

Winning connection for NSW trauma app

A trauma app developed in NSW recently won the Public Sector and Government Market Division at the Australian Information Industry Association (AIIA) National iAwards in Melbourne.

A highly-skilled team of staff and clinicians from NSW Health, lead by NSW Agency for Clinical Innovation (ACI) Institute of Trauma and Injury Management (ITIM), and including Lismore-based

Emergency Physician, Dr Yashvi Wimalasena, designed the Trauma App to provide trauma clinicians with real time clinical guidance and information including flight and drive times to NSW hospitals,

hospital blood stores, and speciality capabilities of NSW health facilities.

The iAwards are the biggest innovation and technology awards in Australia, attracting hundreds of entries for the state-wide and national competition, including from well-known large governmental and private institutions and companies.

The Trauma App contains specialised medical calculators, guidelines, and checklists from NSW trauma hospitals and speciality services as well as pre-hospital and retrieval providers.

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Left, winning team members, Institute of Trauma and Injury Management (ITIM) Manager, Christine Lassen, Lismore Base Hospital Emergency Physician, Yashvi Wimalasena and ITIM Project Manager, Ben Hall with their trophy at the recent Australian National Innovation Awards.



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Interview
with Tara
Chambers,
Maclean
District
Hospital
Nurse
Manager



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New
Recruitment
and
Onboarding
portal is about
to go live

The Northern NSW Local Health District Board and Executive are committed to fostering a safe and inclusive work environment. Improving workplace culture is a key priority for 2017-18, with an emphasis on enhancing staff wellbeing and increasing communication throughout the organisation.

As I write this column, it's National Cleaner's Day, so on behalf of all of us, I would like to thank each one of our cleaning staff for your hard work.

This health district continually receives great positive feedback from patients about the cleanliness of our facilities, and without you we could not provide the level of care that our patients deserve.

My mother was a cleaner working in hospitals in Sydney, so I understand the details of what's involved in keeping health facilities clean, hygienic and functioning well.

The work that goes on behind the scenes is important in its own right, and also to enable frontline staff to do their jobs to keep patients safe and well in our care.

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Within the Northern NSW Local Health District there seems to be a changing of the guard at the moment. In November, our new Executive Director of Nursing, Midwifery and Aboriginal Health, Katherine Duffy, will commence in her role. Coming from Sydney Local Health District, Katherine is very capable and has

a strong record of supporting staff.

I want to thank our outgoing Executive Director, Annette Symes, for her dedication and service over many years with this LHD. Annette has been a great example of how to lead a team with respect and passion.

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As we wind down from the busy winter period and activity starts to return to normal, with flu notifications now declining sharply in October, I hope staff are finding time to look after themselves. Once again I would like to thank our staff for their hard work and commitment during this time.

We are now beginning to do the summer planning which will support staff to manage the growth in activity due to the tourism influx over the summer months.

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Since the release of the People Matter Survey in September, there has been discussion around the issue of workplace bullying as one of the areas which this local health district needs to address.

I would like to reiterate that my



executive team and I take staff welfare and wellbeing very seriously, and we will be working hard to implement reporting models which allow staff to report incidents of misconduct or unacceptable workplace behaviour. It is only by being willing to receive these comments and address them openly that we can start to change the culture of our own workplace, to replace antagonism with understanding and support.

*Wayne Jones
Chief Executive*

From the Board Chair



I again wish to acknowledge and thank our staff and clinicians for their commitment to providing outstanding and sustained patient care during what has been a busy and lengthy influenza season. This has been the worst season, I believe, since the Pandemic of 1918.

I recently attended a huge farewell afternoon tea for Annette Symes, Executive Director of Nursing, Midwifery and Aboriginal Health. I was reminded, by the number and diversity

of the staff attending, of Annette's contribution not only to the Nursing and Midwifery Directorate but also to the culture of the whole organisation. It was also pleasing to have Annette's predecessor, Anne O'Donoghue, and her successor, Katherine Duffy, join us.

At a recent NSW Board Chairs Meeting the Minister for Health, Brad Hazzard, spoke of his belief that people who come to work in health do so because they care. He spoke of the importance of showing empathy together and with patients.

Annette has modelled this type of empathy throughout her 30 years with the Northern NSW Local Health District (NNSWLHD), and her example is something we should all reflect on in our day-to-day practices.

I would also like to acknowledge the work and commitment of another long term outgoing Executive member, Tony Beashel, who has concluded his role as Chief of Staff. Tony has provided the LHD with sound, considered and balanced leadership relating to many aspects including the extensive LHD infrastructure. Tony is still doing work on some high-profile projects for us.

With changes to the Executive there

is also renewal, and I would like to recognise the work of Wayne Jones, Chief Executive, who has admirably met Board expectations since taking on this role. Wayne has led a successful team approach which has delivered a better budget outcome for the LHD. His work in Clinician Engagement is bearing fruit in building relationships across the district.

Recently I attended a meeting in Sydney with Chairs and Chief Executives from Primary Health Networks and Local Health District Boards from across the state. What was most evident from this meeting was that the effective partnership between the NNSWLHD and North Coast Primary Health Network is amazingly well-developed and something that the Boards, Executive, Clinicians and Staff working within our health systems should be proud of.

This working together to provide better patient experiences and outcomes really emphasises why we choose to work in health.

*Brian Pezzutti
Board Chair*

Resources help reduce smoking in pregnancy

The Northern NSW Local Health District has been successful in securing a grant from Cancer Institute NSW to develop training resources to help midwives provide support to pregnant women to quit smoking.

The NNSWLHD project team is partnering with the University Centre for Rural Health (UCRH) in developing educational resources to further reduce

the rates of smoking throughout the community, especially among target groups such as pregnant women. This particular project is designed to help midwives to support women to quit smoking during pregnancy.

The project will run until June 2018, with the aim of trialling the resources at Lismore Base Hospital in 2018.

Sarah Beadman, a midwife from

NNSWLHD, is the project assistant supporting the team. The team includes UCRH Associate Professor and Director of Research, Dr Megan Passey, UCRH Research Fellow, Dr Jo Longman, and NNSWLHD Clinical Midwifery Consultant, Cathy Adams.

Recent research among midwives in NSW highlights that more can be done to help engage with women who smoke, and support them to quit.

This project will help to break down the barriers that midwives experience when helping women with smoking cessation. It will develop short videos and supporting materials, and run focus groups to test their impact with midwives and managers.

As a currently practising midwife within the LHD, Sarah has close relationships with colleagues in the maternity services which will be beneficial for fostering awareness and engagement with this project.

Left, midwife Sarah Beadman, is the project assistant on a collaborative venture between NNSWLHD and UCRH to develop resources to assist midwives in reducing smoking among pregnant women in Northern NSW.



Pilot renal workshops improve confidence

The Nyumbalingu Simulation Centre recently piloted a new Renal Simulation course.

The course was designed specifically to provide a unique method of learning and development to specialist nursing teams in haemodialysis.

In September, 10 nurses from both Lismore Base Hospital and Ballina District Hospital participated in the first of a series of simulation workshops based around the new course.

The workshops were facilitated by Renal nurse specialist and clinical simulation educator Lissa Ingram, and clinical simulation manager Sharene Pascoe.

The primary focus of the two-hour workshops was to build knowledge and skills so that participants can confidently manage deteriorating patients on dialysis.

This included consolidation of recent changes in practice, application of recognised clinical tools in the systematic assessment of renal patients, and practice delivering Basic Life Support (BLS).

Course participants reported increased confidence in delivering BLS after practising on simulated patients in a safe



Above, from left, Registered Nurses Helen Kane, Monique Neessen, Andrea Green and Jacqui Mallaby at the first renal simulation workshop held in September.

learning environment, and expressed a desire to participate in similar simulated learning scenarios. The next Renal course is scheduled for 14 November.

□ For more information contact the Simulation Centre on 6620 7570 or email simulation@ucrh.edu.au.

There's no shortcut to longevity

During the past month, our health district has farewelled a number of long-serving, and by all accounts, well-loved, staff members.



Fiona Baker
Editor

An iProcurement systems wiz, an Executive Director of Nursing and Midwifery, a Needle Syringe Program outreach worker, and a Nursing Unit Manager, have been farewelled by their respective departments, each one having worked with this health agency for over 20 years. In one case, the staff member worked for 43 years at the one facility!

That's a lifetime of relationships, knowledge and experience which are not easily replaced. It's also testament to the desirability of working for a large and diverse organisation, where a person can progress their own chosen career path, but also be given opportunities to branch out of their field into other areas, raise families and work with other inspiring people.

Sometimes it's easy to get bored staying in the one place for a long time, so it's great to see so many long-term staff who have managed to keep up their energy and enthusiasm over many years.

Of course, getting a pay cheque each fortnight helps as well, but there's evidence out there to show that when an unhappy employee wants to resign for whatever reason, offering them more money to stay doesn't usually work out in the long run.

If anyone has a crystal ball into what the future employment sphere holds, now is the time to bring it out. With automation, robotics, artificial intelligence and scientific advances, our workplaces and our careers may look remarkably different in the not so distant future.

Here's hoping that our future work environments continue to improve and build on our individual strengths. Because, in the end, what's really important is us.

Are you a team leader?

Applications for the 2018 District Clinical Leadership Program are now open.

The Foundational Clinical Leadership Program aims to build the capability of clinicians to:

- lead sustainable system improvement and patient safety initiatives
- work more effectively with available clinical information and resources
- develop a culture of patient-centered care within an environment that supports work-based learning

The program is multidisciplinary and supports participants to develop and enact a professional development plan using 360-degree feedback, and complete a work-based Clinical Practice Improvement project.

The program is open to health care workers with fundamental leadership skills or experience who are leading or managing a team at a ward, unit or program level; and are committed to improving patient safety. For example, Frontline Managers, Health Service Managers, Medical Officers leading teams, Nursing Unit Managers, Clinical Nurse/

Midwife Consultants, Nurse Practitioners Allied Health Team Leaders, Project Team Leaders are all encouraged to apply.

The program is jointly funded by the Clinical Excellence Commission and the Northern NSW Local Health District and is provided free of charge to NSW Health staff who meet the eligibility criteria and are selected as part of the LHD selection process.

Participants must be:

- Leading a clinically-based team and/or be a Front Line Manager
- Supporting patient areas where they manage a team

Due to the limited number of places available, participants who apply will undergo a short interview prior to selection.

For further information, please email Jonathan Magill jonathan.magill2@ncahs.health.nsw.gov.au or telephone 0477 334 421.

Applications close on Friday, 10 November 2017. Applications can be lodged via the Intranet [here](#).



Above, NNSWLHD graduates from the 2016 intake of the Foundational Clinical Leadership Program.

Check out NNSWLHD 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, and by the LHD Media Unit to promote local events and celebrate the achievements of staff and volunteers.

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



NSW Trauma App wins iAward

From page 1

The pre-hospital component of the app was the brainchild of Dr Wimalasena and two fellow Retrieval Specialists in the Greater Sydney Area Helicopter Emergency Medical Service (GSA HEMS), Dr Karel Habig, and Dr Cliff Reid.

"Winning this award was very exciting as it was the culmination of many years of hard graft," Dr Wimalasena said.

This award recognises the collaborative effort of numerous NSW Health agencies, clinicians and staff, including statewide trauma and burns services, ambulance, retrieval, pathology services, and specialist trauma centres across the state.

Through the app, clinicians can locate blood products to provide appropriate

blood transfusions to critically injured patients prior to admission to hospital, something that was previously only available once patients reached hospital.

The Trauma App includes GPS tracking to provide real time information for all NSW hospitals, including flight and drive time from a patient's current location and hospital capabilities, Burns units and Paediatric units.

"The development team, lead by the Institute of Trauma and Injury Management, have worked tirelessly to create a product which has exceeded all our expectations and which is easy to use," Dr Wimalasena said.

The app is now being used by NSW Health, NSW Ambulance, Queensland Health and the New Zealand Major

Trauma National Clinical Network. Recent monitoring shows that in the past 18 months 9622 clinicians used the app for over 31,084 clinical sessions in caring for injured trauma patients.

The Trauma App was built in collaboration with a range of services including NSW Agency for Clinical Innovation's (ACI) Institute of Trauma and Injury Management (ITIM) and Statewide Burn Injury Service, NSW Ambulance Health Emergency and Aeromedical Services, Greater Sydney Area Helicopter Emergency Medical Service, NSW Health Pathology and 20 designated NSW trauma centres that include clinicians from Lismore Base Hospital and Tweed Heads Hospital Trauma Services.

BreastScreen has a free clinic near you!

October is Breast Cancer Awareness Month. Did you know, nine out of 10 women who are diagnosed with breast cancer do not have a family history?

As health professionals, we should be familiar with this statistic.

We should also know that breast cancer is surprisingly common: 1 in 8 women will develop a breast cancer in her lifetime (see www.breastscreen.nsw.gov.au/).

Regular mammograms can detect breast cancer in its early stages and early detection is the key to greater treatment options.

The good news is that the BreastScreen program provides FREE mammograms for women aged over 40 years. Experts recommend a mammogram every two years for all women aged 50-74 years, as they are in the higher risk group.

Appointments take only 20 minutes. No referral is required.

BreastScreen has clinics in Uralba Street in Lismore as well as at the Tweed Heads Hospital near the Powell Street entrance.

The Mobile Unit is in Uki and then Byron Bay in October and will be located in Ballina from November.

Call 13 20 50 to book an appointment at any BreastScreen site. It is free and it could save a life!

A woman can have a mammogram at any site. If additional investigations are required, they are also available free at the Lismore and Tweed Heads Assessment Clinics. Contact Mary Burns, Health Promotion Officer mary.burns@ncahs.health.nsw.gov.au

OCTOBER IS BREAST CANCER AWARENESS MONTH


 9 in 10 women diagnosed with breast cancer do not have a family history.	 It's free!
 All women aged 50-74 should have a breast screen every 2 years.	 Over 150 locations in NSW.
 A mammogram can pick up breast cancers that can't be seen or felt.	 Call 13 20 50 to book your free mammogram.
 Takes only 20 minutes.	 breastscreen.nsw.gov.au

THIS OCTOBER REMEMBER TO HAVE YOUR SCREENING MAMMOGRAM

Sepsis no match for Shirley Bassey

World Sepsis Day was a hit across the MPS network this year in more ways than one.

On 13 September, well-known singer, Shirley Bassey, made a surprise incarnation in regional NSW to promote the importance of early recognition of sepsis through education sessions with nursing staff and management.

Nurse Educator, Vicki Wale, regularly brings creativity, music and cake to her World Sepsis Day education sessions. This year, she had Ms Bassey singing a reworked version of her classic song "Fever" at the Kyogle, Nimbin, Bonalbo and Urbenville Multi-Purpose Services.

It gives you fever

*In the morning
Fever all through the night
Fever!
Just a warning
High lactate given me a
fright*

This year World Sepsis Day focussed on early recognition and treatment of maternal, newborn and paediatric sepsis.

Sepsis is a medical emergency and continues to be under-recognised and under-treated, even in Northern NSW Local Health District. Sepsis accounts for one death every 3.5 seconds around the world. It is a preventable cause of death. Clinicians should "Recognise, Resuscitate and Refer" according to the CEC sepsis pathway.



Above, left to right, Health Assistant Grade 2 Wendy Johnston, Endorsed Enrolled Nurse Naomi Thorne, Nurse Educator Vicki Wale and Registered Nurse Ann Baker at Bonalbo MPS.



Left, front row, Endorsed Enrolled Nurse Cindy Cattell, Clinical Nurse Specialist Kim Grey, and Nurse Educator Vicki Wale. Back row from left, Endorsed Enrolled Nurse Deb Baker and Registered Nurse Adele Laird at Urbenville MPS.

Sugary drinks give way to healthier options

A new healthy food and drink policy is helping NSW become the first state in Australia to remove sugary drinks from health facilities.

As part of this state-wide effort, the Northern NSW Local Health District (NNSWLHD) is taking up the challenge and offering more nutritious food and drink choices for staff and visitors.

Starting soon, there will be changes to the drinks available for sale from cafeterias and vending machines in health facilities.

By 1 December 2017, the sale of sugary drinks will be phased out across the district.

Start making healthy the new normal today. Rethink your drink.



Height, weight now part of routine assessments

Measuring children's height and weight will now form part of routine clinical assessments.

With childhood obesity levels trebling since 1985 in Australia, reducing overweight and obesity rates of children by 5% over 10 years is a Premier's Priority. This will require a whole of government approach which will focus on a number of measures including healthy eating and active living advice and support as part of routine clinical service delivery.

Childhood obesity can lead to emotional and behavioural problems, school absences, immediate health problems including joint pain and type 2 diabetes and increased risk of chronic disease.

Regular measurement of the height and weight of children is a normal part of good clinical care and is essential to allow accurate monitoring of a child's growth over time, as well as routine assessment and identification of children below or above a healthy weight.

If we do not recognise obesity then we are less likely to prioritise tackling it. It's not always easy to tell if a child is a healthy weight for their age and height.

Because of this, the Ministry of Health is revising the Nutrition Care policy directive to include mandatory height and weight measurement and documentation for children (17 years and under) seen as inpatients, outpatients and at community health.

Dr Michelle Creitikos, the Director of Clinical Safety and Quality, Centre for Population Health at the Ministry of Health is visiting LHDs across the state to discuss this initiative.

Clinicians are invited to attend Dr Creitikos' presentation when she visits our health district on Tuesday, 24 October at 10am at the University

Measuring children's height and weight – it is now part of a child's health assessment



Presentation & discussion with
Dr Michelle Creitikos
Director, Clinical Safety and Quality
Centre for Population Health
Ministry of Health

Ballina UCRH
Cnr Fox & Cherry St

Or by **videoconference:**
Lismore NCCI
Grafton Accommodation
Tweed Riverview room
Casino Community Health
Conference room

healthykids
for professionals
Weight management resources
for health professionals

NSW
GOVERNMENT

MAKE
HEALTHY
NORMAL

pro.healthykids.nsw.gov.au

RSVP: Text 0458227913 or email
jillian.adams@ncahs.health.nsw.gov.au

Tuesday
24th
October

10-11.30
am

Centre for Rural Health in Ballina (Corner of Cherry and Fox Street). There will be a half-hour presentation followed by an hour's discussion for clinicians including GPs.

The meeting will also be broadcast via video-conferencing to Lismore (North Coast Cancer Institute conference room),

Tweed Heads (Tweed Riverview room), Casino (Community Health) and Grafton (Accommodation centre).

Please RSVP, including which venue you will be attending, to jillian.adams@ncahs.health.nsw.gov.au by 17 October.

For more information see www.pro.healthykids.nsw.gov.au/



Men's Shed puts skills to use for Birth Centre

The entrance to the Murwillumbah Birth Centre at Murwillumbah District Hospital will be signposted by a new, hand-built sign thanks to the generous work of the Murwillumbah Men's Shed.

The wooden sign was made using a new computerized router recently installed at the Shed. Pictured at left are Murwillumbah midwives, Linda Shaw and Jennifer Bennett, with Men's Shed volunteer and engineer, Peter Schwarzel.

Pledge to drop the jargon

October is Health Literacy Month, and we're asking you to join with us in improving Health Literacy by dropping the jargon.

October 24 is Drop the Jargon Day to encourage professionals in Australian health, community services and local government to use plain language. This has been shown to be the **single most effective** strategy to improve health literacy.

You might see posters up around your health facility this month with plain language alternatives to medical jargon. Feel free to start a conversation with your colleagues. See if you can come up with any other jargon you use frequently and find simple explanations to use instead.

You may also see more people bringing written lists to appointments and taking notes of the answers. Up to 80% of what happens in appointments is forgotten immediately, so this is a vital step in supporting people to go home with the information they need.

Throughout October we're also holding free workshops to help people take charge of their health.

The workshops will help people to find reliable health information online, use their MyHealthRecord and learn some tips and tricks for managing chronic conditions. We'll also be encouraging people to prepare questions to bring to their next health care appointment.

The free workshops are open to community members and community organisations. NNSWLHD staff are also welcome.

To register visit ncphn.org.au/taking-charge-of-your-health-community-workshops/

For more information email taya.prescott@ncahs.health.nsw.gov.au

Steptember reflections

Thank you to all those who participated in Steptember. Have you come down from the flurry of physical activity yet?

Our Health Promotion team was blown away by the amount of enthusiasm shown by participants in the first Steptember we've run.

We had 73 teams and 219 active participants, totalling 55 million steps! That's four times as many people we've had in previous 10,000 step challenges.

Throughout the month our health district raised over \$12,000 and collectively NSW Health raised \$238,531. Well done!

It helped that it was a fundraiser for a good cause, but from a health promotion perspective, we were keen to see people increase their physical activity to counter our generally sedentary lives.

So how did we fare?

A total step count of 55 million equates to a notional average of approximately 8978 steps per day for each active participant (those who logged steps).

What does this tell us about our physical activity levels?

Depending on the accuracy of this figure, it demonstrates from a population health perspective that on average we're getting less than the recommended daily physical activity of 10,000 steps. On a positive, the average office worker only

clocks up about 3000 steps a day, so we're doing better than many!

Conversely, this figure may reflect participants' focus more on Steptember as a fundraiser rather than a motivational tool to promote physical activity. Further followup post-evaluation may elucidate this.


Personally, I fell nearly spot on the average with about 8,815 steps per day. I know from my own experience that this was a boom/bust scenario, with much lower step counts on days I worked (sitting and driving) compared to days off where I could make up for it with vigorous physical activity outside.

One thing I've noticed about my own behaviour is that we need to integrate physical activity into our daily lives and we need small incentives and rewards along the way.


Getting out of bed earlier to walk the dog or water the garden in order to increase our step count has sometimes been enough of a catalyst to achieve this. Colleagues also reported parking further away from the office or shops in order to increase their step count and this is something simple everyone can do, especially when the weather is fine.

Keeping that enthusiasm and motivation going after we take off our pedometers is a sign of a successful health intervention. *Adam Guise*





Don't stick your head in the sand! Report wrongdoing in your organisation



You can find the internal reporting policy at:
[Intranet/ Public Interest Disclosures](#)

You can report wrongdoing to:
NNSWPID@ncahs.health.nsw.gov.au

Interview with Tara Chambers

Northern Exposure recently sat down with Maclean District Hospital Nurse Manager, Tara Chambers, to chat about her nursing inspiration, her journey to the North Coast, and her upcoming summer of surf.

Tara arrived to live in Australia with her boyfriend, Andy, in 2006. They had been here once already, travelling along the east coast for two months, before going back to England and immediately making plans to return to live.

"Within a matter of months we had started the process of getting 457 visas," Tara said.

Tara's travel companion is now her fiancé, and together they have an 8-year-old daughter.

When they arrived in Australia to live, Tara worked in Sydney hospitals for several years, and Andy was a site manager in construction, while they waited for the right opportunity to move north and settle in regional NSW.

Tara came to Maclean District Hospital (MDH) as the Nursing Unit Manager, level 1, but is now the Nurse Manager for the whole hospital.

"It was our long term plan for Andy to take early retirement and be a stay at home dad," Tara said. "We knew we wanted to be on the coast and still in NSW, but close to the QLD border." They now live in Yamba.

"The 15-minute drive in the morning, following the mighty Clarence River, it's so picturesque," Tara said.

In Sydney, Tara was the Nursing Unit Manager, Rehabilitation at Mona Vale Hospital, and commissioned the new Rehabilitation Unit there just prior

to leaving.

She also held positions as Clinical Nurse Consultant in Stroke, and Nurse Educator.

"I sort of fell into the speciality of rehabilitation nursing, but once I'd experienced it, I enjoyed it," Tara said.

In England, Tara had been a Clinical Nurse Manager, the equivalent to a NUM, on a 30-bed Comprehensive Stroke Unit.

Tara is also a published author, having contributed a chapter in a

fascinating," Tara said.

Tara trained with the British Royal Navy nursing recruits in Portsmouth, and secured her first post-graduate nursing position on a 30-bed acute medical ward in a tertiary hospital in Gloucester, not far from her home town.

In her role at MDH, Tara enjoys being able to experience a variety of work which is a feature of working in a small facility.

"No day is the same, I have a number of priorities that I'm dealing

with, I like the challenge of that," Tara said.

"I enjoy the exposure that I've gained in this role to different departments and services, and how operationally, they can support each other."

There's a level of resourcefulness among the team which Tara finds refreshing as well.

"When I arrived at Maclean, I was blown away by

the level of expertise and skills of staff.

"I am incredibly lucky to work with a great team who are dedicated, resourceful and highly proficient at their jobs."

Outside of work, Tara is embracing Australian beach culture, and embarking on her first summer as an Age Manager for the Under 9s Nippers in Yamba.

"It's hilarious really, I'm not the best swimmer, and I've never been surfing in my life," she said.



book about rehabilitation nursing practice compiled by one of her University tutors.

Tara grew up in Ledbury, a small, market town in Herefordshire, England, and always knew she would become a nurse. Tara was inspired by the stories told by her Irish grandmother who began nursing in the 1930s.

"She was a strong, knowledgeable Irish woman. I can remember a story about leeches and wound management. It was

Flood impact survey seeks your input

The University Centre for Rural Health has recently launched a region wide, population-based survey about the immediate and ongoing effects of the March 31 flood.

UCRH is seeking input from as many individual residents as possible, whether directly affected by the flood or not.

This questionnaire is for people who were living in the Northern Rivers region during the flood earlier this year. It asks about your experiences during and after the flood, your health and wellbeing before and after the flood, and what it's like living in your community now.

Your answers will help improve the recovery effort as well as future responses to disasters.

To complete the survey, click [here](#).

A Block Demolition at Lismore Base

Staff and visitors to Lismore Base Hospital will soon be hearing the audible sounds of demolition works, as the excavator is brought on site at the start of November to begin removing parts of A Block.

The first section to go is the external veranda, or hood, on Level 4 (off the former Women's Care Unit) to make way for the erection of the scaffold which will be put in place around the perimeter of the section of A Block to be removed.

Internal soft strip of hazardous materials and the isolation of services, including gas, water and electricity, has been occurring since builders, John Holland, took possession of A Block at the beginning of October.

All former units located in A Block have now been relocated into either the new E Block (South Tower) or elsewhere in the building.

The new E Block now comprises:

- ☐ Level 14 - Helicopter Landing Site (HLS) – (Restricted access)
- ☐ Level 13 - Plant (Restricted access)
- ☐ Level 12 - Plant (Restricted Access)
- ☐ Level 11 - Paediatrics (formerly A8 Children's Ward)

☐ Level 10 - Surgical/Medical Short Stay (encompassing the former A5 Short Stay and A4 Medical Assessment Unit [MAU])

☐ Level 9 - Medical Unit (formerly A7)

☐ Level 8 - Women's Care Unit (formerly A4)

☐ Level 7 - Under Construction (CSSD to open April 2018)

☐ Level 6 - Under Construction (Theatres to open April 2018)

☐ Level 5 - Emergency Department

☐ Level 4 - Renal Unit (formerly A6)



Carers' health and wellbeing in focus for Carers Week

National Carers Week is being held from 15-21 October and provides a good opportunity to reflect on how we can improve our practice in respect to carers.

In Northern NSW Local Health District (NNSWLHD) we recognise the importance of involving the family/friends/carers of our patients as part of good patient care.

The link between including carers as partners in care and positive outcomes for patients is well understood by our staff.

This year, Murwillumbah District Hospital, Kyogle Multi-Purpose Service and Ballina District Hospital participated in the Carer Friendly Hospitals Awards program.

This program aims to identify and celebrate good practice in partnering with carers. Carers that were interviewed as a part of the program reported a high level of satisfaction with how they were being included as a part of the care team.

The NSW Carers Charter provides a basis for acknowledging the rights and

contributions of carers. It states "Carers' health and wellbeing are to be given due consideration."

Carers often neglect their own health when attending to the needs of their care recipient. When a carer visits a care recipient in hospital, this can provide staff with an opportunity to check in with and link the carer to health supports. This might include a Social Worker or General Practitioner.

To assist our staff to partner with carers, NNSWLHD has developed a new procedure: [Family/Friend Carers Staying Overnight with Patients in Hospital](#).

This procedure guides staff in how to respond to carers who are available to stay overnight with a patient in hospital, to assist with care and support.

For further information on the NNSWLHD Carers Program, email Ken Lee, Manager Carers, Disability and Community Consultation Programs, at Ken.Lee@ncahs.health.nsw.gov.au

The NSW Carers Charter is available on the [NSW Health Website](#).

Extract from Schedule 1 NSW Carers Charter

The valuable social and economic contribution that carers make to the community and the persons for whom they care should be recognised and supported.

Carers' health and wellbeing are to be given due consideration. The views and needs of carers and the views, needs and best interests of the persons for whom they care must be taken into account in the assessment, planning, delivery and review of services provided to persons who are cared for.

Carers should be referred to, and made aware of, appropriate services to assist carers in their caring role. Such referrals should be made after an assessment of the needs of carers or as part of the assessment or provision of services to the person being cared for. The relationship between carers and the persons for whom they care should be respected.

ROB: The future of recruitment is here

A new and improved recruitment system is set to replace eRecruit for NSW Health.

Northern NSW Local Health District is part of the statewide rollout of the new Recruitment and On Boarding (ROB) system, which will go live on 13 November 2017.

ROB will deliver a simpler, more efficient and more engaging recruitment process, with user-friendly tools and improved workforce reporting.

The system will guide users through all phases of general recruitment – from attracting and sourcing candidates, to offering positions and bringing candidates on board.

More information and online training will be provided in the weeks leading up to the launch of ROB. There will also be demonstration sessions for hiring managers across the LHD for two weeks after go live.

Here are some of the new features:

Attract & Source

- New, engaging career portal to

attract applicants

- New Workbench that will give better visibility of candidates and stages
- Standardised Position Descriptions (PDs) stored in a centralised PD library
- Candidates will be able to reuse



their information each time they make an application

Selection

- Access to multiple (and quantifiable) assessment options
- Candidates will upload their own paperwork as required
- Interviews will focus on assessment, not paperwork
- Only front runners are reference checked

Checks & Verification

- Checks have been semi-automated
- Documents (uploaded by candidates) are sighted at interview by convenors (no more copying and uploading) and electronically signed off

Offer & Onboarding

- Online offer letters, based on a template with approved optional clauses
- Faster response times (candidates will have three days to accept offer online)
- Smooth transition directly into onboarding activities before commencement

Reporting

- Operational reporting will provide real time visibility of recruitment activity
- Ability to schedule and run ad-hoc reports
- Dashboard reporting will be delivered longer term

For more information, contact the ROB Project Team: Kerry.Byrne@ncahs.health.nsw.gov.au or Nicole.Dawson@ncahs.health.nsw.gov.au



HealthPathways for Mental Health

The HealthPathways team have recently reviewed and localised new Mental Health referral, therapy and assessment pages just in time for us to promote alongside Mental Health Month!

In NSW, Mental Health Month is celebrated each year in October. This 'awareness' month encourages each of us to think about our own mental health and wellbeing and develop an understanding of the importance of mental health in everyday life - encouraging help seeking behaviours when needed.

In today's society, most of us face increasing commitments and mental health and wellbeing can become less of a priority.

This year, the focus of Mental Health Month is on encouraging everyone to prioritise taking care of their own mental health and wellbeing with the theme 'Value Your Mind'.

The following is a list of Mental Health

HealthPathways that will assist clinicians with navigating the system:

- **Mental Health Referrals**
- **Scheduling a Patient**
- **Acute Mental Health Assessment**
- **Non-acute Mental Health Referrals**
- **Non-acute Adult Mental Health Assessment**
 - Non-acute Child and Young Person's Mental Health Assessment
 - Non-acute Older Adult Mental Health Assessment
 - Non-acute Drug and Alcohol Assessment
- **Psychological Therapy**
- **Mental Health Treatment Plan (MHTP)**
 - Mental Health Psychosocial Support
 - Bereavement Support
 - Child, Adolescent and Family
- **Counselling**
 - Daily Living Community Support
 - e-Mental Health
 - Mental Health Helplines

Problem Gambling Counselling

To view all localised Mid and North Coast Health pathways, click [here](#).

Username: manchealth

Password: conn3ct3d

HealthPathways relating to this edition of Northern Exposure can be accessed here:

- **Breast Screening**
- **Weight Management in Children**
- **Lifestyle and Preventative Care**
- **Adult Sepsis (including Meningitis)**

For further information email kkeyte@ncphn.org.au.



Staff, community nominations open for Board awards

Do you know an outstanding staff member, team or community or volunteer representative?

The Northern NSW Local Health District (NNSWLHD) Board 2017 Staff and Community Appreciation Awards are now open for nominations of outstanding individuals.

This year the NNSWLHD Board's Annual Public Meeting will be held on 13 December 2017. At the meeting, the Board will be presenting Staff Appreciation and Community and Volunteer Contribution Awards.

From the Board's deliberations the Staff Appreciation Award/s should be made to individuals or teams from both clinical and non-clinical work areas and should be considered for outstanding contributions to the NNSWLHD.

More information and nomination forms can be found on the NNSWLHD website [here](#).

In previous years, staff from across the district have nominated a range of staff and community members who have made significant contributions to their health services and communities, and who have enriched the culture of the local health district.

These awards are an opportunity to provide recognition for contributions which are not covered by other awards within the health service.

100 years of volunteering for Lismore UHA

On October 19, the Lismore Base Hospital UHA will celebrate 100 years of volunteering with a special lunch at Summerland House, Alstonville.

We'll have more information and photos from this incredible milestone in the November edition...

Nimbin Needle Syringe Program stallwart retires after 21 years



Above, from left, Northern NSW Harm Reduction staff Scott Russell, Sabina Brady, Deb Woodbridge and Duran Howard farewell Gillian Kinivan, second from right.

Gillian Kinivan was farewelled at an afternoon tea with past and present colleagues on 11 October.

Gillian began work as a Health Education Officer at Nimbin Primary Needle Syringe Program (NSP) in February 1996. Gillian was well known for her outreach work, assisting clients of the NSP with many issues above and beyond her usual duties.

Throughout her career, Gillian fostered successful relationships with many Nimbin services. Working closely with community nurses, Gillian helped

start weekly Wound Clinics and Health Check Clinics for clients of the NSP. She was also instrumental in setting up a partnership with local Dentists for clients in need. She continued to advocate on behalf of her clients until her retirement on 24 August 2017.

Gillian's energy, compassion, and commitment to equality and fairness will be greatly missed. She will be fondly remembered for her empathy to others and for her hearty response to clients' needs over and above her required duties.

Ballina patient celebrates 70 years of marriage

Ballina Transitional Care Unit patient, James Keen, 90, and his wife, Val, 86, celebrated their 70th Wedding Anniversary at Ballina District Hospital last month.

The couple, pictured at right, met at a dance at Evans Head, where Jim was stationed with the Air Force.

"He was a good dancer. We got on like a house on fire", said Val.

They have five great-grandchildren, some of whom travelled from Sydney to help them celebrate.

Jim and his wife have been long-time Ballina residents and still have friends and family in the area.



DIGITAL DOSE - eHealth news

eHealth Northern NSW – Connecting with Clinicians

Improving connectivity with Clinicians

eHealth Northern NSW has successfully recruited Wendy Roulston to the role of Clinical eHealth Service Manager. Wendy will be the connection between Clinicians, Information Technology and Telecommunications (IT), and Clinical Information Systems Unit (CIS Unit) around eHealth Services and their future direction. Wendy can be contacted via email: wendy.roulston@ncahs.health.nsw.gov.au

This new role is not designed to replace the State Wide Service Desk (SWSD - IT help desk), so to report any technical issues please continue to phone 1300 28 55 33 or log a job via the intranet homepage.

WiFi connectivity update

WiFi connection problems with computer carts is being investigated by eHealth NNSW.

An eHealth Incident team meets regularly about the computer cart connectivity issues. Changes to equipment and settings are underway with reported improvements so far.

All sites note: Please continue to log these problems with the SWSD and request "Attention the WiFi queue" – we need your problems to be logged as we are actively working on resolving them.

NNSW Clinical Information Systems Unit (CIS Unit)

Just a reminder that all of the Cerner, and upcoming eRIC, clinical applications (e.g. PowerChart, FirstNet, SurgiNet and PAS) are maintained by the staff of the CIS Unit. These staff are based locally, in the Northern Rivers and handle the help desk tickets you submit via the SWSD.

The CIS Unit staff come from a variety of backgrounds, including nursing and administrative roles, and all of them have extensive experience working in health care settings. The CIS Unit staff receive about 600 help desk tickets each month and work hard to resolve as many as possible in the shortest time possible.

NNSW IT&T Department

The staff in the IT Department are located at various sites across the local health district providing support for all things related to IT, including computers, phones and printers.

The IT department receives around 850 help desk tickets per month via the SWSD and aim to resolve them as quickly as possible. It is worth noting that some problems are difficult to diagnose and therefore take longer to resolve.

NNSW eRIC Update

eRIC is set to go-live at The Tweed Hospital ICU on 30 October, closely followed by go-live at Lismore Base Hospital ICU in mid-November and Grafton Base Hospital ICU in early December, completing the NNSWLHD eRIC roll-out.

The eRIC mock go-live has commenced at Tweed ICU, along with end user training for staff. During mock go-live, ICU clinicians are familiarising themselves with eRIC, which is a specialised clinical information system designed specifically for critically-ill patients. The TTH eRIC Change Manager is Andrew Dodds, 0437 981 506.

"The team is looking forward to consistency in documentation and a paperless ICU," TTH eRIC Clinical Nurse Educator Stevie Griffith, said. "The clinician's reaction to eRIC has been positive, and people are looking forward to the change."

At Lismore ICU end user training has commenced with mock go-live set to start from 23 October. For more information about the Lismore ICU implementation or to book training

please contact Daniel Schebella, eRIC Change Manager, on 0438 768 023.

Renee McClelland is the eRIC Change Manager for Grafton ICU, where detailed planning is underway for engagement and training, in time for the mock go-live from 20 November. Renee can be contacted on 0447 233 890.

eMR-eMEDS

Smarter Safer Better

eMeds Quick Dose

The eMeds Clinical Reference Groups started early in September at Lismore Base Hospital and The Tweed Hospital, with good attendance from key senior staff engaged from the divisions of Nursing and Medicine (Junior and Senior Doctors), Pharmacists and Pharmacy Technicians and iPharmacy and others from Quality and Safety, Health Information Management and Clinical Coding and the CIS unit.

The NNSW eMeds Clinical Reference Group is a consultative group, engaged to assist the project team with decisions around the how you will work with eMeds.

There are a series of 10 educational workflow sessions. The current sessions will conclude in early December. The project team is planning the next workflow series in 2018 to be more speciality focused.

Interested? Contact Change Manager, Wendy Roulston on (02) 6620 0825 or 0438 497 318.



Above, from left, TTH Clinical Nurse Educator, Stevie Griffith, trains Registered Nurse, Kerry Garady on the eRIC system during mock go-live at TTH.

The last word...

End of an era for Nursing, Midwifery Director

Northern NSW Local Health District Executive Director, Nursing and Midwifery and Aboriginal Health and long-serving staff member, Annette Symes, was farewelled at an afternoon tea at Crawford House on 10 October.

Annette began nursing training in 1974 at Prince Henry Hospital, Sydney. Following this, she worked as a Registered Nurse at various hospitals throughout Sydney, and completed training in Developmental Disabilities.

In 1985 Annette obtained the position of Deputy Director of Nursing at Langton Clinic.

In 1987 Annette was appointed as Director of Nursing at Campbell Hospital, Coraki. Annette continued to work as Director of Nursing at several hospitals on the North Coast until her appointment as Executive Director, Nursing and Midwifery. During her years with NNSWLHD, Annette has also acted in the roles of General Manager, Tweed Byron Health Service Group and NNSWLHD Chief Executive.

Annette was welcomed onto the Nursing and Midwifery Board of Australia in 2015, and continues to serve as a Board member, including representing Australia at the International Council of Nurses Congress in 2017.

Annette's excellent leadership skills, broad thinking, caring nature and sense of humour have been highly valued by all those who have been fortunate to work with her. She will be greatly missed.



Left, Special Projects officer, Tony Beashel farewells outgoing Executive Director, Nursing and Midwifery, Annette Symes, watched on by Chief Executive, Wayne Jones.

Fond memories as Lismore farewells Ann Reynolds

Lismore Base Hospital Nursing Unit Manager, Ann Reynolds, was farewelled by colleagues at an afternoon tea on 27 September.

A large group turned out to reminisce about Ann's long career at the hospital, including her unique leadership style, her dedication to cleanliness and order, and her reputation for creating a welcoming and supportive work environment.

A rousing speech from Enrolled Nurse, Patrick McDermot, had the audience in stitches as he recalled his memories of working under Ann's guidance.

Ann began working at Lismore Base Hospital

as a nurse in 1974. Since that time, Ann worked in a variety of clinical areas throughout her 43 years of service with the hospital.

These included Maternity, Gynaecology, Cancer Care and Surgical Services. During this time, Ann spent more than 40 years in the role of Nursing Unit Manager in various units.

Ann will be remembered for her continued efforts in maintaining a high standard of care, and her attention to detail. Her resilience and her encyclopaedic knowledge of all things surgical will be greatly missed.

We wish Ann all the best for a happy and productive retirement.



Above, retiring Nursing Unit Manager, Ann Reynolds, is presented with a certificate of appreciation from NNSWLHD Board Chair, Brian Pezzutti.