

Northern exposure



Health
Northern NSW
Local Health District

Newsletter, Issue 2
March 2017



Newly appointed NSW Health Minister Brad Hazzard, pictured right with Member for Tweed Geoff Provest, flew into the Northern NSW Local Health District just six days into his new portfolio to discuss health issues with new interns, pictured.

Tweed gets first visit

NSW Health Minister Brad Hazzard had been in the portfolio just six days when he visited The Tweed Hospital (TTH) on his first visit to a Local Health District since becoming Health Minister.

Minister Hazzard toured TTH and

spoke with hospital staff, visiting medical imaging and the Emergency Department, before meeting with the Medical Staff Council and Union representatives.

While visiting the LHD and touring TTH, the new Byron Central Hospital, and

Lismore Base Hospital, Minister Hazzard also took the opportunity to meet with the new cohort of medical interns working at TTH and LBH as part of the NSW Rural Preferential Recruitment pathway.

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Page 7:
Lismore Mental Health welcomes new graduate nurses.



Page 9:
We interview Dr Michael Douglas, Director of Education at the University Centre for Rural Health

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

Vale Aunty Bertha Kapeen. Aunty Bertha Kapeen was a champion for Aboriginal communities across the North Coast and the high regard in which she was held was evident last week in so many ways by both Aboriginal and non-Aboriginal communities.

The large crowd of people who gathered last week to pay their respects and say goodbye was testimony to how many lives Aunty Bertha Kapeen impacted upon, in the many and varied ways she worked to improve the lives of Aboriginal Communities.

Aunty Bertha Kapeen was a true advocate for her people and her commitment in supporting and counselling the local health services to ensure they provided culturally appropriate health care to Aboriginal communities will be missed.

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NNSW LHD along with North Coast Primary Health Network are holding an Integrated Care Showcase - BETTER TOGETHER this coming Friday 10th March 2017.

Northern NSW Integrated Care is extremely proud of the milestones and achievements being made within our local integrated care strategy and

the impact these are having for our community, our patients and our staff.

The BETTER TOGETHER showcase will be a good opportunity for us to present to you some of this great work and to spread the word of what is on the horizon for integrated care in our area.

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I was reviewing my travel log at the end of February and was surprised at how many kilometres I have driven in just 28 days. It reminded me that we have so many staff who drive on our roads every day to deliver care to communities across the North Coast. To support them in keeping safe on our roads we will be running further driver education programs over the coming months so keep an eye out for the flyers.

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In closing I noted that in this edition of Northern Exposure we pay tributes to Maureen Lane, Manager Planning and Performance and Gay Wiseman, Early Childhood Nurse at Maclean who are both transitioning to retirement.

Both Maureen and Gay have worked in health holding multiple roles each for 47 years!



You just cannot replace that much experience and corporate knowledge overnight and I wish to sincerely thank both Maureen and Gay for dedicating their working lives to helping others. The lives you have touched are countless after a combined 94 year career.

Enjoy your retirements, they are well deserved.

*Wayne Jones
Chief Executive*

From the Board Chair

Werlu Wana: be yourself is the title of a published book written by Aunty Bertha Kapeen who passed away peacefully at Lismore Base Hospital on Saturday 25 February 2017.

Aunty Bertha, who grew up on Cabbage Tree Island and then lived her life in Ballina, is well known to many of us within the Northern NSW Local Health District for her strong advocacy and advice in relation to health services for the Aboriginal Communities over many years, including locally at Ballina Hospital, as a past Chair of the Ngayundi Aboriginal Health Council, and as a former member of the North Coast Area Health Advisory Council.

In relation to Primary Health, Aunty Bertha was also instrumental in providing valuable Cultural Awareness insights to GPs practices within the region and in the establishment of the Bullinah Aboriginal Health Service in Ballina.

Those of you who knew Aunty Bertha will agree with me that she lived up

to her book title Werlu Wana in being herself and in providing frank, considered advice and for calling a spade a spade.

As Board Chair and on behalf of Health Service Boards and Executives past and present I would like to pay tribute to Aunty Bertha and the legacy she leaves behind not just in health but in all facets of the Northern Rivers Community.

Aunty Bertha's legacy is a reminder to all of us of the important role individuals can play in ensuring our communities are being listened to.

Aunty Bertha did this exceptionally well and her role as a cultural advisor within the Bundjalung Nation will be missed.

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I extend the thanks of the Board to all our staff members for providing record volume of services in the year to date and the manner in which those services were delivered to our residents, and the

high numbers of visitors to Northern NSW.

NNSW LHD patient satisfaction survey results attest that NNSW LHD Quality and Safety measures have held up brilliantly.

Negotiations with the Ministry about the Service Agreement for the next year are again focussed on getting a fair share of the money that NSW will spend on healthcare.

The work of our Clinicians and Coders will ensure our activity is fully captured to support these important negotiations in order to demonstrate the need for funding of new initiatives around Better Value Care and to ensure that we get adequate funding to meet the needs of our community.

The Minister is on the record as aiming for equal access for rural people.

*Brian Pezzutti
Board Chair*



Minister Hazzard visits LHD

From Page 1

Minister Hazzard said the \$107 million hospital internship program prepared the health workforce of the future.

"Today's new medical interns will be working enthusiastically and ensuring our community gets the health services it needs," Mr Hazzard said.

While visiting TTH, Minister Hazzard met with members of the NNSW LHD Executive and Board and acknowledged their concerns that the current hospital was

under "a lot of pressure to meet growing demand".

Minister Hazzard told ABC radio that NSW Health was examining a range of options to meet the short and long term demands of the Tweed Valley, including examining the possibility of a new greenfield sited hospital.

Minister Hazzard also visited staff at Byron Central Hospital and toured the new Mental Health Inpatient Unit, prior to heading to Lismore Base Hospital to meet with new medical interns and the LBH Medical Staff Council



Minister Brad Hazzard and Member for Tweed Geoff Provest, front, with TTH's new medical interns.



Minister Brad Hazzard and Member for Lismore Thomas George, centre, with LBH's medical interns and resident medical officers.



Minister Brad Hazzard, left, and Member for Tweed Geoff Provest discuss health provision with TTH ED Registered Nurse Rebecca Welch.



From left, Executive Director Tweed Byron Health Services Group Bernadette Loughnane, NNSW LHD Chief Executive Wayne Jones, NSW Health Minister Brad Hazzard, TTH Imaging Nurse Unit Manager Gary Sills, Member for Tweed Geoff Provest, TTH Manager Imaging Jeff Fisher, and NNSW LHD Board Chair Brian Pezzutti.



ED Staff Specialist Rob Davies, left, discusses BCH's ED with Minister Hazzard and BCH FACEM Blake Eddington.



Truth be told, I love summer. I don't just enjoy summer – I LOVE summer.

I love waking up at 6am to brilliant sunshine in my room.

I love the prickliness of heat on my skin and the coolness of diving into the ocean or a glistening pool.

I love mangoes, 8pm sunsets, and barbecues.

Because of all this, when autumn rolls around each year I feel a tinge of sadness. Kind of like saying farewell to a dear friend.

"So long Summer. It was wonderful seeing you again. I hope to see you soon."

It is this last sentence that gets to me: "I hope to see you soon."

I hope to see summer again, and as a fairly fit, healthy individual I hope this will be the case. Yet I can't be 100 percent certain.

In recent months, the mortality of life has been hammered home. I have lost people very close to me and had other close friends endure life threatening illness.

Cancer has been a recurring theme for many of those I have lost recently and so it came as no surprise to learn during World Cancer Day in February that on the Northern Rivers, about five people an hour are diagnosed with cancer.

At the end of each eight-hour working day, this equates to 40 people a day; 200 people a week. And that's just during business hours!

There are many risk factors associated with cancer, and thankfully also many preventative strategies.

The national screening programs for cervical, breast and bowel cancers have significantly increased the survival rates of these cancers.

Early screening and detection of prostate cancer – which reportedly kills more men than breast cancer kills women each year – has also improved life expectancy.

If there is one clear message: take action today to address cancer!

Lee McDougall
Editor

Early detection is vital

In NSW, someone is diagnosed with cancer, on average, every 13 minutes.

New figures from the Cancer Institute NSW show that in 2016 approximately 2490 people in the Northern NSW Local Health District (NNSW LHD) were diagnosed with cancer and 705 people died from the disease.

World Cancer Day was held on 4 February with the NNSW LHD joining the Cancer Institute NSW to encourage people on the North Coast to make a personal pledge to help change the future of cancer in our region.

"Under the campaign theme 'We Can. I Can.' World Cancer Day offers an opportunity to reflect on how we can lessen the impact of cancer on our community and in our own lives," Chief Executive, NNSW LHD, Wayne Jones, says.

"One third of cancers in Australia can



be attributed to lifestyle factors including smoking, UV exposure, alcohol intake, diet and physical activity.

"By taking action to quit smoking, protect your skin, reduce alcohol, eat well and exercise, a person can reduce their risk of developing cancer."

While cancer prevention is important, so is keeping up with cancer screening, because we know that early detection of cancer can increase the chances of survival.

"People can detect cancers early by participating in the relevant screening programs for them, including the national screening programs for cervical, breast and bowel cancers," Chief Cancer Officer, NSW and CEO of the Cancer Institute NSW, Professor David Currow, says.

For more information on treatment visit www.cancerinstitute.org.au.

2017
MULTICULTURAL
HEALTH COMMUNICATION
AWARDS

NOMINATIONS ARE NOW OPEN!

For guidelines on how to apply, visit:
<http://www.mhcs.health.nsw.gov.au/services/award/multicultural-health-communication-awards>

Byron Hospital receives boost

Members of the Byron Bay Hospital Auxiliary (BBHA) are not what immediately comes to mind when you think 'life savers', yet the auxiliary's recent fundraising efforts have resulted in new lifesaving equipment for Byron Central Hospital (BCH).

The Lucas 2 cardiac compression device is a state-of-the art machine costing \$20,000 which the BBHA recently purchased for the BCH Emergency Department (ED).

"The Lucas 2 performs mechanical chest compressions on a patient in cardiac arrest, allowing the nurses and doctors to focus on restarting the heart and saving the patient's life," Dr



Members of the BBHA examine the new AirSep Mobile Oxygen Concentrator now available in Community Health.

Blake Eddington, Emergency Physician, said.

Children attending the ED will also benefit from a new interactive play centre to make their experience more positive.

The BBHA funded the installation of the projector which turns an ordinary floor into an interactive games surface with soccer, memory, and car

racing games just some examples of things which can brighten kids' hospital experience.

The auxiliary has also purchased eight new observation machines which monitor patients' vital signs including blood pressure, oxygen saturation and heart rate.

"The Auxiliary's donation of eight new machines means that every room in the inpatient unit now has its own monitor, which saves time and allows us to assess a patient without leaving the bedside," Keryn York, Nursing Manager of BCH, said.

This year will see the total funds contributed by the BBHA over the past 10 years reach \$500,000.



BBHA UHA members have fun with the new Interactive children's play area now installed in the ED reception.

Funding for Jarjums

Bulgarr Ngaru Medical Aboriginal Corporation will receive funding under the new Federal Government's Primary Health Care and New Directions: Mothers and Babies Service.

Federal Minister for Indigenous Health, Ken Wyatt, announced new funding of \$27 million for child and maternal health programs and primary health care to help keep Aboriginal and Torres Strait Islander children healthy and ready to learn when they start school.

Mr Wyatt said services would include:

- comprehensive primary health care;
- antenatal and postnatal care;
- information about baby care;

- assistance with breastfeeding;
- nutrition and parenting;
- monitoring developmental milestones;
- immunisation status and infections; and
- health checks and referrals for treatment for Indigenous children before starting school.

"These targeted grants will help improve the health and life expectancy, as well as early childhood health and development, of Aboriginal and Torres Strait Islander people through better access to effective and high-quality health services," Mr Wyatt said.

The health providers will be delivering services in culturally-appropriate ways.

Stepping On free falls prevention

'Stepping On' is a free, exciting and friendly community program for people aged 65 years and over. 'Stepping On' helps to build knowledge, strength and confidence, and to prevent falls so you can stay active and independent.

"Stepping On is a free seven-week program that combines gentle strength and balance exercises with educational sessions," explained Jillian Adams, Health Promotion Manager from Northern NSW Local Health District.

Stepping On programs are commencing in Byron Bay and Ocean Shores soon. Those interested in attending please call the Stepping On Coordinator on 6620 2553 to register or find out more.

New location for Lismore UHA

Lismore Base Hospital Auxiliary has opened a revamped shop-front in a prominent position in the foyer of Lismore Base Hospital (LBH).

Auxiliary members have welcomed the move, saying the new location has brought increased public awareness and positive feedback from the general public and hospital staff.

"This spot gives us a higher public profile, because not everyone was aware of it in the old location," LBH Auxiliary President Diane Miller says.

The store had previously been located inside the foyer of the Level 4 café.

"When the public supports the gift shop, that supports our fundraising efforts and we have more opportunities to supply equipment for the benefit of hospital patients," Mrs Miller says.



LBH Auxiliary members Judy, left, and Pauline are all smiles with the new location of the UHA shop.

New personalised menu system proving popular

Meal time at Byron Central Hospital (BCH) has never been tastier, thanks to a new menu system and personalised ordering service.

Under the new My Food Choice system introduced late last year, each patient is provided with a pictorial menu and is invited to order their meal from Food Service staff two hours prior to meal time. Staff enter the order on a mobile device which then transmits it to the kitchen for preparation.

BCH is among the first hospitals in the State to receive the new ordering system.

"This new system places the patient at the heart of our meal service," Wayne Jones, Chief Executive of Northern NSW Local Health District, said.

"BCH is one of the first in the state to take this innovative approach, and patients are already enjoying the new meals. Our patients are receiving better service, and we are actively supporting them to achieve better nutrition outcomes."

Patients at BCH have praised the new



system, with some saying the meals taste so good they'd like to take them home.

Dishes on the menu include salmon fillet, butter chicken and beef rendang, as well as old favourites such as roast lamb and chicken parmigiana.

Patients can also choose between seven different daily soup options, fresh salads and sandwiches. There is also a complete vegetarian menu with 10 different selections available.

My Food Choice will be introduced in all NSW public hospitals by late 2019.

Jingi Wallah Hola Kamusta Merhaba

Nominations for the 2017 Multicultural Health Communication Awards are now open.

Held every two years, the awards recognise staff from health organisations and NGOs involved the production of multilingual health resources.

The awards are administered by the NSW Multicultural Health Communication Service and judged by a panel of health, publications and media experts.

If you have resources published between 1st January 2015 and 31st December 2016 you may be eligible.

Applications close on 2 June 2017. Visit the link below or via the NNSW LHD facebook page for guidelines on how to apply, <http://www.mhcs.health.nsw.gov.au/services/award/multicultural-health-communication-awards>

New nurses for Mental Health

Lismore has five new Mental Health nurses following the recent graduation of participants in the Transition to Mental Health Nursing Program (TMHNP).

The Network Manager for the Northern NSW Local Health District's (NNSW LHD) Richmond/Clarence Mental Health Services, Warren Shaw, said the TMHNP had been running in Lismore since 2012.

"During this period, 22 Registered Nurses have taken part in the 12-month program which aims to introduce nursing staff to the specific skill set required to work within Mental Health," Mr Shaw said.

The TMHNP employs two first year Registered Nurses (RNs) and three second year RNs each year.

These five staff, pictured right with MH staff, shared clinical rotations in the Child and Adolescent Inpatient Unit (CAIPU), the Acute Care Service (ACS), and the Lismore Adult Mental Health Unit (LAMHU).



Above, Warren Shaw with Fonthong and, at left, with Susan Law Memorial Winner Casey.



Warren Shaw with Ashlie.

Warren Shaw with Leya.

Warren Shaw with Erin.

Mental health new initiative

The Commonwealth Government has given Primary Health Networks the responsibility to help local communities design solutions to improve mental health, understanding that all communities have different strengths and different needs.

The North Coast Primary Health Network (NCPHN) held a workshop in Ballina on 1 March aimed at bringing together all communities in Northern NSW (Tweed Heads to Grafton) to design local mental health services.

Recent community workshops in Grafton, Lismore and Ocean Shores identified the service priorities of follow-up after a suicide attempt and early intervention for anxiety and depression.

The workshop reached agreement on who should provide services locally and an idea for the funding model.

For further information contact the NCPHN on 6659 1800.

New flexible Aged Care

Thousands of Australians will benefit from an innovative new form of flexible aged care that will help older people remain in their own homes for longer after injury or illness.

The Federal Minister for Aged Care, Ken Wyatt AM, MP, has announced 475 Short-Term Restorative Care places with an estimated total expenditure of up to \$34.7 million a year.

The new places are part of the 2016-17 Aged Care Approvals Round (ACAR).

"The new short-term restorative care places aim to help people, who are experiencing illness or who have suffered an injury, from prematurely entering residential aged care," Mr Wyatt said.

"It will help older people to manage daily tasks, maintain their independence and stay in their homes for as long as possible."

Mr Wyatt said 400 of the Short-Term Restorative Care places would be available in 2016-17, with the remaining 75 places to be available in 2017-18.

Work commences on Bonalbo MPS



The piling work has now been completed with the next stage of foundations work about to commence.

The NSW Government is investing \$300 million in the Multipurpose Service (MPS) program across the State.

The MPS program provides improved access to health and aged care services in rural and remote areas across the State.

MPS facilities tailor healthcare needs for local communities, integrating health, aged care, emergency and urgent care services to provide flexible health care for local needs.

Within the Northern NSW Local Health District, the MPS project at Bonalbo will see the replacement of the existing hospital and Community Health Building with a Multipurpose Service.

The Bonalbo MPS is proposed to include:

- 24-hour access to first aid and urgent care in an emergency treatment room
- 4 inpatient beds
- 15 residential aged care beds
- outpatient consultation room
- Allied Health and Community services
- new staff accommodation.



Bonalbo MPS Change Manager Julie Cadet.

Construction of the new Bonalbo MPS has commenced following completion of the contracted Early Works in January. Early works activities undertaken by building contractors Decmil include:

- demolition of the old Community Health building and surrounding structures and removal of trees
- site excavation
- services diversions
- Bulk earthworks and building platform works have been completed
- structural piling work is completed.

The first major milestone in the construction will be the pouring of the concrete floor for the new building, which is anticipated to occur mid May 2017.

Interview with Michael Douglas

This month Northern Exposure caught up with Dr Michael Douglas, Director of Education at the University Centre for Rural Health (UCRH) in Lismore. As well as his education role, Dr Douglas also works within the NNSW LHD as an emergency physician and a sexual assault physician, leads a local refugee support group, and continues to work towards improvements in remote health both in Australia and internationally.

"My interest was always, right from a young kid, to do medicine," says Michael.

Coming from working class roots in Balmain, Michael knew early on that he wanted to practice medicine in developing countries.

Michael's medical training wasn't structured into the same formal programs that exist today. He started as an intern in Canberra in 1984, followed by a resident year in Lismore, then back to Sydney for paediatrics.

He completed obstetrics training at Lismore Base Hospital (LBH) and in 1988 found himself running the then two-room Emergency Department, and at the same time building a mud-brick house at Nashua.

In 1989 Michael travelled to Papua New Guinea (PNG) for his first overseas posting, accompanied by his wife Jayne, who had completed her nursing training in Lismore, and their then two young children.

Supported by aid agency, Save the Children, and volunteer agency PALMS, Michael worked with the PNG government as a medical officer in a remote area of Milne Bay province.

He was the sole doctor serving 15 health centres and 60,000 – 80,000 people on a number of islands. There were no roads, no infrastructure, and communication was by two-way radio only.

"I'd move through those islands by dugout canoe or dinghy, or hitch a ride on a small inboard diesel boat for the longer trips," Michael says.

"While on land, it would take me two weeks to walk around and I'd do clinics as I went, then go onto the next island. It was delightful."

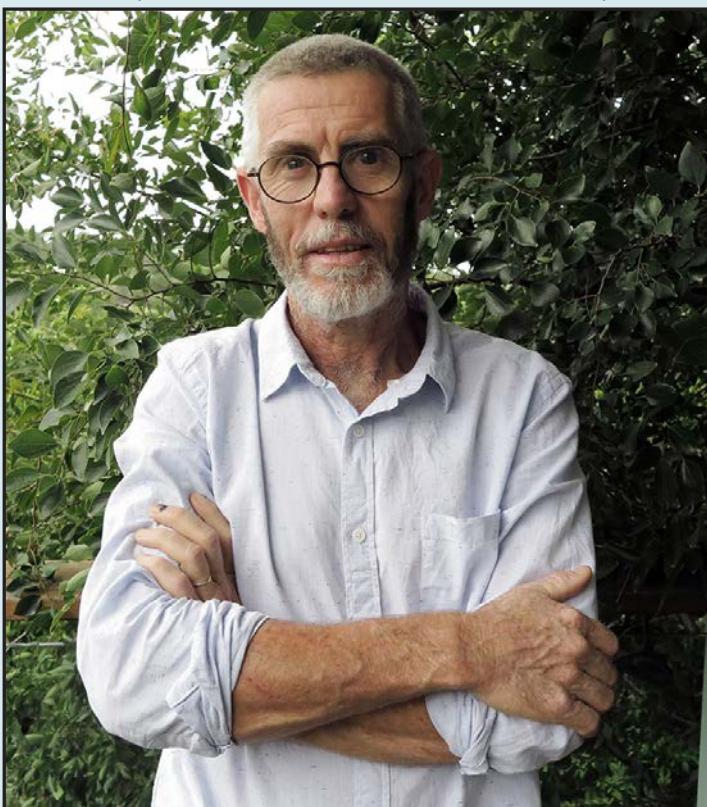
From this foundation, Michael began his transition

into public health. "Given there was no communication capacity when I was away from a health centre, what I could do best was assist local health workers to identify what it was that they were dealing with commonly," Michael says.

His aim was to teach the local health workers to identify common conditions such as malaria or pneumonia in

Michael witnessed profound community issues in the isolated town which again prompted him to take a step back and reassess his approach. He completed a Masters in Public Health, which led to the appointment as head of Public Health for Western NSW, based in Dubbo.

This challenging role covered about half of the state, yet



children, and ensure they had the skills and medication to manage them.

With their fourth child on the way, Michael moved his family back to Australia, to the small Kimberley town of Halls Creek, where they stayed for four years working for desert communities as well as the medical needs of the townspeople.

"It was extremely rewarding clinically; challenging from a lifestyle perspective; but very gratifying work. To look back on my career, that was the most rewarding post," says Michael.

Michael continued to oversee child and maternal health programs for the then Australian Agency for International Development, AusAid, in PNG, Indonesia and Laos.

After 12 years away, Michael and Jayne moved back to their home in the Northern Rivers, with their family of now seven children.

Michael continued to focus on international work, particularly in the Asia-Pacific, yet kept up a small amount of clinical work at hospitals in NNSW LHD, which he still continues today.

Since 2012, while supporting the Jullums Aboriginal Medical Service in Lismore with a general practice clinic, and continuing a small amount of work in PNG and the Pacific, Michael's primary role has been as Director of Education at the University Centre for Rural Health (UCRH).

"My agenda hasn't changed in many ways," Michael says.

"I feel very passionate that these young students gain an insight and an understanding of their potential contribution to rural and remote circumstances."

Michael is shocked at the lack of progress in remote healthcare in recent decades, and says that despite the significant efforts and services that have been provided, the health of remote populations, in both Australian and international settings, remains appalling.

"A lot of people still do it very tough, including our own Aboriginal community," he says.

In addition to clinical and teaching work, Michael is also the President of Sanctuary Northern Rivers, a refugee support group which he started in 2003 which assists refugees to settle in the local region and elsewhere in Australia.

In his spare time Michael runs up to 100 kilometres a week, and has just completed a Masters in Creative Writing.

Michael is heartened by the quality of Australia's health system, but he remains committed to ensuring everyone has equal access to services.

"To ensure that all clinicians have an ethos to serve the needs of all people, not just focus on the needs of those who already have privilege and can afford it, that's the challenge for us," Michael says.

Diabetes rates show women at higher risk

According to data from the National (insulin-treated) Diabetes Register (NDR), in 2015 there were 28,775 people who began using insulin to treat their diabetes in Australia. Of this number, 63 per cent had type 2 diabetes, 26 per cent had gestational diabetes, 9 per cent had type 1 diabetes and 2 per cent had other forms of diabetes or their diabetes status was unknown.

In both type 1 and 2 diabetes, the incidence rate was higher in females than males.

Almost all (92 per cent) of new cases of insulin-treated type 2 diabetes occurred in those aged 40 and over, with the highest incidence of new cases in people aged 75–79 (255 per 100,000 population).

Incidence rates were almost three times as high among Aboriginal and Torres Strait Islander people than among non-Indigenous Australians — 114 cases per 100,000 for Indigenous Australians compared with 42 cases per 100,000 for non-Indigenous Australians.

Walk to health

An extra 40-minute stroll every day correlates to fewer days in hospital for older Australians, new research released this month indicates.

Researchers at the Centre for Clinical Epidemiology and Biostatistics at the University of Newcastle have found that for people aged over 55 years, increasing the number of daily steps from 4500 to 8800 is linked to one less day in hospital every three years.

More than 2100 participants aged over 55 wore pedometers for one week at some point between 2005 and 2007. Their hospital records were analysed for eight years on average from March 2015.

For every increase of 1000 daily steps, the estimated overall number of hospital bed-days a year dropped by 9 per cent.



From left, Kim McGowan, Network Manager Tweed Byron Mental Health and Lauren Maguire, Nurse Unit Manager Kurrajong Tweed Mental Health Unit with Tweed Heads South Rotary Club Past Presidents, Tony Bryan, Valerie Haywood and Wendy Scarlett (seated) testing out the new therapy chairs.

Tweed donation a sitter

Patients at the Kurrajong - Tweed Mental Health Unit are now able to rest easier thanks to a generous donation by a local Rotary Club.

The Tweed Heads South Rotary Club recently purchased two therapy chairs for the unit, which are already being used to help patients unwind during their stay.

"Therapy chairs are a great resource for the patients of the mental health unit who will benefit from a space to be able to relax, ease tensions and help calm the mind," Kim McGowan, Network Manager, Tweed Byron Mental Health, says.

The Rotary Club of Tweed Heads South has been a long-time supporter of the Tweed community, and is particularly focused on providing support in the areas of mental health programs and research.

"When the opportunity presented for us to assist with purchasing these chairs for the mental health unit in Tweed Heads we thought it was a great way to help a much needed service in our community. It was a meaningful way that we could help improve the well-being of patients during their stay," Rotary Past District Governor, Wendy Scarlett, said.

Like us on Facebook

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.

Check our page out today!



This is the first bi-monthly update on eHealth developments that will now regularly appear in Northern Exposure.

The last couple of years has seen NSW LHD implement foundation systems such as eMR2 (Inpatient records), CHOC (Community Health), and upgrading data networks.

In this regular bi-monthly column, you will see that there's now an emphasis on improving safety and integrating care.

There's an email address provided for each initiative if you would like further information.



In February all NSW LHD user accounts were given access to **Skype-for-Business**. This program is useful for sharing desktops or documents in virtual meetings and can also be used for desktop videoconferencing or telehealth – as used by the NSW Health Award-winning Early diagnosis of dementia – Memory assessment program. (skypesupport.nsw@ncahs.health.nsw.gov.au)



The **Orion Shared Care Planning Tool** will go-live in March. This will

enable local GPs to create an electronic care plan and share it with clinicians and services that the GP invites to be in the patient's care team.

Those clinicians will then be able to add to the care plan, and securely communicate with each other.

- For further information email Timothy.Marsh@ncahs.health.nsw.gov.au.



Between the Flags enhancements will be introduced into the Cerner eMR during mid May. Enhancements include improved viewing of observations and trending graphs; redesigned pop-up alerts; and a redesigned Alerted Calling Criteria/Vary Frequency of Observations form.

- For further information email mary.mackenzie2@ncahs.health.nsw.gov.au.

Single document scanning will go-live on 4 April at The Tweed Hospital (TTH) Emergency Department.

The ED will start by scanning into FirstNet external referral documents such as GP Letters.

Transparency of external documents within FirstNet will help the ED assessment process.

The scanned letters will also be available to be viewed across the existing Cerner eMR.

- For further information email Wendy.Roulston@ncahs.health.nsw.gov.au.



In late 2018 the **Cerner Electronic Medication Management (eMeds)** system will be implemented across inpatient services, including emergency departments at TTH and Lismore Base Hospital.

eMeds will replace the current paper National Inpatient Medication Chart and will be embedded into the Cerner eMR already in use in the organisation.

- For further information email Wendy.Roulston@ncahs.health.nsw.gov.au.

Gay farewells Maclean Hospital

After 47 years in health, Gay Wiseman has decided to call it a day.

Gay commenced her training as a Registered Nurse in 1970 at Lismore Base Hospital, aged just 16.

After marrying her husband David, the couple moved to Sydney where she completed her midwifery at Bankstown Hospital, Lewisham in 1974 and Tresillian at Petersham Hospital in 1976.

Returning to the Lower Clarence, Gay commenced work at Maclean District Hospital as a generalist RN working the wards and Maternity until the unit closed in 1986, and having her two sons.

At this time, Gay decided to apply for, and was appointed to, a position at Maclean Community Health as a Generalist Community Nurse.

In 1992 Gay was appointed permanently to the position of Maclean Early Childhood Nurse.

"I have held this full-time position through many name changes until now, as a Child & Family Health Nurse, I have



Gay Wiseman - then and now - 47 years of nursing.

decided to retire," Gay said.

"In the last 26 years of Child & Family Nursing I have witnessed many changes. The text book on raising children has

been written and re-written many times over.

"I have had the privilege to work with many wonderful colleagues, friends and special local doctors.

"I have always considered my role as part of a team and there have been many wonderful memories throughout my working life which have encompassed working with many people, which I will treasure always."

Gay says she has had the pleasure of seeing babies she delivered at Maclean in the 1980's return as parents of their own children.

"For me they have all grown up so quickly," Gay said.

"I have been privileged to be part of this wonderful Lower Clarence community and many families lives.

"Thanks for putting up with me, my diary is not yet cluttered but family, travel and the community is possibly the way of the future."

The last word ...



Mental Health nurses win State-wide award

Lismore Mental Health Registered Nurses Brent Hall and Tim Dilli were recently recognised at the state-wide Productive Ward Awards for their 18-month quality improvement initiative at Kamala - Child and Adolescent Mental Health Unit in Lismore.

These awards honour patient-centred, clinician-lead projects which improve effectiveness, safety and reliability of care and service delivery, with the focus on embedding quality

Pictured, from left, Award recipients Brent Hall, and Tim Dilli, with Warren Shaw, Network Manager, Richmond Clarence Mental Health Services.

improvement into daily ward business.

The Best Application of Lean Methodology Award was also presented to the staff of the Kamala - Child and Adolescent unit.

The "lean methodology" approach aims to reduce activities that don't add value in order to improve quality, cost-effectiveness and delivery of services.

Both patients and staff have already benefited from the changes implemented as a result of this project.

Farewell Maureen

After a 47 year career in Health, Maureen Lane, Manager, Planning and Performance, NNSW LHD, pictured, has decided it is time to put up her feet.

Maureen has been in her current role since 2005, and seen many changes throughout her career in health. Staff gathered recently to hold a farewell morning tea for Maureen and wish her well in her retirement.



Rebecca awarded for service to the SES

Riverlands Drug and Alcohol Services Registered Nurse, Rebecca Want, pictured, was recently awarded the National Medal by the State Emergency Service (SES).

This award recognises a person who puts themselves at risk in their service to the community or in the course of enforcing the law to protect persons or property.

Rebecca joined the Kyogle SES in 2001 to help the community, learn new skills, and pass those skills onto

others. She loves volunteering in an exciting and rewarding role, and says the lifelong friendships with other members makes her work all the more enjoyable.

Rebecca transferred to the Ballina Unit in 2009, where she is currently the Training Coordinator. During her years with the SES, Rebecca has also received an SES Commissioner Unit Citation for High Level of Service during many severe weather events that affect this area.

