

# Northern exposure

Newsletter, Issue 6  
August 2016

## Quality Award winners



From left, Northern NSW Local Health District Board Chair Dr Brian Pezzutti presents the 2016 Quality Awards Overall Winner trophy to Susan Howlan, Mim Weber and Leo Beveridge.

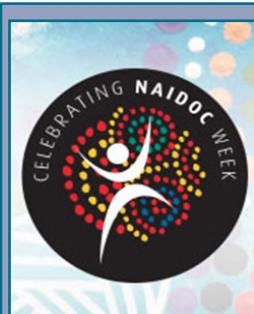
The 2016 Northern NSW Local Health District (NNSW LHD) Quality Awards were held at a special evening event at Yamba last month with a mental health project being named the overall winner.

Nothing About Us Without Us – Walking the Talk, The Mental Health Forum project was the winner of the Patients as Partners Category.

The project recognised the importance of a collaborative approach to mental health, bringing together people with a lived experience, community carers, clinicians and Board members in order to achieve better outcomes for people with mental illness.

NNSW LHD Board Chair Dr Brian Pezzutti said it was a remarkable example of taking "the ward to the Board" to determine policy and direction.

*For photos from the night and a full list of winners, go to Page 3.*



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Richmond  
Network  
celebrates  
Naidoc Week



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We interview  
Nancy Martin,  
EO/DON  
Kyogle, Nimbin  
Urbenville  
MPS



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I sadly start my update with the sombre news that failings in the system to correctly validate medical gas installation at a Sydney Metropolitan Hospital has resulted in the death of one newborn child and another remains critically unwell.

This tragic event has triggered the need to re-check every medical gas outlet installed across NNSW LHD over the last five years. This has been a significant task and I thank Glen Gibbs, Geoff Simkus, Martin Delahunty, Adrian Dudgeon, Paul Farmer, Robert Goswell, and Eric Venn who selflessly gave up their weekend to undertake the arduous checking program to ensure the accuracy of our medical gas supply.

The very sad events in Sydney have illustrated that no system is infallible and the often thankless task of compliance checking by our Biomedical Engineering staff and Physical Resources staff plays an essential role in delivering safe and effective health care to our communities.



I had the absolute pleasure of attending the NNSW LHD Quality Awards recently and was "blown away" at the diversity, depth, and value of research and innovation that is being undertaken across the LHD.

The partnership with consumers and community in a number of the programs emphasises the value of exploring challenges together to develop a shared and effective solution.

As Chief Executive I felt a sense of pride in the commitment, hard work and dedication to improving health care services that was on show from those presenting their innovation and research. A big thank you to Pam Mitchell and Alison Renwick for their hard work in organising what was a great night. The Executive are already discussing plans for next year's Quality Awards ceremony.



I recently attended a forum entitled "A Respectful Culture in Medicine" which included an inspirational presentation from Elizabeth Broderick, former Australian Sex Discrimination Commissioner. Ms Broderick spoke of the need for courageous leadership to confront professional, cultural, and gender inequality across the system, emphasising that bullying, harassment, and sexual discrimination are unacceptable behaviours and that we all need to take action to eradicate



these practices. As an LHD, we will be expanding our programs to confront

these types of behaviours and to support staff who are subject to the inappropriate behaviour of a minority.



Winter is now well upon us and we are experiencing a significant increase in presentations to our hospitals and the subsequent patient-flow challenges this time of year brings. Whilst I continue to thank all our clinicians during these peak activity periods, I wish to also say a big thank you to all our support staff including the cleaning staff, hotel services, wardsmen/women, security staff and of course administrative staff who also work so hard to ensure the patients/visitor experience during their time in our care is as positive and supportive as possible.

*Wayne Jones  
Chief Executive*

## From the Board Chair

On the 27 August 2016 I attended the NNSW LHD Quality Awards held in Yamba which provided both a celebration and recognition for the innovative and exceptional work undertaken by staff across Clinical and Corporate roles.

I was particularly pleased that many of the projects this year included the involvement of the community and community representatives.

It was also pleasing that a number of the community members involved in these projects attended the awards and took part in the project presentations.

I am a big believer that involving our community in everything we do will enhance the services that we provide to the community.

I was particularly delighted to award the major prize to "Nothing about Us Without Us -



Walking the Talk, Mental Health Forum."

The project recognised the importance of People with a Lived Experience, Community Carers, Clinicians and Board members working together to achieve better outcomes for people with mental illness.

The work of the Mental Health Forum is leading the LHD towards a more patient-focused and community-involved direction of caring that will surely improve

outcomes and clinician engagement.

A great night was shared with many clinicians, management and support staff and community members alike and I congratulate all projects and winners.

I am also aware that this month NSW Health Consumers conducted well-attended training for NNSW LHD community members in Ballina and at Tweed Heads.

I would like take this opportunity to encourage more Staff to think about how they can involve community members across all services and facilities within the NNSW LHD. Patient, Carer, Health Consumer and Community Engagement is everyone's responsibility and the success of the Mental Health Forum should be an exemplar to follow.

*Brian Pezzuti  
Board Chair*

# 2016 Quality Awards winners

This year, each of the Quality Awards categories was judged by a panel of three judges.

Not all categories had a runner up.

## Corporate Practice Improvement category:

Winner - Improved Selection Process for Clinical Nursing Staff

## Collaborative Team category:

Winner - Early Recognition of Dementia - Memory Assessment Program.

## Patients as Partners category:

Winner - Nothing About Us Without Us - Walking the Talk Mental Health Forum.

## Local Solutions

### category:

Winner - Child At Risk Electronic Medical Record File Flagging.

### Preventative Health category:

Winner - Smother Transition to Smoke Free Outdoor Dining.

### Clinical Practice Improvement category:

Winner - A Paradigm Shift in Caring for the Confused Older Person.

Runner-up - MPS Network & Bonalbo Sepsis Success.

### ACI Innovation Award:

Winner - Early Recognition of Dementia - Memory Assessment Program.

Runner-up - Containing the Cough.



**Above, Kirsty Fowler, left, and Annemarie O'Rouke with Paul Schofield, Grafton Base Hospital Director of Nursing. Below centre, Vahid Saberi and Sharon White, right, from North Coast Primary Health Network (NCPHN) present Jillian Adams, Manager Health Promotion, with the trophy.**



**Above, from left, Sharon White (NCPHN), Karen Jefferies, Nicole Ashby, Rosa Flaherty, and Vahid Saberi (NCPHN).**



**Below right, Paul Willma (CERNER NSW) and Vicki Wale.**



**Above, from left, Anne Moehead, Paul Willma from CERNER NSW, and Alison Wallis.**

**Below, from left, Annemarie O'Rouke, Liz Flack, and Kirsty Fowler.**



## Busy month for staff

July was a busy month for the Health District with lots of 'happenings' going on.

While winter typically signifies the start of the Health District's 'busy season' for Emergency presentations and admissions, this Edition of Northern Exposure has captured some of the more diverse activities that have occurred during the past month that help bring balance to our staff's lives.

From the broad National activities of NAIDOC Week to the very localised activities of Grafton Base Hospital's arts and craft Expo, each event highlights the dedication, enthusiasm, and passion found within our workforce.

This dedication is perhaps showcased in the annual Quality Awards. This was my second year attending the NNSW LHD Quality Awards, and again I was impressed by

the diversity of the projects.

What I felt was remarkable at this year's Quality Awards was the number of projects that involved high levels of community collaboration.

At the Awards ceremony, Board Chair Dr Brian Pezzutti commented that community collaboration was about taking issues from "the ward to the Board".

While it was a catchy phrase, it embodied very succinctly what had occurred in several of the projects that were named as finalists.

In several instances, the community had identified an issue or area of need, and then sought help from the appropriate staff members to elicit change.

The concept of patient or person-centred care is not new, and while many clinicians actively promote the concept of the patient being the expert



in their care, to hear project after project at the Quality Awards discuss this very concept — and to win awards because of it — was very heartening.

Congratulations to all who participated in this year's Quality Awards — whether as an entrant, finalist, or winner.

**Lee McDougall**  
Acting Editor

## Contributions

*Northern Exposure* is an excellent tool for promoting and sharing your project, celebration, initiative, success or event.

This publication is distributed to more than 6600 staff in NNSW LHD and many of our stakeholders.

To submit your story for consideration, please send clear photos with captions and about 200 words describing the story to [lee.mcdougall2@ncahs.health.nsw.gov.au](mailto:lee.mcdougall2@ncahs.health.nsw.gov.au). Photos and dot points with all the information are most welcome. For inquiries phone 6620 2141.

Publication is at the discretion of the Editor and Chief Executive. Items may be edited for length, style and quality.

## Sharon Cook - Quiet Achiever

Name: Sharon Cook

Position: Co-ordinator

Location/Site: Box Ridge Community Centre

Nominated By: Leanne Friis, Manager Child and Family Health

Box Ridge is a small Aboriginal Community outside Coraki, in the Richmond network.

Sharon has been employed by Health in a variety of roles since 1990.

Her previous roles include Project Officer positions with Population Health, Planning and Performance and Aboriginal Health Education Officer positions.

Sharon has been working in the Co-ordinator role at Box Ridge for the last seven years, since the centre opened in 2009.

Sharon's role sits within Community and Allied Health, Richmond Network. The Box Ridge Community Centre



was built with the support of funding by NSW Health and is owned by the Bogal Land Council.

Sharon's role is to coordinate services into the centre to support and promote the health and wellbeing of the Box Ridge Community.

Sharon works tirelessly to facilitate

a wide variety of health and broader wellbeing programs to be delivered to the people at Box Ridge.

Current health programs include clinics delivered at the centre by the Bulgarr Ngaru Medical Centre, Outreach Clinics by Richmond Community Health (including Podiatry and Women's Health), Solid Mob - Quit Smoking and the Diabetes Complications Assessment Clinic.

Sharon has also facilitated programs to be delivered by Centrelink, Probation and Parole, Legal Aid, Mid Richmond Neighbourhood Centre and a wide variety of other programs to assist the Aboriginal community of Box Ridge and Coraki.

Sharon produces a monthly newsletter to keep the community informed of the upcoming clinics and service visits and her work is greatly appreciated by the service providers, and particularly by the community at Box Ridge.

# Naidoc Week 2016 3-10 July

Northern NSW Local Health District (NNSW LHD) staff celebrated Naidoc Week across this region last month, with the theme this year being 'Songlines: The living

narrative of our nation', reflecting the link to the Dreamtime tracks, or 'Songlines', which record the travels of ancestral spirits who 'sung' the land into life.



**Above, staff from Goonellabah Child and Family Health Service, from left, Linda Casuarina, Michelle Davis and Karen Elphick.**

**Top right, NNSW LHD Manager Aboriginal Health Jennifer Smith, left, with Health Promotion Tobacco Cessation Team members Laurel Rogers, centre, and Denise Hughes.**

**Middle right, StEPS screeners Suzanne Wright, left, and Genevieve Dayman.**

**Below right, Aboriginal Immunisation Program members, from left, Leanne Miles, Marianne Trent and Liz Lewis.**

**Below, Goonellabah Public Dental Clinic staff Wendy Green, left, and Joyce Pittaway.**



## HETI module targets hep B & C stigma

World Hepatitis Day (WHD) is held every year on July 28 to increase the global profile of hepatitis.

WHD is one of only eight designated health days endorsed by the World Health Organization as mandated by the World Health Assembly.

The NSW Hepatitis B Strategy 2014-2020 and NSW Hepatitis C Strategy 2014-2020 outline key areas of focus to reduce hepatitis B and hepatitis C infections in NSW and improve the health outcomes of people living with these diseases.

This year, the WHD theme was Elimination.

The Director Public Health for North Coast Public Health, Paul Corben, said health workers could make a contribution to World Hepatitis Day by completing the 45 minute HETI eLearning module 'Stigma, Discrimination and Injecting Drug Use'.

"People who inject drugs experience stigma and discrimination within healthcare settings," Mr Corben said.

"To reduce this barrier to accessing health services, the Ministry of Health worked with the Australian Injecting and Illicit Drug Users League (AIVL) and the NSW Users and AIDS Association (NUAA) to produce, with HETI, the learning module. This identifies personal strategies that you can implement to reduce the stigma and discrimination experienced by people who inject drugs."

The module can be accessed at HETI online: <https://hetionline.cit.health.nsw.gov.au/> (search for 'stigma').

# Work starts in Coraki

The sun shone down on residents of Coraki as they assembled recently to witness the first ceremonial step towards the development of the Coraki Campbell HealthOne facility.

Clarence MP Chris Gulaptis was joined by community members Paula Starkey, George Thompson, and Claire Hetherington to officially turn the first sod on the new \$4 million facility.

The Coraki Campbell HealthOne will be built at the rear of the Campbell Hospital, which closed in 2011 due to significant storm damage.

The HealthOne facility will provide general practice, community and allied health, an Aboriginal Medical Service, mental health, drug and alcohol services and visiting specialist services.

Mr Gulaptis said the official sod turning marked the end of two years of community engagement



**From left, Member for Clarence Chris Gulaptis, Claire Hetherington, Paula Starkey, NNSW LHD Chief Executive Wayne Jones, George Thompson.**

and consultation to ensure the health needs of the community were met moving into the future.

"The Coraki Campbell HealthOne will deliver services that have been

identified as needed by the community," Mr Gulaptis said.

The new HealthOne facility will be built by Woollam Constructions, and is expected to be completed in early 2017.

## Giant brain a focal point

A giant, inflatable, walk-through brain was for many the highlight of the two-day Aged Care Symposium held in Ballina in July.

The symposium, now in its fourth year, focussed on the broad theme: The Forgotten Issues of Dementia - Emerging Insights and Developments.

Symposium co-ordinator and NNSW LHD Nurse Practitioner Psychogeriatrics, Anne Moehead, said the guest speaker line-up was impressive provided a broad understanding of the challenges faced by people living with dementia.

"There were more than a dozen guest presenters over the two days covering topics



**Aged Care Symposium co-ordinator Anne Moehead, right, with 'brain' tour guide Clare Drew, CNC Aged Care Dementia Delirium at Westmead Hospital.**

from caring for someone with a cognitive impairment to the introduction of social robots for people with

dementia to the delicate topic of sexuality and dementia," Ms Moehead said.

# Interview with Nancy Martin

This month Northern Exposure sat down with Nancy Martin, Executive Officer/Director of Nursing (EO/DON) of Kyogle, Urbenville, Nimbin and, the soon to be constructed Bonalbo, Multi-Purpose Services (MPSs). Nancy spoke with Lee McDougall about her career spanning three decades and as many continents.

Nancy Martin is in charge of four MPSs located at the western edge of the Northern NSW Local Health District.

If Nancy were to commence her day at one MPS and travel around to the other three centres, she would cover just over 240kms and it would take almost four hours of driving – in some of the most remote and beautiful countryside found in the NNSW LHD.

Thankfully, Nancy structures her workflow so that she is not required to visit all four health facilities in the one day. However, the thought of travelling such a vast distance in no way concerns the former Adelaide resident who has travelled the globe many times.

"I completed my general nurse training at the Queen Elizabeth Hospital, Adelaide in 1988, and as soon as I had completed my training I went straight overseas and worked for an agency in London," Nancy said.

"I then managed to get a job in Italy taking care of a former government Minister's grandson. It was quite funny as I actually had no experience with babies, but because I was a nurse they assumed I would know what to do so they handed me over a six week old baby and I remained with that family for about 18 months."

From Italy, Nancy went to Spain to work in a medical GP clinic providing general nursing services – and attempting to answer the phone in very broken Spanish.

"I spoke atrocious Spanish and about the most I could do was book an appointment," Nancy says now with a laugh. "I secured



the job through the British Ladies Society and we did a lot of Embassy work so they needed a nurse who could speak English.

"After Spain I went back to London before then being offered work in Saudi Arabia at the King Khalid University Hospital. I worked there for 12 months and then returned to Australia.

"The King Khalid University Hospital was a very strict working environment with very strict curfews so at times it was quite difficult."

After a short stint in Australia, Nancy returned to Saudi Arabia for a further two years working at the King Faisal Specialist Hospital and Research Centre before again returning to Australia and finding work as an RN and then the After Hours Nurse Manager at Murwillumbah Hospital where she remained for six years.

The call of the Middle East

was however too strong and Nancy again found herself at an international airport, this time bound for Dubai.

"Dubai is an Emirate so it is a lot freer than Saudi Arabia, and as such was a really lovely place to live," Nancy said. "We stayed in Dubai for two years before again returning to Australia and the Northern Rivers.

"I started working at Kyogle 10 years ago as an RN and it wasn't long before I found myself in the Acting Nurse Manager role. Four years ago, we were restructured into the MPS network and I was fortunate enough to obtain the EO/DON role for the three sites (Kyogle, Urbenville and Nimbin).

"Bonalbo joined the network in 2016 and very soon the old buildings will be knocked down to make way for the purpose-built MPS facility. It is a very exciting time for the Bonalbo

community."

When asked about the MPS structure, Nancy's passion for the model of care becomes quickly obvious.

"The MPS model is a much better system of care because it provides emergency care, community health, residential aged care, acute care, and inpatient facilities all under the one roof," Nancy said.

"The same staff work across the different services so the community nurses will be out in the community, and then come back into the MPS and be able to bring back their knowledge of a patient if and when that patient is admitted to the hospital.

"Similarly, some of our residents in the aged care section initially received care from our community care workers, and in ED, prior to becoming a resident in the aged care section so they are known to the staff, and feel quite at home here.

"The MPS model of care provides a much better overview of the needs of the community, and because of the diversity we provide across the (soon-to-be) four sites, we also receive additional resources.

"If we only had one site, many positions may only be one day a week. Yet with four sites, we can offer a substantive Full-time positions which suddenly makes it a very attractive proposition for attracting a staff members.

"I am fortunate to have such amazing staff. Clinical Nurse Educator Vicki Wale says that MPS nurses are not 'generalists' they are 'exceptionalists' and I completely agree — my staff really are exceptional."

# Lismore UHA raises \$100,000

Lismore Base Hospital's (LBH) United Hospital Auxilliary (UHA) raised just over \$100,000 during the past financial year, making a vital contribution to medical equipment in the hospital.

Pictured from left, LBH Theatre Nursing Unit Manager Leanne Seiffert, Richmond Network Surgical Services Nursing Unit Manager David Gray, Richmond Clarence Health Services Group Executive Director Lynne Weir, rear, and members of the Lismore Base Hospital United Hospital Auxilliary.



## New aged care program launched in Grafton

A program designed to reduce hospital admissions and improve care for older people in the residential aged care setting is being launched at Grafton Base Hospital (GBH).

The Specialist Geriatric Outreach (SGO) into Residential Aged Care Facilities (RACF) Project will see an integration of services between acute care services, primary care, and RACFs.

The project is a partnership between the Northern NSW Local Health District (NNSW LHD), the NSW Agency for Clinical Innovation (ACI), NSW Ambulance, North Coast Primary Health Network (NCPHN), and local residential aged care facilities.

"We are committed to delivering appropriate, patient-centred care to people residing in aged care facilities in order to help maintain their health and independence," NNSW LHD Project Officer Kate Russell said.

"By implementing this program, we are looking to provide the local community with an enhanced patient experience, a decreased length of stay for hospital admissions, improved coordination and partnerships throughout the patient journey from

residential facilities to the Emergency Department (ED), faster response time for assessments, and appropriate interventions for RACF residents."

The project is part of a statewide initiative led by the NSW ACI.

"Evidence shows that treating elderly patients in their place of residence improves health and wellbeing outcomes," said ACI Implementation Officer Sarah Smith.

"Working collaboratively with our NSW Ambulance and General Practitioner colleagues, we can deliver a level of care which ensures our vulnerable residents receive the right care, at the right time, at the right place.

"Initiatives similar to this program have had a very positive affect on the Grafton community.

"Preliminary figures indicate a reduction in ED presentations due to the use of the Psychogeriatric Nurse Practitioner, Palliative Care Nurse Practitioner and other outreach programs aimed at treating patients in their place of residence."

For more information on the SGO, visit [www.aci.health.nsw.gov.au/make-it-happen/cip](http://www.aci.health.nsw.gov.au/make-it-happen/cip).

## Excercise the key to healthy ageing

Regular exercise in middle age is the best lifestyle change a person can make to prevent cognitive decline in the later years, a landmark 20-year study has found.

University of Melbourne researchers followed 387 Australian women from the Women's Healthy Ageing Project for two decades. The women were aged 45 to 55-years-old when the study began in 1992.

Researchers noted lifestyle factors including exercise and diet, education, marital and employment status, number of children, mood, physical activity and smoking.

Hormone levels, cholesterol, height, weight, Body Mass Index and blood pressure were recorded 11 times during the study. Hormone replacement therapy was factored in.

The women were also asked to learn a list of 10 unrelated words and attempt to recall them half an hour later, known as an Episodic Verbal Memory test.

When measuring the amount of memory loss over 20 years, frequent physical activity, normal blood pressure and high good cholesterol were all strongly associated with better recall of the words.

# Circus and trauma a good fit

Therapy comes in many forms and for a group of Lismore, Casino and Kyogle children and adolescents with a history of trauma it has recently taken the form of juggling, tumbling and blowing bubbles.

The Northern NSW Local Health District (NNSW LHD) Violence, Abuse and Neglect Services in Lismore recently ran a Circus Arts Therapy program for a group of eight to 15-year-old children.

Trauma Specialist Social Worker Sharon Somerville said Circus Arts Therapy was a unique play therapy tool that used circus activities to address trauma resulting from sexual, physical, and family violence.

"Social Worker and Circus Arts and Play Therapy Instructor, Louisa Harwood and trauma specialist Social Worker Linda DeMilford and I worked with the group teaching fun and unique basic circus skills in a safe and cooperative environment," Ms Somerville said.



**From left, Social Workers Sharon Somerville, Louisa Harwood, and Social Worker student Jordan Stables show off the quilts and Circus Calming Kit bags donated by Ocean Shores Quilters.**

"Circus Arts Therapy

stimulates the imagination

and creativity in a safe, playful and compassionate social setting while enabling participants to learn skills that will assist them in the integration of trauma."

Ms Somerville said the Violence, Abuse and Neglect Services had also recently received a significant donation from the Ocean Shores Quilters that contributed to the success of the Circus Arts Therapy group.

"The Ocean Shores Quilters kindly made 15 material bags for participants of the group to take home a "Circus calming kit" comprising participant-made juggling balls, bubbles to blow, colouring pencils and stencils for art therapy," Ms Somerville said.

The Ocean Shores Quilters also donated a significant number of quilts to children and adult clients who have experienced trauma and access the Service, and who often present with limited belongings.

## 1 Deadly Step a NCPHN Award finalist

Two projects involving the NNSW LHD have been listed among the 12 finalists for the inaugural Primary Health Care Excellence Awards hosted by the North Coast Primary Health Network (NCPHN).

The projects are the NNSW LHD Renal Services and Bugalwena General Practice - Early Detection of Chronic Kidney Disease in Aboriginal People and the NCPHN, NNSW LHD, Bulgarr Ngaru, UCRH, Solid Mob and NSW Country Rugby League - 1 Deadly

Step, Casino project, with both projects focussing on Indigenous health.

"These new Awards showcase the excellent work being done by GPs, allied health practitioners and community health workers right across the North Coast, from the Tweed down to Port Macquarie," NCPHN's Chief Executive Dr Vahid Saberi said.

Three finalists were chosen in each of the four Award categories with project topics ranging from the health of mothers and



babies/young children, improving the wellbeing of disadvantaged people, and the eVillage in Byron

Bay/Bangalow connecting Feros Care residents with GPs, specialists and the community.

# Grafton's crafty staff on show

The arty and crafty side of Grafton Base Hospital's talented staff was placed on display recently for the inaugural Staff Art and Craft Expo.

This was the major event for 2016 conducted by the Staff Work Health and Safety (WHS) Committee and was a first for the Committee.

The objective of the Expo was to acknowledge the importance of life/work balance and to recognise staff talents outside of work as a way of building staff relationships.

WHS co-ordinator Lyn Harris said the Committee were delighted with the enthusiasm on the day with exhibits entered showcasing the amazing talent of our incredible staff.

"We had such a variety of work

on display which shows the eclectic mix of our interests and passions, and proves we really are doing something about our work-life," Lyn said.

There were a total of 109 entries across the sections which included art, craft, produce (edible arrangements and garden), patchwork, pickles and preserves, and baking.

"BUPA generously provided a fitness bracelet for the winner of each category and we also raised \$74 from Peoples Choice votes," Liz said.

"All the staff comments we received were positive, with the Expo being a huge success."



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# Person-centred care essential

Newly appointed NSW Chief Nurse Jacqui Cross gave the opening address at the State Essentials of Care Showcase held in May 2016.

The Showcase was well attended with Northern NSW Local Health District presenting one oral and two poster presentations.

Brendan Esposito, CNS Cancer Care & Haematology Unit, The Tweed Hospital presented on using MOSAIQ eMR for handover of patient clinical information in an ambulatory unit.

Brendan stated that engaging staff through the EOC framework influenced changes to the handover procedure within his unit.

Using MOSAIQ for handover has improved communication and many aspects of patient care.

Reports revealed two episodes where the potential for chemotherapy to be inadvertently

administered were detected during the newly structured and more effective handover process. Brendan's presentation has sparked great interest from other LHDs.

Grafton staff from Level 2 poster reflected medication administration practice development through staff engagement including shared goals, staff relationships, staff feedback and shared decision making.

Using the principles of EOC the team were able to demonstrate a 26 per cent reduction in medication errors.

The Casino & District Memorial Hospital staff poster examined data on patients who re-presented to hospital's ED.

The multi-disciplinary team developed a more patient centred approach to the clinical management of patients who frequently re-presented and a more rigorous safe discharge



**From left, Karen Winkler EOC Coordinator, Lily Jones EOC Coordinator, Jacqui Cross Chief Nurse and Deb Nerney RN, ED Casino Hospital.**

process from ED.

This resulted in improved communication with ongoing care providers, 90 per cent of GPs receiving discharge letters, improved patient discharge information being given, and a significant reduction in re-presentations.

NNSW LHD EOC teams were also able to share their EOC experiences at an annual symposium also held in May 2016.

In total 10 oral or poster presentations identified the EOC framework as part of their initiative that supports their patient care improvement activities.

## Mental health reforms

The North Coast Primary Health Network (NCPHN) has been selected as a Lead Site to test models of care in the roll out of national mental health reforms.

A key focus will be services for people with severe mental illness and complex needs.

NCPHN is one of 10 Primary Health Networks around Australia selected through application to be a Lead Site for the reforms which will take place from 2016 to 2019.

The 'Stepped Care

Model' is central to the reforms announced late last year.

Under the stepped care model, primary mental health services (those delivered outside of hospitals) will move towards an approach where care suits individual needs, rather than a 'one size fits all' approach.

Primary Health Networks will be in charge of commissioning the mental health services they consider necessary and appropriate to meet the needs of local

communities.

For example, decisions about the youth mental health services required in a local community will now be made by that local community, not Canberra.

As part of the reforms, NCPHN will be coordinating a system-wide approach to suicide prevention to meet local needs.

More funding will also be available for NCPHN to provide greater access to mental health services for Aboriginal and Torres Strait Islander people.

## FIFO support

Suicide prevention organisation R U OK? has launched a new campaign urging Fly In Fly Out (FIFO) workers to support one another before they "hit rock bottom".

Up to one in three FIFO workers reportedly experience mental health difficulties with the campaign stating that identifying emotional danger is harder than physical dangers.

Almost eight people commit suicide in Australia each day with R U OK? CEO Brendan Maher urging employers and businesses to foster workplace cultures that encourage conversations among workers about well being.

# The last word ...



## Farewell

**Staff from Lismore Base Hospital (LBH) gathered last month to say a fond farewell to Janice Stynes, pictured centre in green shirt. Janice began working for LBH 1976, initially in X-Ray and then the front reception area. Since early 1978 Janice has worked in the Bulk/Area Pharmacy, responsible for pharmacy supply to the entire Health District.**

## Health consumers receive sponsored training



**North Coast Primary Health Network and Northern NSW Local Health District recently sponsored training by Health Consumers NSW, with 33 community members attending either at Ballina or Tweed Heads. Pictured, NNSW LHD Chief Executive Wayne Jones, Chief Executive Officer NCPHN Vahid Saberi, and Health Consumers NSW's Karen Filocamo welcomed participants at the Ballina training session.**



## LBH ED on display

**Almost 400 community members took the opportunity recently to have a first-hand look at the new Lismore Base Hospital (LBH) Emergency Department (ED) and Renal Unit, constructed as part of the hospital's 3A redevelopment. Members of the LBH United Hospital Auxilliary (UHA) volunteered their time along with LBH staff and family members to provide information on the new facilities. Community feedback was positive with many being very impressed by the new facilities.**