



# New Women's Care Unit open at Lismore

Women's care across the Northern Rivers has received a major boost, with the opening of the new Women's Care Unit (WCU) at Lismore Base Hospital (LBH) last week.

The stylish, state-of-the-art WCU is the first floor to open in the \$180 million Stage 3B redevelopment of LBH.

General Manager of the Richmond Clarence Health Service Group, Lynne Weir, said the new WCU was a giant leap forward for women's care in the area.

"The new WCU is absolutely beautiful, yet apart from its looks it is also an ultra-modern facility," Ms Weir said.

"The WCU contains an expanded Special Care Nursery and Birthing Unit, as well as predominantly spacious single-bed rooms. In



**Above, one of the five new birthing suites in the new Women's Care Unit recently opened as part of Lismore Base Hospital's \$180M Stage 3B redevelopment.**

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Health Service  
Group

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

## Executive Update

The Hon. Tanya Davies MP, NSW Minister for Mental Health, Minister for Women and Minister for Ageing visited the Clarence Valley on Friday, 5 May and announced funding to two Non-Government Organisations to provide additional mental health support for the communities of the Clarence Valley.

The funding will expand access to mental health support services to youth through the establishment of pop-up youth and community drop-in centres across Grafton, Maclean and Yamba. In addition, Minister Davies announced additional funding for suicide prevention support for patients and their families who present to Grafton and Maclean Hospitals.

Minister Davies was accompanied by the Member for Clarence, Chris Gulaptis, who ensured the Minister met with a broad range of community members and agencies as they toured a number of sites around Grafton.

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I'd like to remind all our staff of the need to keep patient care at the forefront of our minds when dealing with difficult colleagues or trying circumstances. In particular, I encourage staff to have courage to speak up if they feel patient care is being compromised, and I remind

everyone of the CORE values that underpin all our work.

Respect and Empowerment are two of these values which staff may find difficult to uphold when dealing with differences of opinion in the workplace. Although it can be uncomfortable for less experienced staff to raise concerns about patient care in opposition to more experienced staff members, our individual duty of care to patients overrides any discomfort that may result from such a situation.

As a mature organisation committed to improving and learning from our mistakes I encourage us all to ask questions and, when necessary, raise concerns to ensure we do not expose our patients and ourselves to unnecessary risk.

□ □ □

As we approach International Nurses Day on May 12, I would like to take the opportunity to thank each and every nurse in our organisation. It is breathtaking how much some aspects of nursing have changed since I started in the early 1980's.

The technological changes, the educational changes, and the sub-specialisation of nursing have seen the roles nurses play evolve to standards I could not have even



imagined 30 odd years ago.

One thing that never changes though, is how vital nursing is to the provision of high quality and safe care to the communities we serve. On behalf of the Board, the Executive and myself I wish to express our gratitude for the work you do and the care you provide.

On behalf of the patients and families you help every minute of every day, I say thank you and enjoy the day that your profession is recognised around the world.

Wayne Jones  
Chief Executive

## From the Board Chair

It is always pleasing when a project such as the Coraki Campbell Health One reaches fruition, and I am especially pleased that so many people in the Coraki Community attended an Open Day held on 22 April 2017.

The Coraki Campbell Health One is a purpose-built facility for meeting the health needs of the Coraki and surrounding communities.

I would like to pay tribute to Lynne Weir, General Manager, Richmond Clarence Health Services Group, and to the community members of the Coraki Health One Community Reference Group for their advice and work in keeping the local community informed and engaged during the construction of the Health One facility.

Similarly, I note the progress on the Bonalbo Multipurpose Service which again is targeted at meeting the needs of the local community.

I also note the opening of the Djanangmum Health facility at Casino by Bulgar Ngaru Aboriginal Medical Corporation, one of the Northern NSW Local Health District's partners in providing health. All three of these facilities are purpose built for the communities they will serve.

Another milestone for the District is the opening of the new Women's Care Unit at Lismore Base Hospital.

The Minister for Health, Mr Brad Hazzard, has been active in championing issues affecting our region, including two areas that I have a keen interest in: one being Save the Date to Vaccinate Campaign; and the other being the future of palliative care services in NSW. Palliative Care is being discussed at state-wide roundtables in regional areas, including in Lismore, which are being led by the NSW Parliamentary Secretary for Health, Ms Leslie Williams. Both

of these areas have been, and continue to be, a focus for the NNSW LHD.

In relation to vaccination I would like to stress my support for the Public Health Unit in its urging the community to vaccinate, particularly highlighted by the spike in cases of Whooping Cough in Northern NSW. I can't state how strongly I believe it is everyone's responsibility to inform and work with the communities on how important vaccinations are to protecting vulnerable members of our communities, including children and the elderly, against diseases which should be a thing of the past.

Brian Pezzutti  
Board Chair



# Women's Care Unit opens

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keeping with modern standards, each of the five new birthing suites contains a birthing bath."

The unit opened to the public on Tuesday 2 May, when patients in the old unit were transferred across, and pregnant women presenting to the LBH were first admitted into the brand new surroundings.

The WCU is the latest floor to open within the 12-storey south tower, which includes a helipad. The \$180 million Stage 3B redevelopment will deliver, in stages, additional clinical services including new operating theatres, the WCU, Paediatric Unit, Medical Imaging services and a range of new inpatient units.

The \$80.25 million Stage 3A redevelopment, comprising the new Emergency and Renal Departments, was officially opened in late 2016 by the then-Premier of NSW, Mike Baird.



**Above, media get a sneak preview of the new Special Care Nursery in the newly opened Lismore Base Hospital Women's Care Unit.**



**Above left, an Inpatient room in the Maternity Unit of the new Women's Care Unit at Lismore Base Hospital. Above right, Brad Saunders and Jennifer Babulk of Ballina welcomed baby Lucas on Wednesday 3 May. Born at 11.38 am and weighing 5lbs8oz, he was the first baby born in the new unit.**

## Free flu shot - get yours today

Northern NSW Local Health District (NNSW LHD) Chief Executive, Wayne Jones, is encouraging all staff to take advantage of the free flu vaccinations now available in staff clinics.

The annual staff flu vaccination schedule began in April. From mid-May, vaccinations are available by appointment at staff clinics at

hospitals across the district.

Staff are encouraged to contact the vaccination nurse at their site to arrange a free flu shot in the coming weeks.

Don't get caught out by the bug this year!

**Right, Wayne Jones, Chief Executive NNSW LHD, receives his flu shot from Delma Makejev, CNS, Infection Control.**



# Caring is contagious

It is difficult not to be inspired by the personal stories contained within this month's edition of Northern Exposure.

Almost every page features a story of either a group or individual effort to help those around them.

I was once told that Health is more an industry that cares, than a 'caring industry'. While some may view this as pure semantics, I must admit I completely agree with this perspective.

While natural disasters such as the 31 March floods tend to result in displays of generosity and empathy, there are other less dramatic occasions where people rise to the occasion and truly shine.

In the lead up to the opening of the new Women's Care Unit (WCU) at Lismore Base Hospital, I was constantly impressed by the level of professionalism and 'caring' displayed by the staff in wanting to ensure continuity of care.

Moving is never easy, yet moving into a brand new facility, with previously unknown equipment, while still that same day being required to deliver the same high standard of care is worthy of acknowledgement.

I applaud those staff members who gave their time, above and beyond the call of duty, to ensure that the transition into the new WCU was as seamless as possible.

♦ ♦ ♦

During my annual leave I was fortunate enough to travel to Auckland after Easter for two weeks to compete in the World Masters Games in softball, with fellow Northern NSW Local Health District employee Loris Gordon. There was a lot of fun had both on and off the field and I found New Zealand to be a truly beautiful country.

I would like to sincerely thank Fiona Baker for her dedication to the Media Unit during my absence and her diligence in compiling this edition of Northern Exposure. Brilliant work!!



Lee McDougall  
Editor

# School partnerships promote good nutrition

The Healthy Eating Active Living team from Health Promotion has partnered with Primary Schools and Pre Schools across the Northern NSW Local Health District to make a difference on nutrition behaviours.

**FACT:** More than one third of our daily intake is now coming from "junk" foods such as sweetened beverages, cakes, and confectionary.

Kate Collins, Liz Patterson, Pattinson,

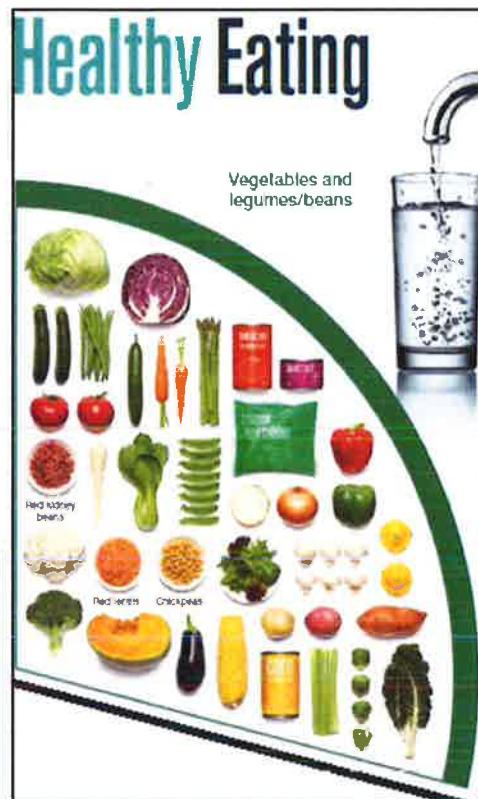
Maxine Molyneux, Melissa Rahmate, and Samantha Alexander, have spent time visiting 93 services and 81

primary schools to negotiate actions that each site can take to improve children's healthier nutrition and physical

Over the last 10 weeks (Term 1, 2017) the Team, consisting of Corinne Martin, Elsa Mangan, Martina

**FACT:** Less than 1 percent of Australian children eat enough vegetables.

Less than 2 percent of men and 4 percent of women meet the guidelines



activity behaviours.

Some easy tips they've been sharing include:

- Eat more vegetables
- Eat less junk
- Choose water



**FACT:** 40 percent of children aged 2–15 years drink at least 2 cups of sugar sweetened drinks a day, and 21 percent drink 6 or more cups a day

## Check out NNSW LHD Facebook page

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

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



# Spotlight on Essentials of Care

All nine abstract nominations from Northern NSW Local Health District (NNSW LHD) have been accepted for presentation at the NSW Essentials of Care (EOC) annual showcase on 23 May in Sydney.

A number of EOC projects are currently underway within the LHD, including some in conjunction with the Clinical Leadership Program.

One of several projects currently underway across the LHD is an initiative at Urbenville Multipurpose Service around the need for a clear, documented pathway to guide staff in the event of a resident's deterioration whilst in residential aged care. Staff had also recognised the need to ensure the majority of residents complete an Advanced Care Directive (ACD).

Through engagement with key stakeholders, staff were able to develop a documented pathway process for residents whose physical health suddenly deteriorates. Since the program's introduction less than 12 months ago, there has been an 89 percent completion rate of ACDs among residents, and the volume of calls to local Visiting Medical Officers has decreased.

Another EOC project is currently being implemented by the Lismore Base Hospital Endoscopy Unit, who have introduced a daily multi-disciplinary team safety huddle. In the huddle the



**Above, staff in the Lismore Base Hospital Endoscopy Unit participate in the daily multi-disciplinary team safety huddle.**

team shares their vision, promote unity and provide clarity for the day prior to commencing procedural lists.

At a recent facilitator training workshop, Samantha Petersen, Clinical Nurse Educator and EOC facilitator praised the program for its usefulness in enabling nurses to create change at the frontline.

"It is a wonderful feeling to be a part of a program that gives a voice to the patients and families at the heart of our care, and which helps nurses make a difference in the workplace," Samantha said.

A patient story presentation has

been included in The Tweed Hospital's monthly general orientation program, with discussion focussed on CORE values and fostering a person-centred environment. EOC is also assisting a group of LHD multidisciplinary clinicians to develop a standardized approach to patient stories, and to enhance the sharing of information gained from these stories.

EOC information can now also be found on the Nursing & Midwifery intranet page at this link: <http://intranet.nswlhd.health.nsw.gov.au/nursing-midwifery/essentials-of-care/>

## Inner Wheel supports Whole Family Team

Northern NSW Local Health District's (NNSW LHD) Mental Health Support Group recently received a \$1000 donation from the Lismore Inner Wheel branch at their April meeting.



The NNSW LHD's Whole Family Team's clients are regular recipients of assistance through the Mental Health Support Group.

As part of the presentation, Mental Health Nurse Diana Marshall, and client, Seelatya Fungkiet, were invited to attend the luncheon at the Wollongbar Tavern to give a talk on how donations are used to assist people participating in the Whole Family program.

**Left, Whole Family Team client, Seelatya Fungkiet and her son, Harry Shields with Mental Health Nurse, Diana Marshall at the Inner Wheel lunch.**

## Trek raises funds for Murwillumbah

A group of four Murwillumbah women were recognised for their fundraising efforts at Murwillumbah District Hospital (MDH) on Wednesday 3 May.

The group, Healing Passions, were joined by members of the MDH United Hospital Auxiliary and several major sponsors as they presented a plaque representing their \$10,000 donation to the hospital.

The funds will be split evenly between the Emergency Department and the Birthing Suite to purchase equipment and furnishings.

The women met their goal of raising \$10,000 after completing the 65km Overland Track in Tasmania this year, climbing up and down mountains and walking in cold and challenging conditions.

# Clarence Valley health agencies receive trauma care training

A free two-day workshop, Understanding and Responding to Trauma, was recently held at Grafton Base Hospital.

The workshop was arranged by Rural Adversity Mental Health Program (RAMHP) coordinator, Sam Osborne, in partnership with the Northern NSW Local Health District (NNSW LHD) and the Our Healthy Clarence Steering Committee.

Dr Mim Weber, Mental Health Program Coordinator and Kate Willock, Clinical Nurse Specialist Consultant Liaison Drug and Alcohol, facilitated the workshop, which was attended by 25 participants representing more than 14 local partner agencies, including Department Primary Industries, North Coast Primary Health Network, CRANES – Healthy Minds Program, Ageing Disability Home Care, Gurehlgam Aboriginal Healing Centre, CHESS Employment and Vocation Support Service and Standby Response, to name a few. Staff from Clarence Valley Mental Health and Drug and Alcohol Services also attended.

This workshop was highlighted as a



**Above, participants from the two-day training workshop held in Grafton recently.**

key action under Objective Two of the Our Healthy Clarence 'Mental Health and Wellbeing Plan', and has provided an increased opportunity for local Clarence Valley Service providers to receive training in understanding trauma and how principles of trauma care can be

integrated into workplaces and practice.

The participants extended their thanks to Richard Buss, General Manager Mental Health and Drug and Alcohol, for making Mim and Kate available to deliver this invaluable training to agencies in the Clarence Valley.

## Obese children given own clinic

Overweight children and their parents will benefit from Australia's first family-centred obesity clinic set up to help educate and treat families losing the battle of the bulge.

NSW Minister for Health Brad Hazzard said the \$1 million Nepean Blue Mountains Family Obesity Service will help thousands of families in NSW break the cycle of obesity.

"Disturbingly, around one in five children are overweight or obese and without intervention they risk developing chronic disease later in life," Mr Hazzard said.

"This service is the first of its kind in Australia and offers families the medical and social support they need to maintain a healthy weight from one dedicated team."

The service will draw on a specialist team of doctors, paediatricians, dieticians, psychologists, physiotherapists, nurses and midwives. Patients, including pregnant women, children and adults are referred to the free service by their GP.

The Nepean Blue Mountains Local Health District (NBLHD) partnered with the Nepean Blue Mountains Primary Health Network and the Charles Perkins Centre of The University of Sydney to deliver the service.

## Renal staff collaborate

In March, Nursing Unit Managers, Clinical Nurse Specialists and Nurse Educators from the Renal Units of both the Mid North Coast and Northern NSW Local Health Districts met for a day's workshop in Grafton.

The workshop enabled staff to share innovative ideas and unit strategies and explore opportunities for improved safety and efficiencies.

The day began with a review of the 10 National Safety and Quality Health Standards (NSQHS), and an opportunity for staff from each individual unit to share the ways in which their Renal units met the standards.

Following lunch,



**Above, from left, Leanne Kelly (NUM Nambucca Valley Dialysis Unit), Patricia Campbell (NUM Port Macquarie/Kempsey Dialysis Units), Jane Ruane (NUM LBH Dialysis Unit), Karen Moser (A/Renal Nurse Educator), Samantha O'Neill (CNC Port Macquarie/ Kempsey Dialysis Units), Christine Pollock (NUM TTH Dialysis Unit), Warren Sydenham (NUM Coffs Harbour Health Campus Dialysis Unit), Andrew Booth (A/Renal Services Manager), Kathy Schofield (NUM GBH Dialysis Unit) and Blayne Gale (NUM BDH Dialysis and Home Dialysis Units).**

time was allocated for all staff to visit the Renal Unit at Grafton Base Hospital for a demonstration on the

integration of eMR2, Renal dialysis and Between the Flags during each patient's treatment.

# District Senior Manager's Forum

The first Senior Manager's Forum for this year was held in Ballina in April.

Senior Managers from across the Northern NSW Local Health District spent the day learning about Health Literacy and receiving education on medico-legal matters.

Health Literacy Project Officer, Taya Prescott, facilitated a Health Literacy workshop in which managers contributed ideas around ways to

improve the adoption of health literacy principles and language in their own work and that of their staff.

Legal Education sessions presented by Hicksons Lawyers focussed on Coroner's Inquests and civil litigation cases, and a Q and A panel explored examples of issues faced by health staff when dealing with the legal and court system.



**Above, Taya Prescott, NNSW LHD Health Literacy Project Officer, addresses staff at the Senior Manager's Forum.**

**Left, the Legal Q & A panel with, from left, Tony Beashel (Acting Director Corporate Services NNSW LHD), Cameron Leaver (Hicksons Lawyers), Karen Kumar (Hicksons Lawyers), Wayne Jones (Chief Executive NNSW LHD) Grant Rogers (Director Medical Services Tweed Byron Health Service Group) and Janne Boot (Acting Director Workforce NNSW LHD).**



**Left, Karen Kumar, Partner Hicksons Lawyers, addresses the forum.**

**Below, staff participate in a Health Literacy workshop.**



## Let's Talk Health Literacy

Welcome to the first monthly column about health literacy.

During the coming issues we'll be featuring the ins and outs of health literacy, and how you can help improve health literacy in your workplace and beyond.

### What is Health Literacy?

Health Literacy means:

- How effectively health professionals communicate
- How easy it is for people to access, understand and act on health information and services.

### Why does it matter?

Approximately 60 per cent of Australian adults do not have the level of health literacy needed to understand and use day-to-day health information.

This means they may have trouble doing things like taking medicine the right way, managing chronic conditions and following advice on how to look after their own health.

### Why should you care?

Better health literacy means better health care for everyone. It can also improve the quality and safety of the health care we provide

Northern NSW Local Health District and the North Coast Primary Health Network have been working together to improve knowledge and resources around health literacy.

As a health care professional, you'll be able to use these resources to improve the way you communicate with colleagues and patients.

### Get Started

Visit the Health Literacy website for a head start today:

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

# Lismore staff raise funds for flood appeal



Above pictured are Elly Bird (Lismore City Councillor), Dimitri Christy (Lismore Base Hospital Intern), Carey Horner (Toy Kingdom), Josh Bates (Shop Baby), Rebecca Reardon (Lismore Base Hospital Resident Medical Officer), Joanna Pitt (Helping Hands Coordinator) and James Mortensen (Lismore Base Hospital Resident Medical Officer) exchanging vouchers at the Lismore Train Station Volunteer Hub.

The Lismore Base Hospital Junior Medical Officers' Association recently raised \$1200 to support those in Lismore affected by the 31 March flood.

With the funds raised, gift vouchers were purchased from three local shops, which were then provided to Lifeline,

who distributed the vouchers to needy recipients.

"It was a lovely experience to be involved in and I hope we have lifted some community spirits this Easter," Rebecca Reardon, JMO Association member, said.



Above, Annette Henry (Lismore Base Hospital Special Care Nursery) contributes to the Lismore Flood Appeal collection bucket.

A fundraising afternoon tea was held at Lismore Base Hospital on 12 April, with proceeds going to the Lismore

Flood Appeal. A total of \$485 was raised on the day, which was also attended by Lismore Mayor, Cr Isaac Smith.

# Interview with Dan Bock

**Northern Exposure recently sat down with Occupational Therapist, Dan Bock, to chat about his work as Occupational Therapy Manager for Tweed Byron Health Services Group, and learn more about occupational therapy's role in modern, multidisciplinary health care. Fiona Baker reports ...**

As a teenager, Dan Bock wasn't sure what he wanted to do after high school. That was until a work experience visit to the Cerebral Palsy League (now CPL) in Brisbane opened his eyes to the world of Occupational Therapy.

"I'd never heard of occupational therapy at the time," Dan says. "We scripted a powered wheelchair for a client so they could move independently for the first time in years, went to their home with a builder to redesign it for wheelchair access, and did tech drawing of the proposed designs. I loved the whole experience."

The work experience motivated him to get serious at school, and he chose to attend Charles Sturt University in Albury to study Occupational Therapy.

Originally from Mullumbimby, after graduating in 1997 Dan wanted to move back to the coast to be closer to family.

"In the good old days you could just ring up and see if there were any vacancies. The first place I called was Port Macquarie, and I got a job there and started in January of 1998."

He has been involved with the NNSW LHD in its various forms ever since.

After working in Port Macquarie, and a period of travel overseas, Dan relocated to the Gold Coast and began working as a locum occupational therapist at The Tweed Hospital (TTH) in 2001.

He became a permanent employee shortly after, working at TTH as a community occupational therapist and in hand therapy, and also began his own private practice.

With a special interest in hand therapy, in 2004 in conjunction with the head Physiotherapist and head Occupational Therapist at TTH, Dan helped establish a combined hand therapy clinic, the first of its kind

between Newcastle and the Gold Coast.

"It established a gold standard level of service for local residents that wasn't available in other areas, and it's still operating today," he says.

In 2006, Dan began work in the Aged Services Emergency Team at TTH, working with the multidisciplinary team (MDT) to prevent avoidable admissions and provide community support, education, retraining and assistive

put our time and effort a lot more than they used to," Dan says.

"In the past they'd come along with a condition and we'd tell them what we could offer or how to fix it. Now, they come along and we ask what's important to them."

When Dan graduated from university, the main employers in this field were the health service and disability sector. Today Occupational

Therapists can be found working in education, private practice, health promotion, insurance sectors, and community and residential aged care.

"Because we look at the way a health condition impacts on occupational performance, there are a lot more opportunities in occupational rehabilitation and working with clients living with a chronic illness or disability," Dan says.

The practical, hands on aspect of the work that first attracted Dan to the job is still what he enjoys the most.

"It's nice to be called upon to help solve problems that other people might be struggling with," he says.

While Occupational Therapy has its own body of knowledge and professional association, Dan feels that the profession could do more to communicate a clearer image of what exactly they do and what services they can offer.

Dan says involving Occupational Therapists in a patient's treatment plan from an early stage could improve health outcomes and patient flow. With elective surgeries, Occupational Therapists can identify things in a patient's home that will be problematic prior to discharge, and then work together to overcome these issues.

"There would be no delay for discharge, and patients would know that the potential problems they may encounter have been addressed, and they'll have less anxiety about going home," Dan says.



technology to help patients manage more successfully at home.

Working in this fast paced environment with a highly skilled MDT was a career highlight for Dan.

In 2011 Dan became the Acting Occupational Therapy Manager of the Tweed Byron Health Service Group and was permanently appointed in 2014.

Dan considers himself fortunate to be working in the Tweed region with a great team, and says he consistently receives feedback from clients about the excellent service his staff and the MDTs provide.

"Everyone seems to get on really well, and people are happy to be here. There's a real sense of camaraderie," he says.

Dan says the increased focus on client-centred care over his almost 20-year career in Occupational Therapy is a positive thing for staff and patients.

"The clients get to shape where we

# Donations put massage treatment in the mix

Patients at Byron Central Hospital's (BCH) Mental Health Unit, Tuckeroo, can now enjoy massage therapy as part of their stress-reduction treatments thanks to two local volunteer groups.

The Northern NSW Local Health District Mental Health Support Group (MHSG), together with the Lennox Head Lions Club, have recently donated two sought-after massage therapy chairs to the sub-acute Mental Health Unit.

The chairs have in-built massage features providing much-needed relaxation for patients at any time of day, and some patients are even turning to them for stress reduction and anxiety treatment, rather than relying on medication.

"The patients really enjoy it for self-regulation and de-stressing, along with other therapies such as sensory modulation as an alternative to medication," Nurse Unit Manager, Heather Thomson, said.

"We've seen patients whose anxiety has reduced significantly after spending some time in these chairs."

Co-ordinator and founder of the MHSG, Barbara Swain, said she was glad to see the chairs finally installed, after several years of planning and



**Above, at back, Northern NSW Local Health District mental health staff with Frank Hughes (Lennox Head Lions Club), and front, Barbara Swain (NNSW Mental Health Support Group Co-ordinator) and Paul Bryant (Lennox Head Lions Club) testing one of the new massage chairs.**

securing fundraising support.

"I'm really pleased that they're now in place for the enjoyment of the patients and helping them with their recovery," Barbara said.

"We couldn't have done it without the incredible support from the Lions Club

and also Feel Good Massage Chairs, who gave us a huge discount on the chairs."

The Lennox Head Lions Club put their hand up to get involved and helped raise over \$4000 to go with the MHSG's contributions towards the purchase and transportation of the chairs.

## Respectful care on show at Conference

On 7 April, Lismore Base Hospital Women's Care Unit hosted the region's first Maternity Care Conference at the Goonellabah Sports and Aquatic Centre.

The multidisciplinary conference brought together women's care academics, authors, clinicians and advocates to present on topics related to Respectful Maternity Care.

The conference, which was attended by 80 people, provided an opportunity for regional midwifery and medical professionals to access quality education, network with others and update their knowledge thanks to input from some of Australia's foremost clinical and research leaders in the field of maternity care.

The conference was scheduled to be held at Lismore City Hall, but was moved at short notice, due to the damage caused by the Lismore flood.

## Blue and White Auxiliary for Palliative Care Support

The Blue and White Auxiliary supports families in Lismore who require the services of Palliative Carers.

They work in collaboration with the Palliative Care Ward at St Vincent's Private Hospital, Lismore, and Richmond Community Palliative Care, as well as supporting those who wish to remain in their homes.

Recently, the Auxiliary has purchased equipment for Community Palliative Care valued at \$3200, such as bath transfer benches, gel mattress overlays, and wheelie walkers.

Through fundraising days, community events and raffles, the Blue and White Auxiliary has been able to continually support local patients and their families for almost 28 years.



**Above, members of the Blue and White Auxiliary**

In that time the Auxiliary has spent more than \$367,000 on equipment, thanks to the generous support from outside sources and the enthusiastic work ethic of the auxiliary members.

Many of the patrons who continually support the Auxiliary's functions do so because their families or friends have been recipients of the services provided by Palliative Care.

# DIGITAL DOSE - eHealth news

## Announcing the eMeds Project Team in Northern NSW LHD

The Northern NSW Local Health District Chief Information Officer (CIO), Matthew Long, has announced the Rural eHealth Program's next major clinical practice change project: "eMeds" (electronic medications management). eMeds is being implemented as one harmonious build across the six NSW Rural Local Health Districts (LHDs).

The eMeds logo, *Smarter Safer Better*, outlines the significant benefits to patients and clinicians when using an electronic medication ordering system. Benefits include legible orders and signatures, allergy checking and drug interaction checking.

eMeds is a Cerner product and will be embedded in the existing eMR as

additional menu items in PowerChart, FirstNet and SurgiNet. Initially eMeds will go live at The Tweed Hospital and Lismore Base Hospital and will be limited to inpatients and Emergency Departments, including Peri-Operative, Mental Health and Drug and Alcohol Inpatient units.

will be working with peers from eHealth NSW and from the other five Rural LHDs to get the application ready.

Go lives are planned for late 2018. Extra computers will be provided, including a new medication trolley with a computer for wards currently using medication trolleys. Each medication room will also be fitted out with a computer.

The eMeds Project Team will reach out to staff from The Tweed and Lismore Base Hospitals gradually over the coming months and training will be provided before go live.

In the meantime, a website has been developed on our intranet under LHD Executive, then eMR-eMeds on the right hand side, also accessible via this link: <http://intranet.nnswlhd.health.nsw.gov.au/emr/emr-emeds-key-contacts/>

## eMR eMEds

Smarter Safer Better

The eMeds project aims to replace the paper National Inpatient Medication Chart (NIMC) but it will not include some types of medications such as complex chemotherapy drugs and continuous intravenous infusions.

The local NNSW eMeds Project Team



## Electronic Record for Intensive Care (eRIC)

The eRIC Project has kicked off in the Northern NSW Local Health District (NNSW LHD).

eRIC is the new electronic medical record (eMR) for Intensive Care Units (ICUs). It will be deployed at The Tweed, Lismore and Grafton Base Hospital Intensive Care Units.

eRIC will give ICU staff a full eMR which will connect to bedside machines such as cardiac monitors and ventilators.

Observations will flow directly into flowsheets instead of staff manually recording them.

eRIC will also provide progress notes, care plans and medications plus decision



**Pictured above, left to right, the eMeds Project Team:** Matthew Long (NNSW LHD CIO), Andrew Brunt (BA Rural eHealth NSW), Kevin Gunn (Implementation Lead), Sandra Reid (eClinician PowerChart Workflows), Vincent Gulliver (Project Manager Rural eHealth NSW), Tracy Beaumont (Project Coordinator), Wendy Roulston (Change Manager), Mary Mackenzie (eClinician PowerChart Application), Andrew Crowhurst (eClinician PowerChart Pharmacy).

support and guidelines tailored to the ICU.

There will also be a 'summary of care' document published in Cerner eMR from

eRIC when patients are transferred to wards from ICU.

Go lives are planned for later this year.

# Drug and Alcohol patients in safe hands during the flood

Drug and Alcohol staff in Lismore have been praised for their hard work during the Lismore flood of March 31.

With floodwater cutting off some patients' usual access to medication and medical treatment, staff at Riverlands assisted many people to get the services and medication they needed.

Staff located throughout the Richmond Valley covered staff shortages and co-ordinated patients in other units both in Lismore and outlying facilities such as Nimbin.

Local pharmacists and doctors made themselves available to be on call during the disaster, offering treatment and filling extra prescription orders.

Riverlands staff also thanked local accommodation providers for offering accommodation to patients at short notice over the course of the weekend.

Staff who contributed to the team effort in the Richmond Network included: Jo Crampton Corbette, Bronwyn Wright, Nevis Angel, Robyn Winterbottom, Maggie Dillon, Vicky Kent, Mandy Carpenter, Kate Willock,



**Above, Riverlands staff James Nunn (Acting Nurse Unit Manager), Wendy Edwards (Nurse Unit Manager, Opiate Treatment Unit) and Karen Scifleet (Registered Nurse) helped keep patient medications on track during the flood.**

Leonie Jefferson, Dr Lyn Crehan, Dr

David Halliwell, and Dr Michael Crowley.

## Tweed Hospital redesigns orthopaedic journey

Lynn Hopkinson, Manager, Service Redesign for Northern NSW Local Health District, was among those awarded with a Graduate Certificate (Clinical Redesign) at the NSW Agency for Clinical Innovation's (ACI) Centre for Healthcare Redesign graduation ceremony in Sydney recently.

Lynn lead a team from The Tweed Hospital's orthopaedic service to design and implement an improved journey for patients having an elective hip or knee replacement.

The 'Totally Hip (and knee)' project focussed on improving patient preparation for surgery and helping them manage at home after discharge, safely reducing their length of stay, and reducing the costs associated with this type of surgery.

The outcomes of the project can be found at the ACI Innovation Exchange along with other initiatives presented at the graduation: <https://www.aci.health.nsw.gov.au>



**Above, Lynn Hopkinson (Manager Service Redesign, NNSW LHD) with Dr Antonio Penna (Executive Director, Office for Health & Medical Research, NSW Ministry of Health) at the graduation ceremony in Sydney.**

## Risk factor focus for Heart Week

As part of Heart Week 2017, Lismore Base Hospital's (LBH) Cardiac Rehabilitation Clinic were offering free blood pressure screening for staff and members of the public.

Over the course of Heart Week, from 30 April to 6 May, cardiac staff screened more than 90 people within LBH, both on the wards and in the front foyer.

The Heart Foundation's annual awareness campaign this year focused on highlighting the importance of getting your blood pressure checked and how to keep blood pressure at heart-health levels.

Staff at the clinic provided tips on how to avoid health complications associated with high blood pressure, such as heart attack and stroke.

The National Heart Foundation estimates that close to six million adult Australians have hypertension, meaning blood pressure above 140/90 or taking medication.

This equates to 33.7 percent of all Australians.

## Equipment injection for Emergency Unit

Ballina and District Hospital's (BDH) Emergency Department is the proud owner of a new CO2 Analyser thanks to a recent joint donation by Ballina's Seacoast Church and Global Care.

The \$5000 machine monitors carbon dioxide output in critically ill patients undergoing emergency treatment.

"This machine is the gold standard in emergency care, and it will give us increased service capability to accurately manage critically ill patients," Wayne Smith, Nurse Unit Manager, Accident and Emergency, said.

Jim White, Pastor of Seacoast Church, Ballina, and Ken Clark, Global Care Co-ordinator for the Lismore/ Ballina Region, worked with BDH Chaplain, Val Munster,



Above, Wayne Smith (Nurse Unit Manager, BDH ED), Jim White (Pastor Seacoast Church), Val Munster (Chaplain BDH) and Ken Clark (Co-ordinator Global Care) inspect the new CO2 Analyser.

to find an effective way of donating their funds.

"We wanted to do something that would not only help individuals, but also contribute to our local community as a whole," Mr White said. "Our hope is that this equipment will create better outcomes for patients and reduce waiting times for vital tests."

## Second Tweed Antenatal Forum

The second session of the Antenatal Shared Care Education update will be held at 6pm on 22 June at Twin Towns, Tweed Heads.

Join us to guide 'Sally' through the latter half of her pregnancy. The first event was held in February, and saw 'Sally' through her first 20 weeks of pregnancy.

An open forum discussion, demonstrating Antenatal Health Pathways, included many hypothetical complications coming Sally's way, as well as the most up-to-date ways of managing her care and how HealthPathways can assist clinicians along the way.

Vicky McGowan, Mental Health Program Officer, North Coast Primary Health Network (NCPHN), spoke about the Healthy Minds mental health services available to support women during pregnancy, while Dr Paul Davies spoke on the support available to younger women at headspace.

Northern NSW Local Health District (NNSW LHD) Quit4NewLife health promotion staff highlighted ways in



which this service can be of assistance in the antenatal period to women trying to quit smoking.

The February event, a joint venture between NCPHN and NNSW LHD, was well attended by General Practitioners (GPs), midwives, allied health and specialist practitioners. It is hoped that

the feedback by community clinicians to LHD staff regarding timely and efficient communication will pave the way toward improvements in this area.

There are many more curly questions and tricky "what if's" awaiting in the upcoming interactive discussion and expert input by Obstetrician Dr Steve Abbey, midwife, Sue Watson, and local GPs involved in shared care.

These forums are a great chance to update your skills in providing best practice antenatal care and meet part of the team providing obstetric care in the Tweed region.

Register for this event by 16 June at: <http://bit.ly/2qngxTN>. For more information contact Gloria Vittor at [gvittor@ncphn.org.au](mailto:gvittor@ncphn.org.au)

To view the Antenatal Care Routine - Northern NSW HealthPathway go to: <https://manc.healthpathways.org.au/293741.htm>

Username: manchealth

Password: conn3ct3d

# The last word ... Staff farewells

## Peter Goos - Community Mental Health

Clinical Nurse Consultant, Peter Goos, was farewelled at District Mental Health on 28 April.

Peter did his nursing training in Mental Health at Wolston Park Hospital, Brisbane, before registering in January 1976.

After working briefly as a Registered Nurse at Wolston Park, he then left Australia to travel overseas for about 18 months.

On his return in 1977, Peter worked at the Toowong Clinic, a private psychiatric hospital in Brisbane's leafy inner west.

In 1980 Peter moved to Sydney to work at the Sydney Clinic in Waverly, where he stayed for five years. It had what was considered at the time a very modern therapy program and wonderful staff who were committed to patient care.

Peter moved back to Brisbane in 1985 and became the co-manager at Wesley Hospital Day Centre/Rehabilitation Centre. He briefly returned to Sydney in early 1986 before taking up a community mental health position at Maroubra and then moving to a similar position at Ballina in April of that year.

After 10 years in Ballina, Peter moved to the Lismore Area Office to co-ordinate the implementation of the SCI-MHOAT programme, an innovative approach to data collection and outcome measurement within Mental Health. Since then Peter continued as a case manager, Clinical Nurse Consultant, and liaison for various departments throughout Lismore Base Hospital.

Peter said his stay at Lismore Community Mental Health has been challenging,



**Above, from left, Richard Buss (General Manager Mental Health, Drug and Alcohol and Stream Services) with Peter Goos at his farewell afternoon tea.**

rewarding and cheerful. He's enjoyed support from colleagues and managers in the task of making a difference to people's lives and

he leaves with mixed feelings. Peter would like to thank all those who have contributed to the betterment of the lives of others, including his.

## Tweed says farewell to community nurse



**Tweed Community Nursing Nurse Unit Manager, Sue-Anne Mills McCarthy was farewelled by colleagues and friends on 6 April at The Tweed Hospital.**

**Chris Hanna, Chris Barron, Bernadette Loughnane and Rae Rafferty all spoke at the farewell to honour Sue-Anne's huge commitment and contribution to the Northern NSW Local Health District.**

**Sue-Anne started work at Port Macquarie (as part of the old North Coast Area Health Service) over 40 years ago, and gradually worked her way up the**

**coast.**

**Sue-Anne held the roles of Nurse Unit Manager Community Nursing at Lismore, Bangalow and finally Tweed.**

**Sue-Anne advocated tirelessly for the empowerment of clients and staff, and was renowned for the compassionate, fair and determined manner with which she led her teams.**

**Sue-Anne described Tweed as her 'home' and said she will be keeping an eye on everyone from her new post in Pindara!**

**She will be greatly missed, but we wish her well in her next adventure.**

**Above, from left, Sue-Anne Mills McCarthy (Nurse Unit Manager, Tweed Community Nursing), Rae Rafferty (A/Executive Director Nursing and Midwifery), Bernadette Loughnane (General Manager, Tweed/Byron Health Service Group) and Chris Hanna (A/Manager Community and Allied Health Tweed/Byron).**