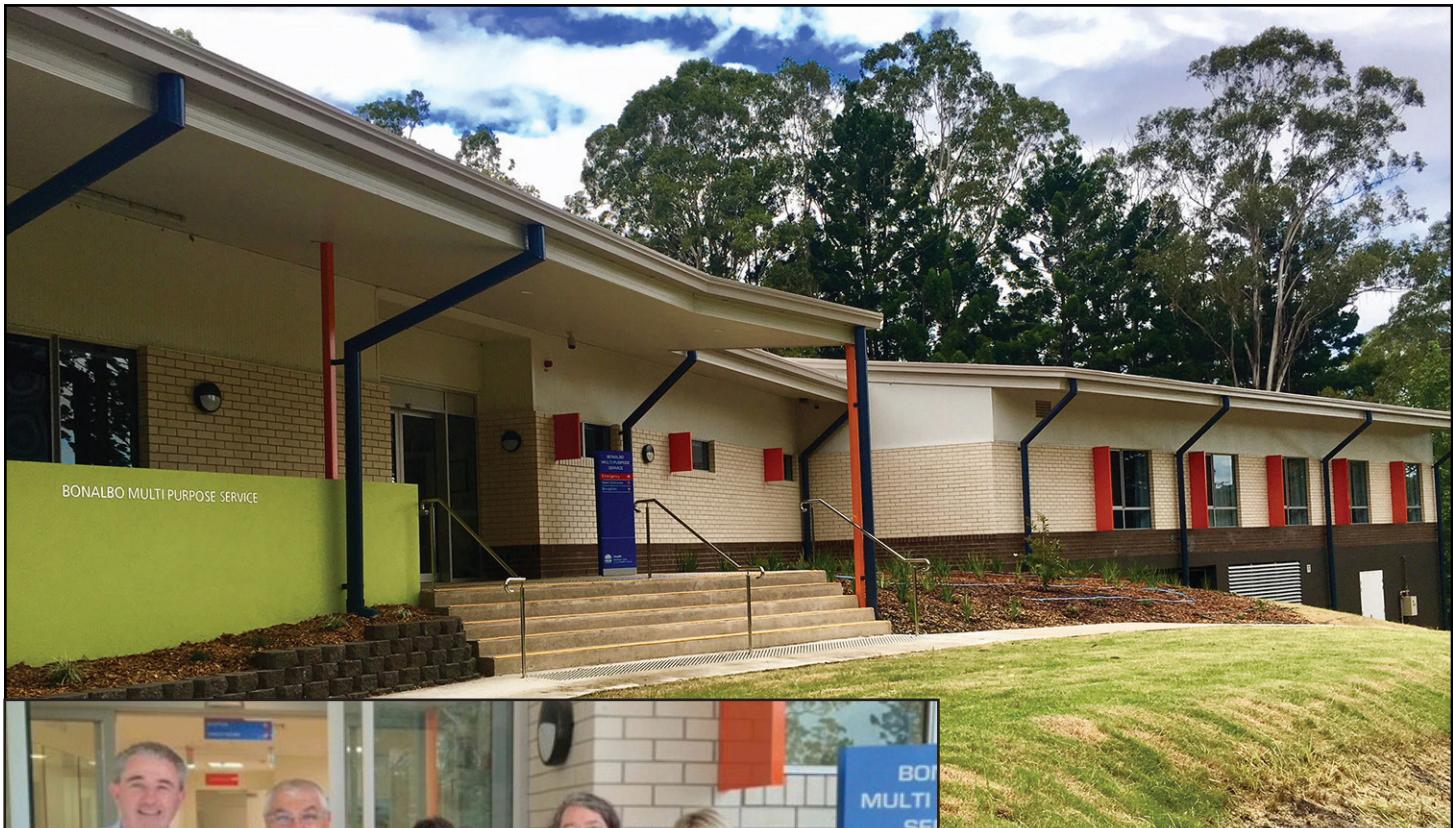


Northern exposure

Welcome to Bonalbo MPS

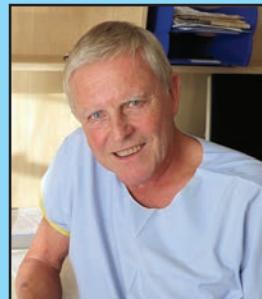


◀ Left to right, Member for Page Kevin Hogan, Member for Lismore Thomas George, Bonalbo UHA Secretary Merrill Carr, Bonalbo UHA Treasurer Diane Carr and Bonalbo MPS Change Manager Julie Cadet at the Bonalbo Multipurpose Service community open day on Saturday 14 April. The facility began welcoming patients on Wednesday 18 April.

Full story on page 3



Page 5
Re-opening
of Jali Health
Post at
Cabbage Tree Island



Page 10
We chat to
Orthopaedic
Surgeon, Dr
Richard Hudson

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.

This month we celebrated our nurses and midwives with International Days recognising both these professions and the essential work they do. The role of nurses and midwives in our health services cannot be understated. Their expertise and care is essential to our first class health system.

Often, these staff are the first people that patients come into contact with when coming to hospital and broader services, and the bonds that are formed can last well beyond the hospital stay.

The recent Ena Williams Nursing and Midwifery Symposium also provided a great opportunity for education and networking among staff throughout the LHD, as well as the chance to highlight great achievers in their field. Congratulations to all our award winners.



On 14 May I had the pleasure of launching a new educational resource, Please Listen, at a unique event which brought together patients, clinicians and management.

This video resource was the result of an experience that a local patient, Brett

Turnbull, had in our facility which did not live up to our standard. Through working with Brett's family, and in particular his mother Margaret, we are highlighting what can be done better when it comes to listening to the family and carers of patients in our care.

I sincerely thank Margaret and the Turnbull family for their strength and willingness to share their story to allow us to develop this tool which we hope will assist in driving improvements in this area.



Over the past few months I have been meeting with site managers and staff to discuss their ideas for programs addressing staff culture.

Together with NNSWLHD Board Member Pat Grier and NNSWLHD Manager Culture and Wellbeing, Dennis Pfitzner, I have been blown away by the commitment at the local sites to supporting staff and recognising the valuable work they do. I am looking forward to continuing these meetings throughout the year.



Winter is almost here, so I



encourage you to be vigilant in minimising the risk of influenza in our community.

Take advantage of the free staff vaccination program to support yourself, your colleagues and patients as we come into the flu season.

*Wayne Jones
Chief Executive*

From the Board Chair



The 2017 NSW Auditor General's Report on Health confirmed that Northern NSW Local Health District maintains the quality and safety of our services, and reaffirmed the ongoing prudent management of the funds allocated to us for service provision.

Added to this is the fact that our patient satisfaction remained well above the state average, with the latest Bureau of Health Information data revealing that 97.6 per cent of patients rated their

experience as good or very good across the LHD.

Further to this, patients visiting our Emergency Departments rated our services very highly; the highest in the State. This means that both our clinical and non-clinical staff are excelling in the services provided to the community and the board would like to extend its appreciation for their effort and care.



We have again embarked upon a co-operative arrangement with North Coast Primary Health Network to ensure that our Winter Strategy for care of patients will show the same benefits or greater than last year's successful strategy.

To ensure that we keep our part of the bargain, I encourage all staff members to ensure that they are fully immunised against influenza. The flu vaccine is available to all staff free of charge.

Last year, influenza took its toll on staff with non-immunised staff who contracted the flu being off work for an average of three weeks, whereas staff who had received the vaccination only

had, on average, a few days off work. Those who did not require time off during the winter season worked longer hours and increased shifts to cover other their colleagues.

Inspite of this strain on our workforce, we managed to keep up with our surgical demands and maintained a high quality of service provision.



The roll-out of My Health Record continues to progress across the country. By the end of this year, it is expected that the bulk of the community will be involved in this exciting initiative.

Following this, we can expect much better access to patient health information both within and outside of hospitals. In turn, this should lead to better patient care.

*Brian Pezzutti
Board Chair*

Celebrating leaders in women's care

On 3 May, the Lismore Base Hospital (LBH) Women's Care Unit celebrated the wonderful work of their midwives, as well as the first anniversary of their state-of-the-art unit.

The annual Dorothy Edwards Midwifery Scholarship winner was also announced.

This year's winner, Jo-Anne Ezzy, has been a midwife at LBH for over 35 years and has been the Nursing Unit Manager (NUM) of Special Care Nursery for over 25 years.

"We're thrilled to recognise Jo's exceptional care for

babies and families," Lismore Base Hospital Midwifery Unit Manager, Sue Colquhoun, said.

"Jo is involved with the education and orientation of midwives in the Special Care Nursery and assists new staff and students to familiarise themselves with work in the Special Care Unit."

"Jo has maintained a high standard of care in Special Care Nursery for over 25 years! This is exceptional."

Jo said she was honoured to receive the award.

"It is a pleasure to work with the people I do every

day. I love nurturing new midwives and I absolutely love what I do," Jo said.

Dorothy Edwards' husband, Noel generously established the Scholarship in her name to provide professional development and education opportunities for staff within the Women's Care Unit.

The award provides funding to go towards training or conferences to increase staff knowledge and expertise in the field of midwifery.

This year for the first time LBH presented a new award to recognise the contribution of early career midwives to the Women's Care Unit.

This award celebrates a Midwife or Nurse at the Lismore Base Hospital who is in their first five years of registration as a Registered

Midwife / Registered Nurse, or Endorsed Enrolled Nurse, who has shown initiative, leadership, professionalism and courage in the workplace.

The recipient of this year's Early Career Award is midwife Anna Dodd, who has demonstrated exceptional leadership skills and provides exceptional care to women, their babies and their families.

"We congratulate Anna on receiving this Award in its inaugural year," Sue said.

"This Award is a reflection of my colleagues and it is an honour to work with such great women and babies," Anna responded.

Both Awards come with scholarships which are sponsored by the Edwards family.



▲ Midwife of the year nominees, left to right, Renay James, Jo-Anne Ezzy and Cacey Dickson.

► Early Career Midwife Award nominees, left to right, Naomi Quarrell, Anna Dodd and Amana Latimer.



Bonalbo MPS welcomes first patients

From page 1

Stage 1 of the new Bonalbo Multi-Purpose Service (MPS), is now complete.

Thomas George, Member for Lismore, visited the facility on Saturday 14 April as part of a community open day.

Around 120 people came through on the day, and feedback was very positive, with community members remarking that it was "a great achievement."

Existing services at Bonalbo Hospital have now moved across to the new facility, including the Emergency Department and clinic consultation rooms.

"This is an exciting day for the community of Bonalbo and surrounding region," Mr George said.

The current Medical Practitioner, Dr Sunil Sunil, intends to remain working at Bonalbo and said he is looking

forward to continuing to provide care to patients there.

"I'm very impressed with the beautiful, new facility and I'm looking forward to working there," Dr Sunil said.

The Bonalbo MPS replaces the former outdated Bonalbo Community Health building and the existing Bonalbo Hospital with a modern, integrated health facility designed to service the needs of the region long into the

future.

Construction of Stage 1 commenced in January 2017 with the building comprising 15 residential aged care beds, a 24-hour emergency department, acute inpatient beds, and outpatient and GP consultations rooms.

The residential aged care facility and acute inpatient unit will open at the completion of Stage 2, which is expected in early 2019.

Good stuff in great supply

This year is flying by, and with so many announcements, openings and achievements to recognise it's hard to keep up!

From new facilities, to new faces, excellence awards, to high achieving linen suppliers, there really is no shortage of news when it comes to what's happening across our health district.

I'm always pleased to hear about what others have been up to, so that by sharing our successes we can celebrate and inspire each other to keep on striving for that next level.

I've heard it said that ideas are like rabbits: you get a couple and learn how to handle them, and pretty soon you have a dozen. Well, we have more than a couple.

The new staff culture and engagement committee is a great example of how getting a few ideas together can lead to many more. With such a wide representation from across the length of the LHD and from varied units and workforce groups, the committee is poised to be a place where a broad range of views are heard and addressed.

Coming up, the Quality Awards will be a great opportunity to celebrate ideas and innovation, and I look forward to hearing about the exciting projects in the running this year.



Fiona Baker
Editor

New mental health support given the green light

A new mental health partnership will ensure flexible and personal community support for people in Northern NSW living with mental illness.

Member for Tweed Geoff Provest and Minister for Mental Health Tanya Davies announced the new three-year partnership between Northern NSW Local Health District (NNSWLHD) and Third Sector Australia (3SA) earlier this month.

"This is a wonderful new partnership that reaffirms the NSW Government's commitment to providing more intensive early intervention, to make sure people in Northern NSW living with mental illness are getting everything they need to stay well in the community," Mr Provest said.

Further to clinical care provided by NNSWLHD, 3SA will provide

accommodation supports, assistance with living skills like budgeting, relationship counselling, accessing employment, and other outreach services.

"The NSW Government is working hard to provide new and better models of care for people living with mental illness. This new model will reach an average of 120 clients per week," Mrs Davies said.

The announcement was made during a visit to the 3SA 'Connections Centre' at Tweed Heads South. CEO Karen Murphy said their services provide certainty for people needing support.

"We make it easier for people with mental illness to access the assistance they need, when they need it, and find natural supports within their neighbourhood," Ms Murphy said.



▲ From left, Manager Clinical Partnerships NNSWLHD Mental Health Services, Trent Taylor; Minjungbal Man of the Bundjalung Nation, Garry Kafoa; On Track Community Program Stream Leader, Sarah Walker; NNSWLHD Acting Director Mental Health, Drug and Alcohol Services, Ian McLeish; 3SA Chief Executive Officer, Karen Murphy; Regional Manager On Track Community Programs, Trevor Schearn; Acting Network Manager Tweed Byron Mental Health, Kim McGowan; Minister for Mental Health, Tanya Davies; Member for Tweed, Geoff Provest; and On Track Community Program Community Support Worker, Tanya Drake.

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!



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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.

Cover image: Mount Lindesay

Health post now a community asset

The Cabbage Tree Island Health Post has recently undergone a renovation and upgrade to increase its capacity to deliver health services to the local area.

The reopening of the Health Post was held on 19 April 2018 with Jali providing a BBQ lunch to celebrate.

There was a large contingent of elders from Yarrabee, Jali's Aged Care service in attendance, along with community members and board members of Jali Aboriginal Land Council.

Mikael Smith, Chief Executive Officer of the Jali Local Aboriginal Land Council said the facility looked great.

"We're thrilled with the renovation and the great new space we have for our community", Mr Smith said.

"It was pleasing to see so many people who were involved in the



renovation project, as well as partners and clients and community come along

on the day and check out the new and improved facility".



▲ From left, Bullina Aboriginal Medical Service Clinical Services Manager Payden Samuelsson; General Practitioner Dr Carlos Perez Ledesma; Child and Maternal Health Nurse Lee Clarke; Chief Executive Officer Bullinah Aboriginal Medical Service Dea Delaney-Thiele; and Aboriginal Health Worker Lawraye Anderson at the re-opening of the Cabbage Tree Island Health Post.

◀ Left to right, NNSWLHD Director Integrated Care and Allied Health Services Vicki Rose, NNSWLHD Manager Aboriginal Health Jenny Smith and Chief Executive Officer Jali Land Council, Mikael Smith.



▲ At left, Jali Land Council Chair Aunty Sandra Bolt and Deputy Chair Troy Anderson.



▲ At left, Senior Aboriginal Health Worker Richmond Network Teena Binge with Community Transport worker David Kapeen.

Pathology is changing with new Director

Congratulations to Dr Yves Steppeler who has been appointed by NSW Health Pathology as the Local Pathology Director for Northern NSW Local Health District.

Located at Lismore Base Hospital, Dr Steppeler is responsible for ensuring the connectedness of pathology with other clinical services in the District.

"I'm really excited to be appointed to this new position," Dr Steppeler said.

"It's important that regional communities have good access to services and I'm passionate about regional health and getting better outcomes for patients.

"Pathology is a crucial clinical service. Our intent is to build local pathology teams that are best placed to remain responsive to the evolving needs of the hospitals and communities we serve across the state and including here in northern NSW.

In addition to managing the local pathology team, Dr Steppeler is an Anatomical Pathologist. He brings a wealth of experience to the position with over 20 years of working in public and private pathology.

As part of his role, Dr Steppeler will be working more closely with hospital clinicians and executives to ensure pathology runs smoothly and helps with the management of patients.

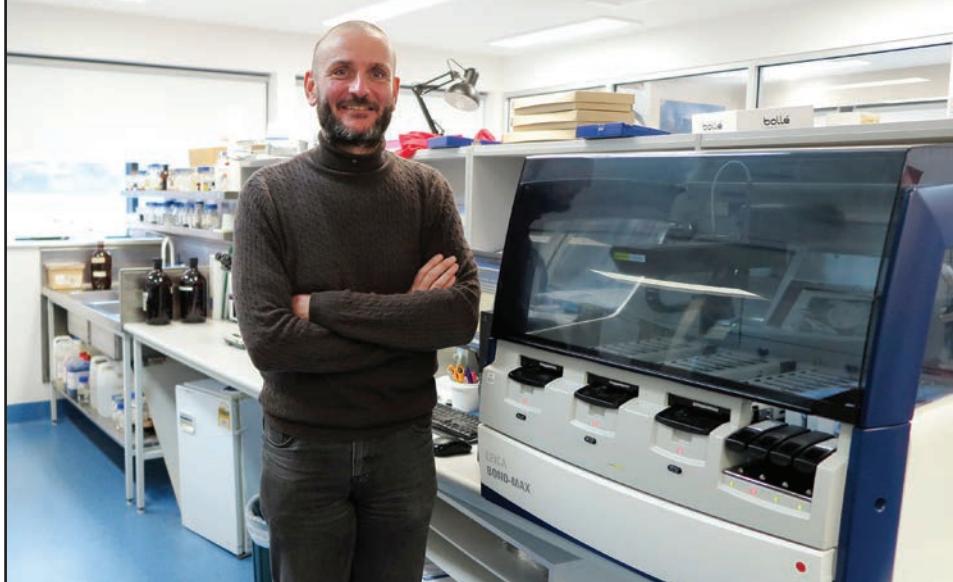
"We also want to help increase awareness and education around requests for pathology tests and the most effective utilisation of pathology services," Dr Steppeler said.

An important part of the role is supervising all branches of public pathology in the Northern NSW Local Health District, to ensure the highest quality service is delivered.

Dr Steppeler said the new hospital redevelopment at Tweed Heads provides an exciting opportunity for pathology services.

"It's a once in a lifetime opportunity to help shape health services for the local community and to have input into something profound that will be here for the next 50 years."

To contact Dr Steppeler, phone 6620 2920 or email Yves.steppeler@ncahs.health.nsw.gov.au.



▲ Recently appointed Local Pathology Director, Dr Yves Steppeler, is based at Lismore Base Hospital but provides support to the whole Northern NSW Local Health District.

Satellite renal unit one step closer

Site works are now underway at Murwillumbah District Hospital's (MDH) satellite renal unit.

Patients in the Tweed Valley will benefit from the networked service which enables residents to access dialysis in the heart of Murwillumbah without needing to travel to Tweed Heads.

Member for Lismore, Thomas George, recently toured the facility.

"This is a fantastic service, not only for the Murwillumbah community, but for the entire Tweed Valley," Mr George said.

"The additional capacity provided by this satellite renal unit will create benefits for all patients in the region, as it's designed to meet projections for future demand."

Planning and consultation for the design of the unit has been undertaken by Northern NSW Local Health District Management in conjunction with clinicians from Murwillumbah District Hospital and The Tweed Hospital.

The unit is expected to be completed in mid-2018.

Patients from across the Tweed

Valley who meet the clinical criteria will be able to attend dialysis at the Murwillumbah Unit once it's operational.



▲ NNSWLHD management and staff look over plans for the renal unit with Thomas George MP and Woollam Constructions Project Manager, Tony Jackman.

The AI future: are you ready for it?

Machine learning and artificial intelligence (AI) is happening. But to what scope in the North Coast?

Northern NSW Local Health District, together with the other Centre for Healthcare Knowledge and Innovation partners, encourages you to register for the Artificial Intelligence in Healthcare Symposium.

The event will explore the challenges, successes, and what must happen to integrate machine learning and AI into the everyday fabric of healthcare.

Saturday, 16 June 2018 at Southern Cross University Gold Coast Campus (Balinga).

Register now at: www.aiinhealthcare.eventbrite.com.au

Attending this event will help you identify where AI is most disruptive and where it can make the most impact.



You will also explore current uses of AI and its possibilities, and understand AI in the diagnosis, treatment and prediction of disease.

Separate the hype from what's happening in the field by learning about AI as a spectrum and how to leverage existing

infrastructure and how AI can optimise current tasks.

Explore why getting the balance right is important for rural and remote communities.

You can also take part in a workshop or masterclasses, and get hands on with technologies causing disruption.

Join a design thinking workshop and learn how to get digitally mature ahead of emerging technologies.

Explore virtual reality, consumer engagement tools or patient data spanning imaging.

Learn from those seeing the benefits and hear how technology is preventing accelerated functional decline and how predictive modelling is revolutionising patient experience.

Registration is free, but places are limited. [Book now](#).

Behind the scenes at Lismore Linen

With a staff of 44 people, Lismore Linen processes on average 57 tons of linen per week. They service the areas from Tweed Heads to Coffs Harbour, travelling around 7,000km per week and delivering to around 30 customer sites.

Lismore Linen has some of the best results across NSW in safety and finance. They have received the HealthShare NSW Linen Services state

site award for the last three years.

This award tracks work health and safety, workforce, financials and staff management. This is a testament to the hard work that Lismore staff put in on a daily basis.

"The culture here at Lismore is very positive, our plant runs very efficiently with minimal issues. We have a good working relationship with our

customers," Christine Coles, Operations Manager Linen Service Lismore, said.

Lismore Linen held an Open Day in mid-March to show their customers how things work behind the scenes. Nine people came along from four local hospitals to have a look around and meet the staff they talk to on the phone sometimes every day.

"Our visitors were surprised how big everything is and enjoyed seeing how our machinery works. They didn't realise how much manual handling is involved," said Christine.

"We talked about some of our main issues like overweight bags, as well as what we can do to make their lives easier.

"This year our focus is on working with our customers to reduce over-ordering and the wastage of resources, finances and time that is spent on producing and handling unused, over-ordered linen.

"This will be a saving for customers, freeing up money they can use in other areas of their business," said Christine.

◀ Visitors and staff at the Lismore Linen open day.



Staff get sporty for Comm Games



The staff from The Tweed and Murwillumbah Hospitals are not just fantastic care-givers....
These were the shapers who volunteered their time to assist the 2018 Gold Coast Commonwealth Games to be a truly successful event.

Well done!



Symposium recognises excellence

Experts in the field of Nursing and Midwifery gathered with staff from across Northern NSW for the annual Ena Williams Nursing and Midwifery Symposium, held in Ballina recently.

As part of the event, the winners of the annual Nursing and Midwifery Awards were announced at a cocktail function following the Symposium.

"The symposium and awards are an opportunity for us to acknowledge and celebrate the achievements of our nurses and midwives across Northern NSW", Katharine Duffy, NNSWLHD Executive Director Nursing, Midwifery and Aboriginal Health, said.

"These awards are presented to Nurses and Midwives who have been nominated by their colleagues for demonstrating outstanding qualities as clinicians, mentors, leaders or educators," Ms Duffy said.

This year's award winners were:

- The Jane Ackerman Memorial Award – Excellence in Nursing and Midwifery Clinical Practice: Michelle Harrison, RN Emergency, Maclean District Hospital
- Meryl Brown Memorial Award –



▲ From left, Sarah Edwards, Charmaine Crispin, Sarah Taylor-Rendell, Meaghan Gilbert, and Penni Anderson at the Nursing and Midwifery Symposium awards.

Excellence in Nursing and Midwifery Management/ Leadership: Nicole Ellevsen, Acting EO/DON MPS Network
• Ena Williams Memorial Award - Excellence as an Aboriginal Nurse or Midwife: Meaghan Gilbert, RN Lismore Base Hospital
• Innovative Education Award: Allison

Taylor, NP Pain Management The Tweed Hospital
• Compassionate Person Centred Care Award: Therese Melton, EN Ballina District Hospital
• New Graduate Practitioner Award: Sarah Taylor-Rendell, RN Lismore Base Hospital.

Running on empty? Try this...

Everyone has different personal circumstances, but for many of us feeling rundown, sleeping badly, and being unable to relax seems inevitable.

It's tempting to apply a quick fix to this fatigue by going for a sugar or caffeine hit or snacking. In the long run, these things just make it worse.

You get only a fleeting surge of energy from sugary drinks and snacks and they don't give your body the fuel it needs to function at its best.

Caffeine and other stimulants are also unhealthy quick fixes; if you feel you need them simply to function, it's a good sign that some aspect of your life may be out of whack. Such "solutions" can make your tiredness even worse by interfering with your sleep, or failing to provide the nutrients your body needs.

For lasting energy, there are better ways to fuel your body:

- Eat regular healthy meals and snacks
- Go for low GI (Glycaemic index) foods such as wholegrain bread and nuts
- Include protein choices
- Avoid sugar
- Have real, unprocessed wholefoods



Profile : Richard Hudson

This month, Northern Exposure chats with Orthopaedic Surgeon, Dr Richard Hudson, about his well-travelled path to Lismore and his passion for educating trainees, which lead to a recent nomination for his commitment to teaching the next generation of orthopaedic surgeons.

More than 25 years into his career as an orthopaedic surgeon, Dr Richard Hudson found himself looking at a map of Australia, and phoning hospitals up and down the east coast.

He was looking for a change of scenery, and it turned out the only place where his services were required was Lismore.

"I rang Taree, Port Macquarie, Coffs Harbour, Tweed Heads and Nambour. They were all ok for orthopods," Richard said.

Fortuitously, an orthopaedic surgeon had just left Lismore, and the position was about to be advertised.

Richard was appointed as a Staff Specialist at Lismore Base Hospital in July 2004.

Later this year, Richard will leave this position to move to Queensland to be closer to family. He's far from retiring, and hopes to do teaching or consulting work in a new medical faculty opening soon as part of Griffith University's Sunshine Coast campus.

In 2016 Richard was nominated for the Teaching Excellence Award with the Australian Orthopaedic Registrars Association.

The award recognises leaders in the field of orthopaedics training, and is nominated by training registrars at hospitals around the country.

It's recognition of Richard's contribution to building a sought after training program for junior medical officers at Lismore Base Hospital.

With the two staff specialists, and four visiting medical

officers, the reputation of Lismore as a great training hospital for junior orthopaedic surgeons has grown steadily over the last 10 years. Lismore now takes two unaccredited trainees and two accredited trainees each year, and competition for the positions is steep.

"It's definitely a place that unaccredited trainees want to come to," Richard said.

The combination of hands on experience, with well-run clinics and a full education schedule

working in Sydney for many years in the hospital setting and in private practice.

His training, originally at the University of Sydney, had seen him travel all over the world, including several stints at hospitals in the United Kingdom, Canada and France.

Richard completed his paediatric orthopaedic fellowship in Toronto in 1975-76.

"In those days it was the centre of the orthopaedic universe," he said.

the accepted practice at the time.

Moving into private practice, Richard went to Paris in 1986 to learn a special technique called pedicle fixation of the lumbar spine. He worked at the same hospital where Lady Diana was taken after the fatal car crash in 1997.

After Richard returned to Australia, he incorporated the new technique into his practice, and gradually stopped doing other procedures to focus purely on spines for the next 15 years.

All at once, a triple-barrelled turn of events lead Richard to change direction completely once more.

"I realised I'd become too specialised in the lumbar spine; the building where I worked was being sold; and I got two bits of mail in the one week," Richard said.

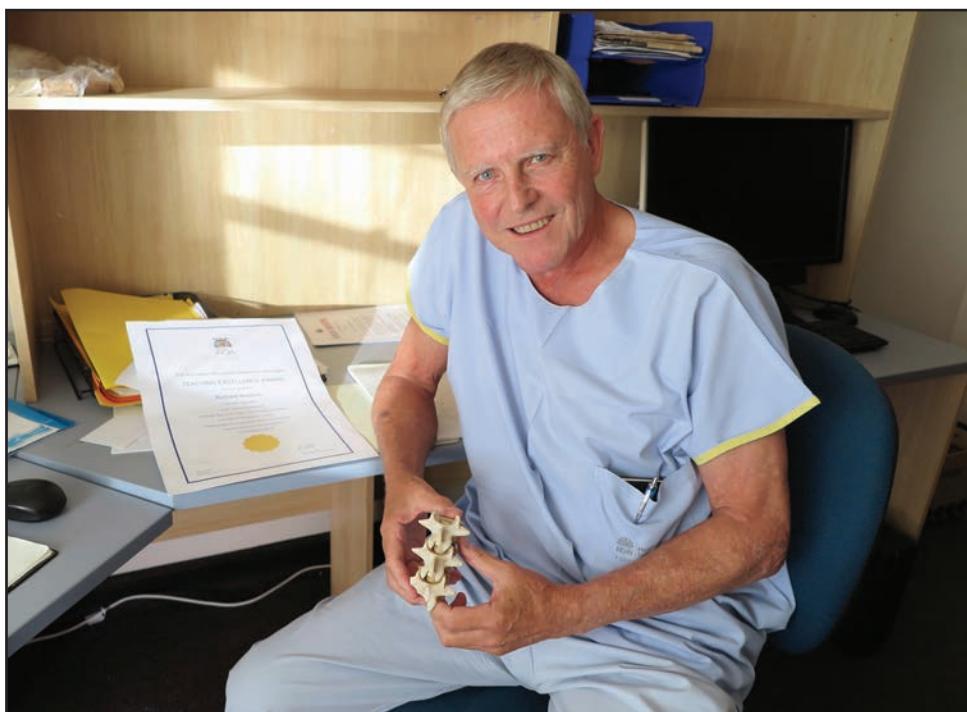
They were a letter from the Health Insurance Commission indicating that Richard had earned \$128,000, and a bill from The Medical Defence Union for

\$108,000 for indemnity even though he'd never been sued.

"It was a game I didn't want to play," he said.

Richard took up a 12-month locum in Whangarei, on New Zealand's North Island, which ended in a desire to come back to Australia, but not back to the city.

"If you want to succeed in private practice in a metropolitan area you really have to have a subspecialty, but it's much more interesting to have a variety of things that you're treating."



has meant that junior doctors who complete their first 12 months' orthopaedic training in Lismore are set up with the skills to do all but the most specialised procedures.

Richard's had one registrar say that he'd 'crawl over burning coals' to get the job, because of the foundation it gives junior doctors.

"I get a huge amount of joy teaching the registrars... the eagerness; they're so receptive to learning."

Richard was drawn to work in a regional location after

Returning from Canada, Richard got a job at St Margaret's Children's Hospital in Sydney, but his timing wasn't great.

"Pretty much the day after I got the job the hospital closed," Richard said.

Richard then worked between Manly Hospital and Sydney Adventist Hospital for close to 10 years. He took on a broad range of cases, but still performed paediatric work, including examining the hips of every baby born there, as they stayed for a week according to

eHealth Strategy 2018-2023

The Northern NSW Local Health District (NNSWLHD) eHealth Strategy is now published and accessible via the staff intranet home page.

Please take the time to read the strategy which outlines the Digital Health future of the District.

NNSWLHD Chief Executive, Wayne Jones and Board Chair, Dr Brian Pezzutti have provided their reflections on the vision which steers the District towards a 'digitally enabled and integrated health system, delivering patient centred health experiences and quality health outcomes'.

Chief Information Officer (CIO), Kevin Gunn and Clinical eHealth Service Manager, Wendy Roulston will promote the strategy during CIO site visits this year, where they look forward to meeting as many staff as possible.

For more information about the eHealth Strategy, please contact Wendy on 6620 0825 or email wendy.roulston@ncahs.health.nsw.gov.au

Cyber Security: hackers and phishing awareness is everyone's responsibility

Protecting digital health data is a key priority here in NNSWLHD.

The LHD protects its data by maintaining a firewall, and closing its gaps when threats are detected; security is multi-layered and IT teams are vigilant. However, this may not be the case at your home.

Hackers are clever and persistent 'phishing experts', using emails as a common carriage for their cyber-attacks.

We have all received emails at home and at work that look suspicious. Common examples are emails that

include the logos of big banks which temptingly invite you to click on the link...

Through clicking that link, however, you would open a connection to potentially allow the hacker inside your computer where they may wreak havoc.

My Health Learning (MHL) (HETI) includes an excellent 15-minute module designed to raise awareness of this practice called 'phishing'.

We encourage all email users to complete this module as soon as possible, by logging in to MHL and searching the catalogue for Cyber S.A.F.E – Phishing Awareness.

The Cyber S.A.F.E module will soon be included as an annual mandatory module within NNSWLHD. Staff will be notified when this comes into place.

To find out more, head to the staff [intranet](#).

Help at hand for healthy pregnancies

The Get Healthy in Pregnancy program is being embraced by midwives across Northern NSW Local Health District (NNSWLHD). A total of 83 pregnant women were referred to the program from June to December 2017.

Midwives from Byron Bay are leading the way with 22 referrals being made to the program last quarter, followed by Murwillumbah, who made 10 referrals.

By referring to the Get Healthy in Pregnancy Program, midwives are ensuring that pregnant women receive extra support throughout their pregnancy to achieve a healthy weight gain and maintain healthy behaviours during pregnancy.

Research suggests that excessive weight gain during pregnancy can result in poor maternal and child health outcomes.

All pregnant women over 16 years, regardless of their pre pregnancy or current BMI, should be encouraged to use the Get Healthy in Pregnancy Program.

The program is a free personal phone health coaching service designed to complement antenatal care and is delivered by qualified dieticians or

exercise physiologists.

Midwives from Murwillumbah District Hospital (pictured below) were also the first to receive a coffee 'keep cup' prize for their efforts in supporting the Get Healthy in Pregnancy Program in the last quarter.

All health professionals who refer a minimum of 5 people to either the Get

Healthy Program or the Get Healthy in Pregnancy program will receive a free re-usable 'keep cup'.

If you would like further information about the program, please contact Rebecca Smith at Rebecca.smith3@ncahs.health.nsw.gov.au, on 6674 9506, or visit the Health Promotion website [here](#).



▲ Murwillumbah District Hospital midwives Cheryl Went, Lynne Martin and Robyn Brazel.

Your workplace, your opinions

Did you know, an average person working a 40-hour week spends around 90,000 hours of their life at work? It pays to make your time at work as enjoyable and productive as possible.

To help make your public hospital or health facility a better place to work, the annual People Matter Survey is a great starting place to share your thoughts.

It's coming up in June, and you'll have the chance to share what you think is working well, and what could be

improved, wherever you work across the Northern NSW Local Health District.

This year for the first time, you'll be able to complete a paper version of the survey if you're unable to fill it out online.

As always, it's completely anonymous, and no names or identifying information are collected.

Whether you're really enjoying your work, or you can see areas which could be improved, please share your opinions. It's essential that we hear from a wide

range of employees in across the whole district, so we know what's important to you, and how we can help you get the most out of your working day (and life!).

The more staff that participate, the more informed the results, and the more accurate our action plans to improve culture and experience in our workplaces.

The survey runs from 1 June to 2 July, and you'll find a link on the NNSWLHD staff intranet, as well as paper surveys available at each site.

PEOPLE MATTER 2018

NSW Public Sector Employee Survey

Listening the key to high quality care

A new educational resource was launched in Lismore this month, aimed at improving patient care in hospitals across Northern NSW.

"Please Listen", a video collaboration between carers, clinicians, and two

Local Health Districts, highlights the importance of listening and taking cues from patients, their families and carers as an integral part of a patient's diagnosis and treatment.

The video was produced by Mid North



Coast Local Health District on behalf of Northern NSW Local Health District, with the generous involvement of Nana Glen resident, Margaret Turnbull, and her son, Brett.

Margaret and her family are sharing Brett's patient story through the video to assist others in recognising the important role that listening plays in providing the best patient care.

NNSWLHD Chief Executive, Wayne Jones, said the video is a great tool to highlight this issue for all nursing and medical staff, and will be used in training and orientation settings across the district, as well as in other LHDs.

"This video shows just how important it is to listen and take the time to talk with family members who know the patient better than anyone," Mr Jones said.

◀ Front, Margaret Turnbull, Brett Turnbull and Louise Boag, with at back, NNSWLHD CE Wayne Jones, Director Medical Services Dr Katherine Willis-Sullivan, and members and friends of the Turnbull family.

The last word...

Vale Lynne Vaughan

Lynne Vaughan was a much loved and well respected nurse, colleague and friend to many. It is with great sadness that we report that Lynne passed away suddenly on 2 April 2018.

Lynne worked in many and varied roles across both the Northern NSW and Mid North Coast Local Health Districts, including theatres, wound product purchasing and supply, wound management, continence and stoma.

Lynne was a key member in the highly motivated and professional leadership group of nursing colleagues within the Stoma, Wound and Continence network, and she was passionate about her work, colleagues and most of all her clients.

Lynne easily developed a special bond with her clients and would often make the time to call in and see them on the way to and from work, with many expressing their sorrow and great sense of loss at her passing.

Lynne will be remembered as a wonderful nurse, clinician, educator and patient advocate; a truly resourceful and fabulous co-worker.

Lynne was a bright and spirited lady, a generous friend, traveller, and



▲ Lynne Vaughan passed away unexpectedly earlier this year.

photographer who loved to celebrate life. Lynne will always be remembered

fondly as a dedicated nurse by all that knew her.

Agenda of engagement, wellbeing

A newly-formed Culture and Staff Engagement Committee held its first meeting this month, with strong attendance from across the health disciplines.

Representatives from around the Northern NSW Local Health District met to kick off a program of initiatives designed to foster staff wellbeing and increase engagement and a positive

workplace culture.

"It was a very successful first meeting and it became obvious straight away, that the committee's biggest strength will be the diversity of backgrounds and expertise by its extraordinarily motivated members, committee Chair, Manager Culture and Wellbeing Dennis Pfitzner, said.

"Once completely up and running, the committee will provide invaluable and ongoing counsel for the Local Health District on how to strengthen a positive workplace culture and how to encounter the challenges we naturally face in being a large and diverse organisation."

◀ Members of the new Culture and Staff Engagement Committee met for the first time in Lismore this month.

