

## Minister's 2014 Priorities



The Minister for Health and Medical Research, Jillian Skinner, used an address to the NSW Health Senior Executive Forum recently to set out her 2014 priorities. She asked the Senior Managers in the Ministry of Health (MOH), Pillars and Local Health Districts (LHDs) to actively pursue them.

### Strategic Planning to support further devolution

The Minister said that she wants Strategic Planning utilised to support further devolution of decision-making. Part of this will be for LHDs to build closer links between NSW Hospitals, Community Health Services, General Practitioners and Medicare Locals. Then all of these care-providers need to build better links with their local communities. A second wave of devolution will take place in 2014, which will give care-givers more opportunities to be involved in making decisions.

### Integrated Care

Another important priority identified by the Minister was integrated care. Mrs Skinner said that a key challenge is to transform the health system from one that is hospital-centric and designed to provide more episodic treatment, to a more integrated health system with connected service provision.

"A four year investment strategy is in development to recognise new innovative integrated care models. Investment in locally led integration is at the heart of the strategy, with LHDs encouraged to work in partnership with Medicare Locals," the Minister said.

Further, Mrs Skinner said that the funding would be allocated in three tranches, for demonstrator sites, for enablers such as Information Technology (IT) and Evaluation and into a Planning Innovation Fund, which can be accessed by LHDs. In tandem, an Integrated Care Framework is being developed, setting out the long term direction, key actions, roles and responsibilities.

### Further advancing Health and Medical Research

Another priority identified by the Minister will be further advancing Health and Medical Research. The Minister said, "It should be noted that this is not just about driving new treatments and new drugs and translating what we learn in the laboratory to the bedside (as important as that is), it is also about new ways of delivering healthcare and that is very much what is driving our reform."

### Supporting our Workforce

The Minister acknowledged the important role that is played by the Health Workforce. She indicated that the CORE values – Collaboration, Openness, Respect and Empowerment – make health workers feel more supported. She said that the health improvements that have occurred during her time as Minister could not have been delivered without "our wonderful health workforce".

A key focus for 2014 will be supporting Staff to do their work by providing them with the tools and the environment required to make doing their jobs easier. In particular, the Health Education and Training Institute (HETI) will be supported to offer more training opportunities to Staff. Much of this HETI training will be on-line. In this way Staff will be able to refresh their skills and/or up-skill to take on new challenges or take up new opportunities.



### Aboriginal Health Partnership Agreement signed

Following an Interim Aboriginal Partnership Agreement in 2013 this year on 10 February 2014 the NNSW LHD Board Chair Brian Pezzutti and Chief Executive Chris Crawford along with the Chief Executives and Board Representatives of Bulgarr Ngaru, Casino and Bullinah Aboriginal Medical Services and North Coast NSW Medicare Local (NCML) signed the Northern NSW Aboriginal Partnership Agreement (NNAPA) which will be reviewed in 2015. *Go to page 8 for more on the Aboriginal Partnership signing.*

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## Say NO to Unsafe Work Practices



A word from Editor, Susan Walker

Another month has flown by and much has taken place in the shortest month of the year.

We've welcomed the new Nursing and Midwifery Graduates. Hospitals have celebrated our NSW Health Volunteer Appreciation Day.

This past week has been 'Donate Life Week' held to raise awareness of the importance of having that discussion with family members about Organ and Tissue (O&T) Donation.

Donation Specialist Dr Mike Lindley-Jones said, "In the same way that we discuss what we want to have happen in the event of our death, we also need to talk about whether we would like to become an organ and tissue donor. It's a conversation we can have today, that helps prepare our loved ones should they be offered the opportunity to proceed with organ and tissue donation."

With one organ and tissue donor able to transform the lives of 10 or more people, it's a conversation that could one day save lives," said Dr Lindley-Jones

As well as promoting Donate Life Week at Lismore Base Hospital and The Tweed Hospital this past week, Dr Lindley-Jones and Mary Campbell, Clinical Nurse Specialist (CNS) O&T are joining forces with the Local Lions Clubs and Bunnings at Ballina, Lismore and Tweed over the coming weekend. Anne Judd, CNS O&T will be at the Grafton Bunnings store. Nearly



Mary Campbell and Mike Lindley-Jones in Lismore

all 75 NSW Bunnings stores will have DonateLife information stands manned by members of the 100 plus NSW Lions Clubs during DonateLife Week 2014.

The Lismore Community Midwifery Service and Zonta are the Charity of the Day this Sunday, 2<sup>nd</sup> March at the Lismore Carboot Market. The Lismore Community Midwifery Service and Zonta are raising money to purchase Birth Kits for women in developing countries from The Birthing Kit Foundation (Australia). The Birthing Kit Foundation is dedicated to improving preventable complications related to pregnancy and childbirth. To find out more go to [www.birthingkitfoundation.org.au](http://www.birthingkitfoundation.org.au)

## Robyn Sears - Quiet Achiever

Donna Lloyd, Coordinator, Health Equity, Health Promotion asked me (Susan Walker), if she could nominate Robyn Sears for recognition as a Quiet Achiever and I couldn't agree more. Robyn is always helpful and I have needed her assistance on many occasions to obtain correct dates in preparation of Certificates of Appreciation for staff who are leaving or retiring. So this is a great opportunity to acknowledge Robyn.

To quote Donna.....

*"I don't even know what she looks like but my god she is sooo good at her job. I have had to speak with her on numerous occasions over the past four months regarding recruitment issues and she actually answers her phone and is so helpful. If she doesn't know something she will find out and is so accommodating."*

Ross Baker, Workforce Systems and Support Manager said Robyn has worked in Workforce since 2002.

Her past roles include Payroll and Employee Service related functions. Her background working in these interrelated areas combined with her extensive knowledge and experience now see her in the Recruitment role for Workforce Systems and Support.



"Robyn is a highly regarded member of Workforce Systems and Support team and as her Manager, I am thrilled to see Robyn receiving acknowledgement for her outstanding dedication in undertaking her role," said Ross Baker, Workforce Systems & Support Manager.

# Northern Brain Injury Rehabilitation Service & Northern NSW Rural Spinal Cord Injury Service Opens in Ballina

Late last year the Northern Brain Injury Rehabilitation Service (NBIRS) and Northern NSW Rural Spinal Cord Injury Service relocated from Lismore Base Hospital to new purpose built accommodation on the Ballina Hospital campus, as an extension of the Rehabilitation Building, at a cost of \$175,000 that was funded by the State Government.

Liesel Younger, Manager, says the move to Ballina has been a very positive outcome for sharing of resources and improving the continuum of care for patients being discharged back into the community from Rehabilitation Units.

The colocation at the Ballina District Hospital has also allowed for the creation of Specialist Brain Injury and Spinal Cord Injury Outpatient Clinics.

In 2013, the Northern NSW region received a funding enhancement from the NSW Ministry of Health for an additional Rural Spinal Cord Injury Coordinator. This supported the recruitment of a Spinal Cord Injury Coordinator for the NNSW LHD, who is now co-located with the NBIRS at the Ballina Hospital Rehabilitation Unit.



*Above in the Treatment Room from Left: Don Page; Peter Weekes (standing); Jambavati Excell, Administration; Karen Thompson, NBIRS Rehabilitation Coordinator; Chris Crawford; Maggie Synge, NBIRS Rehabilitation Coordinator; Peter Daly, Rural Spinal Cord Injury Coordinator; Liesel Younger, Manager and Kevin Hogan.*

"The NBIRS and Rural Spinal Cord Injury Service in NNSW LHD has increased the opportunities for people living in rural areas with a spinal cord injury or a traumatic brain injury to have access to local services."

Chris Crawford, Chief Executive NNSW LHD said these services exist so that people with a traumatic brain injury and spinal cord injury, their families and carers have equitable access to a range of rehabilitation services that aim to improve their quality of life through increasing independence, self-determination and community participation.

"It also means that local rural clinicians have access to a brain injury and spinal specific service for specialist consultation, support and linkages to key metropolitan services. This enables rural clinicians to manage the increasing number of patients locally, or be linked into specialised services for their patients if needed," Mr Crawford said.



*Maggie Synge, Peter Daly, Chris Crawford, Liesel Younger, Rosie Kew, Manager Occupational Therapy and NNSW LHD Board Member; Lee Clark, Northern Rivers Regional Officer, Spinal Cord Injury Australia; Jambavati Excell and Karen Thompson.*

The NBIRS is staffed by three Rehabilitation Coordinators, one of whom is based at Maclean Community Health, providing a vital service to the Clarence Valley community. The Service also employs a part time Neuropsychologist, a Visiting Medical Neuropsychiatrist, a Rehabilitation Specialist, a fulltime Manager and Administration Officer.

Dr Brian Pezzutti, Chair NNSW LHD, said the increase in people living with a spinal cord injury and brain injury in their own communities has meant that metropolitan specialist units are unable to offer comprehensive follow up treatment, or to meet the needs of many people, including rural people with long established injuries.



*Above - Liesel shows Chris Crawford, Kevin Hogan, Peter Jeffree, Ballina Hospital Executive Officer and Don Page around the new NBIRS and Spinal Cord Service rooms.*

# Minister's 2014 Priorities continued from page 1

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## More Information available and providing improved IT

The Minister said, "I believe that building on our ehealth capacity and connectivity will really give us the most amazing tools to improve patient care".

Implementing the Blueprint for eHealth will be a priority. Its initial focus will be on:

- Implementing new clinical systems for Community Health and Outpatient Care
- Upgrading the Electronic Medical Record by adding voice recognition capacity
- Introducing a new Intensive Care Clinical Information System
- Boosting broadband capacity and upgrading infrastructure in Regional NSW
- Maturing "HealthNet" to support integrated care for patients with chronic and complex conditions.

The Minister also referred to the importance of the Activity Based Funding (ABF) Portal. She said, "Hospital and healthcare staff, from executives to frontline clinicians need a window into the detailed operation of their facility, allowing them to determine why some procedures cost more than others and to identify unwarranted

clinical variation. The ABF Portal is designed to do just that and I wish success to the ABF Team in its rollout."

## Investment in Infrastructure

"Designing and building future focused infrastructure is another key priority for the Health System in 2014 with in excess of \$1.2 billion unfolding across the State this financial year."



The Minister made particular reference to the widespread positive Clinician feedback about the willingness of Health Infrastructure to listen to and act on advice about changes that make buildings work better in delivering healthcare.

The Minister emphasised, "Work is underway upgrading many of our ageing facilities and we have been able to announce resources to begin the planning of further work as we develop our future capital works plans."

## Take Away Message

A key take away message from the Minister's Speech is the importance of Clinician engagement. Mrs Skinner said, "It is inspiring to meet doctors, nurses, physiotherapists and many others who tell

## NSW Health Director General visits the Clarence Network

Once her meeting with the NNSW LHD Chair and Deputy Chair was completed, the Director-General travelled from Lismore to Yamba to start her visit to the Clarence Network. Her first stop was the new Yamba Community Health Centre (CHC).



Yamba Community Health

She inspected the nearly complete CHC, which will be "handed over" by the builders in early March. She was very impressed by its size and layout. While at the CHC she met local Yamba Champion, Jim Agnew, whose tireless advocacy assisted in securing the funding required to develop the CHC.

Then it was off to Maclean District Hospital, where the Director-General met some Clinicians, while touring the Hospital's new Sub-Acute Wing. She was very impressed with the facilities contained within this Sub-Acute Ward, which will when it is fully up and running accommodate Rehabilitation Patients.

From the Maclean District Hospital, the Director-General travelled over the Clarence River on a car ferry to reach GBH.

Immediately upon her arrival at GBH, the Director-General participated in a working lunch with about twenty GBH Clinicians and Managers.

*The Chair of the GBH Medical Staff Council, Allan Tyson straight away made the Director-General welcome by informing her that she was the first Director-General to visit GBH during his time there. Allan has worked at GBH since 1994.*



Allan Tyson

After addressing the assembled Clinicians and Managers, the Director-General received a wide variety of comments and questions.

Many of them were about local challenges and opportunities. She said this is just what she wanted to hear about. It is the reason that she makes the time to visit the frontline of NSW Health, so she can hear directly from Clinicians about problems, irritations and successes. She said it keeps her grounded in real world experiences.

The final part of the Director-General's visit was a tour of GBH. The Director-General inspected the new Emergency and Medical Imaging Departments and was shown where the new Pharmacy and Pathology Departments will be developed. Then she was shown the back of the Hospital so she could see where NNSW LHD would like to develop a GBH Ambulatory Care Centre.

Before flying out the Director-General thanked the NNSW LHD Chief Executive for arranging such an interesting program. Despite her itinerary being very crowded, she was pleased with the visit as she likes to cram as much as possible into her rural LHD visits, so she can learn as much as possible from them.



# Chief Executive Report

## Upcoming Joint Board Meeting

The second joint meeting between the Boards of NNSW LHD and the North Coast NSW Medicare Local (NCML) will be held next week. While Medicare Locals are under review, NNSW LHD is confident they will be retained in some form. They may have a name change and their structure and boundaries may be amended but they will continue to exist with a remit to improve the delivery of primary health services.



*The first joint meeting of the NNSW LHD and NCML was held in May 2013*

## Executive Planning Day

On 14 February 2014, the NNSW LHD Executive held a Planning Day to discuss and determine how it will implement this year's priorities. These priorities were set out in the front page article in the last edition of NE, so I will not repeat them here. The day was divided into two sessions. In the morning session the Executive discussed the Budget, how the LHD is going this year and the challenges for next year. The main focus in the afternoon session was on further improving quality and patient safety, service development and introducing new models of care.

In the morning session it was discussed how the LHD should be performing better against the 2013/14 budget (which it is currently over-expending) and that the Managers of Facilities and Services that are not performing well will be asked to prepare remediation action plans. To meet budget in 2014/15, there will need to be improved performance against this year's expenditure saving and revenue enhancement strategies, as well as the development and implementation of another round of expenditure saving and revenue enhancement initiatives. The Executive discussed some specific examples of strategies that could be pursued in 2014/15.

The afternoon session focussed on how the LHD can work with other Agencies, particularly the Pillars, to make changes and improve services. To increase quality and patient safety, the LHD will work with the Clinical Excellence Commission to implement the Sepsis Kills, Paediatric Between the Flags and In Safe Hands initiatives. To develop services and introduce new models of

care, the NNSW LHD will work with the Agency for Clinical Innovation to introduce initiatives to improve Cardiac, Stroke and Fracture Care and Rehabilitation Services. The Whole of Hospital Program implementation will be accelerated to assist the LHD to meet the new higher 2014 NEST and NEAT.

As is normal practice the outputs from the Executive Planning Day will become the foundations of the LHD's 2014/15 Business Plan, which will guide the LHD's operations over the coming year.

## NEAT and NEST

On behalf of the NNSW LHD Board and Executive, I would like to give a big thank you to all the Staff and Consultants who were involved in, or supported the Clinical Teams who delivered such great results for our Surgical and ED Patients.

The NEST targets were all achieved by NNSW LHD with its results being Category 1 – 100%, Category 2 – 96% and Category 3 – 96%. The NEAT target was also achieved with NNSW LHD recording a 76% result. As a consequence of the NEAT being achieved, all the NNSW LHD Triage results have improved so that the LHD is now meeting all five of the triage targets. So well done! These are the best Triage results recorded for many years. They mean that our Patients are now receiving their treatment in a more timely fashion.

## Communications

The importance of good communications must not be under-estimated in any organisation, especially in such a large organisation as NNSW LHD. One of the key goals of our workplace improvement program is to improve how we communicate with each other. If we communicate with each other in a collaborative way, then we can contribute to making each of our workplaces more harmonious.

With this in mind a Communications Workshop was recently held to assist our Executives and Senior Managers to work on improving their skills. As I said in opening the workshop, for Senior Managers good communications is an essential part of the job. We are continuously speaking to different individuals and groups within our spheres of the organisation and we need to do this well, so we are clearly understood and create through our words and intonation, the right climate within that part of the organisation for which we are responsible.

Equally, Senior Managers communicate with an array of external stakeholders from suppliers, to other Agencies, to Councils, to supporters and how we communication influences the tone and reputation of the LHD.

The informal feedback I have had from participants at the Workshop has been largely positive. We both learnt from each other, as well as from the facilitator, communications expert, Robin Osborne. Should the formal feedback received match the informal feedback, than a couple more such workshops will be held to include both the Senior Managers, who were not available for the first one, as well as a range of Middle Managers.

*Chris Crawford*

# Domestic Violence Information Flip Chart for Health Workers Launch

## *Supporting women who are experiencing domestic and family violence.*

At the launch of the Domestic Violence Information Flip Chart for Health Workers Ellie Saberi welcomed those who attended. There was a good representation of people who work in the area of Domestic Violence as well as members of the NNSW LHD Board and local Mayors.

Ros Sten, Aboriginal Community Liaison Officer with the Richmond Local Area Command did the Welcome to Country. Ms Sten sees a lot of domestic violence in her work and said domestic violence is not only about bruises, which will in time disappear but harsh words cannot be taken back nor forgotten. Much work still needs to be done, especially those who over indulge in alcohol consumption.

In her opening address Ellie Saberi, Women and Child Health Program Coordinator said it was time to update the Flip Chart tool from the 2010 version, which was originally reproduced from the Hunter New England Chart for the former North Coast Area Health Service Women's Health and Domestic Violence Program.

"This new edition provides current up-to-date information for people working in both government and non-government agencies who encounter a client they know, or suspect is experiencing domestic and family violence," said Ellie Saberi.

Chris Crawford, Chief Executive, NNSW LHD said at the Launch that the resource will assist our front line workers to recognise and respond appropriately to domestic violence. It covers a large area that services from Taree to Tweed Heads.

"I am pleased to advise that Michael Moriarty, Manager Information Systems Development has developed a website for people wishing to access the information contained in the Flip Chart on-line. It is available on the NNSW LHD public website by clicking on the following link

<http://nnswlhd.health.nsw.gov.au/about/domestic-family-violence/>



Above: Dr Brian Pezzuti, Chair, NNSW LHD Board, Mayor Jenny Dowell from Lismore City Council and Mayor Barry Longland from Tweed Shire Council with the Flip Charts.



Above: Ellie Saberi shows Chris Crawford the Domestic Violence Information Flip Chart for Workers. Below: Ellie with Guest Speaker Denise Voros, Senior Educator, Education Centre Against Violence.



In discussion with Mitch Doby, Manager Drug and Alcohol Services in the Tweed Network.

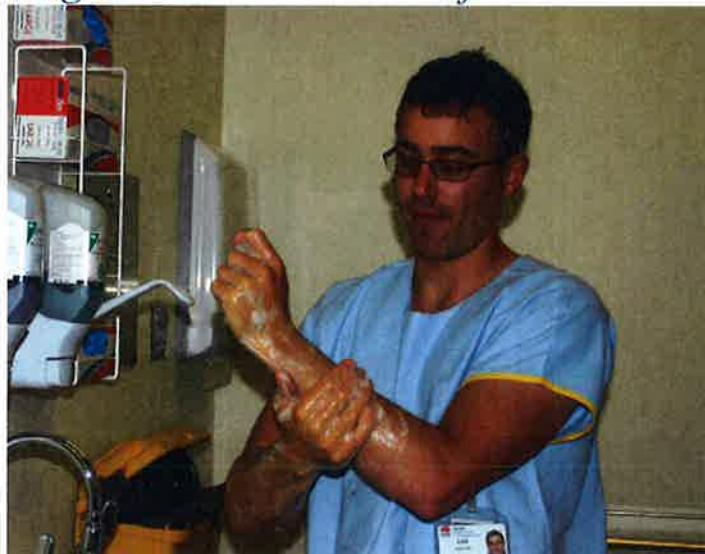
# Interview with Amir Kalanie - Grafton's new Orthopaedic Surgeon

Northern NSW Local Health District has been hoping to attract another Orthopaedic Surgeon to Grafton Base Hospital for sometime to support the Clarence Valley's growing need for orthopaedic surgery. Sam Martin commenced in 2011 and he found that in no time at all he had a waiting list. The arrival of Dr Kalanie will surely be welcome news.

*"I'd like to thank my colleague Dr Sam Martin who is really a pioneer.*

*He started this whole orthopaedic endeavour in Grafton and thanks to him, we have a really strong and growing Orthopaedic Service.*

*We are proud to be able to offer this service to the local community so they no longer have to travel out of town.*



Sam Martin

Dr Kalanie was born in Iran and his family moved to New Zealand when he was 11.

"We lived in Dunedin, in the south Island. It was here where I grew up, attended medical school and began my Orthopaedic surgical career.

My surgical training took me all around New Zealand with my final two years completed in Auckland.

## *When did you come to Australia?*

My wife and I moved to Sydney last year where I spent a year undertaking my sub-specialist training at St Vincent's Private Hospital, focussing mainly on hip and knee replacement.



## *Have you been in Grafton long?*

We arrived in Grafton just before Christmas and have found everyone to be very supportive.

## *Did you come with your family?*

Yes my wife is here. She is a MRI Radiographer at Clarence Valley Imaging.

## *That's fortunate. Do you have plans to stay in Grafton for long?*

We definitely have enjoyed the place and have plans to stay long term.

I am looking forward to helping to meet the Orthopaedic needs of the community and reduce the waiting times for consultations and surgery.

## *So hip and knee replacement is your speciality?*

I deal with all aspects of orthopaedic and trauma surgery, however my special interests are hip and knee replacements, plus shoulder replacement, which is something new that I can offer the community.

## *Do you have any sporting interests?*

I enjoy swimming and playing tennis, those are my two main sporting interests. We love the coastal life and the warmer climate of Australia.

# Community and Clinician Engagement



## Northern NSW Aboriginal Health Partnership

This signing occurred at the first 2014 meeting of the NNAPA which was held at Casino Memorial District Hospital.

The Partnership also welcomed members from the Lismore AMS (previously Gurgun), who will attend the Partnership as an Observer until it becomes an Aboriginal Community Controlled organisation.

This important Partnership provides a forum of the Board Chairs and Chief Executives of the NNSW LHD, NCML and the community controlled AMS to work together to improve health outcomes for Aboriginal people across the NNSW LHD.

The work of the Aboriginal Partnership will include:

- Co-operating in the identification of service gaps and the development of shared solutions.
- Developing agreed positions relating to Aboriginal health policy, strategic planning, equity in service allocation and distribution of resources and enhancements.
- Negotiating agreed positions to undertake joint projects.

The signing of this Partnership Agreement is well-timed with the NNSW LHD Board recently endorsing the development of a Three to Five Year Aboriginal Health Plan and an Aboriginal Workforce Plan in 2014, the implementation of the State-wide NSW Aboriginal Health Plan 2013-2023 occurring and after the release of a NSW Health Declaration on Aboriginal Health signed by the Director General, Dr Mary Foley in 2013, which is available at:

<http://www.health.nsw.gov.au/aboriginal/Documents/declaration.pdf>

Front page photo shows the Partnership Agreement being signed by Steve Blunden, Chief Executive Officer of Casino AMS and Brian Pezzutti, NNSW LHD Board Chair. Standing L-R: Greg Telford, Managing Director Rekindling the Spirit; Jeff Richardson, Rekindling the Spirit, Scott Monaghan CEO Bulgar Ngaru; Jenny Smith, NNSW LHD Aboriginal Health Manager; Vahid Saberi, CEO, NCML; Chris Crawford, Chief Executive; Nancy Walke, Bullinah AMS Chair, Chris Clarke, General Manager, Northern NSW Region; Mark Moore, CEO Bullinah and Monika Wheeler, Aboriginal Program Manager NCML. Kneeling is Christine Wilson, Practice Manager Lismore AMS.

## NSW Ministry of Health Director-General Visits

The Director-General of the NSW Ministry of Health, Mary Foley recently made her second visit to the NNSW LHD. During her first visit, she toured Hospitals in the Tweed Byron Health Service Group and the Richmond Network. On this occasion the Director-General's main focus was on the Clarence Network.

After flying into Lismore, the Director-General met the Chair, Brian Pezzutti and Deputy Chair, Malcolm Marshall of the NNSW LHD Board. They made a strong case to the Director-

## Health Education Workforce Research Forum

In 2013 as a result of a request from the NNSW LHD Board a high level partnership meeting, the Health, Education Workforce Research Forum (HEWRF) was formed as an NNSW LHD initiative between the Southern Cross University (SCU), University Centre for Rural Health (UCRH) and NNSW LHD.

The HEWRF provides a Forum where issues relating to teaching and learning and their relationship to maintaining a sustainable NNSW LHD workforce can be discussed. In particular, their impact on the delivery of health services within the NNSW LHD footprint are discussed and collaborative solutions/activities explored.

The HEWRF Meeting on the 18 February 2014 was attended by the SCU Vice Chancellor Professor (Prof) Peter Lee, Director of UCRH and NNSW LHD Board Member, Prof Lesley Barclay, NNSW LHD Board Member Dr Sue Page, NNSW LHD Chief Executive, Chris Crawford, SCU Head of School – Health and Human Sciences Prof Iain Graham, NNSW LHD Manager Workforce Change and Sustainability, Ms Katie Willey and SCU Head of Midwifery and NNSW LHD Prof of Midwifery at The Tweed Hospital (TTH) and Murwillumbah District Hospital, Prof Kathleen Fahy.

This key focus of this Agenda was to review two pieces of work which were requested from the previous HEWRF Meeting being:

- NNSW LHD - To provide a document which sets out an overview of the current workforce situation and specialties, including identification of shortages, hot spots and any emerging trends.
- SCU / UCRH - To provide a discussion document around what the rural workforce of the future might look like.



L-R: Mary Foley, Director-General with NNSW LHD Board Members Malcolm Marshall, Chris Crawford, Leonie Crayden and Brian Pezzutti

General that NNSW LHD is under-funded and that more funding needs to be invested into NNSW LHD Non-Admitted Services. The arguments are part of the case that NNSW LHD is putting to MOH Officers, as it negotiates the level of activity, especially Non-Admitted activity that MOH will fund in 2014/15. The MOH Officers involved in the negotiations are carefully assessing these arguments.

# Welcome new Nursing & Midwifery Graduates

Over the past month NSW LHD has welcomed 83 First Year new graduate nurses and midwives who will be working in our hospitals.

Chris Crawford, Chief Executive said we are pleased these Nurses and Midwives have chosen to take a rural placement and work in this LHD. Nurses and Midwives are an indispensable part of the health system and are central to the care of our patients in both the hospital and community setting.



Tweed MP Geoff Provest joined Bernadette Loughnane, Executive Director, Tweed Byron Health Service Network and Ann Scheife, Director of Nursing in welcoming the 36 nursing and midwifery graduates to the area. Two nurses will work at Byron and Mullumbimby Hospitals, two will work at Murwillumbah Hospital and two in the Tweed Byron Mental Health Network.



Above left: Chris Gulaptis, Member for Clarence joined Paul Schofield, Director of Nursing and Debbie Monaghan, NNSW LHD Board Member and Theatre Nurse at GBH to welcome the 19 nursing and midwifery graduates to the Clarence Valley.

Annette Symes, Executive Director of Nursing & Midwifery said, "Our Clinical Nurse Educators and Ward based Staff, who mentor nursing graduates play an essential role in orientating the new graduate Nurses and Midwives to the hospital environment.

These new Nursing and Midwifery positions provide opportunities for talented young health professionals to learn and grow as well as strengthening our health system. It is hoped that these Nurses and Midwives will enjoy their experience

working in a rural setting and decide to stay, or consider returning to the area in the future," said Ms Symes.



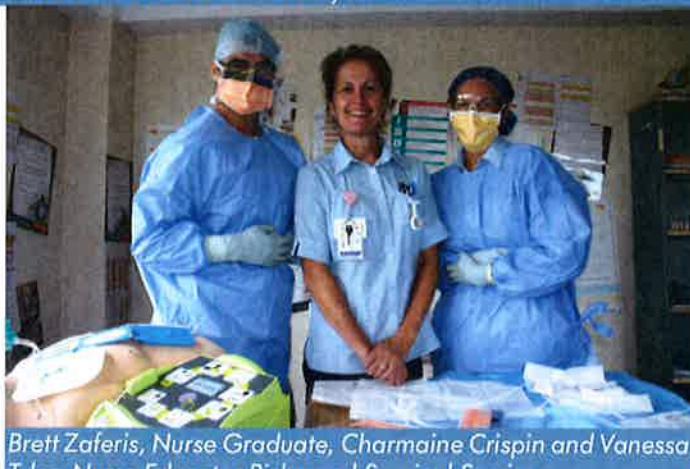
Above Richard Delbridge, TTH Clinical Nurse Educator issues rosters to the new graduates.



Centre Sue Coombes, GBH Acting Nurse Educator and Tracey Johnson, Clinical Nurse Educator with Maclean Hospital new graduates Zoe Gull (left) and Chrissie Lonsdale (right).



Above far left Thomas George, Member for Lismore and far right Charmaine Crispin, Nurse Educator and Hazel Bridgett, NNSW LHD Board member and Narelle Gleeson, Director Nursing & Midwifery with some of the graduates.



Brett Zaferis, Nurse Graduate, Charmaine Crispin and Vanessa Tyler, Nurse Educator Richmond Surgical Services.

# Australia Day Congratulations



Thanks to Northern Star for photo of Dr Beek

Australia Day 2014 saw Dr **Jurriaan Beek** awarded an Order of Australia Medal and named Richmond Valley Citizen of the Year. Dr Beek was recognised for his service to medicine and the community.

Dr Beek has been a dedicated Visiting Medical Officer at Casino and District Memorial Hospital since 1980. He has also made a significant contribution in educating young medical students and by providing service to the community.

He is congratulated on this well deserved acknowledgment of his commitment to improving the health and wellbeing of the residents of the Richmond Valley.

**Christopher Leach**, Deputy Chief Executive, Operations Family & Community Services, Ageing, Disability & Home Care was recognised in the Australia Day Awards for his outstanding work in helping disabled and elderly people and their families with a Public Service Medal.

Mr Leach is commended for his advocacy and dedication towards helping those vulnerable people living in rural and remote communities on the North Coast. The Award acknowledges his commitment to improving the health and living standards of the more than 9,000 less fortunate in our community.



**Margaret Ellis** was recognised with an Order of Australia Medal for her service to the Kyogle community. Her long list of community activities as a volunteer is commendable.

However, her most significant achievement was coordinating a team of people to raise \$80,000 for the Lismore Base Hospital Renal Dialysis Unit. This is a remarkable accomplishment from a rural community that benefits all people living in the Richmond Valley, who are in need of dialysis treatment.



**Chris Crawford**, NSW LHD Chief Executive was recognised for over 25 years of service to the public health system with an Australia Day Public Service Medal.

Mr Crawford was further identified for the outstanding outcomes he has been able to achieve and his contributions to public health in communities on the North Coast and Northern Rivers.

He was also honoured for driving clinical education as a result of building relationships with the University Centre for Rural Health and Southern Cross University. His management style has earned him a strong reputation for careful financial and resource management and sustainable service provision.

## Congratulations Noelene Williams



This is a huge achievement, not just for the way in which the status is achieved but in the knowledge that Noelene completed this in the same twelve months that she also completed her Masters of Education degree, while concurrently supporting over eighty Nurses in the TTH ED working full-time and a very full family commitment at home!

For others that may be interested in following Noelene's achievements, the "pathway" included demonstrating skills congruent with this role when she attended her own training weekend with other Nurses, Senior Medical Officers and Anaesthetists!

After receiving an invitation to train further, Noelene taught at three separate two day courses and then was offered accreditation only after a rigorous review on her fourth course.

Well done Noelene!

The Staff of your Department at TTH and NNSW LHD are very proud of your achievements.

Last November Noelene Williams, the Clinical Nurse Educator at The Tweed Hospital (TTH) Emergency Department (ED) became one of the very few non-metropolitan Nurses in NSW to attain the status of an ARC (Australian Resuscitation Council) Accredited Trainer.

# Thank You to Volunteers

On Monday 24 February NSW Health Volunteer Appreciation Day was celebrated across the LHD. Many of our Hospital Staff held a morning or afternoon tea to acknowledge the truly wonderful work Volunteers provide in supporting our patients and hospitals. These dedicated people work tirelessly to provide comfort and care for our hospital patients and in turn, their efforts benefit our staff. Volunteers include the Red Cross, Rotary and Lions just to name a few, who are valued and greatly appreciated by the hospitals they provide support to.

For example TTH Engineer, Bruce Smith was approached by Masonicare and Tweed Valley Masonic Welfare Association about making a donation to TTH. Bruce recommended TTH ED resulting in a portable defibrillator being purchased from the combined funds from Masonicare, who donated \$2,222.00 and Tweed Valley Masonic Welfare Association donation of \$2223.00.



Above L-R: Rob Davies, Tweed Byron Health Service Group (TBHSG) Director of ED; Tony Lochead, TTH ED NUM; Bruce Arnol, Tweed Valley Masonic Welfare Association; Alasdair Arthur, TTH Director of Emergency; Graham Barrett, Masonicare; Bernadette Loughnane, Executive Director TBHSG and Bruce Smith, TTH Engineering Manager.

Below - Dan Madden Executive Officer, Grafton Base Hospital thanks Voluteers for their support. Bottom LBH Volunteers were presented with gifts made by Lynne Weir, Executive Director Richmond Clarence Health Service Group. Bottom



LBH Ward A7 Inpatient Cancer Service received a new chair for cancer patients. The Chair, costing \$2,698 was donated by Doreen Wills in memory of her late son Edward McGilvery and the LBH Auxiliary. Mrs Wills donated \$1,000 and the LBH Auxiliary donated the balance. Lea McAllister, NUM said the special chair will provide extra comfort for the patients on the ward.

right from left is Narelle Gleeson, LBH Director of Nursing, Lynne Weir and Mrs Kent a volunteer in the Cancer Unit.

Below - at Byron District Hospital, Paul Pattinson, Physiotherapist helps Kerryn York, Executive Officer offer a delicious lunch to their much valued Auxiliary members. Seated centre in a pink top is Mollie Strong, NSW Auxiliary State President and member of the Byron Hospital Auxiliary.



# Congratulations



Above from left Teair McBean, Virginia Bridge, Linda Munro and Katie Willey

Katie Willey, Manager Workforce Change and Sustainability Service has welcomed two new members to the team.

**Linda Munro** has commenced as one of two Human Resource Support Managers. Linda is located in Lismore and can be contacted on 6620 2451.

**Virginia Bridge** is located at The Tweed Hospital and can be contacted on 07 5506 7485.

The role of the HR Support Managers is to support NNSW LHD Managers in the human resource components of management of staff within their delegation.

**Teair McBean** has been appointed as Workforce Service Administration Officer and can be contacted on 6620 2958.

**Jane Wear** has been appointed the Clarence Community & Allied Health Manager through a competitive recruitment process.

Jane is assuming management responsibility over the Grafton and Maclean community based services, as well as all allied health therapy departments across the Clarence.

Jane is contactable via internal e-mail.



Congratulations to **Jillian Adams** who has been appointed as the permanent Manager of the NNSW LHD Health Promotion Service.

Chris Crawford said this is well deserved recognition of the job Jillian has done as the Acting Manager over the last few years since Uta Dietrich resigned to move overseas.

He said the transition has been very seamless and Jillian's contribution has been appreciated.

# Farewell



At a Farewell Lunch for Greg Davies standing L-R: Bob Miller, Tony Beashel, Sandra Martin, John Lambert, Peter Smith, Maureen Lane, Wayne Jones and Chris Crawford. Seated L-R is Vicki Rose, Greg Davies and Liesa Diett.

On hearing of Greg Davies decision to leave after 18 years, Senior Management wanted to acknowledge Greg's significant contribution since he joined the health Service in May 1995.

Greg commenced as a Locum Dentist at Ballina Community Health on 15 May 1995 and was appointed as Dentist-in-Charge on 27 November 1995. In 1997 he was selected as Area Dental Advisor for the Richmond Health Service, followed by positions as the Clinical Director of Oral Health for the North Coast Area Health Service and lastly as Director of Oral Health Services for NNSW LHD.

During this time Greg made a significant contribution towards improving dental services, from taking Dental Clinics out of Community Health to become a self-managed dental stream to co-ordinating the building of new Teaching Clinics in Ballina and Tweed, and establishing a Dental Clinic for the Casino Aboriginal Medical Services. His guidance of dental services through restructures and a Ministerial reform to form the Northern Oral Health Network and his representation on numerous State Committees has been invaluable.

NNSW LHD Board and Chief Executive extended their congratulations and thanks to Greg for his dedication and commitment to improving oral health services across the North Coast.

**Don Skaines** has been a Radiographer for over 40 years, 20 of which have been with Maclean District Hospital.

Don retired from his fulltime position as the In-Charge Radiographer at Maclean Hospital on 31 January 2014. Before coming to Maclean, Don worked as a Radiographer in Orange and Goulburn.

Don is pictured at right enjoying the Farewell Morning Tea the Staff arranged for him. NNSW LHD wish Don all the best in his well deserved retirement.

