

Northern Exposure



- 4 It's a plunder-ful life with the Band-aid Bandits
- 12 PROFILE: Roslyn Hollis
- 20 Partnership heralds new era for recruitment

Northern EXPOSURE

Editor Fiona Baker,
Manager Media and Corporate
Communications

Phone 02 6620 2141

Email nswlhd-media@health.nsw.gov.au

Northern Exposure is published 8 times a year by the Northern NSW Local Health District. We welcome your contributions, suggestions and feedback.



[www.facebook.com/
northernnswlocalhealthdistrict/](https://www.facebook.com/northernnswlocalhealthdistrict/)



<https://twitter.com/NNSWLHD>



[https://instagram.com/
healthupnorth](https://instagram.com/healthupnorth)

THIS ISSUE

Executive update	3
From the Chair	3
It's a plunder-ful life with the Band-aid Bandits	4
Sun power – reducing our carbon footprint	5
Tools down – redevelopment finished	6
Murwillumbah District Hospital refurb underway	6
Supporting communities to build a healthier Northern NSW	7
New year, new faces on the wards	7
CE steps down after eight years in the top job	8
The dynamic duo	8
New Chair and Members appointed to Board	9
Winner Indigenous Allied Health champion	10
NSW Teletroke for the win!	10
Following the art trail at Lismore Base Hospital	11
PROFILE: Roslyn Hollis	12
Introducing Healthcare Helpers	14
Hot drinks and donations continue to flow	15
United Hospital Auxiliaries	15
Finalist in the 2022 Excellence in Allied Health State Awards	16
North Coast Practice Manager of the Year	16
Swaddling parents and bubs in the Clarence	17
Double the care with two Parkinson's Disease nurses	17
Need help with performance appraisals?	18
Multidisciplinary collaboration helping patients	19
Partnership heralds new era for recruitment	20
A toothy and culturally appropriate welcome	21
Northern Exposure 2023 survey	21
Digital Dose	22
Looking for culturally safe First Nations resources?	22
Farewells	23

Executive update



Wayne Jones – Chief Executive

Writing this column for the final time, I am swamped by memories of the many people who have crossed my path over my time as Chief Executive and my broader career.

I have been so very lucky to have met so many committed and talented staff and clinicians who come to work to make the lives

of those needing our help a little brighter with care, compassion, and humour. From staff holding the hand of someone dying, to offering a cup of tea and a hug to the relative of someone who is sick or injured, these small acts do impact the lives of the people you touch in such a positive way, and the acts speak so loudly about the kind and compassionate teams we have here in the Northern Rivers.

I know staffing levels are front of mind for many people at present, and I'm pleased to say that, even as we continue to use high numbers of agency nurses for now, we are noticing some really positive signs in regard to our recruitment efforts.

On the domestic front we are seeing great success in many areas, including recruiting to our midwifery vacancies, and we have secured over 140 new graduates joining our nursing workforce as permanent staff over the coming weeks.

Internationally, a small team travelled to the UK recently to interview over 100 registered nurses, and we are now processing visa applications for 63 of these. Since the interviews, a further 50 nurses in the UK have come forward to be considered for roles across our District. These are some very promising outcomes from our recruitment program.

In closing, I want to say a sincere thank you to all the staff and clinicians across the LHD who continue to provide care to our communities. Your compassionate work has always made me proud to be the Chief Executive of this organisation.

Whilst I leave with a significant degree of sadness, I also leave with immense pride knowing that I have contributed in small part to the roles you all play in providing such high-quality care to our communities.

From the Chair



Peter Carter – Board Chair

I grew up in rural NSW where our GP was also the anaesthetist and surgeon, and if things didn't go to plan, it would mean a drive to Newcastle. It is hard to comprehend the advances in rural, regional and remote healthcare since those days.

Over the last three decades I have been involved first-hand in the evolution and enhancement of healthcare services in the interests of achieving the highest standards of quality and safety.

No one living in the bush today would be satisfied with the services available decades ago. Nor should they be.

In a piece I wrote for the Royal Australasian College of Surgeons a number of years ago, entitled "Never Enough", I highlighted the "inelasticity of demand" for healthcare. In other words, demand for health services remains the same year after year, and in fact increases, even if other factors that might otherwise affect demand change.

Contemporary expectations and demand for health services puts enormous pressure on our health system and on health budgets, and in turn on our workforce. Therein lies the tension that we as an LHD need to navigate.

Our Board is comprised of members with diverse and impressive skills and experience and strong local community connections. I also welcome our two new Board

members, Cathy Adams and Andrew White, who you can read more about on page 9.

It is our job as the LHD Board to ensure we are developing policy and strategy that enables the delivery of high-quality health services to the population we serve. We do this in collaboration with the Executive, who in turn work with our clinical, Allied Health and support staff to achieve high quality outcomes for patients.

Quality improvement in health is a continuous process, with input from the bedside to the boardroom.

The Board is focussed on ensuring we have an effective and sustainable health service and workforce. As Board Chair, I look forward to working in partnership with you, our staff and colleagues, to help us achieve this.

Thank you for your part in achieving the best of health outcomes for the people we serve.

It's a plunder-ful life with the Band-aid Bandits

The Band-aid Bandits made a huge splash to support kids and even plundered some treasure—a big shining ‘best dressed’ trophy!

The salty seadogs from Community Health, Bugalwena Service, pharmacy, Child and Family Health, Cardiac, Chronic Disease Management, Health Promotion, and the Merit Program (youth justice) of The Tweed Hospital (and some family and friends) came together in late November 2022 for the Kids In Need (KIN) Dragon Boat Festival.

After a few years' break due to a certain pandemic, staff were keen

to get back in the water and support the local fundraiser.

“Everyone was keen to get in on the action, it was an amazing day with masses of community spirit, a great team effort, and heaps of fun”, Sandy Rogers, Administration Officer - Medical Records/Bugalwena Service and KIN Vice President said.

“A huge thank you to Norm from the Kids in Need for volunteering

his time to support us as a steerer.”

KIN volunteers are oar-inspiring and have been supporting local children with chronic illness and disabilities for more than forty years.

Even though all the ship mates were inexperienced, none were made to walk the plank, and they all said “aaarr’ll be back next year!”



The participants included Tomasina Darling, Kellie Thompson, Anthony Franks, Tammy Johnson, Kerry Darling, Rowena Backler, Wanetta Nielsen, Lyndissi Eilean, Robyn Sack, Tina Lace, Jock Mackenzie, Rebecca Tate, Rod (Kellie's hubby), Sandy Rogers, Rebecca Tate, Jacinda Lanyon, and Hannah Carr, some of whom are pictured here.

Sun power – reducing our carbon footprint

Next time you are travelling past Byron Central Hospital (BCH) look up at the hospital roof and you will see the array of 1,847 photovoltaic panels harnessing energy from the sun.

The new 720-Kilowatt system that helps power BCH was turned on in the second week of December 2022.

Even during this short time, there has been a significant reduction in the monthly electricity bill by around 33%. With recent price rises factored in, this means the Health District has avoided around \$10,000 in costs.

The solar system is also making an incredible impact on our environment, reducing approximately 48 tonnes of greenhouse gases for the month. To compare, 48 tonnes is around the same amount of emissions a small hatchback would produce if you drove around Australia 21 times!

The installation was led by Frank Ferreira, North Sector Engineering Manager, Marc Van Zetten, A/Maintenance Manager BCH and the BCH maintenance team.

“It was exciting to be involved with the delivery of the first PV solar system for Northern NSW Local Health District. The project installation works were successfully and safely completed with great cooperation and support from the BCH executive and staff on site,” Frank said.

“As a health service, we are committed to reducing our overall environmental footprint and we will be working to expand the solar program to other sites across the District in the near future,” Matt Long, Director Corporate Services, said.



From left: Marc Van Zetten, A/Maintenance Manager BCH, Frank Ferreira, North Sector Engineering Manager, Matt Long, Director Corporate Services, Peter Carter, Board Chair, Director Environmentally Sustainable Healthcare and John Griffin, Board member

pride in health
+wellbeing

LGBTQI awareness seminar for all clinical and management health staff

Learn about:

- ✓ some of the unique challenges faced by LGBTQ people
- ✓ barriers to accessing care and health disparities for LGBTQ communities
- ✓ understand the role that health staff play in creating a more inclusive culture

Presented by Claire Allen (she/her)

ACON National Program Manager, **Monday 6 March 2023**
C5 Auditorium, Lismore Base Hospital **10.00am-12.30pm**

Please register attendance with Caitlyn.albertini@health.nsw.gov.au

Tools down – redevelopment finished

In late January, the final stage of the Lismore Base Hospital \$312.75 million redevelopment was completed, finishing almost a decade of construction delivering a world class integrated hospital and community health campus.

The construction of a new Pathology Department in 2013 kicked off the building works, followed by the Emergency Department and multi-storey carpark which opened in 2016. These were followed by a new renal unit, women's care, paediatrics, operating theatres, medical imaging, pharmacy and inpatient wards.

"The jack hammers are silent, cranes have been removed, and staff can now move freely through the facility," Lynne Weir, Director of Clinical Operations said.

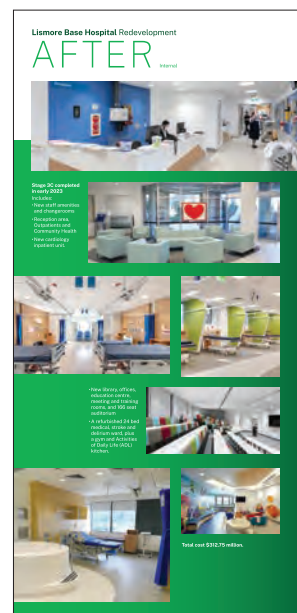
"The staff have coped with everything that has come their way, and I couldn't be prouder."

The latest stage (Stage3c) of the redevelopment included:

- refurbished medical ward with stroke, acute delirium beds and general medical beds, plus a gym and activities of daily life kitchen
- cardiology unit, with co-located coronary care beds and step-down cardiology beds in the one unit, making it easier for staff to provide ongoing care to patients

- Community Health facilities on the main hospital campus
- outpatients department
- auditorium
- front entrance and reception area
- library, education centre, meeting and training rooms.

With these refurbishments now complete, various departments are progressively moving into their new purpose-built wards.



Murwillumbah District Hospital refurb underway

Renovation works have begun at Murwillumbah District Hospital to enhance services for patients and staff, and improve the patient experience.

Upgrades include improvements to the Emergency Department triage and reception, palliative care room, medical imaging and fire safety upgrades.

"The enhancements to the hospital will create a more accessible ED triage and waiting area which caters for all patients, including those with a disability," Executive Officer/ Director of Nursing Tracey Claverie, said.

Upgrades to the medical imaging department will improve patient flow and disabled access and create a purpose-built, brighter reception area.

Medical equipment in the palliative care room will be hidden from view to help create a calm and peaceful environment.

"The palliative care improvements will create a space that feels more like home," Tracey said.

"There will be facilities for family members to stay overnight with their loved one and a living room will provide a breakout space with tea and coffee making facilities.

"The redesign will enable patients to enjoy the beautiful views that surround the hospital."

The works are expected to be completed in April 2023.

Supporting communities to build a healthier Northern NSW

NNSWLHD has awarded \$50,000 in grants across ten community organisations as part of the Health Promotion Unit's 'Healthy and Well Community Grants' initiative.

From indoor bowling mats for senior citizens, to falls prevention exercise programs and healthy eating initiatives for pre-schoolers, the grants will help community organisations bring their healthy living ideas to life.

"The variety of applications from across the region was fantastic! Community-led programs reach and engage priority populations in a way that government agencies struggle to," said Acting Health Promotion Manager, Graeme Williams.

"We are looking forward to seeing the great work that will be done by our community."

Healthy and Well Community Health Grants Winners 2023

Ballina Seniors Citizens Inc – refresh their 30-year-old indoor bowling mats, enabling members to bowl in all weather.

Clunes Preschool – deliver a garden-to-plate healthy eating project that involves parents and children.

Council of the Ageing (COTA) – support participation in their Living Longer Living Stronger strength and balance program for older people in Evans Head, Grafton, Nimbin, Kyogle, Tweed Heads and Yamba.

Eden Creek Fairmont Preschool (Kyogle) – purchase equipment to build fundamental movement skills, including games with First Nations connections.

Jacaranda Preschool (South Grafton) – offer healthy eating support to their families.

Mullumbimby Comprehensive Medical Centre – deliver general and falls prevention exercise programs for older men that build fitness and facilitate social interaction.

Northern Rivers Women and Children's Services – run workshops on how to make and use a kit of long-life food goods to eat healthily post-disaster.

Queer Family's 'Rainbow Remedies' – offer trauma informed physical activity for the LGBTQI community.

Richmond Valley Care – Ring Incorporated Association – build the fundamental movement skills of pre-schoolers.

The Risk Primary School – create 'Loose Parts' play space to promote discovery and adventure, the play space will be open to the community during school holiday periods.



A Rainbow Remedies participant shares a moment with Aby during Queer Family's Walking with Horses event

New year, new faces on the wards

Our new first year Junior Medical Officers (JMOs) have come from far and wide, choosing the Northern Rivers to begin their medical careers.

With orientation completed, they hit the wards with their buddies at the end of January. Over the next two years, the JMOs will complete terms in general surgery, general medicine, ED and relief.

"It's an exciting time to see new faces, and we know our team here in the Northern Rivers will make each of them feel welcome and appreciated."

"We look forward to these doctors performing their vital role in our clinical teams over the coming two years," Dr Tim Williams, Executive Director Medical Services said.



Front row from left: Jon Chuo, Jia Ni, Anika Young, Molly Brand, Emma Jewell, Jillian Rashotte, Rik Lane Director of Prevocational Education and Training. Back row from left: Trisha Pinto, Kate Cranswick, Li-Ann Wong, Dominic Givney, Matthew Collocott, Connor Riches, Desmond Hui, Katherine Willis Sullivan Director Medical Services

CE steps down after eight years in the top job

After 23 years working for NSW Health in the Northern Rivers, eight of them as Chief Executive for the NNSWLHD, Wayne Jones recently stepped down.

"I have made the very difficult decision to step down as the Chief Executive of the District, making way for new leadership and allowing me to focus my time and energy on another critical role within the NSW Health system," Wayne said in February.

"I have been immensely proud to be the Chief Executive, and work with incredible staff and clinicians to deliver high quality healthcare to the many thousands of people who have needed it across the District.

"The way our staff and clinicians have responded to the needs of our community during the pandemic and the 2022 floods will remain with me forever. No matter their personal circumstances, their commitment to deliver compassionate care is exceptional."

Lynne Weir will act in the role of Chief Executive until recruitment is finalised.

NNSWLHD Board Chair, Peter Carter, paid tribute to Wayne's guidance and experience in leading the health service over many years.

"Wayne has seen good times and difficult times in his years as CE of this District.

Throughout these times, one constant has been his uncompromising commitment to delivering health services to the community that are safe and of the highest quality and we sincerely thank him for that," Peter said.

Secretary of NSW Health, Susan Pearce AM, has announced Wayne's appointment to act as the State Health Services Functional Area

Controller (HSFAC) for the next 18 months.

Reporting directly to the Secretary, the HSFAC will work to strengthen and elevate the health system's emergency planning and response capacity.

"Wayne is an exceptional leader who has navigated Northern NSW Local Health District through some very challenging times, and I have no doubt he will make a very positive difference in his new role too," Susan said.

"Wayne will represent all health services on the State Emergency Management Committee and will be the key liaison between NSW Health and our partner agencies in delivering whole of government emergency responses."

The dynamic duo

For the past 17 years, Jenny Cleaver has worked tirelessly in the Chief Executive office, keeping things running smoothly behind the scenes!

Previous to this, Jenny worked across a variety of roles in the LHD, including as Manager of IPTAAS, Records, and as Executive Support to Director of Nursing, Midwifery, and Quality.

Wayne Jones and Jenny Cleaver, Manager CE office



New Chair and Members appointed to Board

Peter Carter has been appointed as the Chair of Northern NSW Local Health District Board.

Peter joined the Board in 2019 and has served as Deputy Board Chair since 2021.

Peter has worked in the healthcare sector for more than 35 years specialising in healthcare strategy, planning, innovation, and management.

His former roles include Chief Executive Officer of the Royal Australasian College of Surgeons and of the Royal Australian and New Zealand College of Psychiatrists. He is a former Board member and Chief Executive Officer of the International Society for Quality in Health Care.

Peter has welcomed two new members to the District Board following the recent departures of Mark Humphries and Allan Tyson after 10 years' service.

"I am delighted that Dr Catherine Adams and Dr Andrew White will be joining our Board; they will complement the existing mix of impressive skills and experience of continuing Board members," Peter said.

"I would like to congratulate Cathy and Andrew on their appointments and look forward to their contribution as we continue our journey towards NNSWLHD becoming the leading regional LHD in NSW."

Dr Catherine Adams

Cathy Adams has a background in healthcare as a registered nurse and registered midwife. Her most recent position was as a Clinical Midwifery Consultant for NNSWLHD before moving to the Clinical Excellence Commission. Cathy has a focus on system improvement in the delivery of healthcare that influence safety and quality, primarily in maternity care.

She has facilitated improvements through curriculum development, delivery of multidisciplinary education and skills-based training and development of models of maternity care across NSW that are contemporary, evidence-based and responsive to community needs.

Dr Andrew White

Andrew White is Director of Intensive Care at Grafton Base Hospital (GBH) and chair of the Clarence Valley Medical Staff Council. Originally trained in Queensland, Andrew has been leading and developing critical care services in the Clarence Valley since 2013. In particular, he has enhanced Grafton Base Hospital from a Level 3 High Dependency Unit to a robust Level 4 specialist-led Intensive Care Unit, which supports ventilated patients, and contributes to Registrar training.

With extensive involvement in strategic planning, quality improvement, and workforce redesign, Andrew has participated

in numerous projects within NNSWLHD, as well as with the Agency of Clinical Innovation and Clinical Excellence Commission.

In keeping with a commitment to supporting and improving rural health, he has several post graduate qualifications in health science, including a FRACMA and a Master's in Health Administration with Distinction.

As chair of the GBH Medical Staff Council, he has advocated for workforce and system improvements at GBH, which have worked towards the development of a safer and better resourced hospital for the people of the Clarence Valley.



Winner Indigenous Allied Health champion

Congratulations to Kelly Hyde, who was announced as the winner of **Indigenous Allied Health Australia's (IAHA)**, Local Allied Health Champion Award, at the 2022 National Indigenous Allied Health Awards.

The Local Allied Health Champion is awarded to an Aboriginal and/or Torres Strait Islander member who demonstrates commitment to the improvement of Aboriginal and Torres Strait Islander health and wellbeing at a community level as well as active participation in building an allied health profile in their community. This award recognises a member who is an inspirational role model for other Aboriginal and Torres Strait Islander peoples.

After working in mental health for over 10 years, Kelly said winning the Local Allied Health Champion Award was unexpected and very overwhelming, but she is so grateful to receive the award.

Earlier this year, Kelly also won the NNSWLHD's Aboriginal Allied Health Award.

Congratulations on achieving this well-deserved national public recognition, Kelly!



NSW Telestroke for the win!

The NSW Telestroke Service (NSW TSS), which also operates in Tweed, Lismore and Grafton, took out two awards in the 2022 NSW Health Awards—Patient Safety First and the Secretary's award for Integrated Value-based Care.

The NSW TSS is a statewide 24/7 hyper-acute stroke service providing time critical care to patients of regional and remote NSW. The service aims to save lives and reduce disability from stroke by offering people living in regional and rural areas increased access to life-saving stroke diagnosis and treatment.

The Tweed Hospital along with Grafton Base Hospital and Lismore Base Hospital, are among the 23 Telestroke sites across NSW.

NSW TSS is a Virtual Hub and Spoke model hosted centrally by Prince of Wales Hospital in Sydney. Thanks to advanced brain imaging, local clinicians can link with Sydney to provide on-site assessment, diagnosis, and reperfusion therapies in the regional hospital. This integrated model of care ensures efficiency of access to best practice stroke care to patients.

Stroke Care Coordinator for Tweed/Byron Health Services, Kelly Andersen attended the Awards.

"I was thrilled to be present to celebrate the excellence and innovation of my fellow health colleagues across the state," Kelly said.

"It is an honour to be part of the Telestroke team and for the teams hard work and dedication to providing equitable stroke care

to regional and rural communities to be recognised at such a high level."

Congratulations also to The Tweed Hospital team who've recently been recognised with the World Stroke Organisation (WSO) Angels Gold status award for Quality Stroke Care during the final quarter of 2022.



NSW Telestroke Service team and some NSW Stroke Coordinators at the NSW Health awards

Following the art trail at Lismore Base Hospital

An art trail on display at Lismore Base Hospital (LBH), showcases the diverse creative talent of the Northern Rivers community.

Commissioned as part of the LBH redevelopment, the art trail brings together 36 artworks by nine local artists across three hospital floors, each responding to the idea of 'sanctuary'.

Many of the artworks draw upon the lush natural environment of Bundjalung Country, from the rainforest of the Big Scrub to the Northern Rivers coastline, connecting to the three key colour themes of 'greenery in nature,' 'water' and 'lavender flowers'.

"This theme will support the experience of all visitors, patients and staff of the hospital by enriching a sense of community, connection to Country and exploration from the entry through to hospital wards," said Emilya Colliver, Founder and Director of Art Pharmacy, the art consultancy for the project.

Artists who live on or share a strong connection to the Bundjalung Nation were selected for the project through an open expression of interest the selection panel included representatives from community,

NNSWLHD staff, Arts Northern Rivers and informed by local Elders.

The EOI received a tremendous response from the creative community, with 107 submissions.

Lismore Base Hospital Director of Nursing, Narelle Gleeson, said "exposure to the arts has a profoundly beneficial impact, improving patient health and wellbeing and through its use in health promotion and messaging, improving health literacy for individuals and the wider community."

"This art trail reflects the strength and creativity of the Lismore community, and how willing they were to support healing in the Hospital."

An art therapy kit is also being developed for patients, featuring conversational and creative activities inspired by select artworks from the art trail. The activities will stimulate discussion between patients and carers, supporting speech, memory and motor skills. Additional details will be co-designed with clinical teams to support therapeutic programs.



Clockwise from left:
 Frances Belle Parker - 'Together We Journey', 2022
 Sylvia Khan - 'Waterholes', 2022
 Tom Wolff - 'Untitled', 2022
 Tiffany Kingston - 'The Endless Loving Heart', 2022
 Matthew Sansom - 'Arakwal Lassiandra', 2022
 Dylan Bolt - 'Blue Haven', 2022
 Leah Bartholomew - 'Byron Headlands', 2022

Roslyn Hollis

Women's Health Clinical Nurse Consultant, Clarence Network

Don't expect to be rushed out the door if you make an appointment with Women's Health Nurse, Roslyn Hollis.

Inside the clinic space, it's Ros' goal to make sure you leave feeling more empowered and informed than when you arrived.

"I love being able to provide a service where women feel comfortable and they can walk away with additional knowledge and the ability to look after themselves better," Ros says.

When it comes to educating and assisting women with their health, top of mind for Ros are preventative actions such as cervical screening and breast checks, but other complaints such as vulval issues, incontinence and menopause are equally as important to talk about, and to treat.

"Women will often normalise being incontinent and that drives me crazy.

"They just accept it. Advertising companies normalise it as well.

"Women tend to look after everybody else, and it's not until something is really going wrong that they come to see me."

Nursing is in Ros' blood. Her great grandmother was a lay midwife, and her sister, niece, and two daughters are all nurses.

Ros is originally from Tamworth and did her nursing training through the Armidale College of Advanced Education, which she followed with midwifery training at Nepean Hospital in the early 1990s.

Eventually Ros found her way back to Maclean District Hospital and worked across acute care, emergency, and midwifery.

As a single mother with two young daughters, Ros moved to general practice in 2000 for the Monday-Friday hours. She soon saw the need for nurse-led clinics to provide a better service to women.

"It was the time when the role of the practice nurse was increasing, and they were starting to see what

else the practice nurses could do to free up the GPs, much like the GP issues we're seeing now," Ros says.

There were limited female GPs in the area, and a growing waiting list for pap smears. Roslyn took up the opportunity to start providing screening services, meaning women may not have to see a GP.

"I was in the first group in NSW to do the Well Women's screening course in 2003.

"At that stage, it was just pap smears and breast checks, but when I started doing that, I realised I needed to know more for my women.

"I needed to know what wasn't right when they came in, to provide a more encompassing service."

That led Ros to complete the Certificate in Sexual and Reproductive Health through Family Planning NSW in 2007, followed by a Master of Nursing in Women's Health and Primary Care (with Distinction) in 2017. Throughout her 19 years in primary care, Ros built up great relationships with GPs and her patients.

"GPs would refer women to me. They would say 'go see Ros first', and women didn't have to travel or wait for an appointment."

Among the biggest changes Ros has seen are the move to a five-yearly cervical screening schedule in 2017 (previously it was every two years), and the introduction of universal self-collection for cervical screening in 2022.

"We know that 50 per cent of women are not screening for cervical cancer, and there are multiple reasons for that. That's why the universal self-collection is such a big game changer.

"It's really important for us to let women and people with a cervix know that they can collect their own sample and it's just as accurate. When you understand the concept behind it, about checking for the presence of a virus rather than collecting cells, then it becomes much more accessible."

In 2019, Ros made the move back to community health, taking up her current role as Clinical Nurse Consultant for the Clarence Network.

Ros runs clinics several days a week, working at community health centres in the region and sometimes doing home visits. Outside of that, there's never any shortage of people to educate and engage.

"I provide education for postnatal women, do talks in the community, for example to the seniors group at Maclean, or to high school students, or migrant women at TAFE."

Ros is also the current president of the Australian Women's Health Nurse Association, a small but growing group providing education and professional updates to their members. Ros represents the Association at the bi-annual Coalition of National Nursing and Midwifery Organisations (CoNNMO) meetings, getting together with colleagues across Australia to advance the nursing and midwifery profession to improve health care.

Beyond nursing, family, and gardening, Ros has another passion. She's an ace when it comes to playing cards.

"Every year we have a Hollis family euchre tournament between Christmas and New Year. It's a fiercely contested event with a major trophy up for grabs. I'm proud to say, I'm the reigning champion."



PROFILE

Introducing Healthcare Helpers

Our new volunteering program, Healthcare Helpers aims to create a connected community that adds value to our health services through diversity, vibrant energy, and well-trained support across the District.

For more information about Healthcare Helpers – including requesting volunteers or offers to volunteer

nswlhd-volunteer@health.nsw.gov.au
or phone Claire on 0459 953 520



Our LHD has a long and treasured history partnering with volunteer groups and these partnerships will continue alongside a new way for individuals to volunteer with us as Healthcare Helpers.

A review of volunteer activities in 2020 revealed missed opportunities to maximise volunteering, as well as risks relating to policy compliance. The key recommendation from the review was to create a district-wide approach to volunteering that improves and standardises the way we manage volunteers.

In July 2021, Claire Quince was appointed to the new part-time role of Volunteering and Fundraising Manager to lead this work. After more than 12 months of planning, extensive consultation, and the establishment of a governance committee, a new volunteering program called Healthcare Helpers was approved by the Executive Leadership Team.

Healthcare Helpers are our volunteers, let's welcome them!

We are now recruiting Healthcare Helpers for roles in Lismore, Maclean and Grafton, and this will be expanded across our footprint during the next 12 months.

"After a bit of a slow start due to COVID restrictions, the program is highly anticipated by key internal and external stakeholders," Claire said.

"We are encouraging people from all walks of life to join us as volunteers. We hope to reflect the diversity found within our communities to ensure we can support health staff to respond to the needs of our patients and their loved ones. We want to ensure health services are

well supported in managing volunteers and that volunteers are provided with a safe and rewarding experience."

Local fundraising groups Our Kids and the United Hospital Auxiliary (UHA) are also seeking new volunteers to help raise money for the health service.



Hot drinks and donations continue to flow

The Murwillumbah Hospital Coffee Shop first opened in 2008 with a handful of volunteers offering tea, coffee, sandwiches and limited hot food for hospital staff, patients, and visitors.

In 2011, the group was incorporated and named the Murwillumbah Coffee Shop Volunteers. The group received well deserved recognition in 2020 when they were awarded the Tweed Shire Council Volunteer of the Year (Group) Award.

During the past decade, the number of volunteers working with the Coffee Shop has steadily grown, as has the menu and income generated. As of the beginning of 2023, the Murwillumbah Coffee Shop Volunteers have donated almost \$600,000 to Murwillumbah District Hospital.

Group Acting President Ginny Spence recalls a challenging couple of years with COVID restrictions and flooding impacting trade.

"Our group is now more motivated than ever! We have a wonderful bunch of volunteers supporting the hospital and each other. Everyone is welcome, we're always in need of additional helpers," Ginny said.

Anyone interested in volunteering can visit the coffee shop on the hospital grounds or call 0475 632 042.



United Hospital Auxiliaries

A long standing source of donations for facilities across the District are the United Hospital Auxiliaries (UHA) which are volunteer-led fundraising groups working across NSW.

Facilities provide 'wish lists' each year to their UHA branch, for things such as medical equipment, patient comfort items, additional training for nursing/medical staff, and accommodation, as well as items that are used for general health care needs.

Branches fundraise through gift shops, op shops, raffles, on-site kiosks, craft stalls, market days, and many other events throughout the year. All funds raised by a branch are retained by that branch for use in their own health service.

Over the years our UHAs have fundraised in many different ways, with everything from drag queen trivia nights, to lamington drives, and Christmas quilt raffles – and not to forget those lovingly knitted tea cosies on sale at the on-site hospital shops!

Local branches include Ballina, Bonalbo, Byron Bay, Casino, Coraki Campbell, Grafton, Kyogle, Lismore Base, Maclean Lower Clarence, Mullumbimby, Murwillumbah, Nimbin, Tweed Heads, and Urbenville.

New members are very welcome!

Email:

northcoastaux@icloud.com
or visit www.uhansw.com.au



Some of the lovingly hand-crafted items made and sold by Ballina UHA members

Finalist in the 2022 Excellence in Allied Health State Awards

Congratulations Sharon Brodie for being named as a 'Finalist in the 2022 Excellence in Allied Health state awards' for the category of 'Allied Health Leader of the Year'.

Sharon is a senior social worker who works within the NNSWLHD Integrated Prevention and Response to Violence, Abuse, Neglect (IPARVAN) Service.

"Sharon is recognised and highly regarded across the District by her peers for her professionalism and contribution to the Allied Health profession of social work," said Kathryn Watson, NNSWLHD A/Director of Integrated Care and Allied Health Services.

In Sharon's words:

I work as part of the Violence Abuse and Neglect Team to support people who have been impacted by violence and trauma. I work in conjunction with other NSW government agencies

such police, housing, community and justice, and education to provide wholistic support to people who are experiencing intimate partner violence to maintain safety and to reduce the risk of harm to children who may be impacted by domestic violence.

Since the 2022 floods I have also been acting as the clinical lead for the Richmond Sexual Assault Service ensuring that victims sexual assault in our community receive a time crisis response, coordinating forensic examinations and linking them in with ongoing counselling and support.

The Awards recognise the professionalism and innovative work that Allied Health Professionals contribute to providing patient

centred care and building the capacity and capability of the workforce.

The winners in each category of the Awards will be announced at the awards ceremony held on 23 February 2023, at Luna Park in Sydney.



North Coast Practice Manager of the Year

Casino Aboriginal Medical Service Practice Manager, Marnie Smith is the proud recipient of the 2022 North Coast Practice Manager of the Year award, a recognition for her ongoing commitment to ensuring her local community receive the best healthcare experience possible.

Marnie has held numerous roles with Bulgarr Ngaru Medical Aboriginal Corporation in Casino over the years, starting with work experience in 2004 and then moving on to become receptionist and later Practice Manager. Marnie spent a period working on Quality Improvement for Casino AMS, before returning to the Practice Manager role, which is where she has been for the past seven years.

Concurrently, Marnie played an integral part in establishing and running the COVID-19 respiratory clinic in Casino, as well as mobile vaccination clinics. As a co-leader, her outreach work was vital in

providing much needed access to these services in the greater Casino area.

After her years of tireless work and commitment to supporting the community, the acknowledgement of winning Practice Manager of the Year at the GP Synergy Awards came as a surprise.

"It was a massive shock to win this award. I am just so grateful to work with such a supportive team who are like family and work with the community that I do. My role is so busy and diverse, but winning this award was a wonderful acknowledgement," Marnie said.



Swaddling parents and bubs in the Clarence

Parents and children in Grafton now have access to specialist parenting service and support closer to home through the Tresillian in Clarence Family Care Centre, Grafton.

The Centre provides day services for families living in and near Grafton and outreach to surrounding communities, to build parents' sense of confidence, and a strong parent-child relationship.

Support can include centre-based, home-based, telehealth virtual consultations, early parenting group programs, and an extended home visiting program for families experiencing vulnerabilities.

Tresillian's CEO, Rob Mills said the team at Tresillian aim to support parents to build confidence and enjoy the critical early years of their child's life.

"Parents in the region can either self-refer to Tresillian in Clarence by completing a short online

contact form on the Tresillian website or ask their local GP or child and family health nurse for a referral," Rob said.

"Tresillian's services have transformed the lives of thousands of Australian families. We're thrilled to be working in partnership with the NSW Government, the NNSWLHD and Gidget Foundation Australia to ensure every child has the best start in life."

Families seeking parenting support can call Tresillian's Parent's Help Line on 1300 272 736 Monday to Friday. For more advice, tips and support visit [Tresillian Family Care Centres](#).

Tresillian Family Care Centre:
Unit 2, 21 King Street, Grafton,
open Monday to Friday

Telehealth is also offered for families in other parts of the Clarence region



Double the care with two Parkinson's Disease nurses

Local residents with Parkinson's Disease can now receive support no matter where they live in the District, with the recent recruitment of a second Parkinson's nurse.

Tim Ayers, Clinical Nurse Consultant (CNC), relocated from Sydney in late 2022 to join CNC Rebecca Manners in the Northern NSW Parkinson's Disease Nursing Service (PDNS).

The PDNS is located at Ballina District Hospital, with nurse-led clinics also now established at Grafton, Yamba, Lismore, Ballina and Murwillumbah. Home based services, virtual care, in-hospital consultation and education are also provided to support people living with PD, atypical PD and other movement disorders in Northern NSW.

PDNS was established in 2020 in a co-funded partnership between the NNSWLHD and Parkinson's NSW. Initially, this service only covered Ballina, Byron and Tweed.

Parkinson's disease (PD) is the second most common degenerative neurological disorder and affects approximately 220,000 Australians.

People with Parkinson's have more frequent and lengthier hospital admissions, higher rates of in-hospital complications and worse clinical outcomes to patients without PD.

For more information, call
02 6620 6361

Email referrals
[NNSWLHD-
ParkinsonsNursingService@
health.nsw.gov.au](mailto:NNSWLHD-ParkinsonsNursingService@health.nsw.gov.au)



Tim Ayers joins Rebecca Manners in the Northern NSW Parkinson's Disease Nursing Service

Need help with performance appraisals?

The Performance and Talent (PAT) tool is the state-wide system implemented by NSW Health to capture performance reviews. For further information refer to the PAT intranet page.

Training

eHealth pre-record webinars – now available

eHealth has recently made available pre-recorded training webinars as an option to improve or fresh your knowledge of PAT.

- PAT managers webinar recording (40 minutes to view all topics)
- PAT employees webinar recording (25 minutes to view all topics)

Support available in a way to suit you!

Any enquiry or support you need from the PAT team on a wide range of topics is available via:

- email
- one-on-one support – Teams call (share your screen and get individual help)
- on-site team support (face to face)
- attendance at staff meetings (face-to-face or virtual) – overview and guidance

PAT PERFORMANCE AND TALENT

Want to book in for support services or have further enquiries?

Email
NNSWLHD-pat@health.nsw.gov.au

Let your ideas become reality
Don't miss the chance to share up to \$50,000

Submissions open
1 to 31 March 2023

BIG IDEAS

Brilliant Ideas Grow

- Innovation
- Design
- Evaluation
- Achievement
- Sustainability

Use a Health Care Interpreter
02 4924 6285

Always use a Health Care Interpreter to ensure accurate information and safe care for patients with language barriers and poor health literacy.

visit the intranet Interpreter Services in Northern NSW LHD
For training in using Interpreters contact Multicultural Strategies Officer: 02 6639 9109

Multidisciplinary collaboration helping patients

Tweed Hospital in the Home (HITH), Tweed Pharmacy and intravenous antibiotic provider Baxter, have collaborated to improve the services they deliver to patients.

The new approach reduces patient waiting times for HITH medications, medication errors, cross-contamination with medication preparation, and improves clinician time management.

Key stakeholders were involved in the redesign process, which included introducing a new ordering system, BOLT®. BOLT® empowers the HITH nursing team to add IV orders once a medical officer has prescribed them in eMeds.

Now, through the inpatient medication supply portal, clinical pharmacists receive notification of a new order. The pharmacist reviews the order in BOLT®, submits the order through the electronic platform and the progress of the order can be tracked by all team members in real time.

It's a far cry from Word documents, printed antibiotic order forms, manual data entry, computer screenshots and faxes which were all part of the old process, resulting in tedious and sometimes unsuccessful medication orders.

The new system has improved access to aseptically produced (safer) medication ordered in an efficient manner. The collaborative relationship has facilitated imprest stock expansion and significantly reduced patient waiting times from between half to one business days' wait, and now it's almost instantaneous.

"It's a much more efficient system to use, and one that facilitates collaboration, value-based care and reduces our paper waste from both departments," Lana Steward, Director of Pharmacy Tweed Byron Network said.



From left: Marlie Phillips (Clinical Pharmacist), Gail Meanwell (Senior Pharmacy Technician) Olivia Barber-Hays (RN - HITH), Lana Steward (Director of Pharmacy Tweed/Byron network). Missing from photo but integral to the improvement are Kymberley Watkins (prior HITH CNS-2), Sinead O'Flanagan (HITH CNS-2), and Ann-Maree Booth (Purchasing and Logistics Officer)

Offering or seeking a home within the NNSWLHD footprint?

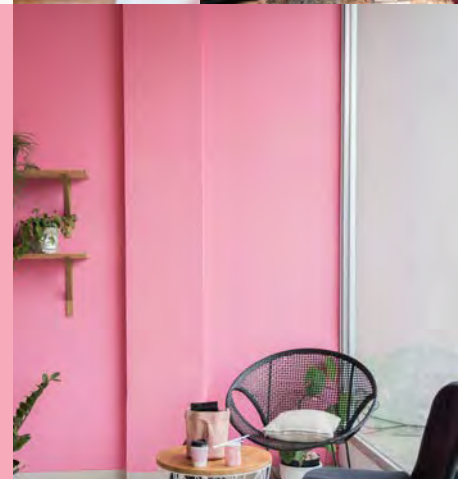
The new NNSWLHD Accommodation Noticeboard on the intranet lets you share your needs with other health workers!

- ✓ list your spare room / vacant house / granny flat / caravan...
- ✓ request accommodation needed

- the noticeboard is a platform for internal communication about housing sought or offered by LHD staff and contractors
- it's accessible to anyone with intranet access
- register on the site and create your listing today



Feedback is welcome
nswlhd-housingnoticeboard@health.nsw.gov.au
Scan QR Code to learn more or make a listing



Partnership heralds new era for recruitment

Byron Central Hospital (BCH) is the first cab off the rank to formalise a new agreement which cements their commitment to improving recruitment processes for hiring managers and incoming staff.

BCH has embraced the new NNSWLHD Centralised Recruitment Unit (CRU), signing a Service Level Agreement with NNSWLHD in January 2023. The CRU was recently created to help drive more efficient recruitment timeframes and streamline processes. It's a key element of NNSWLHD's suite of measures to address the challenging recruitment market and its impact on our ability to attract and retain staff

"The BCH team was enthusiastic to take up this opportunity. Staff were keen to embrace and promote centralised recruitment to improve the time taken to hire much needed staff," Executive Officer / Director of Nursing, Tracey Sheehan said.

Tracey welcomes the partnership forged with the CRU to maximise efficiencies and navigate the current recruitment market challenge.

"We're looking forward to the CRU assisting us to navigate the recruitment onboarding (ROB) system, and we know their expertise will also enable hiring managers to devote more time to engage with candidates," Tracey said.

All facilities will soon have the chance to begin engaging with the CRU, with implementation being rolled out in a staged process across the District.

Project Sponsor and Director of Workforce, Richard Buss, is excited by the strong take-up of the new arrangements.

"I am pleased BCH has led the way, with several other sites also signing up in January. All sites

now have accurate performance reports provided on a regular basis and there is a strong sense of trust, goodwill and rapport developing between the partners," Richard said.

The next phase of the project will see the development of a district-wide Recruitment Plan to provide a framework for the organisation's overall approach to how staff are recruited and governance arrangements in this area.

Our Executive Leadership Team has also welcomed the opportunity to be actively involved in the project rollout.

Want to learn more?

Isabel Perdriau, Project Implementation Officer, Recruitment Redesign

isabel.perdriau@health.nsw.gov.au



Tracey Sheehan (left) signing the SLA with Recruitment Services Manager, Leanne Morris



Back from left: Rowena King DDON, Isabel Perdriau, Cate Cunningham ED NUM, Fiona Francis NUM IPU, Leanne Morris, Brian Carroll CSO IPU and Julie Lucas Senior Administration Officer
Front from left: Sarah Wilson CSO ED and Tracey Sheehan EO/DON BCH

A toothy and culturally appropriate welcome

Meet Bernadette Basset, Clarence Network Oral Health Coordinator. Bernadette has over 42 years' experience working in the dental industry, and back in 2021 returned to manage the Clarence Valley Services.

In her spare time, Bernadette, a proud Bundjalung and Gumbaynggirr woman, has found a new passion in painting. In 2019, Bernadette began dabbling in painting, after being asked to help a local Grafton High School student, who was hosting an art show as part of her HSC Aboriginal Studies.

"I jokingly said I would paint a tooth (as seen printed on the mug) and it has just evolved from there," Bernadette said.

Bernadette has also painted an artwork to provide a welcoming and culturally safe environment for patients visiting the Aruma Dental Clinic.

"I wanted to create and leave something special with the service. We need more Aboriginal

engagement across many services, I thought this might be a small thing that could help."

"This piece of artwork has the sign of community in the top circle, the other three circles acknowledge that there are three local Aboriginal groups in this area, belonging to Bundjalung, Gumbaynggirr and Yaegl. The inner circle represents the people involved in the dental services, that are providing services to the three areas of the Clarence Valley. All of these components are linked together, conveying how they work together."

All attendees to the clinic can see Bernadette's artwork created into a sign with a welcome in language and in English.



Northern Exposure survey

Northern Exposure is your regular dose of District news. Help us ensure it meets your needs – please complete this anonymous 5-minute survey.

We want to know about:

- the types of articles you want to read
- articles that you skim over (or don't read)
- the way you'd prefer to read Northern Exposure in the future

Want to send a submission for consideration in Northern Exposure?

It's easy, just follow these few simple steps:

1. check the Northern Exposure content guidelines and submission deadlines on the intranet
2. articles should be pre-approved through your internal approval process (ie line manager/

department manager) prior to submission

3. email your entry to nswlhd-media@health.nsw.gov.au with "Northern Exposure submission" in the subject line

All submissions are edited by the Media and Communications team to make sure they meet the editorial style, guidelines, tone and length.

Some stories may also be repurposed for our social media channels.

You can complete the survey online at https://bit.ly/NE_survey

Or use the paper survey provided with the printed copy of Northern Exposure



<https://intranet.nswlhd.health.nsw.gov.au/media-unit/>

Cyber security alert

Malware targeting healthcare organisations

Who is impacted?

All NSW Health Staff.

What is the impact to end users?

A malware threat known as GootKit Loader or Gootloader is currently targeting Australian healthcare organisations, including NSW Health, using a tactic known as 'search engine optimisation poisoning'.

This tactic relies on users searching for keywords such as 'hospital', 'health' and 'medical' in search engines such as Google, Bing, Yahoo etc. Some search results direct the user to a compromised website that looks like a legitimate forum.

On these forums, cybercriminals post comments containing links to the malicious file. If the user clicks on the malicious website link, it will download a ".zip" file containing a ".js" file which will install the malware and may give the cybercriminals access to the user's network.

What should you do?

1. staff are advised not to visit websites with suspicious website domain names
2. never open website links or attachments on suspicious websites

3. if you are looking for official documents, always download these from the authoritative source
4. if working remotely, use the corporate network (VPN)
5. please be aware of file extensions when downloading and opening files. Avoid executable file types, especially those that contain ".exe", ".dll" or ".js".

Please report all suspicious activity: Statewide Service Desk (SWSD) on **1300 28 55 33** or submit the Report Cyber Security Incident form on **SARA**

Looking for culturally safe First Nations resources?

WellMob – a digital library of over 260 mental health and wellbeing resources – was created from an idea of Bundjalung health workers.

The resource takes a holistic strength-based approach around Indigenous wellbeing. It provides information, stories of lived experience, promotes hope, and breaks down shame or stigma about mental health and wellbeing issues.

Resources are grouped under six broad topics:

- mind
- body
- our mob
- culture
- keeping safe
- healing.

WellMob includes websites, apps, videos, fact sheets, podcasts, pdfs, and social media.

To help you find what you're looking for, the landing page hosts a video showing you how to search for a specific resource. There are also videos of five practitioners talking about how they use WellMob.

WellMob also hosts resources supporting self-care for workers and has over 30 training resources

for health and wellbeing workers to strengthen cultural understanding and safety in practice. This may be especially useful for non-Indigenous staff.

The website is managed under the national e-Mental Health in Practice program funded by Department of Health and Aged Care and is produced in partnership

with [eMHPrac](#) and the [Australian Indigenous Health Infonet](#).

The WellMob website is continuously updated as new resources are identified.

Sign up for the digital newsletter and stay up to date about the most recent resources.



Farewells

Thank you for four decades Nick, enjoy your retirement!

With over 40 years of outstanding achievements for the District, Nicholas Stevens has decided to retire. Nick began at Lismore Base Hospital in April 1981 as a head gardener. Nick then moved to Ballina Hospital in January 2014 where he became the Maintenance Supervisor.

Nick's mark on the organisation will continue for many years to come as the trees he planted and nourished for over four decades still help make our hospital grounds beautiful.



Goodbye, but not!

At the end of October, Cathy Adams was farewelled from her role as the District's Clinical Midwifery Consultant. A role she conducted with expertise for the last 10 years.

Katharine Duffy, Director, Nursing, Midwifery and Aboriginal Health, said that under Cathy's leadership, the governance, training, and systems that support safe maternity care and our midwives has flourished. Cathy's impact as a CMC was felt both at a District level and across the whole of NSW Health.

"Thank you, Cathy for your extraordinary contribution, your friendship and your support. We

hope that you will remember the difference that you have made to both the delivery and impact of maternity services across Northern NSW as well as the legacy of excellence in woman centred midwifery practice that you have inspired across our maternity workforce".

Cathy leaves us to take up a role in the NSW Health Clinical Excellence Commission – a loss for our District but a gain for the people of NSW. Luckily, we still have her contributions at a governance level as she now has a seat on the NNSWLHD Board (see page 9).



Farewell Vicki Rose

In December, we farewelled Director of Integrated Care and Allied Health, Vicki Rose, as she retired from a long and broad career in the health sector.

Vicki began working in health in 1982 as a Senior Social Worker at Whyalla and District Hospital in South Australia. Vicki soon moved up to Lismore, working at St Vincent's Hospital, and spent time working in the UK and later in primary care in Queensland.

Vicki returned to Northern NSW as Manager of the Clinical Governance Unit with the then North Coast Area Health Service in 2004, before taking up roles as Area Aged Care Manager, and Chronic and Primary Care Manager.

As Director of Integrated Care and Allied Health, Vicki was responsible for a wide range of programs and services including Allied Health, Chronic and Primary Care, Child and Family Health, Integrated Care, Health Promotion and Oral Health.

"Vicki's collaborative approach was certainly an asset to both our health service and to our patients," Wayne Jones, NNSWLHD Chief Executive, said.

"She was always the first to bring some humour to any situation, and we'll miss her inquisitive mind and her breadth of experience.

"We wish Vicki all the best in her retirement."

Northern **Exposure**

Issue 1, 2023 February / March



Front cover

Members of the Band-aid Bandits dragon boat team

Back Cover

Wollumbin as seen from Tyalgum