society presented the donation of \$5,000 to GBH Director Nursing and Midwifery, Ms Sharon Wright, at a presentation night last month.

"I sincerely thank the

Lawrence Rodeo Society for their extremely generous donation that will benefit the patients on our Maternity Unit," Ms Wright said.

"The donation will go towards purchasing specialised equipment for the Maternity Unit to support the care of mothers and babies in the unit."

The funds were raised through the annual Lawrence Rodeo Society, held in December each year.

In 2017, the volunteer-run group raised \$25,000 in funds to distribute to throughout their community.

"The Committee would like to thank the Maternity staff at Grafton for the amazing job they all do," Ms Firth said.



▶ Grafton Base Hospital Registered Midwives Erin Bayliss (left) and Lynne Blundell (right) with Michelle Firth and baby Alexis.

# Charity run boost hospital volunteers

The Lismore Base Hospital United Hospital Auxiliary (UHA) recently received a significant boost thanks to a generous donation from a local charity.

The 2017 Byron Bay Lighthouse Run, an annual charity sporting event, chose the Lismore Base Hospital UHA as one of the recipients of funds raised at the event. A great turnout for the 2017 event resulted in a donation of \$13,500.

"We're thrilled to be accepting this donation today from Byron Lighthouse Run, and we know it will go a long way towards improving the comfort of patients here in Lismore," Diane Miller, President Lismore Base Hospital UHA, said.

Patients receiving cancer treatment at Lismore Base Hospital will benefit from the donation, which will be used for improving patient experience and comfort.

The Byron Bay Lighthouse Run has supported Lismore Base Hospital in a range of ways over the past few years, from purchasing equipment for patients undergoing cancer treatment to providing a hardship fund for visitors of Our House.

Over its 11-year history, the event has grown significantly, and was honoured



▲ Lismore Base Hospital staff and Auxiliary members were presented with a \$13,500 donation from Byron Bay Lighthouse Run organiser, Lisa Parkes, pictured above, centre, with her son.

with an Australia Day Award for Best Event in the Byron Shire in 2016.

"I am very proud to be able to donate 100% of the profits of this event to the chosen charities thanks to the generous support of local sponsors

and business, and the great work by our committee and volunteers," event organiser, Lisa Parkes, said.

"It is amazing to know that our local community can get the care and treatment they need locally."

# Summer school targets an integrated approach

North Coast Primary Health Network's (NCPHN) Centre for Healthcare Knowledge and Innovation recently held its inaugural International Summer School. Integrated Care was the topic for the five-day residential program.

The program is designed to support public sector leaders and teams committed to driving forward integrated care projects.

Among the 31 lucky participants were Alison Renwick, Northern NSW

Local Health District (NNSWLHD) Operational Support Mental Health, Sandra O'Brien, NNSWLHD Integrated Care Coordinator, and Monika Wheeler, NCPHN Acting Director Strategy and Integration NNSW.

The Summer School, facilitated by Nick Goodwin and Viktoria Stein from the International Foundation for Integrated Care, used a mix of International and Australian case studies to support the planning and application of local integrated care programs.

For Northern NSW, the Summer School participants were immersed in a partnership project based on improving physical and mental health outcomes for adults living with severe and chronic mental health in Lismore.

The team explored the problem, the method, and the project's aims and objectives under the guidance of a panel of experts.

◀ Participants at the Integrated Care Summer school held in Kingscliff.



# Tweed connection in landmark study

A Queensland-led study into the emergency care and management of infants with bronchiolitis is set to change the way the disease is treated in hospitals internationally.

Clinicians at The Tweed Hospital (TTH) have been recognised for their collaboration in the Paediatric Acute Respiratory Intervention Study (PARIS) which was conducted by the Paediatric Critical Care Research Group (PCCRG) based in the Lady Cilento Children's Hospital and the Paediatric Research in Emergency Department International Collaborative (PREDICT).

The study found that nasal high-flow therapy halved the number of children requiring escalation of care for bronchiolitis.

Nasal high-flow therapy works by delivering a higher volume of air and oxygen into the nasal passages than standard oxygen delivery methods. This results in more efficient delivery of oxygen to the airways and reduces the work of breathing for the infants affected.

The study has also proven that this

simple and easy-to-use respiratory therapy, previously reserved for intensive care units at children's hospitals, can be delivered safely in emergency departments and general paediatric wards.

Bronchiolitis is a common chest infection in young children, caused by a viral infection of the lungs. The infection triggers inflammation and mucus to build up in the airways, causing a cough and making it more difficult to breathe and feed. It is the most common reason worldwide for infants under 12 months of age to be admitted to hospital.

Lady Cilento Children's Hospital paediatric intensivist and PCCRG Medical Leader, Associate Professor Andreas Schibler said the findings would be a game changer.

"The aim of the study was to investigate if early use of nasal high-flow therapy could reduce the need to escalate care in infants with bronchiolitis. The answer to this question was 'yes,'" Associate Professor Schibler said.

The study found that nasal high-flow therapy reduced the need for escalation

of care by half, from 23 per cent in standard oxygen delivery to 12 per cent for infants receiving nasal high-flow therapy.

The three-year international study involved 1472 infants who presented at emergency departments in 17 participating hospitals in Australia and New Zealand, including The Tweed Hospital (TTH), where Paediatric and Emergency clinicians were involved.

"The involvement in this well designed and important trial has been beneficial both to the Paediatric and Emergency Departments, as well as to the sick infants with Bronchiolitis," TTH Paediatrician, Dr David McMaster said.

"A decreased number of infant transfers and a shorter recovery time was apparent to all. Pleasingly, High Flow Nasal Oxygen is now part of our evidence-based treatments."

An article on the study has been published in the latest edition of the New England Journal of Medicine.

The article can be viewed at <http://www.nejm.org/doi/full/10.1056/NEJMoa1714855>

# On behalf of all of us: thank you!

Last month, the Northern NSW Local Health District honoured and celebrated our fantastic volunteers at hospitals across the district. Throughout the LHD, there are more than 500 individual volunteers.

A large variety of groups and individuals generously give their time to help patients across different parts of our hospitals. These include: Hospital Auxiliaries, Chaplains, Clown Doctors, Cancer Care volunteers, Palliative Care volunteers, CHOPS (Care of confused hospitalised older patients), Lilac Ladies, Red Cross, Respiratory and Cardiac Care volunteers.

We can't thank you enough for all the work you do!



▲ Dr Abbey Perumpanani, Grafton Base Hospital Director Medical Services, with, at centre, Sharon Wright, Director of Nursing, and Alba Linklater, UHA President cutting the cake.



▲ Top and right, volunteers at Lismore Base Hospital are honoured with a morning tea.



▲ Centre photo, Maclean UHA President, Sandra Bradbury cuts the cake with Acting General Manager, Clarence Health Services, Peter Jeffree.



▲ Left, celebrations at Byron Central Hospital. From left, Alicia Fawcett, Lilac Ladies; Debbie Butler, Mullumbimby UHA; Deidre Robinson, Acting Executive Officer/ Director of Nursing; and Mollie Strong, Byron Bay UHA.

# New graduates for Clarence

Thirteen new nurses and one new midwife have started their careers at Grafton Base Hospital and Maclean District Hospital this year.

Member for Clarence, Chris Gulaptis recently welcomed the new graduates to the region.

Mr Gulaptis said that having had his own health scare recently, he knows firsthand the valuable work that nurses and midwives do.

"I know that nurses are the backbone of our excellent NSW health system," Mr Gulaptis said.

"These young people have chosen a great place to start their careers and hopefully their families here in the beautiful dynamic Clarence valley."

More than 2,400 graduate nurses and midwives are launching their careers across NSW this year—including a third that will work in rural and regional hospitals.

This boosts the NSW total to 51,000.



▲ From left, nurse graduates Chad Barber and Sharon Cox, Nurse Educator Sue Coombes, graduates Kiara Briggs and Brianna Jones, Member for Clarence Chris Gulaptis and nurse graduate Thea Kowal at Grafton Base Hospital.

## Culture, integrity in focus at forum

Several times a year, Senior Managers from across the Northern NSW Local Health District meet together to keep informed of strategic and policy advancements, as well as hear from speakers on a wide range of issues.

The first Senior Manager's Forum for the year was held in Ballina recently, and attracted more than 75 staff members from the LHD.

Dennis Pfitzner, Manager Culture and Wellbeing, outlined strategies for improving workplace culture over the next 12 months through a combination of existing engagement opportunities and innovative projects.

Fiona Baker, Manager, Media and Corporate Communications, discussed media interaction for hospitals

and staff within the LHD, and provided an overview of the media scene in Northern NSW.

Vicki Rose, Director Integrated Care and Allied Health, and Sharyn White, Acting Chief Executive North Coast Primary Health Network,

presented their findings from a recent study tour of integrated health services in the United Kingdom.

Sandra Duke, Senior Training and Education Officer with the NSW Ombudsman lead staff in

an interactive workshop on Public Interest Disclosures.

The session covered the LHD's responsibilities around Public Interest Disclosures and how these disclosures are managed at an LHD and state level.



► NSW Ombudsman Senior Education and Training Officer, Sandra Duke, discusses Public Interest Disclosures in the health care setting.

# Profile : Dennis Pfitzner

**This month, Northern Exposure chats with Manager, Culture and Wellbeing, Dennis Pfitzner, about his career in marketing and events, his love for Australia, and his mission to make workplace culture much more than a stand-alone initiative.**

How does a German national with a sports marketing, events and marketing communications background end up in Northern NSW?

It all started with a postcard Dennis Pfitzner received when he was around 8 years old. It was from his aunt, a surgeon working in Australia and New Zealand.

"I had a passion for Australia even though I had never been here," Dennis said.

"After my first studies I decided to make it happen and come over here."

Dennis first came to Kingscliff 18 years ago visiting close friends and family, staying for a year before going back home to Germany and later relocating permanently back in Australia. A few years ago Dennis met his partner, Amie, at the local surf club, and the rest is history.

Dennis grew up in Cologne, in western

Germany. After finishing high school and military service, a neighbour introduced him to a sports marketing manager.

"He found something in me that I didn't see up until then, and employed me," Dennis said.

"All of a sudden I was a junior account manager with no previous experience."

The company eventually put Dennis through a degree in Marketing Communications.

Dennis soon moved into freelance events production, including helping to organise concerts with 27,000 spectators, as well as supporting the pop star Shakira's 2007 tour of Germany.

"But my bigger love was always retail," Dennis said.

Dennis worked for several years with outdoor company, Globetrotter, in Europe,

eventually becoming Vice-Director of Marketing.

"That's where the meld between culture, workforce behaviour and organisational development came together with marketing and communication," Dennis said.

This experience has led Dennis to his current position as Northern NSW Local Health District's Manager of Culture and Wellbeing, which he has held since November 2017.

"The multitude of professions and people with diverse backgrounds that I'm allowed to work with is exciting," Dennis said.

In his new role, he's keen to help make a difference to the work environment and to assist staff to re-spark the passions that originally drew them into a career in health.

"In health, no-one just 'goes to work'. I think the majority of people in health chose their profession so they could help people, but this gets occasionally lost in the daily grind."

For Dennis, making changes to the way staff experience their workplace is more about helping the organisation translate projects and initiatives into daily life, than it is about one person waving a magic wand.

"If I could change culture I would be magician," Dennis said.

"What I can do is give people a hand in showing them how we can collaboratively change culture."

"At the same time, I can help to pinpoint where we as an organisation can develop and grow to support our people to better fulfill their roles."

Workplace culture can be a buzz word, but according to Dennis, it's not a project; it's the foundation of common values.

A great workplace culture can ensure contentment, productivity and quality work outcomes.

Dennis' goal is to help staff see that culture is in fact 'how we roll' as an organisation, rather than a series of initiatives placed on top of our working day.

When he's not in his office in Lismore or desk-jumping between Tweed and Byron, Dennis loves to take advantage of the outdoor lifestyle here.

"I do everything outdoors: surfing, hiking, whether it's in the mountains or on the water," Dennis said.

◀ Northern NSW Local Health District Manager Culture and Wellbeing, Dennis Pfitzner.



## Did you know?

### All staff with a StaffLink ID have the option to log a job on-line...

When you are seeking help with IT access, training or equipment, or using the eMR or other clinical systems, there is an alternative option to phoning the State-wide Service Desk; you can log a job on-line.

1. From the Intranet home page, open Work Support Centre.

2. In the fourth row there is a blue tile called 'State Wide Service Desk' which invites you to "Log a Job with IT", click this button;

3. A log on screen appears, here enter your StaffLink ID and StaffLink Password and click Log In;

4. In the section Customer Service click on create a new request

5. Check the phone number and change it if it is not correct and also

Note: If you are experiencing problems logging in with your employee ID please contact the Statewide Service Desk on 1300 28 55 33

Note you are about to access the latest version of CA SDM 14.1, if you are following up or actioning a ticket that was raised prior to Monday 31st of August 2015, please click the link below to be diverted to CA SDM 12.5

**CA Service Desk Manager 14.1**

**Login**

StaffLink ID

Password

**Log In**

[Click here to logon to CA SDM 12.5](#)

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in a field on the right, check the email address;

6. In the request description box enter details about your problem and include your location e.g. TTH Med3 and if you have a mobile phone, include that contact number as well;

7. Click on the words request area and this opens the NLHN tree, click on NLHN and choose your problem:

- If it is a Telephone, select Communication and then Voice;
- If your problem is a Printer or Computer, select Hardware;
- If your problem is the eMR or PAS, select Software and enter the name of the software in the application name field e.g. PAS or PowerChart;

8. Click Save when you are finished and you will receive an automatic email that includes your job number.

If your job requires immediate attention, or you don't have a stafflink ID, the best way to get help quickly is to phone the State Wide Service Desk 1300 28 55 33 and for eMR help dial 3, for password reset dial 2 and otherwise, listen for instructions.

## Emergency training boosts medico skills

Doctors and nurses at Grafton Base Hospital and Maclean District Hospital will receive a significant boost to their emergency medicine skills, thanks to the establishment of a new EMET (Emergency Medicine Education and Training) hub in the region.

The EMET program is accredited by the Australasian College of Emergency Medicine and provides clinicians with life-saving skills to manage critical patients in emergency settings.

The new EMET hub will allow clinicians to access training locally within the Clarence Valley.

Where previously doctors and nurses might have been required to travel to metropolitan areas to attend specialised emergency training courses, they can now access accredited and up-to-date training without the travel.

"We're so excited to have this happening here, it will make a real difference to the health services in the local community," Director Medical Services for Clarence Health Services, Dr Abbey Perumpanani, said.

"We have extremely dedicated doctors and nurses working in our community, and it's important to be able to offer targeted skills training and professional

development so we can ensure our workforce can continue to provide first-class care to our patients."

The training includes simulation

sessions and formal lecture and tutorial sessions, delivered at both the Grafton Base Hospital and Maclean District Hospital and within community settings.



▲ Dr Irfaan Jetha leads a simulation session based around managing a cardiac arrest in a rural Emergency department setting. Pictured left to right are: Nurse Educator Fiona MacCallum, EMET Emergency FACEM Dr Irfaan Jetha, Junior Medical Officers Anupama Giri and Bazel Lodhi, and EMET Project officer Greta Enns.

# 2018 Quality Awards: entries now open

Start gathering your ideas and documenting your teams' achievements, because entries are now open for the 2018 Northern NSW Local Health District (NNSWLHD) Quality Awards.

These awards recognise and celebrate innovative projects that improve patient outcomes and service delivery throughout the LHD.

The category winners from our Quality Awards then become NNSWLHD's entries in the 2018 NSW Health Awards.

**Entries are now open, and close on Monday 14 May 2018.**

Judging will take place between 15 to 31 May 2018, with the finalists announced on 1 June.

The winners will be presented at a Quality Awards Gala Evening, which

this year will be held on Friday, 15 June 2018.

Last year's event saw over 90 people attend the formal dinner and presentation, with the overall prize awarded to Timothy Marsh, for his team's project 'Transforming Patient Care: connecting hospitals and GPs with instant, automated Admission and Discharge Notifications'.

Prizes are also awarded on the night for the People's Choice Awards for best poster and best presentation.

The categories for the 2018 Quality Awards are:

1. Patients as Partners
2. Delivering Integrated Care
3. Patient Safety First
4. Keeping People Healthy
5. Supporting our People
6. A Safe and Healthy Workplace
7. Health Research and Innovation



▲ 2017 NNSWLHD Quality Awards Overall Winner and Agency for Clinical Innovation Category Winner, Timothy Marsh (right) with Dr Chris Mitchell and Dr Brian Pezzutti, NNSWLHD Board Chair.

8. Excellence in the Provision of Mental Health Services
9. Clinical Practice Improvement (NNSWLHD only category)

10. Corporate Practice Improvement (NNSWLHD only category)

For further information see the [Quality Awards page](#) on the NNSWLHD intranet.

## HealthPathways News - April

### Falls Risk Assessment and Management

Falls are a major cause of injury, unintentional death and hospital admission across all age groups in Australia but this is more marked in those aged 80 years and over. In the community, those aged over 65 years fall at a rate of about 1 in 3 per year. In NSW each year, falls lead to approximately 27,000 hospitalisations and more than 400 deaths.

People fall for a wide variety of reasons and so fall prevention can require quite a detailed assessment. A falls assessment includes review of: balance strength and gait, medications, vision, cognition, urinary continence, feet and footwear.

Falls prevention interventions include: home based exercise and strength training, formal fall prevention programs, nutritional support, home modifications and optimising any identified medical conditions.

The HealthPathways team have localised a [Falls Risk Assessment and Management](#) pathway, to guide all Health Professionals through this multifactorial maze.

The pathway contains best practice assessment and management guidelines along with localised service information and programs:

- Falls prevention programs such as 'Stepping On'
- Group Exercise Programs
- Physiotherapists
- Exercise Physiologists
- Neurologists
- Geriatricians
- Mental Health Assessment
- Occupational Therapists
- Ophthalmologists
- Podiatrists and Domestic Assistance and Community Support.

Many falls are preventable and injury from falls can be minimised. So, have a look at the pathway and see what you can do in your daily practice to reduce this burden.

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

Access all the localised Mid and North Coast HealthPathways here:

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

Username: manchealth

Password: conn3ct3d

To access HealthPathways related to articles in this edition of Northern Exposure, click on the links below:

- [Influenza Immunisation](#)
- [Sick Day Action Plans](#)
- [Domestic and Family Violence](#)
- [Domestic and Family Violence](#)

#### Referrals

- [Child or Young Person at Risk](#)
- [Physical Assault](#)
- [Adult or Adolescent Recent Sexual](#)

#### Assault

- [Sexual Assault Services](#)
- [Antenatal Care - Routine Northern](#)

#### NSW

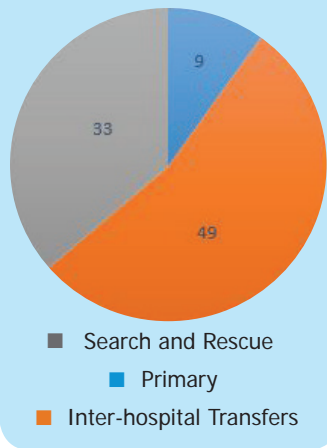
- [Northern NSW Antenatal Checks Schedule](#)
- [Bronchiolitis in Children](#)



## Helicopter mission tally

During the first quarter of 2018, from January to March, the Westpac Life Saver Rescue Helicopter was tasked 91 times within the Northern Region.

This region stretches from Queensland border south to Macksville, and west to Glen Innes and Tenterfield, and beyond the coastline.



## Hot cross buns add up to a hopping good result

For the second year running, Ballina Fair Bakers Delight have successfully run an Easter 'Bundraiser' for the Lismore Base Hospital.

Donating \$2 for every six pack of hot cross buns sold, this year the team at Bakers Delight raised \$400 for the hospital.

"Supporting the local community is a vital part of what makes us a local business, and the team here are honoured to help where they can," Franchisee, Darryl Spiteri said.

► Baker Delight Ballina Fair staff member, Laine, with the mascot, Breadhead, during their Easter fundraiser for Lismore Base Hospital.



## Emergency teams skill up for Comm Games

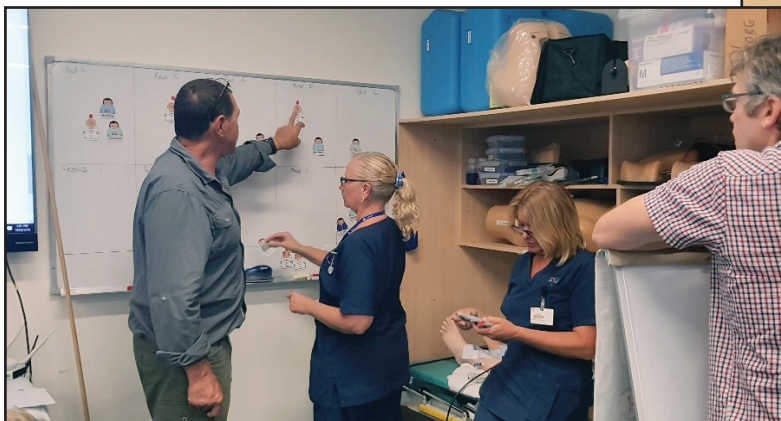
In preparation for the 2018 Gold Coast Commonwealth Games, staff in the Tweed Hospital Emergency Department (ED) received targeted training to increase their skills and knowledge around disaster planning and Code Brown exercises.

On 14 March, approximately 40 Emergency Department nurses, doctors and ward clerks rotated

through four Code Brown Disaster tabletop sessions held in the ED. These sessions were similar to those used in the Emergo Training System.

The main scenario was set in Marine Parade, Coolangatta, the site of the Beach Volleyball competition. The scenario involved a truck crashing through the pedestrian traffic.

During the exercise, staff



were able to practice using the Code Brown and the Action Role Cards throughout the scenario, which gave

them opportunities to ask questions and practice reporting up through the chain of command in a disaster situation.

► Staff discuss the scenarios using the Code Brown and Action Role Cards.

► Staff use the 'Gubers' from the Emergo Train System in the Red Zone.

# The last word...

## Tony bows out after 40-year career

Friends and colleagues gathered last month to farewell Tony Beashel as he retired after a long career in health management.

Tony started his career in administration at Waverly War Memorial Hospital in 1978, and took up a Senior Clerk position at Murwillumbah District Hospital in 1982. After a period in southern NSW Tony moved back up north in 1993 as the Chief Executive Officer for Byron Shire and Ballina Hospitals.

Since that time, Tony held various District and Area Health roles including management of procurement, contracts, leasing and tendering,



▲ Long-serving NNSWLHD senior manager and executive member, Tony Beashel, was farewelled by friends and colleagues last month.

◀ Tony with his former Executive Assistants, Hayley Scrivener, left and Sandra Martin, right.

positions within the Chief Executive and Corporate Services Units.

In August 2017, Tony moved into a projects role, where he remained until his retirement on 28 March this year.

Tony was celebrated for his commitment to mentoring his team, and the humour and expertise that he brought to this role and others during his many years with the organisation.

Former colleagues attended the morning tea to pay their tributes to Tony's calm and sensible approach to managing people and organisations throughout his long career.

capital works, assets, biomedical and compliance management.

Tony also spent time as the Executive Officer for the Tweed Heads District

Hospital during their last major redevelopment in the late 1990s.

Prior to taking up the role of Acting Director Corporate Services in 2016, Tony held a number of senior

## HAVE YOUR SAY!

We're looking at ways to improve our communications across the LHD and we want you to tell us what you think.

The Northern Exposure is just one way we stay in touch

with our colleagues across the district, and we want to make it work for you.

Do you enjoy reading the Northern Exposure in its current format?

Do you have easy access to the emailed PDF, or do you read a printed version in your workplace?

Send your feedback to Fiona Baker, Manager Media and Corporate Communications, at [fiona.baker2@ncahs.health.nsw.gov.au](mailto:fiona.baker2@ncahs.health.nsw.gov.au).

[gov.au](http://gov.au)

If you don't have easy access to a computer, don't worry, you can still provide feedback.

A Communications Questionnaire will be available soon so you can have your say, wherever you are.