

4 NAIDOC WEEK  
AROUND THE LHD

---

5 NEW ARTWORK  
MAKES COMEBACK KING

---

10 PROFILE: LYNDAL SMITH

---

NORTHERN

# EXPOSURE



**Guest Editor:**

Casey Fung, Media Unit

**Phone:**

6621 1118

**Email:**

casey.fung@health.nsw.gov.au

# TOGETHER WE CAN CREATE A BETTER FUTURE

*In spirit of NAIDOC Week being celebrated across the country we have put together a special edition of Northern Exposure celebrating the achievements of Aboriginal and Torres Strait Islander people in our community.*

With Fiona on holidays, I've had the privilege of putting together this special edition of our magazine, with the best part being getting out to NAIDOC Week events, and meeting so many passionate hard-working people and hearing their stories. You can read some of them throughout this edition.

There seems to be a consistent theme and positivity across our health district, pertinent to NAIDOC Week's theme, "let's work together for a shared future", that we can make a difference in Aboriginal Health. You'll read about some of these successful programs, leading people, big ideas, and the story behind the Aboriginal Health Unit's new artwork which envisions "Empowering Health Together".

Another standout was attending the 2019 Quality Awards as photographer, where I again had the pleasure of hearing so many inspiring, innovative stories from staff across the district. Together these staff are aiming to improve health outcomes in our region - made up of Bundjalung, Githabul, Gumbaynggirr, and Yaegl Nations – that we are lucky to call home.

## NORTHERN

# EXPOSURE

**Editor:** Fiona Baker, Manager Media and Corporate Communications

**Phone:** 6620 2141

**Email:** fiona.baker1@health.nsw.gov.au

Northern Exposure is published 8 times a year by the Northern NSW Local Health District. We welcome your contributions, suggestions and feedback.



[www.facebook.com/  
northernnswlocalhealthdistrict/](https://www.facebook.com/northernnswlocalhealthdistrict/)



<https://twitter.com/NNSWLHD>

## THIS ISSUE

Executive Update	3
From the Board Chair	3
NAIDOC Week around the LHD	4
New artwork makes comeback King	5
Sod turn kicks off works for the new Tweed Valley Hospital	6
Mental Health project wins hat-trick at 2019 Quality Awards	7
Creating a culturally sensitive Tweed Valley Hospital	8
A single entry point for culturally-safe services	8
Inclusion and awareness in the spotlight	9
PROFILE - Lyndal Smith	10
Rethinking chronic care services for Aboriginal people	12
Aboriginal Patient Experience Survey	12
Exercise and healthy lunch a deadly combination	13
Quick chat with Marilyn Tolman	13
More than a 'diagnosis in bed'	14
BCH Staff Recognition Awards	14
Digital Dose	15
Five minutes with an Exec: Katharine Duffy	16
Inaugural Emerging Leaders Program 2019	17
Pathways to Aboriginal and Torres Strait Islander health	17
Fetal monitoring upskilling day	18
Referring patients to 'Get Healthy in Pregnancy' can save lives	19
Big hearts for biggest morning tea	19
Breast Screen Bus Locations	19

Cover Image: Integrated Aboriginal Chronic Care team

Back cover: Aboriginal Health Unit winning artwork



# Executive Update



**Wayne Jones**  
Chief Executive

*With both NAIDOC Week and our annual Quality Awards being held last month, there has been plenty to celebrate around our Local Health District.*

The history, culture, and achievements of Aboriginal and Torres Strait Islander peoples were celebrated around Australia and across our LHD during NAIDOC Week,

with many of our staff both attending and participating in events – you may have noticed this edition of Northern Exposure also celebrates this.

While it is a time to celebrate the world's longest continuous culture, it is also a time to remember our LHD is located on the lands and waters of the Bundjalung, Yaegl, Gumbaynggirr and Githabul Nations, where they have performed age old ceremonies of celebration, initiation and renewal.

Voice. Treaty. Truth. Let's work together for a shared future, was the theme of NAIDOC Week 2019. As an LHD we are committed to improving the physical, cultural and spiritual wellbeing of Aboriginal people and are working to address the impacts of unresolved trauma.

Like all weeks of the year, the team from our Aboriginal Health Unit were out and about promoting initiatives to improve Aboriginal

Health in our region. While we are always proud of the hard work and innovation they bring to the LHD, it is a timely reminder to celebrate their continuous achievements as well.

We also celebrated innovation across our LHD at this year's Quality Awards, which I was proud to attend and be part of the judging panel.

It was inspiring to see so many home-grown initiatives that are having positive impacts here and which could be rolled out not only in our LHD, but across the country and beyond. Congratulations to all the finalists and winners. You can also read more about that on page 7.

With new innovations and new progress made every day, it is an inspiring time to be in health and I am excited to see what other achievements we will be celebrating throughout the second half of the year.

## From the Board Chair



**Brian Pezzutti**  
Board Chair

*Empowering Aboriginal health is a priority of our LHD and we need to work together to ensure we have culturally appropriate services for our Aboriginal patients and their families.*

The Board and Executive are committed to improving the physical, cultural and spiritual wellbeing of Aboriginal people. As a health service, we can achieve this by empowering our Aboriginal patients and their families to actively participate in and control their own health journey and by ensuring our health services are the

safe spaces they need to be for Aboriginal people, their families and communities.

Our LHD recently celebrated NAIDOC Week by hosting and working with our partners to deliver several events across our footprint. NAIDOC provides all Australians an opportunity to participate in celebrations that demonstrate support for local Aboriginal and Torres Strait Islander communities.

This year's theme is "Voice. Treaty. Truth – working together for a shared future". It is worth noting that NNSW LHD's new purpose is to "Work together to deliver quality health outcomes across our communities". We share the same commitment to partnering with others to achieve a healthier community.

With our region having the largest percentage of Aboriginal people living in NSW, we need to ensure we prioritise improving Aboriginal health in all areas of our LHD.

When we are planning service delivery and working with Aboriginal people we

need to consider the importance of their connection to culture and family, which also includes being sensitive about barriers and how contributing factors such as colonialism and institutional racism has impacted Aboriginal people.

Despite significant investment in improving health outcomes, Aboriginal people still experience poorer health outcomes and are more likely to die younger than the rest of our population.

With hospitalisation rates 2.6 times higher and over representation across all chronic diseases, our Aboriginal Health Unit - in partnership with the Integrated Care Team - is leading the way through the development of the Integrated Aboriginal Chronic Care program.

In my 40 years in health, I have personally seen great improvements in Aboriginal children's health however we still have a long way to go and it is essential we maintain the focus on improving health outcomes for Aboriginal people. We can do this by "working together for a shared future".





## NAIDOC Week around the LHD

**NAIDOC Week is held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.**

*NAIDOC is celebrated not only in Aboriginal and Torres Strait Islander communities, but by Australians from all walks of life.*

The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and Torres Strait Islander community and many of our staff both attended and were involved in NAIDOC Week events.

Tweed Heads community held their annual NAIDOC Health Expo and Family fun day, attended by many service providers within the Local Health District and staff from the Aboriginal Health Unit. This is both a

fun day for community and an opportunity for all health services to engage with people in the local community. Free health screenings were conducted by the Bugalwena GP, and there were also novelty races, an Oz Tag competition, raffles and prizes. It was a fun day had by all.

The Aboriginal Health team also had a big presence in Lismore and Ballina across NAIDOC week events, including a health information stall at the community event at the Lismore Quad. Other big events in the area were a sports day, the NAIDOC Debutante Ball, Street March, and art and performances at Southern Cross University with headliner Dan Sultan.

In the Clarence Valley, NAIDOC Week was opened in Grafton with Sunset on the Riverbank, and through the week there was the annual touch footy comp, and an RnB night to wrap things up on Friday.

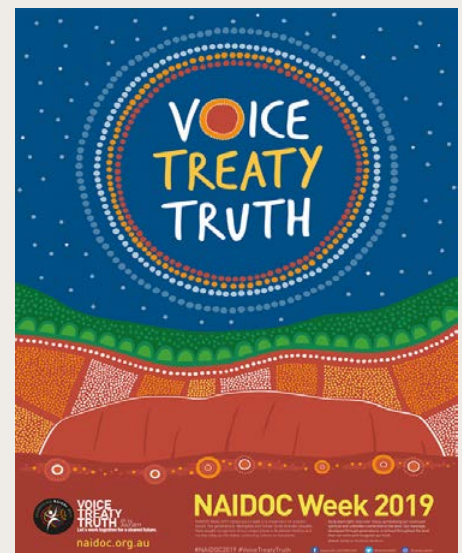
Top left, from left, Leanne Mills, Bernadette Williams, Laurel Rogers, Tony Kohlenberg, Marianne Trent.

Top Right, from left, Sharon Brodie, Kerry Andersen, Laurel Rogers, Rosalind Sare & Linda De Milford

Middle - NAIDOC Cake was part of celebrations by Tallowood and Lilli Pili staff and patients at Lismore

Bottom Left, from left, Laurel Rogers, Kylie Wyndam, Anthony Franks

Bottom Right, from left: Tahlia Brice, Ellis Bradshaw





# New artwork makes comeback King

*Tweed Valley man, Jason King shares his story of coming back to art, and the inspiration behind his works that won the recent Northern NSW Local Health District Aboriginal Art Competition.*

'The meeting place of the waters', or Tumbulgum in the local Bundjalung dialect, is where Jason King grew up. It's a small village just north of Murwillumbah which sits on the intersection of the Rous and Tweed Rivers.

Jason's family also represents a meeting place of different cultures. His mother's side is Aboriginal and Melanesian and his father's side is British. Growing up, though, he was much more influenced by his local heritage.

"My great-grandmother and great-grandfather were taken by the British from Vanuatu and brought to Australia to work in the sugar cane fields, so they were Kanakas," Jason says.

"And my other great-great-grandmother is from Yaegl country - this is just my mum's side.

"My dad is a ten-pound pommy who came across in the '70s."

Jason learned to paint and design at his small primary school in Tumbulgum, and further refined his skills at high school in Murwillumbah, where he excelled in art.

But after school, painting was no longer Jason's focus when he found a job he loved on the farm at Tropical Fruit World. He's now been there for 22 years.

*"The painting and design took a back seat for the last 20 years or so. I just learnt to focus on plants and nature, I've had a really strong connection to that."*

It was only last year, when a cousin asked if he still painted, that Jason again picked up a brush. Since then he's gone from strength to strength.



Artist, Jason King



Jason's works were picked up in the 2019 Murwillumbah Art Trail, where he went on to sell many pieces.

A combination of fresh successes and a recent trip travelling through the Northern Territory to reconnect with country, has further spurred his revived love of painting.

Another inspirational boost on his upward trajectory came after his sister tagged him on Facebook in the NNSWLHD ad for the Art Competition. Jason ended up winning from a strong field of contenders.

"It's really humbling to win this and have my work shared," Jason said with enthusiasm.

"Right now I just can't stop painting - I'm possessed by colour!"

*"The colours in this work represent the colourful communities in the Northern Rivers, but the rainbow colours also show the difference in everyone, and acknowledge everyone's differences."*

"Painting for me is a way to connect with my culture and keep it alive, and tell stories."

## Empowering Health Together

Jason's artwork will be the new design for NNSWLHD's Aboriginal Health Unit. The design is themed 'Empowering Health Together' and you will soon start seeing it across the LHD.

The artwork is inspired by nature and shows healing hands moving and working together to create an outcome of support in the centre. The small circles represent the various Northern Rivers communities, and the larger circles represent organisations in society, such as the Local Health District.

The different components all come together to support the centre focus of inclusion and 'Empowering Health Together'.





## Sod turn kicks off works for the new Tweed Valley Hospital

*A sod-turning ceremony has marked the countdown to the start of construction on the state-of-the art Tweed Valley Hospital.*

Health Infrastructure's Chief Executive joined Northern NSW Local Health District executives and board members, hospital staff, and local politicians to celebrate the major milestone.

Delivery of new services - like radiotherapy and interventional cardiology - means over 5,000 people a year will no longer need to travel outside the region for life-saving treatments.

Local Tweed civil construction business, CD Excavations, has been awarded the first early works contract to carry out roadworks and the initial site preparation. This is one of more than 60 construction packages to be awarded for the new hospital.

Early works include preparation of the site for construction of the hospital buildings, including creation of permanent and temporary site access, bulk excavation, piling and retaining walls and in-ground services.

The sod is officially turned at the Tweed Valley Hospital site: L to R Director of Emergency TTH Dr Rob Davies, Community Member Penny Hockings, NSW Health Minister Brad Hazzard, NNSWLHD CE Wayne Jones, Member for Tweed Geoff Provest, NNSWLHD Board Deputy Chair Mark Humphries, Tweed Hospital Auxiliary President Joclynn Stebbings, NSW Health Infrastructure CE Rebecca Wark



Digital rendering of the new Tweed Valley hospital from the construction animation

Health Infrastructure has now lodged a request with the Department of Planning, Industry and Environment to commence the Stage 2 State Significant Development application process. The request will seek approval for the detailed design, construction, and commissioning of the hospital buildings.

*Construction is on track to be completed in late 2022 with the hospital opening its doors to its first patients in 2023.*

The NSW Government is investing \$582 million in health for the Tweed-Byron region. As part of this investment the new hospital will deliver world class healthcare services for the community closer to home.

We invite you to view the Tweed Valley Hospital construction animation.



[www.tweedvalleyhospital.health.nsw.gov.au/Project-Gallery/Construction-Animation](http://www.tweedvalleyhospital.health.nsw.gov.au/Project-Gallery/Construction-Animation)



# Mental Health project wins hat-trick at 2019 Quality Awards

The "Leading humanity in our care" project by Emma-Jane Davies and the Lismore Base Hospital Emergency Department took out three awards at NNSWLHD's big night, including winning the Excellence in the Provision of Mental Health Services category, People's Choice Best Poster, and Overall Winner.

The annual Quality Awards show the thriving spirit of innovation in Northern NSW, as well as provide an opportunity to celebrate local ingenuity and advancements right across the health spectrum.

The event was proudly sponsored by SmartSalary, University Centre for Rural Health, COS, MAIA Financial, and CERNER.

You can see more photos from the night on the staff intranet:



<https://intranet.nnswlhd.health.nsw.gov.au/clinical-governance/clinical-quality/quality-awards/2019-winners/>

Top, Emma-Jane Davies heads to stage to receive one of three awards.

Bottom left, Dr Brian Pezzutti presents an award to Emma-Jane Davies

Bottom right, Chris Hanna, Dr Jason Tsung & Dr Brett Lynam celebrate after their win

## Category Winners for the 2019 NNSWLHD Quality Awards

### Delivering Integrated Health Care

- ♦ **Winner:** "My Aching Joints" Rescuing the OA Hip and Knee - Chris Hanna, Dr Jason Tsung, Dr Brett Lynam, Luke Schultz and Evan Bryant.
- ♦ **Runner up:** Integrated Aboriginal Chronic Care together we can - Marilyn Tolman and Ragina Rogers.

### Patient Safety First

- ♦ **Winner:** Falls Prevention, Reducing Injury and Harm to Patients - Sebastian Pilon and Staff C7 LBH
- ♦ **Runner up:** Review by 2 in Clinical Review - Louise Thurston, Georgie Haywood, Gloria Vann, and Michael Corbett.

### Keeping People Healthy

- ♦ **Winner:** Helping U 2 Quit Clinic - Denise Hughes, Christine Sullivan.

### Health Research and Innovation

- ♦ **Winner:** Sweet Smiles: A Feasibility and Acceptability study - Kate Collins.
- ♦ **Runner up:** Effective and functional features of online education - Kathryn De Souza, Anne Moehead.

### Excellence in the Provision of Mental Health Services

- ♦ **Winner:** Leading humanity in our care. Reducing seclusion and restraint in the ED - Emma-Jane Davies and the Staff of LBH Emergency Department.
- ♦ **Runner up:** New Leaf Program - Drea Quinlan, Jess Jeffreys, Tamahra Manson.

### Clinical Practice Improvement

- ♦ **Winner:** End of Life Care Project - Anna Law.

- ♦ **Runner Up:** Improving DV identification and response in the ED - Vivienne Raymant, Kathleen Shaw, Ellie Saberi.

- ♦ **Runner Up:** Reducing the treatment margin for potential benefits for bladder cancer - Kathleene Dower.

### Overall Winner and Winner of People's Choice Best Poster

- ♦ **Winner:** Leading humanity in our care - Reducing seclusion and restraint in the ED - Emma-Jane Davies and the Staff of LBH Emergency Department.

### People's Choice Best Presentation

- ♦ **Winner:** "My Aching Joints" Rescuing the OA Hip and Knee - Chris Hanna, Dr Jason Tsung, Dr Brett Lynam, Luke Schultz and Evan Bryant.

# Creating a culturally sensitive Tweed Valley Hospital

*As the planning and design of the new Tweed Valley Hospital continues, one of the key drivers is ensuring the Northern NSW Local Health District improves the health outcomes and experience of the Tweed-Byron Aboriginal and Torres Strait Islander community.*

The percentage of Aboriginal and Torres Strait Islander people living within the Tweed Local Government Area is significantly higher than the State and Australian average at 4.5%, with the Tweed Valley Hospital aiming to provide a range of improved, culturally-appropriate facilities for this community.

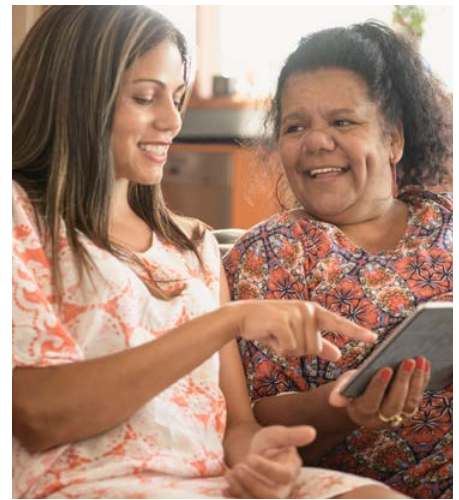
To this end, the Tweed Valley Hospital Project team last year developed the

Aboriginal and Torres Strait Islander Community Consultation Plan following months of consultation with Tweed-Byron Aboriginal Health workers, and local Aboriginal organisations and community members.

*The centrepiece of the Plan is the establishment of the Aboriginal and Torres Strait Islander Community Working Group, comprising representatives from the region's existing Aboriginal community organisations, as well as Elders and members of the local Aboriginal and Torres Strait Islander community.*

The Working Group has held two meetings to date. Discussion included a range of issues such as the significance of Wollumbin (Mt Warning) in relation to the positioning of the new hospital's birthing suites, and the importance of the name 'Bugalwena Health' to the local community.

This Working Group is in addition to the



Stock image

Aboriginal community members who participate in the Community Reference Panel, which was established in August 2018 and the Aboriginal Health Project User Group (PUG), which has been meeting since March 2019.

Aboriginal community members on these groups are working closely with the project team and architects to ensure that the needs of the Aboriginal community are considered throughout all aspects of planning and design.

## A single entry point for culturally-safe services

*The need? A culturally appropriate service model to deliver chronic disease management and rehabilitation to Aboriginal patients. The solution? Integrated Aboriginal Chronic Care*

The Integrated Aboriginal Chronic Care (IACC) program is designed to provide services that are more accessible than ever to our Aboriginal communities. Having a single Integrated Care coordinator looking after this program has improved communication lines between services, and patients are receiving better care and having fewer unplanned hospital admissions.

Before IACC was established in 2014, a number of issues affected the care Aboriginal people received in Northern NSW. These included a poor awareness among health staff of what Aboriginal and non-Aboriginal services were available, a lack of communication and integration between services, and a lack of uptake of services by Aboriginal patients.

By using a clinical redesign method a clinical governance committee made up of NNSWLHD, Aboriginal Medical Services, Primary Health Network, and the University Centre for Rural Health, the Aboriginal Health team identified barriers patients faced when accessing health care.

The team worked together to ensure that through integration and shared care planning they could reduce the need for duplication between services, as well as improve transparency.

*The new approach sees care provided through various organisations, which the patient experiences as a seamless service.*

With a well-defined governance structure and good engagement from key stakeholders, the program is going from strength to strength.

For more information about IACC or to make a referral, phone 1800 931 144.

## NAIDOC Week Donation



*With the Lismore Base Hospital Redevelopment Project reaching its final stages, it's about time to decide what is going on the walls!*

Widjabal man and well-known local artist Oral Roberts was commissioned by Lismore Base Hospital Senior Anaesthetist Dr David Scott and the Australian Society of Anaesthetists, where Dr Scott recently finished his tenure as president.

The artwork, which is set to hang in the new theatre complex that is opening in 2020, fittingly depicts a sleepy koala in a local landscape.



# Inclusion and awareness in the spotlight

*The second Senior Manager's Forum for the year was held in Ballina on 21 June, with 60 staff coming together from across Northern NSW Local Health District.*

Kirsty Glanville, Associate Director of Aboriginal Health, and Lyndal Smith, Program Manager Aboriginal Health, shone the spotlight on Aboriginal Health in Australia, raising important issues facing our indigenous population.

The life expectancy gap across the nation has Aboriginal males dying on average 8.6 years earlier than their non-indigenous counterparts. For women, the figure is 7.8 years. The leading causes of death are coronary heart disease, diabetes, chronic lower respiratory disease and lung and related cancers.

Throughout Australia's history, past governing policies have negatively affected Aboriginal and Torres Strait Islander people, such as dispersal of people off traditional lands, protection of Aboriginal people onto missions or reserves, and assimilation of children to be raised apart from their family and cultural traditions.

Kirsty and Lyndal educated staff on the best ways to acknowledge and pay respects to traditional Aboriginal custodians, and led staff in awareness of the connections to country and kinship that are important cultural considerations for the Aboriginal community.



Left, Lyndal Smith and Kirsty Glanville present to the Senior Manager's Forum. Right, David Tran

"If you're not sure about what to do, the best thing is just to ask," Kirsty said.

NNSWLHD is working to improve disability inclusion in the workplace, with a range of initiatives at various stages of progress. David Tran, National Disability Recruitment Coordinator with Job Access, spoke about inclusive employment practices, and how the LHD can work to remove some of the barriers which prevent people with disability from participating fully in the workplace.

Throughout Australia, two million people of working age have a disability, and 31 percent of the population have accessibility requirements. Disability can include physical, mental, sensory or intellectual challenges, with 90 per cent of disability being invisible.

"Contrary to fears that people with disability

may be less productive at work, or require more absences, figures show that 90 percent of employees with disability are as productive or more productive than other workers," David said.

*"86 percent of employees with disability have average or better attendance rates compared to other workers."*

Senior Workforce Managers also met with Disability Employment Service managers on 20 June to discuss disability inclusion, how clients can apply for positions, and strategies to overcome barriers within recruitment processes in NNSWLHD.

The District is currently developing a disability Inclusion Statement to appear on job advertisements and a four year, whole of organisation, Disability Inclusion Action Plan (DIAP).

**people  
matter**  
NSW Public Sector  
Employee Survey

## 2019 | NSW Public Sector Employee Survey

Thank you for having your say in the 2019 People Matter Employee Survey.

With more than **2600** of our staff taking up the chance to provide valuable feedback, the District achieved a response rate of **45%**.

The reports will be published for everyone on the intranet in September and will further inform and progress the initiatives that drive positive workplace culture at your site and service.





P



This month Northern Exposure caught up with Lyndal Smith, a long-time Aboriginal Health Worker from Tweed, to hear about her passion for family, community, and caring.

## Lyndal Smith

*Growing up in a big family, caring for those around her came naturally to Lyndal. While she only has one brother, she was surrounded by dozens of cousins growing up in Tweed.*

Lyndal's father, whose family roots have been in the area for many, many generations, is from a family of 14. This meant many of her 'best friends' at Fingal Heads Primary and then Tweed River High School were also first cousins.

*"It was great growing up with my family, we kept an eye out for each other," Lyndal recalls.*

"I've got a couple of aunties who taught us stuff about bush food and took us bushwalking. One of my aunties showed us how to use coloured sand in art.

"All the family used to go out fishing for Tailor, when the Tailor season was on, it was like a big community."

Lyndal now has a smaller nuclear family; three boys and a girl, and a beautiful husband who she adores. Still, she says the idea of family and community goes beyond blood.

"It's not just family, it's extended to community. Even if it wasn't a person

related to you, you look after each other and support each other."

*"We are in the business of caring, and delivering caring services to people, so I think it is also really important to look after each other as health workers!"*

After finishing school, Lyndal went to TAFE to study administration and started working in a mobile building company. Though, not long after she went back to study a topic of real interest to her – welfare.

After graduating, Lyndal successfully applied for a job as an Aboriginal Mental Health Worker in Community Mental Health Tweed. During that time she was seconded to the Aboriginal Mental Health Project position.

Lyndal also worked as the Aboriginal Hospital Liaison with Bugalwena Health Service and then as Strategic Development and Performance Coordinator, Aboriginal Health. Now she is the Program Manager for Aboriginal Health – a field she has now been in for more than 17 years.

During Lyndal's employment she has completed studies in Diploma in

Adolescent Mental Health, Graduate Certificate in Management and Master of Health Science.

*"The bottom line is making a difference and helping the community," says Lyndal.*

"If you can help one person, in terms of meeting their healthcare needs, that's a driver for me. As well as having the community involved in the discussion."

*"I think working with other units to deliver Aboriginal health care is vitally important. A lot of our people need clinical services to support them, so it's really important to support our non-indigenous health workers to deliver the best service they can to the community."*

Aside from being engaged in her work and her community, Lyndal says she also loves low-maintenance gardening, particularly succulents, and even a bit of acting.

She's been an extra on Channel Nine's Sea Patrol and also had a '50-liner' role in the ABC's television drama God's of Wheat Street, about a family in Casino.



# Rethinking chronic care services for Aboriginal people

*A targeted program is refocusing existing initiatives to improve the health of Aboriginal people with chronic disease.*

Aboriginal people living in NSW continue to experience greater health risks, poorer health and shorter life expectancies than non-Aboriginal Australians. Chronic Care for Aboriginal People (CCAP) is a program which builds on existing initiatives to rethink the way chronic care services are delivered to Aboriginal people in our region and across NSW.

NSW Health has a growing evidence base of what works for Aboriginal communities, and this program builds on existing projects to tap into that information.

The CCAP model of care is a district-wide service that provides case management and care coordination based on home visits for Aboriginal people with chronic

conditions to keep them well in the community. A chronic condition is a health problem which lasts longer than six months.

*When a patient with a chronic condition is discharged from hospital, they can be referred to CCAP for home visits.*

The Aboriginal Chronic Care workers monitor a client's blood pressure, blood sugar levels, weight, oxygen levels and provide patient-centred care planning.

This can involve connecting a client to other services to assist with managing in their own home, advocating for self-management around their health needs, as well as ensuring ongoing care is wrapped around the client through referral to the Integrated Aboriginal Chronic Care Program.

To be eligible for the program, people must:

- identify as Aboriginal and or Torres Strait Islander
- be aged 15 years and over
- have an existing chronic disease linked to kidney (before dialysis), respiratory, heart conditions or diabetes



Mandy Waters from the Tweed Byron Chronic Care for Aboriginal People team

With patient care being placed firmly in Aboriginal hands, patients are ensured their care is culturally safe. We have strong partnerships which have been built on trust and our team share a common vision of working together to ensure we are working to close the gap in health inequalities for our Aboriginal community.

For more information, phone Marilyn Tolman, CNC Chronic Care, Aboriginal Health Unit, on 0408 484 386.

## ABORIGINAL PATIENT EXPERIENCE SURVEY

*Aboriginal adults admitted to hospital in 2019 will have the opportunity provide feedback on their hospital experience.*

Patients who were admitted to hospital from January 2019 or gave birth in a public hospital, will receive a copy of the survey in the mail approximately three months after the end of their hospital stay.

This is a great chance to tell us how we can make hospital care better for our patients. We want to hear about their experiences, what really impressed them, and what areas might need improvement.

Responses will be mixed with all others and the results will be sent to our Chief Executive and local Aboriginal Health Unit so that improvements can be made.

It's completely confidential and personal information will not go back to the hospital, Aboriginal Medical Service or a patient's GP.

This is part of a state-wide program to improve the quality of care and hospital safety for Aboriginal patients.



Stock image

For more information on the survey, visit the Bureau of Health Information website. Alternatively, you can:

1. Ask an Aboriginal Liaison Officer
2. Contact the local Aboriginal Health Unit or;
3. The NSW Centre for Aboriginal Health on 02 9391 9000.

# Exercise and healthy lunch a deadly combination

*A walking group is helping Aboriginal clients in Ballina stay on top of chronic health issues and tread a path to healthy living. The Deadly Healthy Cooking and Exercise Program is a combined walking and healthy eating support group for anyone aged between 18 to 80, or even beyond.*

A community initiative, the group supports Aboriginal clients in the Ballina area who suffer with health issues such as chronic disease and obesity, as well as providing health education and referral to other relevant services.

The group meets weekly every Tuesday morning at Missingham Bridge, with some stretching and warm ups to start, followed by a walk and a healthy lunch the group prepares together.

Aboriginal Health Worker, Dana Lavelle, leads the project with support from other



The group makes a healthy meal after their morning walk

local agencies such as Bullinah Aboriginal Medical Service and Jali Local Aboriginal Land Council.

*As well as getting regular exercise, group members gain valuable knowledge and culturally-appropriate education around how to best look after their health and a holistic approach to healthy living.*

"It's not just a weekly social outing, it has given clients a sense of purpose and ownership as they take the lead," Dana said.

Over the past three years, the group has grown steadily on referrals, word of mouth, and the 'Koori grapevine'.

The walking group is also held in conjunction with other deadly Aboriginal exercise groups, such as water aerobics, the gym and healthy cooking classes.

## Quick chat with Marilyn Tolman

**Marilyn Tolman is a Clinical Nurse Consultant, Chronic Disease, with the Aboriginal Health Unit.**

For over a decade I've been privileged to have worked in outreach and community nursing roles in Aboriginal Health. Prior to moving into this district-wide position I was Clinical Services Manager at Bullinah Aboriginal Medical Service in Ballina.

I now manage the NNSWLHD Chronic Care for Aboriginal People team and the Integrated Aboriginal Chronic Care program.

I have staff across the whole District, so I'm often out in the community with my Chronic Care team. I also provide clinical supervision for some of the nurses within the Aboriginal Medical Services in this area.

I live at Pearce's Creek on a hobby farm with my family, my dogs and my chickens. I've been here for 30 years, and I grew up in Brisbane. I've done Child and Family nursing, and nurse leadership as well as a lot of study around the health and mental health of Aboriginal people, and Aboriginal Health is actually my specialty.

*The Aboriginal Health Unit is working hard to develop improvements to broaden clinical services in Aboriginal health so it's really exciting times for our team. I'm passionate about giving Aboriginal patients a voice and ensuring their health journey is as good and as safe as it can be.*

I'm driven by the powerful patient stories that I have been told as a clinician throughout the years.



Marilyn Tolman, Clinical Nurse Consultant, Aboriginal Health Unit

*To someone thinking about working in Aboriginal Health I'd say 'jump in!' It's one of the most rewarding, challenging and fulfilling careers because you can actually make a difference.*



# More than a 'diagnosis in bed'

**Drug and Alcohol Services Nurse Manager, Corinne Maynard, attended the 2019 Patient Experience Symposium, and returned with a wealth of positive feedback about patient involvement in her field.**

As managers, sometimes we get caught up in the day to day tasks of our role, but this symposium was a poignant and heart-warming reminder of the importance that Drug and Alcohol services place on ensuring the patient experience is positive and collaborative.

It was a privilege to attend and present on behalf of Northern NSW Local Health District at this year's forum. Talks from health professionals and consumers touched on everything from Health Literacy, to Mental Health, and Empowering Consumers – with the theme of treating people holistically to not focus on 'what is wrong with you?' but 'what matters to you?'.

Along with Dell Swift, a person with lived experience on our Drug and Alcohol Community Advisory Committee (DACAC), I spoke about our experiences setting up and being part of the committee. We showcased the wonderful work DACAC has been able to achieve in improving consumer engagement in service delivery.



Members of the DACAC meet bi-monthly

It was a very proud moment for me to stand on stage with Dell and hear her say these words:

*"I cannot speak more highly of this committee. The staff of the D&A service who I have had close association with in the LHD are passionate, caring, highly qualified and fully committed to the improvement of not only the service model, but to the colleagues who have chosen to work beside them in the D&A team."*

"We, patients in the Northern Rivers, have a wonderful D&A service which is continually evolving and improving in service delivery due to existence in part of this DACAC committee and the

work of the membership, both consumer representatives and the passion of the health professionals involved in actioning the new patient care models".

DACAC meets bi-monthly at Riverlands Drug and Alcohol Centre, Lismore. It allows people with a lived experience and their carers to actively participate in and contribute to Drug and Alcohol Service development, planning and evaluation.

DACAC membership includes the NNSWLHD Board, General Manager Mental Health and Drug and Alcohol, Managers, clinicians and several community members who have lived experience. We are currently advertising for more lived experienced members. If you know of any community members who may be interested in applying, please contact Corinne Maynard on 6620 7614.

## BCH Staff Recognition Awards

**Staff recognition awards were handed out at Byron Central Hospital, as award season continues in the Northern NSW LHD.**

Dozens of staff turned out at the region's most easterly hospital to celebrate local staff for their dedication and hard work.

The winner of the Hospital Award was Midwife, Suzanne Weir. BCH cleaner Kim Lynn received the runner's up Hospital Award. Vicki Milgate, an Allied Health Assistant, was given the Ambulatory Care



BCH Acting EO-DON Peter Jeffree, BCH Midwife Suzanne Weir, Summerland Credit Union Bruce Parry

Award. The awards were sponsored and presented by Summerland Credit Union, with Sales and Engagement Manager Bruce Parry handing out the awards.

## Want a Frank Green or Keep Cup?



**Every month the top 3 referrers to Go4Fun across NNSWLHD receive a Frank Green or Keep Cup**

Measuring a child's height and weight is mandatory for their health assessment. Refer children 7 - 13 years above a healthy weight to Go4Fun by emailing

[pheobe.nicholls@health.nsw.gov.au](mailto:pheobe.nicholls@health.nsw.gov.au) or call 02 6621 1932



# Digital Dose:

## eMeds Update

*Dr Rhiannon Faulkner, Paediatric Registrar at Grafton Base Hospital likes the Glucose Mpage. It allows her to easily locate information relating to diabetes management of children in her care and in particular about how the blood sugar level and insulin administered link together.*



Dr Rhiannon Faulkner at Grafton Base Hospital.

Collaboratively Rhiannon and the nurses are working well together to manage children with diabetes that come to the Paediatric Ward.

As you read this, the eMeds team is just finishing up our go live support at Maclean Hospital. Since the last edition of Northern Exposure, the team have worked with the excellent clinicians of Ballina, Casino and Grafton Hospitals to effect a smooth transition across to eMeds.

Maclean will be our last District Hospital site before we move across to the MPS sites of Kyogle, Nimbin, Urbenville and Bonalbo.

The MPS sites will embrace eMeds across both the acute and Aged Care components of their campuses.

For the first time we will be administering from Webster packs using eMeds.

We expect all the MPS sites to be live by early September. As the eMeds team move further west we are progressively handing over ongoing help and training to the Clinical Information Service (CIS) team.



For live sites, Help Desk requests should be made to the State Wide Service Desk via SARA or by the 1300 number on your PC.



For ongoing training requirements for new staff joining your team, requests can be made online and will be dealt with by the CIS team.



Travis Armstrong and Remana Harris administering the first eMed at Grafton Base Hospital

As we move away from the major sites, the eMeds team would like to thank you all for your commitment and engagement with this project since October 2018.

For trouble shooting, organising an in-service, or a more local response, check with your local support team via Lisa on 0432 544 943 or Cassie on 0419 386 491 for Grafton and Maclean.

The one page information sheet called PRN will continue to be a regular reminder in your email inbox and is based on feedback from local trainers and change managers.



<https://home.nswlhd.health.nsw.gov.au/nor/emeds/>

## IT&T – Project to replace CCC & NETS equipment

*The replacement of 'end of life' Critical Care Connection (CCC) video equipment, located above resuscitation beds in Emergency Departments is underway.*

Consultation with ED Directors and CNC Emergency occurred prior to the new video equipment being purchased and this has now arrived. Installations will occur in order of priority starting with Murwillumbah.

*IT will be contacting sites to arrange access to resuscitation beds and to organise training of key staff following installation.*

Included in this project is the Vision for Life - Neonatal Emergency Transport Service (NETS) video equipment located in special care nurseries at Lismore and Grafton.

Enquiries can be emailed to IT&T Operations Manager, David Riddle.

## An easier way to work

*SARA, a new online portal is the one stop shop for IT, recruitment, finance and many more systems you use at work.*

Wish you could find the most popular IT, payroll, recruitment, finance, purchasing and warehousing services and support in just one place? Now you can do all these things and more through SARA, accessed via the NNSWLHD intranet.

SARA is the new cloud-based portal (stands for Search And Request Anything). You don't need any training to use it – just take a guided tour of the functionality available from within the portal itself.

You can find IT, payroll, recruitment, finance, purchasing and warehousing services and support all in one place. It's now active on the intranet. SARA has also replaced the State-wide Service Desk Manager Tool for logging IT jobs.

SARA can be accessed anywhere, anytime on mobile phones, tablets or desktop devices. More features will be added to SARA as time goes on.



Here are the things SARA can help you do right now:

- Raise an IT issue, and then track it and get it resolved
- See real-time state-wide system outage information
- Find the most widely and frequently used online forms
- Access service-related knowledge articles – with our library set to grow into the future.

Take a guided tour of the portal from within the portal (just click the 'Tours' tab)

Visit the ehealth website to find out more about SARA, or contact Dean Smith, A/ Manager Desktop Support, on 6620 0807 or [Dean.Smith1@health.nsw.gov.au](mailto:Dean.Smith1@health.nsw.gov.au).

<http://www.ehealth.nsw.gov.au/>



# Five minutes with an Exec: Katharine Duffy

*In this edition we're chatting to Katharine Duffy, Director Nursing, Midwifery and Aboriginal Health*

**Q:** *How did you get into management, finally ending up in your current role?*

**A:** My career in management started as a Nursing Unit Manager at Concord Hospital in Sydney. It wasn't necessarily a career plan that I had, but I was lucky enough to have people around me who could see leadership potential in me and encouraged me to pursue a career in management.

I was fortunate to be given a number of opportunities to progress in leadership roles and that resulted in me moving into a senior manager's role, and then I worked as the Deputy Director of Nursing at Royal Prince Alfred (RPA). I then applied for the Director of Nursing at RPA and held that position for six years.

When the Area Health Services were realigned to form Local Health Districts I applied for the District Director of Nursing and Midwifery for Sydney LHD. I was in that role for another six years.

I had always hoped to retire up on the North Coast because I'd always loved this area. When Annette Symes (former NNSWLHD Director of Nursing) was retiring, it was almost like the planets aligned. My mother, sister and brother are in Queensland. It just seemed like the right thing to do. That was in November 2017.

**Q:** *Where do you live now and what do you love about it?*

**A:** I live in Tweed Heads, I love the countryside, the fact that it's so relaxed. I love the beaches and the greenery. People are relaxed and friendly and they aren't in a rush- it's a very chilled environment.

The people working in the hospitals care for each other, they are like a big family.



Particularly in the smaller sites, it's very different to the metropolitan environment. They really care for each other and are part of the community, they have much more of a vested interest in their organization.

**Q:** *Who did you bring with you to Tweed?*

**A:** My husband, Bud. I have two adult children who are in Sydney.

**Q:** *What do you do when you're not at work?*

**A:** My husband and I both love cooking. He is American and he loves charcoal grilling. No such thing as gas for him. We spend a lot of time outdoors in the garden and in our swimming pool.

We both love music and spend a lot of time listening to music as well, we have a vinyl record collection of about 300 records.

We love live music too, and have been a couple of times to Bluesfest, when we

were living in Sydney, and once since we've been up here.

**Q:** *What's the first music recording you ever bought?*

**A:** One of the first would have been ABBA, Dancing Queen on vinyl.

**Q:** *Do you have any hidden passions or hobbies?*

**A:** We have a big aquarium at home with lots of beautiful freshwater fish. Unfortunately when we moved we had to re-home all our fish and start again which was a bit sad as we had some long lived fish that we used to call 'the puppies'. Hopefully they ended up in new happy homes.

From a work perspective I'm passionate about looking after our staff and making sure they feel as satisfied as possible with the work they do, keeping them resilient and well. That focus for me is not just about our nurses and midwives, but all of our staff.



# Inaugural Emerging Leaders Program 2019

*The District Nursing and Midwifery Service is delighted to introduce the first cohort for the Emerging Leaders Program.*

This newly developed twelve-month program will enhance the knowledge and skills of staff who wish to become recognised leaders in their fields. The program aims to introduce participants to both the theoretical knowledge and practical skills of leadership in the health care environment.

It also enables participants to develop important relationships with senior leaders across the District and will encourage participants to maintain those relationships and further develop those skills that will support their career progression. Utilising a multi-modal format, the program exposes participants to online learning, face-to-face leadership labs, direct observations of leaders in the field, coaching and mentoring and active reflection.



2019 Participants of the NNSW LHD Emerging Leaders Program

The four core elements of the program are:

- 1. Developing self:** focussed around the knowledge and skills of personal leadership
- 2. Engaging and influencing others:** focussed around team building and leading teams
- 3. Mastering Systems:** focussed around systems that impact and assist leaders
- 4. Transforming Cultures:** focussed around change management and culture development for leaders in their chosen fields/ workplaces

The program will be comprehensively evaluated over the twelve months and will inform the next program in 2020.

Advertising for the 2020 program will commence in December 2019.

Any enquiries can be directed to Ms Rae Rafferty Associate Director Leadership, Culture and Workforce Development on (02) 66 207232 or at:

Rae.Rafferty@health.nsw.gov.au

## Pathways to Aboriginal and Torres Strait Islander health

*The Aboriginal and Torres Strait Islander Health HealthPathways now have their own category heading in the Table of Contents. The pathways were previously listed under 'Specific Populations'.*

Specific pathways localised to-date include:

- Aboriginal and Torres Strait Islander Health
- Care Coordination, Outreach, and Support
- Closing the Gap - Improving Health Outcomes for Aboriginal People
- Aboriginal and Torres Strait Islander Health Assessment
- Aboriginal and Torres Strait Islander Cultural Awareness
- Aboriginal Community Health Services
- Aboriginal Medical Service (AMS)
- Aboriginal Health Liaison Officer

The Aboriginal Medical Service (AMS) is a health service funded principally to provide services to Aboriginal and Torres Strait Islander people. Some of the services provided include, dietetics diabetes education, exercise physiology, eye clinic, psychology, general practice nursing, aboriginal health worker, contraception, dental clinic, antenatal and early childhood health.

The Aboriginal Medical Service (AMS) HealthPathway provides clinicians with:

- Criteria for access to the services
- Specific information required when referring

A list of local AMS service providers which contains:

- Service contact details
- Referral options
- Description of services provided



### Health Pathways

Mid & North Coast of NSW

Along with the Aboriginal and Torres Strait Islander pathways that have been localised, other pathways where relevant, have links to specific aboriginal resources which is indicated at the top of the pathway, as in the image below:



Indicates specific advice about Aboriginal and Torres Strait Islander people.



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

# Fetal monitoring upskilling day

*Monitoring the progress of our smallest patients is a critical job. Our Maternity Services clinicians across the LHD have been upskilling in fetal heart rate monitoring, bringing best practice to the bedside.*

On 1 April this year, the Northern NSW LHD Maternity Services implemented the NSW Revised Interim Fetal Welfare Program after a lengthy training schedule for staff across the District.

The program includes a revised guideline for Maternity- Fetal Heart Rate Monitoring, with algorithms for decision-making and stickers for documenting fetal heart rate pattern interpretation.

"It is well recognised that fetal heart rate monitoring is one of the most important ways to observe the wellbeing of the fetus, especially during labour," NNSWLHD Clinical Midwifery Consultant, Jacinta Felsch, said.

Maternity clinicians can perform observations on the fetus, with the recording and calling criteria following the principles set out in the Clinical Excellence Commission's (CEC) Between the Flags program.

The Clinical Excellence Commission Maternal and Perinatal RCA Review



A training day at Murwillumbah UCRH attended by midwives and medical officers the day after International Midwives Day

Committee look at RCA findings relating to perinatal morbidity and mortality. The committee identified contributing factors to fetal adverse outcomes were predominantly related to the deteriorating fetus not being detected.

These factors included:

- **Recognition** – staff relying on pattern recognition and not recognising the significance of the clinical situation, abnormal fetal heart features and or risk factors
- **Review** – not having a timely or comprehensive full review when indicated
- **Response** – not calling for the right response i.e. the most appropriate person, or not receiving the required response
- **Recording** – Inadequate documentation or not using tools to assist in documentation.

"These issues are now the target of new training that includes the human factors that can contribute to adverse outcomes," Jacinta said.

"The new training also focuses on the benefit of using consistent language when interpreting and the Between the Flag principles of Clinical Reviews and Rapid Responses."

In November 2018 a train the trainer day was held in Murwillumbah with 16 new clinicians becoming facilitators and 14 existing facilitators attending the training.

So far, 170 maternity clinicians (medical officers and midwives) have received face to face training in Northern NSW over 12 workshops held since February this year.

Clinicians who have not yet received face-to-face training can access a new Fetal Heart Rate Monitoring Module through My Health Learning online. Further workshops are scheduled for the remainder of 2019 and staff can enrol through My Health Learning.

"Our maternity clinicians have enthusiastically adopted this new program, which is really heartening and means we can continue to provide the best care to women and babies in our services," Jacinta said.

How's your  
oral health  
tracking?

5-11 August 2019 | #dentalhealthweek

Get your  on track



# Referring patients to 'Get Healthy in Pregnancy' can save lives

*Health staff working with women in pregnancy want the best health results for mothers and babies, and yet they can often be uncomfortable discussing a patient's weight or excessive weight gain.*

Overweight and obesity, and Excessive Gestational Weight Gain in Pregnancy (EWGP) are key risk factors for stillbirth.

In Australia there are six stillbirths per day, a rate that has worsened over the past 20 years, and it is twice as high amongst indigenous mothers.

Stillbirth is devastating for the mother and partner and family, but grieving tends to be private and there is not a lot of public discussion about stillbirth or prevention.

Maternal overweight and obesity is the most common, modifiable risk factor for still births and women need to know the importance of managing a healthy weight in pregnancy.

The Get Healthy in Pregnancy (GHIP) program is a free, evidence-based program which provides tailored information and support for pregnant women in NSW on diet, exercise, alcohol and appropriate weight gain in pregnancy.

*It achieves impressive results: 84% of women who participate in the GHIP program achieve appropriate weight gain, compared to 47% in the general population.*

Addressing overweight, obesity and EWGP can also lower the risk of a list of many other serious medical problems for mother and baby, including gestational diabetes, depression and hypertension.

Health Professionals should refer all pregnant women to GHIP.



For referral forms see:



<https://nswlhd.health.nsw.gov.au/health-promotion/support-health-professionals/health-professionals-weight/get-healthy-pregnancy/>

Reference: Flenady, V et al.

Major risk factors for stillbirth in high-income countries: a systematic review and meta-analysis

The Lancet Volume 377, ISSUE 9774 P1331-1340, April 16, 2011 - [https://www.thelancet.com/journals/lancet/issue/vol377no9774/PIIS0140-6736\(11\)X6016-6](https://www.thelancet.com/journals/lancet/issue/vol377no9774/PIIS0140-6736(11)X6016-6)



At left, Annette Togo with Bugalwena staff and friends

## Big hearts for biggest morning tea

*Bugalwena and community hosted a Biggest Morning Tea for the Cancer Council in The Tweed Hospital courtyard on 24 April.*

Together they raised an outstanding \$1082.50.

The Togo family and friends did an amazing job supplying all the home made cakes, pancakes and slices for passers-by to enjoy.

Well done team!

## Breast Screen Bus Locations

*'Early detection is key, it saves so many lives'*

**BreastScreen NSW actively targets asymptomatic women aged 50 to 74 years for a free screening mammogram every 2 years. However, women over the age of 40 are also eligible to attend the service.**

The BreastScreen bus is visiting these locations:

- **Maclean:** 18 July – 21 August (Centenary Drive)
- **Evans Head:** 22 August – 9 September (Beech Street)



Please note that above dates are subject to change. Screening is available all year round at our fixed sites located at Tweed Heads and Lismore.

Please refer to the BreastScreen website for the most up to date information.



[www.breastscreen.nsw.gov.au](http://www.breastscreen.nsw.gov.au)



NORTHERN

# EXPOSURE

