



Health
Northern NSW
Local Health District

Issue 9, October 2018



▲ Members of the eMeds support team involved the go-live at Lismore Base Hospital this month.

eMeds live in Lismore

Staff across Lismore Base Hospital (LBH) inpatient wards, emergency department, pre-admission and Mental Health have all joined the electronic medication revolution.

Across nine days in early October, all inpatients using medications were transitioned

to dispensing and recording medications through the electronic medical record.

This is a huge achievement, being the first site across Northern NSW and Mid North Coast Local Health Districts to go live. We could not have done this without the commitment of all staff,

Managers and Executive at LBH.

The face to face training results are outstanding and show a remarkable commitment from all staff in taking up this change. 99% of nursing, 99% of medical and 100% of pharmacy staff attended training, equating

to more than 1100 people in total. An amazing result and a credit to all the trainers, Change Managers and David Glendinning.

This combined project across the six rural LHDs for Rural eMeds took 18 months from the initial design and

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New faces at Grafton Base Hospital



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Profile of Lismore Base Hospital General Manager, Ian Hatton

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.

I have been so proud to see our District being recognised as finalists in a number of State Awards. I recently attended the 2018 NSW Health Excellence in Nursing and Midwifery Awards to support our finalists, Anne Moehead and Kathryn De Souza.

Anne was a finalist in the category 'Excellence in Nursing/Midwifery - Clinical Leadership'. Kathryn was a finalist in the category 'Excellence in Innovation- Education' for her work in dementia care and training.

The District also has one finalist in the 2018 NSW Health Awards - Urbenville Multi-Purpose Service with their project, Living Well in an MPS. The Urbenville MPS has been recognised for improving the aged care residents' quality of life by creating a homelier environment.

The 2018 Premier's Awards for Public Service also features a finalist from Northern NSW Local Health District. The Lennox Head Picnic Basket is a collaboration between NNSWLHD, Lennox Head Public School, the school's P&C, Griffith University, NSW Health and

the Department of Education.

Lennox Head Public School became the first school in NSW to comply with the NSW Healthy School Canteen Strategy, creating a manual for other school canteens across the state in the process.

Congratulations to all the finalists on this recognition of your hard work and dedication.



We are all responsible for ensuring our workplace is secure and safe for staff, patients and visitors. To strengthen awareness of the role we all play in maintaining security in the workplace, staff are now required to complete HETI online security training.

Depending on your position, you will need to complete one or both modules, visit the My Health Learning website today to get started.



Innovation is around us every day, and our staff have great ideas which sadly we often fail to acknowledge. I am pleased to advise that staff will soon have an opportunity to showcase their



ideas and compete for funding to turn them into reality.

Be on the lookout for BIG IDEAS – Big Ideas Grow Innovation Design Evaluation and Sustainability - coming soon!

*Lynne Weir
Acting Chief Executive*

From the Board Chair



This month I am pleased to update you on the many capital works and service developments across our LHD.

Tweed Valley Hospital: Following confirmation of the site for the new hospital on Cudgen Road opposite Kingscliff TAFE, Project User Groups and the Community Reference Panel have been meeting regularly to provide input to the hospital concept design.

The main works tender has been issued to get the contractor on board early in the process to achieve further innovation in the hospital design. The approved Service Statement includes new and expanded health services. The Board recently met with the project

Architect, and were impressed with the detail of planning for future growth and expansion opportunities on the Campus.

Interim upgrade works are underway at the existing Tweed Hospital, including new surgical beds and two new theatres to assist with meeting the ever-growing demand for health services while the Tweed Valley Hospital is constructed.

Lismore Base Hospital: The 10 storey North Tower is on track to be completed by the end of 2019, enabling us to realise the full potential of improved surgical, intensive care and teaching facilities. The current six theatres are busy and working very well with record throughput. The Hybrid theatre is, in the words of Dr Deepak Williams, "the best in Australia".

Bonalbo MPS: In the first week of December the current Uniting Aged Care residents will move into the beautiful new accommodation at the Bonalbo Multipurpose Service. Thank you to Member for Lismore, Thomas George, Acting Chief Executive Lynne Weir and the staff at Bonalbo for the realisation of a dream for the people of Bonalbo.

Evans Head HealthOne is progressing, with site acquisition moving ahead with Richmond Valley Council.

Construction will begin soon on Grafton Base Hospital's Ambulatory Care Centre, and is due to be completed in early 2020.

This infrastructure work increases our capacity to provide more services. The Board has approached the Ministry of Health for increased funding to reduce waiting times for elective surgery, and I am hopeful that we can substantially reduce the time for cataract and joint replacement surgeries in particular as demand continues to grow.

Our quality and safety indicators are outstanding, the budget is in good shape, and we have provided around 12 percent more elective surgery in the year to date ending September than for the same period last year.

We have also added over 340 Full Time Equivalent staff in the last two years. That means more than 400 extra medical and support personnel on the ground, including doctors, nurses, allied health and support staff providing a wider range and increased number of services for our patients.

*Brian Pezzutti
Board Chair*

Recipes straight from the heart

The Lismore Base Hospital Auxiliary is helping locals make their mark in the kitchen as well as support their hospital, thanks to a new cookbook, 'Recipes from the Heart'.

Lismore Mayor, Councillor Isaac Smith joined the Auxiliary on 18 September to launch the cookbook.

All recipes in the book were submitted by UHA members. The Lismore UHA includes several former chefs who helped prepare the recipes for publication.

► From left, Kate Mitchelson, Stephen Duncan, Lismore Mayor Cr Isaac Smith, LBH General Manager Ian Hatton, Diane Miller, Lyn Duncan and Bev Savins.



eMeds Lismore rollout a success

from page 1

build phase. The Northern NSW eHealth team worked tirelessly over that period getting ready to bring staff across to use the eMeds function in their day to day patient care activities.

The enormity of this change should not be underestimated. The paper-based National Inpatient Medication Chart is a standardised tool for communicating patient medication information consistently between health professionals and has been in use in various versions since 2006.

For go-live, a large support team made up of staff from the project, The Tweed Hospital, Clinical Information Systems, Rural eHealth, MNCLHD and Cerner assembled on site in Lismore to provide clinicians with 'at the elbow' support as they used the system for the first time.

Lismore-based Junior Medical Officers who came into the project at a late stage as supernumerary Medical Key Support Users were essential in liaising directly with Medical staff and making this transition a success. Thank you to Dimitri Christy, Zhi Sia, Harry Narroway and Milton Micallef.

As well as clinicians, our pharmacists have also had to change the way they work. They have adapted well to working in a completely new way using PharmNet in eMR.

The Medical Imaging Department has found eMeds to be particularly beneficial for their patients. Since the introduction



▲ The eMeds team at Lismore Base Hospital ground control on go-live day.

of eMeds, late case cancellations due to failed anticoagulant discontinuation have been reduced as imaging nurses can prompt medical staff to discontinue orders.

Biopsy and drainage interventions are also benefitting from optimising pain relief pre procedure.

Whilst medication dispensing is minimal in imaging, S4 and S8 administration is undoubtedly safer due to legibility and prescriber identification. Legibility of medication orders is a key benefit of using eMeds.

We are still refining problematic

workflows, continuing onsite support and addressing training during the Go Live. Change managers and trainers remain on site until December to assist and support staff to embed using eMeds.

Some issues arose around availability of devices during medical ward rounds and using new 2in1 devices seemed to be the major cause of interruptions. Additional devices have now been deployed to address the demand for ward rounds and to resolve issues with the 2in1 devices.

The eMeds team sincerely thanks everyone involved.

Moving with the times

This month our local health district took another step along the path to modern health care, with the introduction of eMeds which supports staff to prescribe, review, dispense and manage patient medicines in the electronic medical record.



Fiona Baker
Editor

By all accounts, Lismore's transition to the new system was a smooth and relatively fuss-free event, thanks to the staff training uptake and support from the eMeds team throughout the process.

In future we might look back on this change, as with many others, and wonder what we ever did before!

Sometimes it just takes a visionary person to put an idea out there, so that others can grab hold of it and help turn it into reality.

Our LHD will soon be launching an innovation challenge called Big Ideas. It's designed to give our staff a platform to share their vision, however large or small, and receive assistance to turn those ideas into tangible outcomes.

Look out for the details coming your way soon, and get ready to put your ideas out there into the world.

You never know, yours might be the next big change, and we'll all wonder why we didn't do it sooner.

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.

Cover image: Clarence Valley

New experiences on trial in ED

Lismore Base Hospital (LBH) emergency department will have a greater focus on care and compassion as part of a new trial aimed at improving the patient experience.

In September, Health Minister Brad Hazzard announced a six-month trial at four hospitals across NSW that will provide better amenities and more information to patients and their families.

"Going to an emergency department to seek care or to support someone who needs help is a stressful and even traumatic experience," Mr Hazzard said.

The trial will introduce a patient experience role to greet patients and their loved ones on arrival at emergency, and provide information throughout each stage of their care, including key information on where to go, what to expect during the visit and real time updates on where they are in the queue.

LBH Nurse Unit Manager Emergency, Emma-Jane Davies, said the unit was keen to be involved in the trial.

"We're really excited to be able to pilot this initiative here in Lismore, and we're looking forward to seeing what improvements it can bring to the patient experience," Emma-Jane said.

Staff from LBH recently attended a forum in Sydney to discuss plans for implementing the trial.

The four strategies which the trial will focus on are:

- A customer service manager position

- Information technology solutions
- Amenity improvements including free Wi-Fi and device charging stations
- Professional development for staff

LBH has already begun making changes to roll out this trial, and which is expected to begin in November 2018.



▲ From left, Sarah Marmara, Ministry of Health, LBH Quality and Safety Manager Sarah Lawty and Nursing Unit Manager, Emergency Department Emma-Jane Davies.

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!



Nurses honoured at Excellence Awards

Two senior nurses from Northern NSW Local Health District (NNSWLHD) were among the finalists in this year's Excellence in Nursing and Midwifery Awards.

Held annually since 2013, the awards recognise the contribution and dedication of the 52,000 nurses and midwives working across the state in the NSW public health system.

Clinical Nurse Consultant, Kathryn De Souza, was a finalist in the category 'Excellence in Innovation- Education' for her work in dementia care and training.

Kathryn has co-designed, developed and delivered online education programs in dementia care for clinicians across NSW. She is regarded as a leader in dementia education.

"I am deeply honoured to have been nominated for this award in recognition for the work we are doing in providing dementia education for staff across NSW," Kathryn said.

"I am blessed to have one of the best jobs in the district. Each one of us wants to see the best outcomes for people living with dementia and their carers."

Nurse Practitioner Anne Moehan was a finalist in the category 'Excellence in Nursing/Midwifery - Clinical Leadership'. Anne is an expert in the field of

psychogeriatrics and dementia, leading the way in innovative dementia education, which is evidence-based and transferrable to the workplace.



▲ From left, Chief Nursing and Midwifery Officer, Jacqui Cross, NNSWLHD's Kathryn De Souza, Western NSW LHD Organisational Development Unit, Trish Casey, and John Hunter Hospital's Brendon Williams (winner) with NSW Minister for Health Brad Hazzard.

Volunteer group calls it a day

The Blue and White Volunteers recently ceased their volunteer work after operating in Lismore for 30 years.

During this time they raised over \$390,000 to assist the work of the Palliative Care Unit at St Vincent's Hospital Lismore, and the Community Palliative Care Service.

The Community Palliative Care Service benefited greatly from the Blue and White Volunteers' generosity and support. They provided extensive funding to enable the service to purchase equipment to allow clients to die at home.

On 19 September the Palliative Care Service organised a farewell and thank you afternoon tea for the group.

Members received certificates of appreciation and small gifts.



▲ Back row from left, Jamie Irvine (CNS2 Lismore Base Hospital), Maureen Webb, Margaret Clark, Sue Devine, Maureen Hamilton, Annette Cribbs, Rosemary Davis (President Blue and White Volunteers), Renae Edwards (RN Community Palliative Care), Michael Willard (RN Community Palliative Care). Front row from left, Margaret Kennedy, Topsy Mason, Joanne Cooper (CNC Community Palliative Care) Katie Gatt (OT Community and Allied Health).

Home away from home hits the mark

The Urbenville Multi-Purpose Service has been recognised in the 2018 NSW Health Awards for improving residents' quality of life thanks to a program aimed at creating a homelier environment.

As part of the program, the team implemented actions to improve the lifestyle and wellbeing of people living in the residential aged care on site.

They focussed on the physical comfort of

residents, their mood and emotional wellbeing and their relationships with fellow residents, carers and staff.

The project won the 'Patients as Partners' category at the NNSWLHD Quality Awards, and has now been named as a finalist in this year's NSW Health Awards, being held in Sydney in November.

Nurse Manager of Urbenville MPS, Nicole Ellevesen, said the team

looked at ways to redesign their clinical practice to benefit their residents.

"This project represents a shift from the traditional model of care in aged care settings across the healthcare system towards a wellbeing model," Nicole said.

Residents at the MPS now have access to Skype to communicate easily with loved ones, more social outings and recreational activities have been added

to the calendar and a gardening club is now up and running.

"Skype was really important for us, it was fantastic," said Trish Wilson, a relative of a resident.

"The use of technology is vital for rural communities to stay in touch, especially for people who are working and cannot easily be with their loved ones."

Simple changes to the dining experience created a more home-like environment.

These changes included re-introducing butter, jams and sauces on tables in place of pre-packaged condiments, using ceramic crockery, redesigning the dining and recreation area and enabling residents to bake fresh bread.

"It's been great to see the changes. It's provided our residents with more choice and independence and improved their overall wellbeing," Assistant in Nursing, Daniel Dickens, said.

The NSW Health Awards recognise innovation and excellence in the delivery of health programs and services throughout the NSW public health system.



▲ Staff from Urbenville MPS, from left, Hotel Services Manager Marion McKee, hotel services Judy McKay, hotel services Sherryl Atkinson, CNS2 Aged Care Annette Barry, Nurse Manager Nicole Ellevesen, CNS1/ Acting Nurse Manager Kim Grey, Assistant in Nursing Joseph Vennix, Leisure and Lifestyle Rebecca Roberts and Endorsed Enrolled Nurse Alison Coppock.

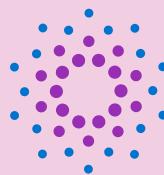
New podcast provides support

Nursing and Midwifery Support Network has released a new podcast, *Thriving in Midwifery and Nursing*. It features nurses and midwives discussing issues which are important to them.

In the first episode, Stakeholder Engagement Manager, Mark Aitken RN, chats with colleagues

Sam Eddy and Dianne Lee about barriers to thriving in their profession. Sam is an executive coach and wellbeing trainer, and Dianne is a registered general and psychiatric nurse with 46 years' experience.

You can listen to the podcast via the Nurse and Midwife Support website [here](#).



Nurse & Midwife Support

Your health matters

1800 667 877

nmsupport.org.au



New faces greet mums and bubs

Grafton Base Hospital (GBH) is excited to welcome several new faces to its Women's Care Unit (WCU) as new permanent staff join the team.

On 17 October, the WCU held a morning tea to celebrate two new doctors and seven midwives who have joined the hospital this year.

In March, Staff Specialist Obstetrician and Gynaecologist, Dr Meenu Sharma moved from the United Kingdom to take up a position at GBH.

In September, Staff Specialist Obstetrician and Gynaecologist, Dr Kanewala Jayasekara came on board after training in the UK and working in Western Sydney.

Dr Jayasekara said a number of qualities attracted him to the unit, including the community feel, the teaching opportunities and the lifestyle.

"I have no hesitation in moving my whole family here to the beautiful Clarence Valley to build a life. My wife is a GP and looks forward to joining the community. We plan on being here for the long term to serve the local community," Dr Jayakesara said.

Seven new midwives from various locations in NSW and Queensland have also joined GBH this year.

"We're thrilled to be able to attract these skilled staff to the Clarence Valley. Bringing new staff on board is always rewarding for everyone," Tina Morrison, Acting Midwifery Unit Manager said.

"Our existing staff not only get to learn from the experiences of new staff members, but are also able to mentor them and share their knowledge of midwifery."

Midwife Keltie Foster moved to the Clarence Valley several years ago after living in the city, and fell in love with working in the Women's Care Unit.

"I truly feel privileged to be a part of the team that is here to provide women and baby-centred care at a wonderfully

unique time in their lives," Keltie said.

The Maternity Unit provides care for women across the Clarence Valley through a team approach with doctors and midwives working together. In 2017-18, 361 babies were born at the facility.

The Women's Care Unit is a family-friendly unit providing a range of services to support women and new families, including a 4-bed Special Care Nursery, home visiting after birth and birth and parenting groups during pregnancy.



▲ From left, midwives Keltie Foster, Alison Fels, Breahn Schmitzer, and Jackie Stephenson, Dr. Meenu Sharma Staff Specialist Obstetrics and Gynaecology, midwife Sarah Beale and Acting Nurse Unit Manager Tina Morrison.

Positive response to healthier choices



**YOU'LL FIND
HEALTHY CHOICES
ARE EASY HERE...**

With one in two adults in NSW, and more than one in five children overweight or obese, it's important that we find ways to make it easier to make healthy choices.

NSW Health is taking the initiative in every health facility across the state, and setting a good example by improving the availability of healthy food and drinks for staff and visitors.

The strongest evidence for a link between sugar consumption and overweight and obesity is from the consumption of sugary drinks.

Since December 2017, sugar-sweetened drinks with no nutritional value have been removed from sale in vending machines and cafeterias throughout Northern NSW Local Health District.

There is still a range of healthier options available, including water, juices, flavoured milk and non-sugar sweetened drinks.

You will also start to see a wider range of healthy food options available in food outlets and vending machines across all NNSWLHD health facilities by the end of the year.

The changes are already proving popular with staff and visitors.

In a consumer survey at Lismore Base Hospital, 76 percent of staff and visitors said they supported the removal of sugar-sweetened drinks, and 88 percent supported more healthy food choices being offered.*

*survey of 204 staff and visitors at Lismore Base Hospital.

Profile : Ian Hatton

This month, Northern Exposure caught up with Lismore Base Hospital General Manager, Ian Hatton, to find out about his journey from Yorkshire to Australia and finally to the Northern Rivers.

Ian Hatton's father and grandfather had worked in hospitals and his mother was a nurse, so going into nursing was a familiar path for the new General Manager of Lismore Base Hospital.

Growing up in East Yorkshire in the 1980s under the shadow of coalminer strikers and high unemployment, nursing was a fairly solid career choice.

"It was quite grim, it was the Thatcher era," Ian said.

"I think nursing appealed to me because it was one of those things where you could really go down many different paths."

Ian worked as a nurse in palliative care, moving

to London to work at St Christopher's Hospice, a groundbreaking movement which was the precursor to what we now know as modern palliative care.

As a young nurse, Ian was interested in questions around the care we receive when we die, and he realised there was a lot of room for improvement in that space.

"We work in a culture where everyone's saved, there's an expectation that we save people," Ian said.

"In actual fact, death is a natural process and we should be looking at that and what is appropriate."

"We have one chance to get it right, to support someone while they are dying, so we need to do that in the best way possible."

Ian moved to Australia in 1998.

"I was at a turning point in my career, and the question I asked myself was that if I didn't do the big move, would I always regret it?"

Ian came to Adelaide where he completed a Masters Degree and moved into management, then moving to Sydney to take up a position as Nursing Unit Manager in Palliative Care at Greenwich Palliative Care Unit.

Ian took on a project in Griffith in country NSW to create a new palliative care service combining nurses, General Practitioners, allied health, private and public hospital services.

"It wasn't being done anywhere else at the time and was quite groundbreaking," Ian said.

In 2001, that project was a finalist in the NSW Health Awards.

He was involved in developing policy and liaising with service development officers around the state to implement that policy.

Ian moved to St Vincent's Hospital, Melbourne, as Director of Nursing for Oncology and Palliative Care, and from there he soon branched out into more management positions within medicine and emergency.

"I'd done palliative care for so long that it was safe, but General Medicine put me completely out of my safety zone and really challenged me," he said.

A stint as acting General Manager for sub-acute and Mental Health also brought

a new specialty string to Ian's bow.

"I found the palliative care cohort of patients were stigmatized, but when I moved across to Mental Health I really had my eyes opened, it was a whole different level of stigma."

In July 2018 Ian came to Lismore with his wife and three children to take up the position of General Manager Lismore Base Hospital, a role which encompasses the broad spectrum of specialties and which provides



The team received a funding grant of \$5 million to roll out the project in eight new sites across Australia, and over the next four years Ian travelled extensively to oversee each site.

"Every other fortnight I was on a plane somewhere," Ian said. Port Headland, Karratha, Kalgoorlie, Burnie, to name a few.

Following the project work, Ian moved back to Sydney to work with the NSW Health State-wide Centre for the Improvement of Palliative Care.

plenty of variety.

"Every day is different, there are lots of challenges to overcome and there are loads of opportunities to make a difference," Ian said.

"It challenges me and I know that I can impact on the care that people get at all stages moving through the system.

There's also the beautiful location which comes with the job.

"I've lived and worked rurally so I think an area like this can offer me and my family something that Melbourne can't."

Passport to get you on your way

Have you picked up your passport? For over three years now the Northern NSW Local Health District (NNSWLHD) has been offering staff the Fitness Passport program with unlimited access to local gyms and pools.

So far more than 650 staff have signed up for their Fitness Passport and are on their way to better health and fitness.

The Fitness Passport program provides unlimited access to more than 40 gyms, pools and fitness facilities across the region, and hundreds of facilities across New South Wales.

Single membership is less than \$13

a week for unlimited access to group classes, gyms and pools on the list.

Or pay \$20.95/week for family membership and you, your partner and children under 18 can all enjoy the benefits of unlimited access.

Fitness Passport is about helping staff and their families reach their health and fitness goals.

Healthy employees average 1-2 sick days per annum versus 18 days for those in the lowest health and wellbeing category.*

According to the Global Wellness Institute, less than 10 per cent of the global workforce has access to a work

wellness program. So why not take up the offer? Imagine how much better you will feel if you start today.

At present, we have 775 staff members (including VMOs) and 1,024 of their family members who are FP users. This totals 1799 people across the LHD.

Am I eligible?

NNSWLHD staff are eligible for the Fitness Passport if they are:

- Full-time permanent employees
- Part-time permanent employees
- Contract/Temporary employees who are paid by the organisation's payroll department and have at least 3 months consistent working history (or at least 6 months remaining on their existing contract)

• Casual employees who work more than 20 hours per week and have at least 3 months consistent working history

- VMOs and JMOs

Go to www.fitnesspassport.com.au and click on the SIGNUP tab. You will need your employee number, bank account details and a photo of yourself to upload (and photos of any dependents if you are signing up for the family membership).

*Medibank Private/Vie Life Report



Minimal trauma fracture in patients over 50

World Osteoporosis Day was held on 20 October, providing a great chance to raise awareness of Minimal Trauma Fracture (MTF) and the work of Osteoporosis Australia.

MTFs are broken bones after a fall from a standing height or less, at walking speed or less, and without additional external forces.

By 2022 there will be one fracture every 2.9 minutes. That equates to 501 fractures per day or 3,521 fractures per week. In 2001, there was one fracture every 8.1 minutes.

Of these fractures, up to 46% of people will have another MTF in the following two years, unless they are managed appropriately.

The Royal Australian College of General Practitioners is encouraging early and aggressive management of patients over 50 years of age who have endured a MTF. The latest guidelines are available on their

[website](#).

Management of MTFs should follow the principles of the three I's:

- Identify – know when your patients over the age of 50 endure a MTF. It's difficult for GPs to manage a patient when they don't know there has been a fracture.

North Coast Primary Health Network is partnering with Northern NSW Local Health District in a bid to improve this process. Craig Knox, Fracture Liaison Coordinator at Lismore Base Hospital will soon embark on a project to identify all MTFs that access local hospital services. Craig will provide brief screening and a letter to the patient's GP highlighting the need for the next two I's.

- Investigate - appropriate measuring of Bone Mineral Density along with screening bloods will help direct

management, as will investigating other modifiable lifestyle factors that may impact on bone health, for example high alcohol, smoking, low dietary calcium intake, low vitamin D, and low osteogenic activity levels.

Fractured vertebrae and necks of femurs are assumed Osteoporotic and

Bone Mineral Density is used to establish baseline measures, but not essential to commence treatment.

- Initiate - a Bone Health Management Plan is used to address lifestyle risk factor modification, along with pharmacotherapies where indicated (i.e. score < -1.5 as per RACGP guidelines)

Want to know more about identifying this cohort of patients? Contact Craig Knox, Fracture Liaison Coordinator, Lismore Base Hospital on 6624 0378 or craig.knox@health.nsw.gov.au.



People Matter Survey - how did we do?

The Workforce Team has recently released the results for the People Matter Employee Survey 2018 (PMES). Jump online to the [intranet](#) now and see how you and your colleagues have rated your work site.

You can see the results for individual hospitals as well as directorates such as Drug and Alcohol, Community Health and Corporate Services. These will be a valuable tool in helping each site determine what they'd like to focus on in terms of improvements and challenges.

What happens next?

Site managers will reach out to their staff to provide them with the results, and start the process of gathering ideas to develop a plan of action.

Each site action plan will address locally-identified challenges and will engage and consult with staff to implement these solutions.

Once each site has decided on their initiatives and priorities, these will be summarised in an action plan for the coming year, to be reviewed

every three months.

The NNSWLHD Executive and Board is being kept in the loop and are highly motivated to assist in any way they can.

In June 2019 all staff will be able to take part in the next survey and we'll compare the results to strengthen initiatives or alter the course of action if appropriate.

Where to see your results?

Visit the staff intranet, at <https://intranet.nswlhd.health.nsw.gov.au/people-matter-survey-2018-local-results/>



Helicopter Missions July - September 2018



Cardiovascular disease research

Two new funding schemes are now available for building capacity in Cardiovascular Disease Research.

Funding of up to \$12 million is available across both funding schemes (\$6 million each). More information on the grant schemes can be found at: [www.medicalresearch.nsw.gov.au/new-grants-for-cardiovascular-disease/](http://medicalresearch.nsw.gov.au/new-grants-for-cardiovascular-disease/).

The **NSW Cardiovascular Disease Clinician Scientist Grants** will provide research support and funding for clinicians working within the NSW public health system. Expressions of Interests for these Grants close on 14 November 2018.

The **NSW Cardiovascular Disease Senior Scientist Grants** will support exceptional senior researchers who are 10 or more year's post-PhD. Expressions of Interests close on 7 November 2018.

NSW Health invites eligible individuals to apply for the Grants, offered as part of the 2018 funding boost to fight heart disease in NSW.

Researchers from culturally and linguistically diverse backgrounds, Aboriginal and Torres Strait Islander origin and primary carers who have experienced career disruptions are encouraged to apply.

Information is available on the Office for Health and Medical Research [website](#).

End of Life Care workshops

One-day workshops designed to support staff in recognising and responding to the need for end of life conversations to support patients and families are being held across NNSWLHD.

Workshops run from 8.30-4pm, and will be held at:

- 31 October - Casino
- 7 November - Lismore
- 21 November - Lismore

To register, go to My Health Learning (HETI) or for more information, contact Anna Law at anna.law@ncahs.health.nsw.gov.au



**get bloody
serious**
NORTH COAST NSW



MAKE HEP C HISTORY A WORKSHOP FROM PREVENTION TO CURE

For those working with: people living with hep C, people who inject drugs, Aboriginal people, young people, people affected by the criminal justice system, community & others.

- **Know** the difference between hepatitis A, B and C
- **Discuss** confidently new Direct Acting Antiviral hep C treatment options
- **Navigate & build** on local hep C prevention, testing and treatment pathways
- **Identify and address** discriminatory barriers to health care.
- **Support** people making informed decisions around hep C and starting treatment.
- **BE INSPIRED!** Hear someone's first-hand experience of hep C.

FREE TO ATTEND. [CLICK TO REGISTER ONLINE](#)

KEMPSEY

WEDNESDAY
31 October
9:30 – 4:30

Education Centre,
Kempsey Primary Health Care
111 River Street

TWEED HEADS

FRIDAY
2 November
9:30 – 4:30

Tutorial Room 3
Tweed Clinical Education &
Research Institute
Tweed Heads Hospital, Powell St

LISMORE

MONDAY
5 November
9:30 – 4:30

Lismore Gateway Motel
99 Ballina Rd

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NORTHERN NSW Local Health District
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For more details or to register offline, contact Ruth Bearpark on 1800 803 990 or rbearpark@hep.org.au

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Calling all clinical leaders!

Applications for the 2019 District Foundational Clinical Leadership Program (FCLP) are now open.

The Foundational Clinical Leadership Program aims to build the capability of clinicians to:

- lead sustainable system improvement and patient safety initiatives
- work more effectively with available clinical information and resources
- develop a culture of patient-centred care within an environment that supports work-based learning

The program is multidisciplinary and supports participants to develop and enact a professional development plan, using 360-degree feedback, and complete a work-based Clinical Practice Improvement Project.

Who should apply?

Healthcare workers with fundamental leadership skills, or experience, who are leading or managing a team at a ward, unit or program level; and are committed to improving patient safety (i.e. Frontline Managers, Health Service Managers, Medical Officers leading teams, Nursing Unit Managers, Clinical Nurse/Midwife Consultants, Nurse Practitioners Allied Health Team Leaders, Project Team Leaders).

Participants must be:

- Leading a clinically-based team and/or be a Front Line Manager
- Supporting patient areas where they manage a team
- Committed to undertaking self-directed learning
- Committed to system improvement and safety in healthcare demonstrated by implementation of a Clinical Practice Improvement Project
- Skilled in verbal and written communication

For more information, contact Jonathan Magill at jonathan.magill@health.nsw.gov.au or 0477 334 421.

Applications close Friday, 9 November 2018.

The program is jointly funded by the Clinical Excellence Commission and NNSWLHD and is provided free of charge to staff within NSW Health who meet the eligibility criteria and are selected as part of a LHD process.

Survey shows Drug and Alcohol performance

A survey by the Northern NSW Local Health District (NNSWLHD) Drug and Alcohol team has revealed that the majority of consumers felt welcomed and safe when using drug and alcohol services within the LHD.

The Your Experience Survey, held in 2017, asked consumers to rate their experience and provide anonymous feedback on services they used.

It aims to help drug and alcohol services and consumers to work together for better health services.

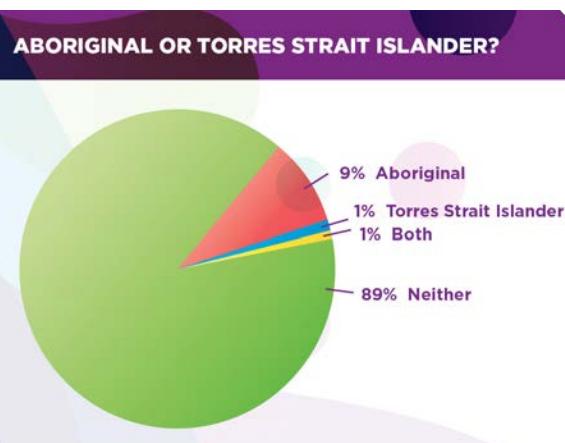
"Feedback from consumers is a vital part of service planning and

WHAT IS THE BEST THING ABOUT THE SERVICE?

"Professional advice from a kind expert"

"Great support"

"Positive and hopeful for my future life"



evaluation," said Dee Robinson, General Manager Mental Health and Drug and Alcohol.

"These results will help the Drug and Alcohol Service team to work with consumers to build a better service."

Results from the survey showed that 92 percent of respondents always or usually felt welcomed, while 95 percent felt their privacy was always or usually respected.

92 percent of respondents agreed that staff supported them to feel that change was possible, and 93 percent felt that they were listened to in all aspects of their care and treatment.

93 percent of respondents felt the effect the service had on their overall well-being was good, very good or excellent and 91 percent said overall, their experience of the care they received was good, very good or excellent.

The survey is an important tool to inform the Drug and Alcohol Community Advisory Committee (DACCAC) and the Drug and Alcohol Clinical Governance Committee (DAGC) of possible

future opportunities for quality improvement.

It will help to facilitate a better experience for both patients and carers accessing Drug and Alcohol Clinical Services.

Following the snapshot survey, the results have continued to inform various models of care that were being reviewed and echoed to staff.

These include the importance of adopting trauma informed care practices into policy, procedure and the environment in line with current evidence based practices and research.

The desire to strive for clinical excellence will continue with the Your Experience of Service (YES survey) being permanently implemented into the unit's yearly review processes.

MY EXPERIENCE WOULD HAVE BEEN BETTER IF...

"The facilities at Tweed need an upgrade"

"If we were trusted with more take away doses or they were available after hours"

HealthPathways News - October

Deliberate Self Harm

Self-harm is responsible for > 24,000 hospital admissions each year. Evidence suggests that > 90% of patients who present to hospital with self-harm have a mental health disorder – commonly depression, anxiety, eating, personality, and substance use disorders.

Self-harm is when someone intentionally damages their own body. Sometimes, it's a way of coping with or expressing overwhelming emotional stress.

Self-harm:

- is a behaviour, not a disorder.

- can cause disability or death, and may be a sign of major mental illness.
- takes a variety of forms, including poisoning, overdoses, and physical injury.
- may or may not be a suicide attempt.
- often occurs in the context of a recent stress e.g., relationship conflict.

[The Deliberate Self-harm](#)

HealthPathway:

- provides GPs with best practice assessment and management guidelines as well as additional clinical resources to refer to.
- provides local and up-to-date referral pathways.

• has a patient information section. Printable PDFs useful for patients, their parents and carers are available in Patient Information section.

Please see the full list of all [Mental Health and Addiction Referrals](#).

Access all the localised Mid and North Coast HealthPathways here:

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

Username: manchealth

Password: conn3ct3d

For more information contact Kerrie Keyte at kkeyte@ncphn.org.au

The last word...

A decade of visionary StEPS



The Statewide Eyesight Preschooler Screening Program (StEPS) celebrated its 10 year Anniversary with an Education Day for all NSW StEPS staff in Sydney on 12 October.

Deb Matha, Acting Director, Maternity, Child, Youth and Paediatrics, and Tish Bruce, Executive Director, Health and Social Policy Branch with the NSW Ministry of Health conducted the Welcome and Opening.

Professor Kathryn Rose, Head of Orthoptics, University of Technology Sydney spoke about Myopia, screen time and outdoor play. Her presentation was particularly interesting as it gave a cultural snapshot of Myopia globally.

Northern NSW Local Health District (NNSWLHD) presented a talk on "a day in the life of a vision screener". It was well received and our unique collaboration with the School Health

team to deliver the StEPS program across the LHD was noted.

Professor Frank Martin, Paediatric Ophthalmologist, Sydney Children's Hospital Network presented Eye disease in children- identification, diagnosis and treatment.

The 100+ attendees participated in break out sessions focussed on developing skills, and walked away with a wealth of knowledge around eye health, vision assessment and screening, eye health and disease.

A panel discussion around the future of the StEPS program rounded out the day.

"It was a fabulous day celebrating the amazing statewide effort to identify early vision problems in children so they can receive intervention and treatment for optimal vision throughout their lives," Jennifer McKay, NNSWLHD StEPS Coordinator, said.

Future physicians learn from the best

After a busy period at Lismore Base Hospital, Physicians gathered in September for a Physician's weekend at the picturesque Angourie Rainforest Resort.

The weekend was filled with workshops and informative evidence-based discussions across a varied range of topics, including presentations by physicians and some prevocational trainees.

Our physicians presented on both medical and non-medical topics.

To complement the workshops and education, the team were also able to participate in Pilates and wellbeing sessions, along with relaxing and chatting together in between workshops.

It was also an opportunity for first and second year doctors who plan to become physicians in Northern



▲ Senior and junior doctors with their families at the annual Physician's Weekend in September.

NSW to learn about being a physician alongside our existing senior clinicians, as well as contribute to what the future for medicine in

our local area will look like.

Overall the weekend was a huge success for both the clinicians and their families.

The group formed

positive working relationships with plans for an optimistic and constructive second half of the clinical year.