



Above from left, Kylie Duncan, Palliative Care Social Worker; Dr Ken Marr, Lismore Base Hospital Palliative Care Physician; Jessica Pinkerton, Palliative Care Clinical Nurse Specialist; Kristien McAnelly, Lismore Community Palliative Care Registered Nurse; Joanne Cooper, Palliative Care Clinical Nurse Consultant; and Anna Law, End of Life Care Project Officer, raise awareness for Palliative Care Week at Lismore Base Hospital.

Focus on Palliative Care

Palliative Care and the future of end-of-life services in Northern NSW Local Health District (NNSWLHD) were a key focus during May.

Lismore MP, Thomas George, and the Parliamentary Secretary for Regional and Rural Health, Leslie Williams hosted the Northern NSW Palliative Care

Round Table on 12 May. This event saw representatives from the health district, community-based palliative care providers, consumer groups and non-government organisations across Northern NSW come together to contribute to the NSW Government's new strategy for palliative care.

About 50,000 people die each year in NSW and the figure will double by 2056. Palliative care manages pain and other distressing symptoms for people approaching the end of their lives.

"At present, more than half of all deaths in Australia occur in hospitals,

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2017 Excellence
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Interview with
Peter Cleary,
Manager Capital
Assets and
Resources for
Northern NSW
Local Health
District

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.

On Wednesday, 7 June I attended celebrations for Byron Central Hospital's (BCH) first birthday. It was a great day, with many people in attendance to enjoy some cake and celebrate this great milestone for the facility. Coincidentally it was also the first anniversary of my appointment as Chief Executive.

It's no secret that new infrastructure and equipment brings out the best in people, and we all enjoy working in state-of-the art surroundings.

There are challenges, though, that come from working in a new environment, such as learning new systems, becoming accustomed to the flow of the building, and working with new team members. The staff and management at BCH have risen to the task, and I commend them for their positive attitude and the great work they've been doing.

It's a pleasure to say that in my past year as CE I have found our staff to be inspiring and hardworking right across the district, in facilities large and small. The Staff Appreciation awards which I attended at BCH this month also highlighted this, with a strong contingent of staff being recognised by their peers for their outstanding work.



Over the last month the Northern NSW Local Health District has been subject to some of the most critical media scrutiny that I have experienced.

The images from the CCTV footage of events leading up to the death of Myriam Merten were shocking, and the outrage felt within the community was justifiable. That this situation occurred is inexcusable.

The response by the Local Health District at the time was swift, ultimately leading to the loss of registration to practice for both the staff involved, and the tightening of training for those working in Mental Health.

Whilst this case was appalling, it is important to stress that these types of failures are rare in our health system, a health system that provides some of the best health care in the world.

I am often delighted by positive patient stories reported in patient surveys, which consistently praise staff for their professionalism, friendliness, respect and care.

This is also borne out by independent data which shows above average numbers of patients reporting positive experiences within our facilities.



As individuals and as an organisation we need to remain vigilant to ensure we continue to provide the best care we can, and I remain committed to ensuring we continually improve our clinical processes and systems which deliver safe and effective healthcare.

Equally, I remain committed to supporting our skilled staff who care deeply for their patients, and to reassuring our workforce and our community that they can be confident in the level of care they will receive in all our facilities across NNSWLHD.

Wayne Jones
Chief Executive

From the Board Chair

I was pleased to attend the official opening of the Rehabilitation Ward at the Maclean District Hospital recently with Member for Page, Kevin Hogan, which was funded as part of a Council Of Australian Governments (COAG) initiative to increase sub-acute beds across NSW.

I also attended a tour of the new Helicopter base in Lismore with Thomas George MP, and I wish to acknowledge the hard work that our local Members of Parliament, both at Commonwealth and State level, undertake to secure funding for such projects within our District.

Prior to the May Board Meeting held in Grafton, the Board met with Ms Susan Pearce, Deputy Secretary System Purchasing and Performance Division, NSW Ministry of Health. Ms Pearce commended the NNSWLHD on its performance in relation to quality and safety outcomes, coming in on Budget and achieving the Elective Surgery and

Emergency Department targets.

I thank all NNSWLHD Clinicians and Staff for their work in achieving such a positive result for the District which results in improved outcomes for our patients. I note that clinician engagement in coding has contributed greatly to achieving a positive financial position for the LHD in the 2016/17 financial year.

In relation to NNSWLHD negotiations with the Ministry of Health for the coming financial year, the Board expects a major boost in funding and has given approval to the Chief Executive to commence recruitment of some 40 additional Community Health Staff. This will enable these new staff to commence work as early as possible in the new financial year. These additional staff will enhance the community health workforce and work to improve outcomes and reduce hospitalisations for patients with chronic disease.

The Board acknowledges the work of Wayne Jones, Chief Executive, and the Executive Team in their negotiations resulting in a very favourable outcome for 2017/18 year and beyond.

I look forward to being presented with the NNSWLHD Budget on July 14, knowing that this 2017/18 budget is detailed down to the ward level and includes clear expectations for activity performance.

Again, on behalf of the Board I thank all NNSWLHD Staff for the work that they do which ultimately ensures patient-centred care for the communities of the North Coast.

Brian Pezzutti
Board Chair



Excellence on display at Symposium

On 12 May, in conjunction with International Nurses Day, the 2017 Ena Williams Nursing and Midwifery Symposium was held in Byron Bay.

"The annual Symposium is a celebration of the fabulous work of the Nursing and Midwifery professions in Northern NSW," Adjunct Professor Annette Symes, Executive Director of Nursing and Midwifery with the Northern NSW Local Health District (NNSWLHD), said.

The keynote address at this year's symposium was given by Dr Chris Sarra, 2016 NAIDOC Person of the Year. Dr Sarra is a Professor of Education at the University of Canberra, co-chair of the Prime Minister's Indigenous

Advisory Council and Director of Stronger Smarter Solutions.

On the day, the finalists and winners of the annual Excellence in Nursing and Midwifery Awards were announced.

"These Awards are presented to Nurses and Midwives who have been nominated by their colleagues for demonstrating outstanding qualities as clinicians, mentors, leaders or educators," Ms Symes said.

This year five awards were presented for Excellence in Nursing and Midwifery, as well as two perpetual trophies in the following categories:

- the Meryl Brown Memorial Award for Outstanding Achievement in Nursing



Above from left, Jonathan Magill, Nurse Manager Nursing and Midwifery Education; Allison Wallis, NUM LBH Medical/Stroke Ward, and Cathy Adams, Clinical Midwifery Consultant NNSWLHD.



Left, Annette Symes, Executive Director NNSWLHD Nursing and Midwifery, addresses the Symposium.

Lismore nurses awarded

Sandra Walters and Allison Wallis are two Lismore Base Hospital staff who were recognised for their outstanding expertise and service to the nursing and midwifery professions at the Symposium.

Sandra, a Registered Midwife and neonatal practitioner in the LBH Special Care Nursery, was awarded the Registered Midwife Excellence Award. She has worked as a midwife at LBH since 1995, and has been working in the Special Care Nursery for the past 18 years.

Allison Wallis, Nursing Unit

Manager of LBH Medical/Stroke Ward, received the Meryl Brown Memorial Award for Excellence in Nursing and Midwifery Management.

Allison has also worked at LBH since 1995. Prior to taking on the NUM role in the Medical/Stroke ward three years ago, Allison spent three years as NUM of Orthopaedics.

Both Sandra and Allison credit their colleagues with making LBH such a rewarding place to work.

"It's really all about the team that you have around you," Sandra said.

Midwifery Management - awarded to Allison Wallis, Nursing Unit Manager of Medical/Stroke Ward, Lismore Base Hospital

• The Jane Ackerman Memorial Award for Clinical Excellence in Leadership - awarded to Cathy Adams, Clinical Midwifery Consultant, NNSW LHD.

Excellence Awards:

• Enrolled Nurse - awarded to Di Warren, Ballina District

Hospital

• Junior Registered Nurse - awarded to Casey House, Mental Health

• Registered Nurse - awarded to Lynette Evans, Ballina District Hospital

• Registered Midwife - awarded to Sandra Walters, Lismore Base Hospital Special Care Nursery

• Education - awarded to Kerrie Martin, Acting Clinical Nurse Consultant Critical Care



Above, Allison Wallis, left, and Sandra Walters.

"The teamwork is definitely the best thing about this job," Allison said.

"If you have a happy team, that flows through to your patients."

All good things ...

There's an old saying that 'all good things must come to an end' and so it comes that my time as Editor of the Northern Exposure comes to a close.

What I initially thought was going to be a three-month respite from my clinical role in winter 2015, turned into a two-year position.

Being Editor of the Northern Exposure has enabled me to visit all corners of this Health District: from the big three Tweed, Grafton and Lismore hospitals, right to the far reaches of small facilities in Urbenville and Bonalbo, and everything in between.

I have met a small proportion of this health district's 6000 plus staff and can confidently say this LHD has some of the most caring, kind, empathetic, and dedicated individuals I have had the pleasure to meet.

Recently the LHD received media attention for those occasions when we performed less than our best.

I am not here to discuss or debate the myriad of reasons why, as humans, we sometimes fail to deliver our total 100 percent best. I'm sure you've watched enough sport to understand the fallibility of human nature, and the systems that also sometimes fail.

Yet, it is important to remember that while there are times when either individually or as a team we fail to deliver our best, for 99.97 percent of the time (according to the stats) our LHD does provide an exceptional level of care.

The volume of patients who walk through our doors each year is enormous. By comparison, the number of times we receive complaints for our service is small.

I'm not saying it is acceptable to fail in our care delivery. In my clinical experience, we each day attempt to deliver our best.

Criticism for those times we fail is valid. Learning from this criticism is the important take-home message.



Lee McDougall
Editor

Arts funding announced

The Arts Funding Distribution Committee has announced the recipients of the Northern NSW Local Health District (NNSWLHD) Arts Funding. This funding was made by the former Minister for Health, Jillian Skinner, who is passionate about the arts. \$27,777 was awarded to each Local Health District across NSW to incorporate art into health facilities for patients and staff.

All applications received by the Committee were worthy but the funding can only go so far, leaving the Committee with difficult decisions to make. Part of the criteria was the funding should go to areas where the art would be appreciated by the greatest number of people.

The successful recipients and projects were:

- Caroline Ainsworth, Radiographer: 'A Mile in Your Shoes', which will be in six Medical Imaging Departments across the Northern Rivers.
- Kristene Keevers, Area Coordinator, Pain Management Programs and Paul Masterman, Clinical Psychologist Multidisciplinary Pain Management Clinic: Pain Management Relaxation and Desensitisation Digital Media that will be used in eight hospital locations.
- Stephen Manley and David Sampson, North Coast Cancer Institute (NCCI): enhancing cancer patients' experience through customisable digital and visual arts.
- Anthony Franks, Aboriginal Chronic Care and Jullums Rekindling the Spirit Community Advisory Committee: Revamping the Chronic Health Care Referral Pathway to assist local Aboriginal people with chronic health conditions by



Above, David Sampson, Senior Radiation Therapist, North Coast Cancer Institute (NCCI); Kristene Keevers, Psychologist; Paul Masterman, Clinical Psychologist, Multidisciplinary Pain Management Clinic; and Stephen Manley, Deputy Chief Radiation Therapist, NCCI.

painting their journey and filming their story for screening within Aboriginal and non-Aboriginal organisations.

- Michael Burgess, Drug and Alcohol Worker, Byron Central Hospital: 'The Art of Healing' to be painted by local artists for display in the Hospital. The commissioned artists have lived experience of trauma, substance dependence and mental health issues and have found healing through their involvement with health services.
- Nicole Ashby, Out of Home Care and Jessica Grace, Child Wellbeing Coordinator: Partnership with the local health district that includes 65 young people in foster care and residential care programs using education staff to roll out artworks to be displayed in local health facilities.
- Bill Sexton and Grace Burgess, Tweed Byron Health Service Group: 'No time like the present' – Caring for Cognitive Decline. This project involves art work primarily focussed on the healthy brain for Alzheimer's Australia.

Check out NNSW LHD Facebook page

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

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



Talks focus on End-of-Life choices

From page 1

although many people indicate at various stages of their lives that they would prefer to die at home," Mrs Williams said.

"As a community, we need to have a more open discussion about how to better support the physical, personal, social and spiritual needs of people as death approaches."

Over the past 18 months, an additional \$1 million has been spent on palliative care services across the NNSWLHD, in addition to the \$3.8 million already allocated to palliative care services annually.

During National Palliative Care Week, from 21-28 May, staff at Lismore Base Hospital and Community Health services across the district set up stalls to provide patients and the public with information about palliative care.

A recent clinician education evening was held in Ballina with 106 people attending. This was a collaborative event between NNSWLHD and North Coast Primary Health Network focusing on end-



of-life care issues in a group facilitated learning environment.

The feedback from clinicians and participants was extremely positive.

A series of education sessions for

staff on end-of-life conversations are also scheduled for Lismore, Tweed and Grafton. The first will be held on 28 June, registrations can be made via HETI by searching "It's Now or Never".



Above, Thomas George MP, Member for Lismore; Leslie Williams, Parliamentary Secretary for Rural and Regional Health; Vicki Rose, NNSWLHD Director Integrated Care and Allied Health; and Wayne Jones, NNSWLHD Chief Executive, at the Palliative Care Round Table.

Left, Dr Momin Sid, The Tweed Hospital Palliative Care Physician; Virginia Morris, The Tweed Hospital Clinical Nurse Consultant; Thomas George MP and Dan Madden, Clarence Health Service Executive Officer, discuss the future of palliative care in Northern NSW.

BBQs add up for Freemasons fundraising



Above, Freemasons Neil Lamb and Keith Castle present a cheque to Auxiliary President, Mollie Strong, Deputy Director Nursing, Deidre Robinson, and Auxiliary members Maureen Weir and Joy Taylor.

Members of the Byron Bay Hospital Auxiliary were thrilled to receive a recent donation of \$2,732.90 from the Byron Bay branch of Freemasons.

The Freemasons chose the Auxiliary as their nominated charity for fundraising work at BBQs held at Byron Bay Bunnings during the past year.

In addition to funds raised by the BBQs, the central office of Freemasons contributed \$1000 which was included in the \$2,732.90 total.

This money will support the activities of the UHA in the purchase of equipment for Byron Central Hospital.

Bonalbo artists win iPad Minis

Judges had a tough task selecting just four winners from a field of more than 40 entrants in the Bonalbo Multi-Purpose Service colouring-in competition last month.

Primary school students from the area's three primary schools were invited to participate in a colouring-in competition, depicting the work currently happening in building the new facility.

Four age groups were identified, with each age range winner being

awarded an iPad Mini provided by contractors Decmil Australia Pty Ltd.



Above, competition winners Shayla Ryan (Years 5-6) and Abby Gray (Kindergarten) of Bonalbo Central School.



At left, competition winners Charlie Jung (Years 1-2) and Tristian Robertson (Years 3-4) of Old Bonalbo Primary School.

Auxiliary hits target with ultrasound fundraising

The Lismore Base Hospital Anaesthetics Department is the latest unit to benefit from the tireless work of the Lismore Base Hospital United Hospital Auxiliary (UHA).

Last month, the Auxiliary presented the Anaesthetics Department with a new vascular ultrasound machine valued at \$61,000.

"This was our major target for the year," UHA President, Diane Miller, said.

"The gift shop has been going so well, and we're thrilled to be able to provide this great machine to the hospital."

The Mindray Anaesthetic Ultrasound machine is used in operating theatres to enable clinicians to perform difficult venous cannulation, arterial lines, nerve blocks and nerve catheters for pain relief.



Above, Lismore Base Hospital staff and clinicians with Lismore Base Hospital United Hospital Auxiliary members and the new \$61,000 ultrasound machine recently donated by the Auxiliary.

"This machine allows us to easily target pain relief to specific areas, and will help patients avoid having to be placed under general anaesthetic," Acting Director of Anaesthetics, Dr Peter Lane, said.

"The Anaesthetic department is extremely grateful to the UHA for all its

fundraising efforts which make it possible for patients to receive better treatment through updated equipment," Dr Lane said.

The new machine is compact and easy to use, and will be highly beneficial for training junior medical officers.

International Hand Hygiene Day

On 5 May Northern NSW Local Health District facilities celebrated World Health Organisation (WHO) International Hand Hygiene Day. This year, the focus was on the fight against antibiotic resistance in the context of hand hygiene and infection prevention and control (IPC) programmes.

Infection Prevention and Control Nurses conducted activities at various sites to recognise Hand Hygiene Day.

Wards at Grafton Base Hospital (GBH) were decorated and patients got involved making signs saying 'It's OK to ask me to wash my hands'.

The GBH Renal Unit were the winners of the fiercely contested Golden Hands Award for 2017.

At Murwillumbah District Hospital, a display was put up in the foyer and Infection Prevention and Control staff visited every department to talk about International Hand Hygiene Day, as well as chatting to consumers in the foyer.

The Tweed Hospital welcomed their first Hand Hygiene mobile station, displayed resources in the courtyard and engaged with staff and the public.



Above, University of New England Nursing student, Maddy; Graduate Registered Nurse, Kristi Wren; Registered Nurse, Vicki Griffioen (in the big hand); Level 2 Nursing Unit Manager, Norelle McIntyre and Registered Nurse, Justine Endean celebrate International Hand Hygiene Day at Grafton Base Hospital.

The annual Hand Hygiene campaign is one important part of improving behaviour towards IPC best practices.

WHO recently issued new recommendations explaining the core components of effective IPC programmes, and noted that hand hygiene is the best example of successful

implementation of these components to date.

Together, we can improve hand hygiene, fight antibiotic resistance and progress towards adherence with all of the IPC program components. Successful multi-modal strategies can prevent infection and an infection prevented is an antibiotic treatment avoided!

To keep up to date with new WHO resources and information on infection prevention and control visit <http://www.who.int/gpsc/5may/en/>



Pictured left, Resident Medical Officer, Helen Roberts; TTH Director Nursing and Midwifery, Susan Freiberg; MDH Clinical Nurse Consultant Infection Control, Janette van der Hoek; MDH House Keeping, Janet Modini and Nursing Unit Manager, Outpatient Clinic, Rosalind Wagner celebrate at Murwillumbah.

Juniors trump bosses on the cricket pitch



On Sunday 28 May, Junior Medical Officers from Lismore Base Hospital took on the Senior Medical Officers in a cricket match at Sam Trimble Oval, Bexhill. In a triumph of youth over wisdom, the Junior Medical Officers won the match. Both teams are pictured at left.

Let's Talk Health Literacy

Junk the Jargon!

Sometimes health professionals talk in a foreign language. Medical terms and words are not common for people who don't use our health services regularly. This month, let's junk the jargon!

Below are some plain language alternatives to common health jargon. Try using these with your patients this month.

Benign: Non-cancer or non-malignant. Doesn't spread to other parts of the body.

Biopsy: The removal of a small sample of tissue from the body. This sample is then viewed under a microscope. A biopsy helps in the diagnosis of disease.

Outpatients Clinic: a part of the hospital people visit for day treatment without staying in hospital overnight. They may see a specialist doctor or a range of other health professionals, or have an X-ray or other tests.

Inpatient: a person who stays in hospital overnight, or who is admitted for day surgery.

Palliative Care: Treatment that is focused on relieving the side effects of a disease, but will not cure it.

Chronic condition: a disease or health condition that lasts for a long time.

Looking for more tips on how to make your communication simpler?

Visit the Health Literacy website for information today:

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

Sit down for a cuppa, complete your survey

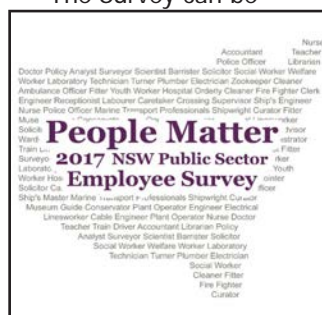
The 2017 People Matter Employee Survey has now opened for all staff across the NSW Public Sector. It runs until **30 June**.

The survey provides an important opportunity for all Northern NSW Local Health District employees to provide valued feedback about what our organisation does well and where we can improve.

The survey results will assist our organisation and managers to prioritise improvement activities, focusing on issues that will lead to a culture of

improved collaboration, trust, and respect.

The Survey can be



accessed at work via the NNSWLHD Intranet <http://intranet.nnswlhd.health.nsw.gov.au/>

The survey can also be

accessed from home via the NSW Health website:

www.health.nsw.gov.au/survey2017 or the Public Service Commission Survey Page <https://www.nswemployeesurvey.com/?VID=BEPS2443>

Limited paper surveys are available. To obtain a paper copy, please contact the Workforce Directorate on 02 66202349. Paper surveys need to be returned by 23 June 2017.

The survey process is completely confidential, with no individual identifiers collected.

Symposium gives voice to patient experiences

This year three consumer and community members from Northern NSW were sponsored by the Agency of Clinical Innovation with support from the Northern NSW Local Health District (NNSWLHD) and North Coast Primary Health Network to attend the NSW Patient Experience Symposium in Sydney.

A number of NNSWLHD Staff from Grafton to Tweed Heads also attended this year's Symposium which had over 500 delegates from across the state, with over

a hundred of these being community members.

Now in its third year, the Patient Experience Symposium brings together clinicians, consumers and managers from across Australia with the aim of improving patient experience.

The theme of the 2017 symposium was "Communication and Connecting People".

For Northern NSW Consumer Experience Advisory Committee (CEAC) Member, Steven Pizzol, it was also his first time flying to

Sydney since becoming a quadriplegic after a water skiing accident 11 years ago. Steven said the symposium enabled him to connect with some wonderful people from all over the state and a highlight was meeting Delia, the General Manager from Sargood Spinal Resort at Collaroy.

Megan Moore, a Youth Representative with a Lived Experience of Mental Health, also experienced a first in travelling solo to Sydney for the event.

"I learned a lot about the health system and ways that it can be improved. It inspired me to think about my interactions and how I can make positive changes in my workplace," Megan said.

Pictured left, Susan Go (carer) with NNSWLHD delegates Megan Moore (Youth Representative), Jane Bright (CEAC member) and Steven Pizzol (CEAC member).



Interview with Peter Cleary

Northern Exposure recently sat down with Northern NSW Local Health District's new Manager, Capital Assets and Resources, Peter Cleary. He chatted about his move to the North Coast, working on the Byron Central Hospital project, and his love of engineering and construction. Fiona Baker reports ...

Before coming to work with Northern NSW Local Health District, Peter Cleary was working in Sydney with Savills Project Management.

His firm was appointed to deliver the construction of Byron Central Hospital, so Peter moved his young family to Suffolk Park in 2014 as part of that project.

As the Client Side Project Manager for Savills, Peter represented Health Infrastructure in managing the stakeholders, consultants and builder to complete the delivery phase of the Byron Central Hospital project.

The fast-tracked nature of the project and the short construction timeframe meant that building and designing were happening simultaneously, with continual pressure from the builder to keep momentum going.

"There's always changes and variations on any job, but the challenge is to try and reduce that as much as possible through effective stakeholder and consultant engagement during the design and construction phases of a project," Peter said.

Peter grew up in Sydney and remembers being interested in engineering and construction thanks to the construction boom happening at the time.

"I think growing up in Sydney in the 80s and 90s is what led me to construction. There was a lot of construction, including the Harbour Tunnel, being built at that time," Peter said.

Peter completed a Civil Engineering degree at the University of NSW and soon after graduating, instead of heading to England to work like many other graduates, he headed for Ireland.

"Ireland was going through its own construction boom at the time and it was a good opportunity to progress my career whilst also experiencing living and travelling in other parts of the world," Peter said.

"There's also a family history, with



my grandfather's grandfather who came out to Australia from Ireland."

He met his future wife, Emma, in Ireland and they moved back to Australia together in 2007.

Peter spent the next 10 years working for Savills in Sydney delivering various large scale projects.

Peter says that working with the tertiary education sector on a large science building gave him some insights into what to expect when he came to work with Health Infrastructure on Byron Central Hospital.

"The user consultation side of things was quite similar to health," Peter said. Having said that, each project has its own challenges, which is also what makes it interesting.

"You're always setting up new project teams and trying to walk new people through the process. It's a challenge having different groups that don't know each other, all with their different goals, and trying to bring that together to deliver a project that everyone's proud of."

When Peter moved with his wife and two young children to the North Coast, he knew he would probably not want to leave.

"With a young family, it was a good time to make a move to the country," Peter said.

"I think I was wanting to stay as soon as we'd arrived, but Emma took a bit longer to come round."

Fortunately for Peter, he was successful in obtaining his current permanent position in March this year, which has allowed him to stay in the area after the completion of Byron Central Hospital.

The newly created role of Manager, Capital Assets and Resources will bring capital works, physical resources and assets, biomedical and compliance all under the one centralised management structure.

With small children, there's not too much time for personal pursuits outside of work and family, but surfing and rugby union are top of the list.

"If I can get a couple of surfs in on the weekend I'll be happy," he said.

NDIS on the Intranet

You will have heard about the National Disability Insurance Scheme (NDIS).

It is a new way that People with Disability will be supported, and once the scheme is fully functioning in our region it is intended to provide people with more individualised support and choice and control over their lives.

The NDIS will commence in Northern NSW on 1 July.

For some time now the Northern NSW Local Health District (NNSWLHD) has been planning for this start date, to ensure that our services are best able to respond to assist our patients and clients with a disability.

Much of this work has focussed on how to ensure that people with a disability can access the supports they need to successfully transfer to living in the community, as soon as they no longer require inpatient care.

We have also given much consideration to the implications for Community Nursing, Child and Family/Paediatrics and Mental Health & Drug and Alcohol Services.

To assist with any questions that you may have regarding issues to do with our

patients'/clients' access to supports under the scheme, or how the LHD will support People with a Disability, please visit the [NDIS intranet pages](#). Here you will find information about the NDIS and a portal for you to submit enquiries and receive feedback.

The intranet pages will be updated with new and relevant information on a regular basis as our region moves towards full-scheme NDIS by Mid-2018.

You are encouraged to familiarise yourself with the information provided, ask questions and provide feedback. Your input will help us to ensure a smooth transition for our clients, staff and the organisation.

You can also contact Paul Todoroski, NNSWLHD NDIS Transition Manager at Paul.Todoroski@ncahs.health.nsw.gov.au



Quality Award nominations now open

Entries are now open for the Northern NSW Local Health District (NNSWLHD) Quality Awards.

This year there are nine categories for entrants from NNSWLHD, with the winners of each category going on to represent the district at the NSW Health Awards.

A single panel will judge all nine categories this year.

Nominations close on 19 June, and finalists will be announced on 4 July.

Winners will be presented at the Annual Quality Awards presentation evening on Friday 14 July.

More information is available on the NNSWLHD intranet site at: <http://intranet.nnswlhd.health.nsw.gov.au/clinical-governance/quality-awards/>



Acute Back Pain HealthPathways — A Doctors's Journey

By Dr John Roberts
Clinical Advisor HealthPathways

Hospital based doctors like myself are often faced with managing fairly simple, common problems in the Emergency Department, whilst supervising very junior doctors.

Those junior doctors occasionally find those very simple problems something that their University education has not adequately prepared them.

As well as providing pathways to best practice, the Health Pathways Acute Back Pain pages are great teaching tools.

The Health Pathways for Acute Back Pain have been localised with reference to the best practise and are a good example of how best practise guidelines can be incorporated into pathways which cater for all levels of experience.

The presentation of Acute Back Pain is covered over three separate pages (best found by entering "back pain" in the search box).

- *The Acute Back Pain without Leg Symptoms*
- *Acute Back Pain with Leg Symptoms*
- *Acute Back Pain with Red Flags*

Each page begins with a prominent reminder of the "Red Flags".

The "Acute Back Pain with Red Flags" page has all the links to local Emergency Departments and Orthopaedic Surgeons. On this page there is a useful link to a Youtube video showing a brief Neuro exam for low back pain. This is aimed at junior learners, but is a great resource.

"Acute Back Pain with Leg Symptoms" also has advice re imaging timing and modality.

The "Acute Back Pain without Leg Symptoms" has several useful links which can be expanded when in a teaching scenario, but can be easily passed over by

an experienced practitioner. There is a link to a useful Youtube video for patients by "DocMikeEvans", which they can watch in their own time.

There are lots of examples of useful things to say and not to say in drop down menus, if required, to avoid communication issues making things worse for the patient, which is a common problem.

In the referral section of the Acute Back Pain HealthPathways, Health Professionals are directed to Allied Health Referral Services:

HealthPathways can be accessed via the blue and green 'H' desktop icon, Intranet work support centre and CIAP.
<https://manc.healthpathways.org.au/index.htm>

Username: manchealth
Password: conn3ct3d

For further information email kkeyte@ncphn.org.au



HealtheNet: your portal for statewide clinical information

The HealtheNet Clinical Portal provides NSW Health clinicians with an aggregated summary view of patient information including:

- State-wide discharge summaries
- State-wide medical images and reports
- State-wide hospital encounter history information from Emergency, Inpatients and Outpatients departments
- State-wide patient identifiers from NSW public hospitals and a patient's national Individual Healthcare Identifier (IHI)

• My Health Record information, including Medicare Information (MBS and PBS data), Australian Immunisation (AIR) data, GP Shared Health Summaries, and hospital discharge summaries from private hospitals and hospitals in other States.

Coming Soon to HealtheNet:

- Pathology results from NSW public pathology laboratories.

Staff are reminded to comply

with the NSW Health Code of Conduct and NSW Health privacy policy in accordance with privacy law when accessing patient information.

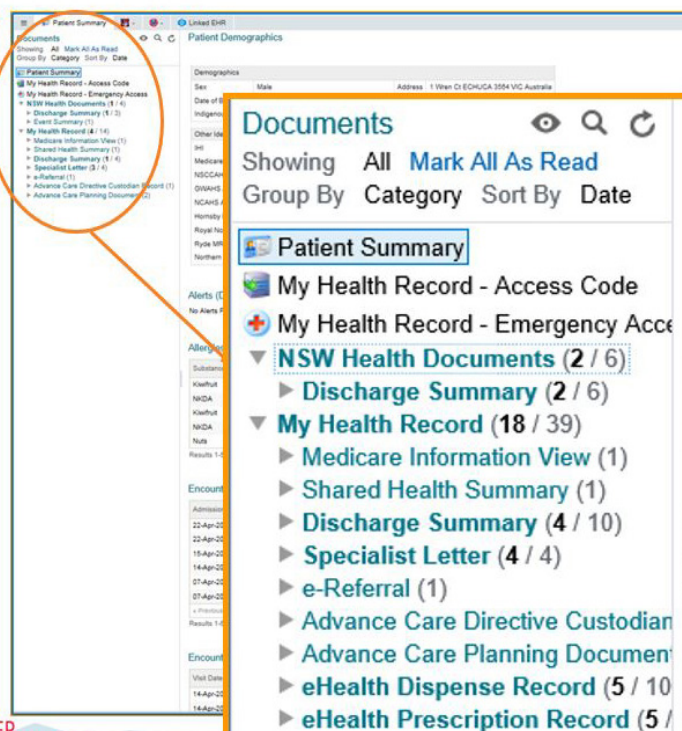
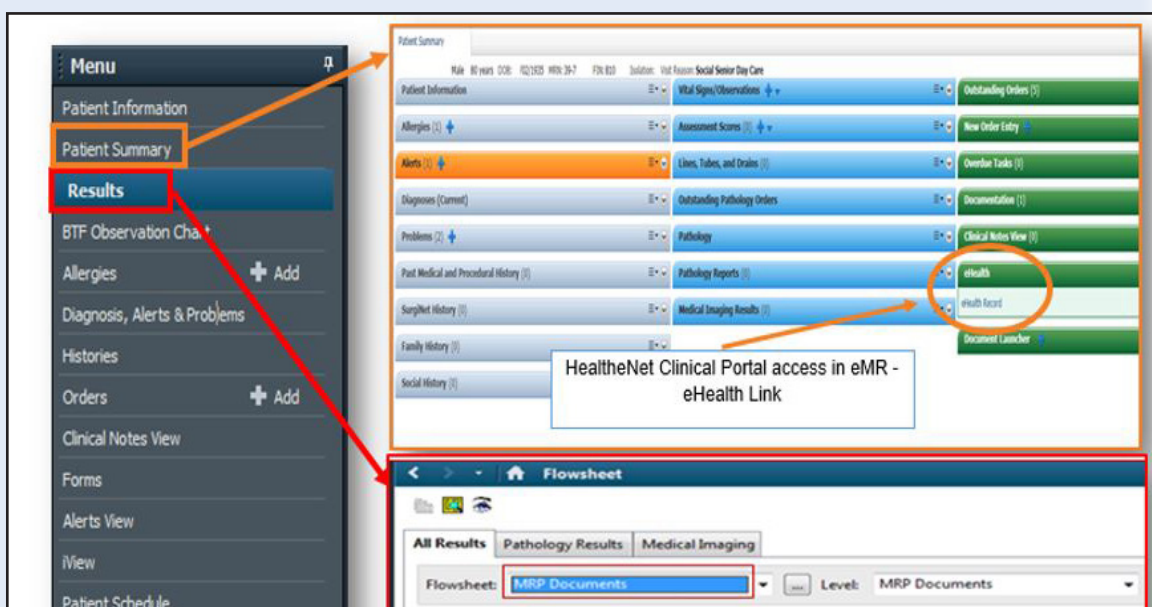
For more information or for any questions, training or support in using the system, Matt Cuplitt, HealtheNet Change Manager, is your point of contact within Northern NSW Local Health District.

He will assist you and collaborate in all aspects of change management, training and education activities,

including:

- Hosting a Train the Trainer session on HealtheNet
- Providing training material such as PowerPoint presentations, Quick Reference Guides (QRGs)
- Supplying printable promotional documents, such as posters and factsheets, for distribution.
- Provide onsite training during weekdays up until 1530.

Contact Matthew Cupitt on Mob 0437 688 466 or Matthew.Cupitt@ncahs.health.nsw.gov.au



In April 2015 the Northern NSW Local Health District Electronic Medical Record was linked to the NSW-Wide HealtheNet Clinical Portal.

HealtheNet is accessible via the existing eMR - PowerChart, SurgiNet and FirstNet as per the above images.

TOGETHER
ACHIEVING
BETTER HEALTH

Mental Health staff active in flood recovery

Following the devastating floods in March, Northern NSW Local Health District (NNSWLHD) staff continue to be actively involved in the flood recovery process.

Staff from our mental health service had a presence in the Lismore and Murwillumbah Flood Recovery Centres. The Centres acted as a 'one stop shop' for people wanting assistance with a range of services and information.

Staff from our mental health service provided support for over 250 people at the recovery centres. Many of those people were referred to the Flood Mental Health Support Line set up soon after the floods in partnership with the North Coast Primary Health Network (NCPHN).

The Mental Health Manager from the NCPHN, Olivia Pantelidis, and Steve Carrigg from NNSWLHD's Rural Adversity Mental Health Program have worked closely together in the weeks following the flood to ensure flood affected people have access to the psychological support they need.

The recovery process, however, will be ongoing for months to come and our LHD will continue to be a part of the recovery process.

If you or someone you know would benefit from some emotional support due to the effects of the flood, free support is available by calling 1300 137 934.

FREE MENTAL HEALTH FLOOD SUPPORT LINE

Ph: 1300 137 934

Mon to Fri 8am – 6pm

Outside of the above times, please call:
Lifeline: 13 11 14

Mental Health Access Line: 1800 011 511
beyondblue Support Service: 1300 224 636
Kids Help Line: 1800 551 800



Get to know your library

The Northern NSW Local Health District has onsite libraries located at three facilities: Grafton Base Hospital, Lismore Base Hospital and The Tweed Hospital.

LOCATIONS

The Library at The Tweed Hospital (TTH) provides library service to Tweed, Murwillumbah District Hospital and the Byron Central Hospital.

There is also a small library at the Grafton Base Hospital which is staffed by a library assistant on a part time basis covering the Grafton and Maclean sites.

The library at Lismore Base Hospital provides service to all the Richmond sites – Ballina, Bonalbo, Casino, Coraki, Kyogle, Lismore, Nimbin and Urbenville – and also provides professional services to the Grafton Base Hospital Library.

STAFF

Each library is staffed by helpful and professional library assistants and librarians who can assist you with research and reading resources.

Grafton

- Library Assistant – Leonie Valuntas-Achilles (02 6641 8900)

Lismore

- Library Manager (Librarian) – Cathie Nilon (02 6620 2447)
- Library Assistant (Acting) – Libby Rushton (02 6620 2445)

Tweed

- Library Manager (Librarian) – Debbie Searle (07 5506 7724)
- Library Technician – Sharee Behns (07 5506 7723)

LOCAL RESOURCES

Your libraries provide access to a variety of resources. Books and audiovisual resources are listed in the Library Catalogue.

Our catalogue is a shared resource between the three libraries, plus a collection at Murwillumbah managed by Tweed Heads staff. We cooperate as much as possible sharing resources as required. You can access the catalogue via the 'Library Catalogue' icon on your desktop.

The library also subscribes to a range of journals. We have a small number of print titles but most are available via the Electronic Journal List. There is an icon on your desktop for those as well – 'Library E-Journals'. They can also be accessed

from offsite.

Our local resources complement all the great resources available on the Clinical Information Access Portal (CIAP).

Contact your friendly local library staff member for more information on accessing these resources.

SEARCH SERVICE AND TRAINING

Please contact library staff by email, phone or in person to request evidence based literature searches, alert services etc. We want to connect you with your information needs to better equip you to provide the best possible patient care. We also provide training so you can more efficiently and effectively locate information for yourself.

Clinical Information Access Portal (CIAP)

Have any questions? Need any help? Contact the Library staff, your local

CIAP experts, for any issues regarding UpToDate, Mobile device app downloads, and all the CIAP resources.

A representative from CIAP will be providing training at some sites in July. Click here for the details: <http://www.ciap.health.nsw.gov.au.acs.hcn.com.au/learning/visits.html>

Sessions will be held on the following dates:

- Byron Central Hospital 17 July
- Tweed Heads Hospital 18 July
- Lismore Base Hospital 19 July
- Grafton Base Hospital 20 July

DOCUMENT DELIVERY SERVICE

Library staff can obtain resources not held by any of our library sites for you from other Australian libraries. There are three ways you can request a resource:

1. Obtain a Document Delivery Request form from the Library
 2. Request documents directly from within a CIAP bibliographic database search eg Medline, Embase, PsycInfo
 3. Utilise the "Article Request" form available on the CIAP home page
- Contact Library staff if you require assistance with any of these options.

INTRANET SITE COMING SOON...

The Library Service Intranet site is currently being redesigned to accommodate all your information needs. Watch this space!



Big day out for Our Kids

The annual Our Kids Day Out was held in Ballina on Sunday 7 May. The sun was shining and there were plenty of children (and adults) enjoying the entertainment.

Rebekka Battista, Our Kids Fundraising Coordinator estimated there were around 1000-1,500 people attending the day.

"It was amazing, a truly incredible turnout," Ms



Battista said. "We nearly sold out of sample bags, and the Lions Group ran out of sausages and bread and had to head out to stock up, all before 11am!"

This year the main show was 'Elmo and Cookie Monster', presented by Newcastle Permanent. Ronald McDonald, NBN Big Dog, Awesome Adam and The Balloon Kings and local Emergency Services also provided activities on the day.

Above, centre, Lismore Base Hospital paediatric patient and 2017 Children's Bravery Award Winner, Isaac Mallett pictured with his family; and left, LBH paediatric unit volunteer and former Registered Nurse, Alison Lever, and Our Kids Founder, Dr Chris Ingall, enjoy the day.



Library leads with healthy fundraising

Did you guess the correct number of macadamias as part of this year's library guessing competition? The winner, Lismore Base Hospital Registered Nurse, Louise Young (pictured below), got closest with a guess of 504. There were 511 in the bowl.

What a great way to promote the library and local food. Last year it was jellybeans, so I'm proud that the library leads by example by using healthier macadamias as the prize. Perhaps next year it will be olives?

Health promotions often use prizes as incentives to participate in competitions or health challenges. Often you see food being sold as fundraisers for various worthwhile causes.

Health Promotion tries to offer healthier food options as prizes rather than the traditional cake or lollies. In recent times they've used local farmers' markets

vouchers as prizes in competitions (eg. 10,000 steps, cooking challenge) which have been received enthusiastically by prize recipients. (Savvy prize winners know they can still buy a sugar laden almond croissant from the farmers' markets if they really want...)



In this regard Health Promotion is value adding by supporting local farmers' markets and the work they do in growing fruit and vegetables. As socio-economic determinants are a huge part of people's health, supporting local food production improves people's opportunities for eating healthier.

So the next time you are holding a fundraiser or offering a prize, think about healthy local food

options. Health Promotion are more than happy to offer advice. Until then, happy macadamia eating!

Family obesity service opens in Sydney

Australia's first family-centred obesity clinic has opened in NSW.

The facility, which opened on 24 April, draws on the expertise of a specialist team of doctors, paediatricians, dietitians, psychologists, nurses and midwives to help families break the cycle of obesity.

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

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

The service is based at the Nepean Hospital campus and is a collaboration between the Nepean Blue Mountains Local Health District, the Nepean Blue Mountains Primary Health Network and the Charles Perkins Centre of The University of Sydney.

The last word ...

Happy 90th Birthday Ray

On 18 May, The Tweed Hospital (TTH) Renal Dialysis Unit helped one of their beloved characters, Mr Raymond Curnow, celebrate his 90th birthday.

This was a wonderful milestone for Ray, his family, and the self-adopted staff.

Ray has been

on dialysis since June 2005, and TTH staff are hoping to celebrate many more wonderful birthdays with Ray!

The Tweed RDU also cares for two other nonagenarians: June Nesbit, who turns 93 this year, and Allan 'Dick' Allen who turned 90 in March.



Nimbin farewells Nancy Nugent

Nancy Nugent began her career as an Enrolled Nurse at the Prince of Wales Hospital in Sydney on 27 February 1962.

In 1968 Nancy became the Enrolled Nurse on permanent night shift at Casino Memorial Hospital.

Nancy took some time off to look after her family and returned to work in July of 1983 in a fulltime capacity.

Nancy was later employed for six months at Nimbin Hospital, then a Subsidiary Site of Lismore Base Hospital. This became a permanent position and Nancy was employed on a permanent basis until November 2012 when she changed to working casually.

Nancy tried to retire in 2016, but re-registered in case she may have been needed, and she was.

In her 34 years of service with the

Northern NSW Local Health District, Nancy has held positions as the Secretary and Delegate of NSW Nurses Association, been an active member of the Nimbin Occupational Health and Safety Committee, and a member of the Area Joint Consultative Committee.

Nancy continued to work as an Enrolled Nurse at Nimbin Multi-Purpose Service until her retirement on 31 May 2017.

Nancy has made a great contribution to both her local hospital in Nimbin and to the community at large.

Nancy is a member of the Nimbin Hospital Auxiliary and volunteers for the local St Vincent Opportunity shop.

Nancy was called upon in the recent flood event when rostered staff were unable to get to work and she had



Above, from left, Endorsed Enrolled Nurse Stephen Sherlock, Nancy Nugent and Registered Nurse Peter Doyle at a farewell afternoon tea held at Nimbin MPS in Nancy's honour last month.

no hesitation in coming.

Nancy's knowledge of the history of the service

and the community will be greatly missed, as well as her lovely smile.