

YourSay

The third "YourSay" Survey, went live on 30 March 2015 and represents a further opportunity to consider our individual interactions and their contribution to our workplace culture and ultimately the quality of our services.

The first Survey took place in May 2011, the second Survey in March 2013, and the current 2015 YourSay Survey is available through the following link for three and a half weeks until 24 April 2015.

<https://www.orcsurveys.com/YourSay2015Survey/>

All Staff are strongly encouraged to complete the Your Say Survey. For those Staff not able to access the Survey electronically, Paper Surveys can be obtained from your Survey Champions. Please see the current list below of Survey Champions:

- **Chief Executive Unit** - Sandra Martin
- **Grafton Base and Maclean District Hospitals** - Dan Madden, Rachel Simula, Samantha Osborne
- **Casino & District Memorial Hospital** - Kayelene Guthrie
- **Lismore Mental Health** - Kimberley Montgomery, Dominic Lazzaroni, Kathleen O'Connor, Rebecca Organ, Anne Phillips
- **Lismore Base Hospital** - Narelle Al-Manro, Denise McCall
- **Multi-Purpose Service (MPS) Network:**



L-R: Katrina Clapham, Finance Officer and Janne Boot, Manager Workforce promoting the Your Say Survey.

- **Bonalbo** - Cheryl Ducat
- **Kyogle** - Julie Cadet
- **Nimbin** - Linda Hanna
- **Urbenville** - Nicole Ellvesen
- **Byron District Hospital** - Felicity Stenning, Megan Crompton, Jenny Gill
- **Mullumbimby District War Memorial Hospital** - Jenny Gill, Shelley Preston, Karen Batson



L-R: Chris Crawford, Ashlee Wallwork, Administration Officer Katrina Clapham and Janne Boot promoting Your Say Survey

- **Murwillumbah District Hospital** - Bev Hoffmeier
- **The Tweed Hospital** - Janne Boot, Dale Roderick, Cynthia Green, Gaye Brown
- **Workforce Change and Sustainability Service** - Rahenna Jolley

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Say No to Unsafe Work Practices



A word from the Editor, Susan Walker

There is nothing like a State Election to generate funding announcements for new health services. This past month we have had Jillian Skinner, Minister for Health and Medical Research and Deputy Premier Troy Grant visit the LHD. Opposition Leader Luke Foley was also in the area announcing funding. All these promises are very welcome and now that the wait is over, the LHD is looking forward to receiving the funds and starting the process of building and providing the promised new infrastructure to service the growing patient demand for our services - see page 3.

The front page of this month's Northern Exposure highlights an important opportunity we all have to let NSW Health know about our workplace environment. The Survey is being undertaken on behalf of NSW Health by an international and independent group, which guarantees our answers will remain strictly confidential and that at no stage will any NSW Health Staff see our individual responses. The Survey takes about 15 minutes to complete so this is your chance to **Have Your Say**.

There are some really good fundraising events coming up that some of you may be interested in attending. One is the Stars of Lismore Dance for Cancer. Stars of Lismore features Stephen Manley, Cancer Systems Innovation Manager, North Coast Cancer Institute (NCCI) and Haematology Unit in Lismore. Stephen has been practising the Salsa and is making good progress from being a 'Learner' thanks to his Salsa Teacher Jacquie Connolly, a specialist Latin dancer. They are pictured above. Stephen is one



Above Stephen Manley with Salsa Teacher Jacquie Connolly

of 12 local identities who will bring to the dancing a range of styles, including rock and roll, flamenco, swing, tap, ballet, jazz, hip hop and more to raise money for Cancer. Dancing for Cancer will be held on Saturday 30 May 2015 at the Lismore Workers Club. Tickets are \$60 and include dinner. For more information go to: www.everydayhero.com.au/event/starsof_lismore2015

For this issue I had hoped to include an interview I did with Dr Austin Curtin, LBH General Surgeon and Lismore Citizen of the Year, however, due to receiving so many stories that required inclusion in this edition, I have held that interview over to the May issue.

In the last issue I incorrectly named the new Program Manager and Respiratory Coordinator, Julie Kirk as 'Judy' Kirk - my apologies Julie.

Kayelene Guthrie "Quiet Achiever"

Nominated by Ellen Palmer, Executive Officer/Director of Nursing at Casino & District Memorial Hospital.

Quiet for someone in such a prominent role, but an achiever and value-adding employee most certainly.

Commencing her nursing career in 1977 at Lismore Base Hospital, Kayelene Guthrie came across to Casino Hospital to take up the position as the Clinical Nurse Manager, a position Kayelene has held for over 20 years.

During this time Kayelene has been actively involved and has led the evolution of many service and some workforce developments, whilst consistently keeping the change management focused on ensuring that organisational care and systems remained patient-centred, safe and contemporary.

Kayelene's work ethic and competency is of a very high standard and is consistently applied.

I am pleased to be able to recognise, acknowledge and applaud Kayelene's work performance to the rest of NNSW LHD Staff members and related stakeholders.



\$180 Million for Lismore Base



Troy Grant, Deputy Premier, Jillian Skinner, Minister for Health and Medical Research; Thomas George, Member for Lismore at rear Austin Curtin and Malcolm Marshall.

\$180 million for LBH Stage 3B Redevelopment

Minister for Health and Medical Research, Jillian Skinner made the biggest health funding announcement ever made by a Government for the Northern Rivers of \$180 million to complete the LBH Redevelopment. Minister Skinner was joined by Deputy Premier Troy Grant and Thomas George, Lismore MP in making the announcement.

Mrs Skinner said the LBH Stage 3B will expand the clinical services infrastructure to include new operating theatres, maternity services, new inpatient beds, medical imaging, paediatric beds, ambulatory/outpatient areas, and clinical and non-clinical support areas.

\$4 million for Coraki HealthOne



Above Minister Skinner; Chris Gulaptis and Troy Grant with members of the Coraki Community.

The Coraki HealthOne will be built on the former Campbell Hospital site with \$4 million committed by the NSW Government and will provide integrated and comprehensive primary care, including General Practice, Community and Allied Health, an Aboriginal Medical Service, Mental Health, Drug and Alcohol services and visiting specialist services.

Health Minister Jillian Skinner said Health Ones are leading the way in the delivery of integrated care. HealthOnes are a tailored approach to health care and the Coraki HealthOne will deliver services that are valued by the community. It will also act as a hub for the provision of outreach Community Health services.

"I believe integrated care is the future of health care and HealthOnes are fantastic providers of this service. Coraki will be leading the way with this new approach to health care," Minister Skinner said.



Minister Skinner speaks with Bruce McKenzie from local ABC Radio in Lismore on the \$180 million funding for LBH Stage B.

Member for Lismore Thomas George said the announcement marks a record investment in health services for the people of Lismore and the Northern Rivers. This additional \$180 million represents the final piece of the puzzle and will ensure the hospital can care for the needs of a growing community well into the future.

"LBH plays a vital role in caring for communities from across Northern NSW and this funding will deliver us a first-class facility we can be proud of. This redevelopment will ensure our hard-working doctors, nurses and support personnel, who have been working in trying conditions, will have the workplace they deserve and will go a long way to attracting quality staff to work and live in our area," Mr George said.

\$7 Million Ambulatory Care Boost for Grafton Base Hospital (GBH)



Deputy Premier Troy Grant, Health Minister Jillian Skinner and Clarence MP Chris Gulaptis announced \$7 million to construct an Ambulatory Care Centre on the grounds of GBH.

"Ambulatory Care Centres play a vital role in the delivery of comprehensive care for Patients. Patients will benefit from a more consistent co-located approach to ambulatory care through the construction of this \$7 million purpose-built centre that will enhance the services provided at GBH," Mrs Skinner said.

It is anticipated that the existing annex, Occupational Therapy, Physiotherapy and Pathology buildings will be demolished and this new single storey facility be constructed in their place.

North Coast BreastScreen gets new Mobile Unit

BreastScreen NSW North Coast new mobile unit arrived in early March. The mobile unit has been fitted out with state-of-the-art screening technology, which will help support early detection for women across the Northern NSW and Mid-North Coast LHDs.

The unit is part of a NSW Government investment of \$8.8 million to upgrade the existing BreastScreen NSW fleet with the Federal Government contributing \$4.4 million. Enhancements in the new vehicles include:

- upgraded digital mammography equipment;
- a secure wireless communication system for instant transfer of diagnostic images to Lismore BreastScreen Service for analysis by Radiologists;
- Wheelchair accessibility.

Jane Walsh, Director of BreastScreen NSW NorthCoast Service said this is a vital piece of health infrastructure, bringing potentially lifesaving cancer screening to women without the need to travel long distances to larger regional towns. The mobile unit will visit Ballina, Bonalbo, Bowraville, Byron Bay, Casino, Dorrigo, Evans Head, Grafton, Iluka, Kempsey, Kyogle, Maclean, South West Rocks, Uki, Urbenville and Yamba.



Above Jane Walsh and Jenny Dowell, Lismore Mayor on the steps leading into the new Mobile BreastScreen Bus.



Inspecting the inside of the new BreastScreen Bus is Dr Peter Meyer and Dr Nick Repin (rear) and Chris Crawford, Chief Executive.



Susan Cross, BreastScreen Radiographer inside the new Bus



Monica Hogan, Specialist Breast Care Nurse Home & Community with Beth Trevan and Karen Hennings, CNS Breast Care Nurse.

Radiation Therapy 95% Effective For Prostate Cancer

Research published in the Journal of Medical Imaging and Radiation Oncology shows that external-beam radiation therapy is a highly effective treatment option for prostate cancer.

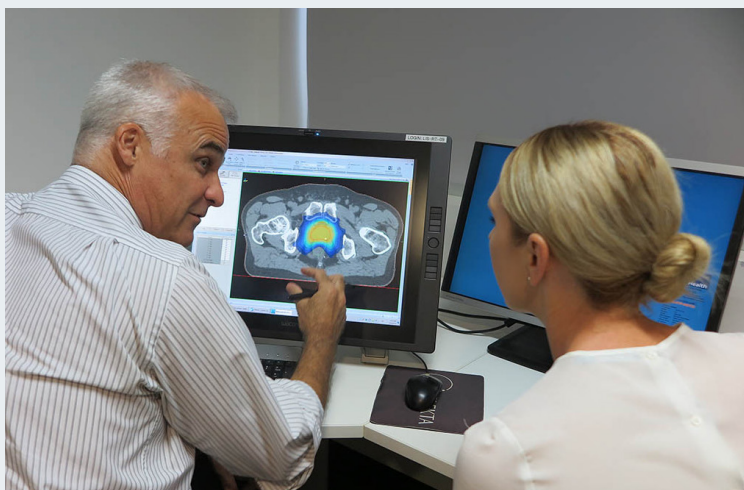
Men with localised prostate cancer who are treated with external-beam radiation therapy have a cure rate of 95.5% for intermediate-risk prostate cancer and 91.3% for high-risk prostate cancer. **The five-year survival rate using this treatment is 98.8% overall.**

When compared to other common treatment options such as surgery or Brachytherapy, external-beam is as effective and in some cases more effective.

A/Prof Tom Shakespeare, Radiation Oncologist at the NCCI, led the eight-year study comparing the effectiveness of external-beam radiation therapy with other common treatment options such as surgery or Brachytherapy. The patients were treated by Prof Shakespeare at the NCCI Cancer Centres in Coffs Harbour, Port Macquarie and Lismore.

"The main outcome that we have seen from this study is that external-beam radiation therapy is one of the most effective treatment options for prostate cancer," he said.

"These are great results showing that radiation therapy is as effective, or even better, than other common treatment options such as surgery or Brachytherapy."



Above Tom Shakespeare explains how the external-beam radiation therapy works to Ashleigh Saunders from NBN TV in Lismore

In fact, based on the literature reviewed, it appears that external-beam radiation therapy is a superior treatment in many cases. When patients are treated with modern external-beam radiation therapy, the overall cure rate was 93.3% with a metastasis-free survival rate at 5 years of 96.9%.

"This was as good or better than results published by other major Australian metropolitan cancer centres," A/Prof Shakespeare said.

Chief Executive Report

Your Say Staff Survey

All Staff are encouraged to complete the Your Say Staff Survey, which is an on-line Survey that is open for the next three and a half weeks. For those Staff who do not have access to a computer, please access a paper version of the Survey so you can complete it.

The Your Say Staff Survey questions, unlike those of the Public Service Commission People Matter Staff Survey, are tailored to meet the needs of the NSW Health System. Your answers to those questions provide us with feedback at a LHD and Facility/Service level about how the organisation is currently travelling. Your answers let us know whether we are on the right track and where improvement in or substantial change to the current approaches is required. Based on the feedback received, our Workplace Culture Improvement Strategies will be updated and revised as required.



Ashlee Wallwork, Administration Officer with Chris Crawford promoting the Your Say Survey

Priorities Roadshow

Over the past month I have been travelling around the LHD addressing Staff at most Sites about the key 2015 Priorities set by the NNSW LHD Executive. It is particularly important that we are all aware of the priorities that have been set for 2015 so that we can take advantage of them to assist us with the work we do and to utilise them to bring benefits to our Patients.

- **E-Health Will Leap Forward**

After about six years in the slow lane, a big leap forward in our E-Health Services will occur in 2015. Much of this will be to fix up the basics, to make the Information Technology system quicker and more reliable. This will be done by increasing the bandwidth, introducing a new Internet Filtering system and by progressively rolling out Wi Fi to Clinical areas in all Hospitals. These changes have started and will either be completed or substantially progressed during 2015. At the same time important new programs will either be fully introduced or commence being introduced, such as eASY, Healthenet, Health Roster, Notes and Community and Outpatients Care (CHOC). Of these, I just want to refer to CHOC in a little detail, as it will be of assistance to our Community Health Staff and will help us meet our objective of providing more care in the Community. In addition to rolling out CHOC, our Community Health Staff will be allocated mobile devices for the first time, so that they can utilise CHOC, while they are "on the road", so providing them with a mobile office.

In my Roadshow presentation I thank Staff for the great work that has been done to significantly improve the timeliness of the emergency care and elective surgery services that we provide and emphasise the importance of continuing to provide care in a timely fashion, as this is really appreciated by Patients. Then I refer to the importance of getting off to a good start with our Integrated Care Program. I stress that making this Program work is all about having really good partnerships with General Practitioners, Specialists in their private practices, Aboriginal Medical Services, Residential Aged Care Facilities and the North Coast NSW Medicare Local (NCML). Better linkages between all these stakeholders will allow us to provide more care in the Community setting to take pressure off Hospitals and to make the Health System more sustainable.

- **Harmonious Workplaces and Clinician Engagement**

The next two priorities to which I refer, are about how we relate to and treat each other. They are to help make our workplaces more harmonious and to further promote Clinician engagement. To produce a more harmonious workplaces, more action will be taken to reduce discrimination and bullying by responding quickly and firmly when it occurs. More broadly, Managers will be assisted to address grievances promptly when they arise. Special training is being arranged for Managers to assist them to have difficult conversations and to deal with grievances. Also more emphasis will be placed on Work Health and Safety. Management of performance is also a priority. This will take two forms. It will involve providing more positive feedback and thanks to those who are performing well. It will also involve addressing poor performance, firstly by coaching and development but if this does not succeed, by utilising formal performance improvement plans. In speaking about Clinician engagement, I refer to the new systems and processes that have been introduced arising from the endorsement by the Board of the Improving Clinician Engagement Paper. But I also emphasise that even more important is "walking the talk" by Managers and Clinicians alike by demonstrating an attitude that is supportive of Clinician engagement.

- **Improving Aboriginal Health Outcomes**

Due to the current development of the Regional Aboriginal Health and Wellbeing Plan, I stress that the Executive is giving special attention, over and above the usual priority it receives, to improving the health of local Aboriginal Communities. We will do this in partnership with other Agencies, such as Housing, Schools, Police, Department of Family and Community Services and the NCML. As part of our commitment to improving the health of Aboriginal communities, NNSW LHD will commit to employing a higher proportion of Aboriginal people as part of our workforce.

The final two priorities are ones that are always important to us. The first relates to balancing our budget by making savings through efficiencies and by raising more own source revenue. Also, we will continue to work with the Ministry of Health to develop the Activity Based Funding (ABF) model, whereby we receive funds from Government to purchase particular volumes and types of services. This information has now been collected in a useful format as part of the new ABF Portal. It will be utilised in consultation with Clinicians to make comparisons of Clinician practice with a view to eliminating unwarranted Clinician variation. When we entered 2015, NNSW LHD already had a good range of Capital Works underway or with a funding commitment. Building from that platform, the recent election campaign has been one of the best ever with more exciting Capital Works commitments made by the Government as set out on page three.

Chris Crawford

Working together to Close the Gap,

The Health Service is complex with numerous funders and providers of services to Aboriginal people. This sometimes leads to an uncoordinated approach to service planning and delivery. In turn, it can lead to fragmentation and duplication and creates confusion for Aboriginal communities.

We know from the recent "Closing the Gap" Report that little progress has been made in improving the health of Aboriginal people over the past few years. To achieve the change needed to improve the health and wellbeing of Aboriginal people we need to be committed to working in partnership with other Agencies and with Aboriginal people.



Group photo of those representatives who attended Interagency Meeting held in Lismore

NNSW LHD recently initiated an integrated planning process to bring key Agencies together to work out practical solutions to some of the issues faced by Aboriginal people today, which are detrimental to their good health.

As part of this planning process representatives from key Agencies across the LHD were invited to attend an Interagency meeting to consider strategies developed by each organisation that impact on the health and wellbeing of Aboriginal people living in Northern NSW and to identify opportunities for future partnerships.

For some representatives it was a long journey just to be at the meeting. For example Superintendent Dave Swilks and Inspector Tim Winmill travelled from Tuggerah to join local Police representatives. Superintendent Swilks presentation highlighted the commitment of NSW Police to working with Aboriginal people and communities to address some of the difficult issues they face each day. This includes working with Aboriginal people to address important community issues such as domestic and family violence and young offenders.

There were some poignant moments especially during the presentation by Bilyana, Aboriginal Engagement Officer from Department of Education and Communities. Bilyana emphasised the importance of key concepts in learning for Aboriginal children such as maintaining the links between culture, language, land and a sense of identity.

Councillor Jenny Dowell, Mayor of Lismore, gave an insight into the work Local Councils across the North Coast are doing to support Aboriginal community members. She outlined the role of NOROC in facilitating commitment to reconciliation by all Councils on the North Coast. Ms Dowell also spoke about the achievements of the Lismore City Council through its strong commitment to Aboriginal people in implementing its Reconciliation Action Plan, with particular emphasis on increasing the number of Aboriginal employees of the Council.

Everyone at the meeting has a new understanding of the work of each other Agency, how they will all impact on each other and all expressed a commitment to working together and with Aboriginal communities to close the gap in outcomes for Aboriginal people.

The draft North Coast Integrated Aboriginal Health and Wellbeing Plan 2015-2020 is now available for comment on the NNSW LHD Intranet Site and can be accessed through the link:

<http://int.nswlhd.health.nsw.gov.au/chief-executive/planning-and-performance/draft-north-coast-integrated-aboriginal-health-and-wellbeing-plan-2015-2020/>

The Plan is the result of a lot of hard work and cooperation between the Health Service and other key Agencies providing services to Aboriginal people on the North Coast. Thank you to those who contributed.



L-R: Bilyana (Noel Bromley), Deborah Monaghan, Wayne Jones and Maureen Lane at the Planning Meeting.

Over 30 representatives attended the meeting, held in February which was chaired by Ms Deborah Monaghan, NNSW LHD Board member and Chair of the North Coast Integrated Aboriginal Health and Wellbeing Plan Steering Committee.

Organisations represented included the Northern Rivers Regional Organisation of Councils (NOROC), North Coast Medicare Local, Aboriginal Medical Services, Family and Community Services (FACS), Department of Education and Communities, Aboriginal Learning Circle-North Coast TAFE, NSW Police, Department of Premier and Cabinet, Department of Prime Minister and Cabinet and Ngayundi Aboriginal Health Council. The Chief Executive, Chris Crawford NNSW LHD addressed the meeting and emphasised the Health Service's commitment to working in partnership.

EMET Demonstration for Executive

A new critical care support program using life-like manikins is training local doctors and nurses on how to treat complex, life threatening cases based on real-life scenarios.

The system instituted by Emergency Medicine Specialist Dr Blake Eddington, simulates amongst other things, road trauma, cardiac arrests, drownings and meningococcal infections to train medicos in time critical procedures than can save lives.

"Like a flight simulator to train pilots, we practice time critical life-saving procedures using high fidelity manikins that cry, bleed, sweat, breath, have pulses and heart rhythms," Dr Eddington said.

When people are critically ill time is of the essence, so it is imperative the medical staff work as a team, communicate well, and prioritise to make the right decision under pressure. The manikins allow us to safely test the system, the team and the individual in a real-life yet supportive learning environment.

The program, which is accredited with major Medical Colleges as part of continuing medical education, is offered at the Mullumbimby, Byron and Murwillumbah Hospital's Resuscitation Rooms, to rostered medical and nursing staff.

This new critical care support program is part of the Australia wide Emergency Medicine Education and Training Program (EMET) overseen by the Australasian College of Emergency Medicine, with donated equipment acquired due to the Byron District Hospital Women's Auxiliary fundraising.

With the use of Tele-health, via video conferencing facilities in Resuscitation rooms, an Emergency Medicine Specialist from The Tweed Hospital assists the local Staff in training, which ultimately expedites the transfer of would be Patients that will improve patient outcomes.



Above at a recent Executive Meeting held at Mullumbimby Hospital Executive members Dr David Hutton (red tie), Executive Director Clinical Governance; Richard Buss, Executive Director, Mental Health and Drug & Alcohol Services; Lynne Weir, Executive Director, Richmond Clarence Health Service Group; Ann Scheffe, A/Executive Director, Tweed Byron Health Service Group and Vicki Rose, (green dress) Executive Director, Allied Health & Chronic Care view the EMET session being broadcast via Tele-health to Tweed ED from the Mullumbimby Hospital Resuscitation Room in ED. In the foreground from left are Dr Damien Ford, Chris Schliebs (RN) doing compression, Sharon Rockliff (RN) and Dr Jitendra far right on the phone.

"We are running a unique, hands-on and very successful program which is not so much about education, as it is about improving system performance in a critical situation and Patient outcomes are being directly improved by this program," Dr Eddington said.

Effective Life Style Modification program for Free

Many Patients seen by our Staff suffer chronic disease, with overweightness or obesity contributing significantly to the problem. Given the limited time in a consult, it can often be difficult to provide the Patient with additional information about healthy lifestyle changes. This is where the **Get Healthy Information and Telephone Coaching Service** can help.

The Get Healthy Information and Telephone Coaching Service offers free telephone based health coaching calls for all NSW residents aged 18 years and older. The coaching program runs for six months and is conducted by a University qualified Health Professional who assists in developing a personal action plan, and identifying solutions for successful lifestyle change.

The Get Healthy Information and Coaching Service is easy to refer Patients to, using a faxed referral form following signed consent of the Patient. Patients will then be contacted directly by the service and screened to ensure they are able to participate.

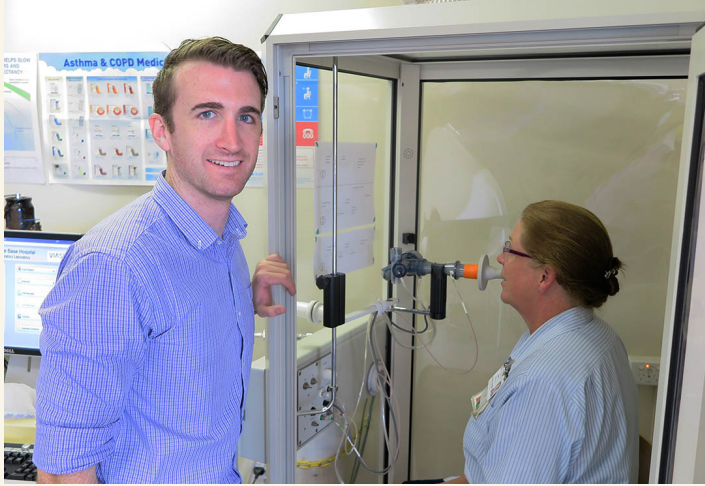
In a recent systematic review of Diabetes Prevention Programs, the behaviour modification strategies used by the coaches at Get Healthy were identified as essential to an effective lifestyle modification program.



This is good news for any health practitioner looking for a complementary program to support the advice they have given to a Patient.

To find referral forms go to <http://www.gethealthynsw.com.au/health-professionals> http://www.gethealthynsw.com.au/assets/pdf/medicalprofessionals/Get_Healthy_HP_Referral_Nov14_.pdf or call Get Healthy on 1300 806 258.

Lismore Base Hospital (LBH) Respiratory Laboratory



Tom Weaver (pictured above with Loris Gordon, RN), a Respiratory Scientist/Medical Technologist is hoping the LBH Respiratory Laboratory Service will successfully become known to all the General Practitioners in the local area to help highlight the testing specifics that occur within a Respiratory Laboratory.

This Respiratory Laboratory is located within the Specialist Outpatient Clinics on the second floor of Crawford House in Lismore.

The Respiratory Laboratory has been open for approximately eight months and is well established. Days of operation are currently Tuesday, Wednesday and Thursday.

Tom Weaver said the most common service provided is complex lung function tests (LFTs). These comprise of three specific tests – spirometry, single breath diffusing capacity and lung volumes. It is a very important service for those with any breathing problems. The service can provide insight into current levels and/or progression of respiratory conditions.

With the NCCI located adjacent to LBH, the Laboratory is also used to analyse the impact certain therapies have on the lungs, which is important information that can lead to more effective and less harmful treatments.

All data is interpreted by a Respiratory Physician to ensure a diagnosis of the highest accuracy. The Respiratory Laboratory service is bulk-billed, thus incurring no out of pocket costs for the non-admitted Patients. It is the only facility of its kind between the Gold Coast and Coffs Harbour.

Patients who have been referred to the Respiratory Clinic are advised to make an appointment through the Outpatient Clinic Reception on 6620 7301.

The local Aboriginal Community Invited to the North Coast Cancer Institute, Open Day in Lismore



Above: Staff of the NCCI Lismore held an Open Day for Aboriginal Health Workers and Community members for them to see the Unit, including its linear accelerators and chemotherapy chairs. The day was designed to raise awareness with a view to improving health equality for Aboriginal and Torres Strait Islander people in respect of service access and outcomes. The event was registered with Oxfam Australia as part of the national activities for Close the Gap Day.

Need an Interpreter?



Anthony Knight, State-Wide Infant Screening Hearing Program (SWISH) Coordinator for the Mid North Coast and NNSW LHDs recently needed to refer a baby to Newcastle for SWISH diagnostic audiology, which was not unusual except the parents spoke no English. The parents were recent arrivals from a developing country and required lots of support. Should anyone need assistance with non English speaking people, the Multicultural homepage provides easy access to links and many brochures in multiple languages. The link below will direct you to a PDF for accessing the 24 hour Interpreter Service.

http://www.mhcs.health.nsw.gov.au/publicationsandresources/audioandvideo/video-resources/e-learning/pdf/booking_interpreter.pdf/view
There is a growing diversity in our LHDs and a gap in the knowledge of Staff about accessing these services to provide language specific written information or phone interpreters. Please note that....

Friends and relatives are not interpreters!

Latest Board News



Above: NNSWLHD Board at a Meeting with Murwillumbah District Hospital Clinicians from left: Professor Lesley Barclay, Dr Allan Tyson Board Members, Daniel Biersteker A/NUM ED, Deb Huxstep NUM Rehabilitation, Brendan Esposito A/NUM Surgery, Chris Hanna A/ Executive Officer, Dr Jean Collie, Board Member and Phil Jones, NUM Medical Ward.

The NNSWLHD Board held its February meeting at the Murwillumbah District Hospital. Prior to the Board Meeting, the Board members met with Clinicians over a morning tea followed by a tour of the newly refurbished Emergency Department (ED), Paediatric Ward and the Rehabilitation Centre.

Morning teas with Clinicians and Tours of facilities are now a regular activity of the Board members enabling them to hear directly from Staff on issues, interests and achievements. Mr Malcolm Marshall, Deputy Chair thanked the Clinicians and Staff in attendance for their ongoing work in achieving outstanding



Above: Dr Lucy Watt, Dr Emma Conroy-Smith in conversation with Board Members Dr Brian Pezzutti and Dr Joe Ogg



Daniel Biersteker, Darlene Bestwich Deputy Director of Nursing and Board Members David Frazer, Deb Monaghan and Lesley Barclay.

Northern NSW Community Engagement Advisory Council



The latest Community Engagement Advisory Council (CEAC) Workshop was held on 23 March 2015. The morning session included updates from Chris Crawford, Chief Executive and Lynne Weir, Executive Director Richmond Clarence HSG, advice on NNSW LHD Community and Stakeholder Framework and drafts of the "be involved" flyer, Community Engagement Conference 2014 evaluation, draft Northern NSW Aboriginal Health and Wellbeing Plan and CEAC communications. From these discussions CEAC supported:

- hosting a 2015 Community Engagement Conference in December 2015

- the development of a 'be involved' flyer
- the target of 4 per cent employment of Aboriginal and Torres Strait Islander persons as employees of NNSW LHD
- the establishment of a one page Communiqué to be distributed following each CEAC workshop.

Afternoon presentations and consultations included:

- Headspace Lismore and Tweed Heads – NCML Mental Health Officer, Wendy Pannach provided an overview of Headspace and advised of the establishment of two Youth Advisory Committees. Discussion about her presentation included the possibility for CEAC to link into these Committees on issues requiring youth input.
- Integrated Regional Mental Health Plan - Wendy Pannach provided an overview of the development of the Integrated Regional Mental Health Plan for Northern NSW. Wendy facilitated a workshop session seeking CEAC input on issues relating to the integration of mental health services provision.
- Breast Feeding Support Services. Suzanne Weir, NNSW LHD Clinical Midwifery Consultant provided a comprehensive overview of the services currently being provided. Feedback included the need to educate workplaces to support and provide amenities to assist breast feeding mothers in the workplace. CEAC has suggested an article providing a positive example of a breast feeding friendly workplace be developed for release to the local media.

World's Greatest Shave/Crazy Hair Day



Left: Professor Lesley Barclay with Hair clippers ready to hand over to Cathy Mooney, World's Greatest Shave Founder with Allana Gill, who joined Thomas Pearson, medical student from University of Western Sydney



A large crowd gathered at the University Centre for Rural Health (UCRH) in Lismore which was the health service venue for this year's Worlds Greatest Shave. The main attraction was Thomas Pearson, medical student, who had decided that becoming a Doctor meant it was time to get rid of his dreads and what better way than to raise money for cancer. Thomas was amazed by the support he received, raising over \$4,000 - well over the price tag of \$100 for each dreadlock. Allana Gill, Administration Trainee with Lismore Mental Health raised over \$2,000 with the support of family and friends. Allana also donated her lovely blonde locks to 'Pantene Beautiful Lengths' to help make a wig for cancer patients. Crawford House Administration Staff (rear of main photo wearing Crazy Wigs) raised over \$500 and are from left Sam Maxwell, Finance Assistant, LBH Business Unit; Kym Scotcher, Patient Liaison Officer, LBH with Chief Executive Unit representatives Kath Parmenter, Business Unit Support and Gae Ferris, Administrative Officer. UCRH held a BBQ with a gold coin donation also going towards the overall funds raised.

Tweed Valley Birthing Service Celebrates Five years of delivering Babies



Above at left is Suzanne Weir, Acting Clinical Midwifery Consultant centre in blue dress holding baby is Julie Young, Caseload Midwife, beside her is Hayley van Cuylenburg, Caseload Midwife behind Julie is Cheryl Colley, MUM and Anne Scheffe, Executive Director Nursing & Midwifery, The Tweed and Murwillumbah Hospitals with Mums and Bubs.

Mothers and their babies, who they had helped bring into the world, join the celebration of the five year anniversary of this Midwifery Birthing Service.

Having your own Midwife at Murwillumbah Hospital was a new option for pregnant women in the Tweed Valley in 2009.

The new Maternity Model of Care was introduced in response to the growing worldwide recognition that midwife-led care offers women experiencing a normal pregnancy and birth an alternative to traditional maternity care. Women who use this maternity model are able to have continuity of care with the same Midwife throughout their pregnancy, birth and early post natal experience.

Cheryl Colley, Midwifery Unit Manager (MUM) said building a relationship with a Midwife has

Murwillumbah District Hospital Women's Care Staff extend an invitation to all the women who gave birth at the hospital, their families and friends to join them for an afternoon tea to celebrate Five years of birthing babies with the Tweed Valley Birthing Service Midwifery Program. The Midwives were delighted to see the

proven successful for women in the region. In addition, research indicates that women receiving care from a known Midwife experience lower rates of unnecessary intervention, excellent outcomes and higher rates of satisfaction.

Congratulations

Tweed Byron Health Service Group Accreditation

The Tweed Byron Health Service Group (TBHSG) and Tweed Byron Mental and Drug and Alcohol Services underwent National Standards accreditation in June 2014. This was the first Accreditation using the Australian Commission on Safety and Quality in Health Care (ACSQHC) National Standards for them. During survey the Team met with Staff, Clinicians, Visiting Medical Officers, Patients, Consumers, Volunteers, Executive and Board representatives.

Following implementation of the ACSQHC Standards, TBHSG worked diligently towards ensuring the National Standards were embedded into the organisation. A fundamental cornerstone of embedding the standards is a solid governance framework and it was noted by the Surveyors as being established, with clear reporting requirements, including Key Performance Indicators (KPIs). Therefore, a method was found to be in place for monitoring and reporting on performance across a wide range of clinical and corporate outcomes, which included safety and quality outcomes.

The Surveyors were also very impressed with the Mental Health and Drug and Alcohol Services, stating the honesty, openness and passion of the Staff was evident. The visits to different areas showed caring and passionate multidisciplinary Staff, good Medical leadership and input, great programs and groups for consumers, and good initiatives with quality improvements. The Surveyors were especially impressed with the Opioid Treatment Program and its integration with the general health services, which demonstrated great team work and effort overall.

Some of the new standards pushed them somewhat, in particular medication safety and management of the deteriorating Patients.



L-R: Bernadette Loughnane, Executive Director, TBHSG; Ann Scheffe, Executive Director Nursing & Midwifery Tweed and Murwillumbah Hospitals; Chris Crawford, Chief Executive; Jenny Shaw, Executive Officer/Director of Nursing (EO/DoN) Mullumbimby Hospital and Keryn York, EO/DoN Byron Hospital.

There were many learnings from the Survey and one of the key benefits was conducting a short gap analysis by an experienced Surveyor in the lead up to Survey week. ACHS has provided a detailed report with some key actions recommended in preparation for the next stage of Accreditation. Congratulations and thanks to all Staff who contributed to this excellent outcome.

Karen Walsh - Nurse Practitioner!



On 19 February 2015 the NSW Board of Nursing & Midwifery endorsed Karen as a Nurse Practitioner.

In November 2013, Karen was nominated the Quiet Achiever for that month. At the time Karen had already achieved a number of goals in her nursing career all the while raising three

children. When Karen started working in Transitional Aged Care at Maclean and Grafton, she discovered her love of working in Aged Care. While working in the Aged Related Care position she commenced a Graduate Certificate in Advanced Nursing, which lead to her undertaking the Masters in Nursing to become a Nurse Practitioner. We are delighted to hear Karen has achieved another goal in her career and extend our best wishes to her.



Grafton Daily Examiner has a Thumbs up page, which gives the local community an opportunity to offer thanks to helpful people. Grafton Base Hospital (GBH) has recently had two thumbs up one for Orthopaedic Surgeon Sam Martin. The most recent one came from Sam Craig, who thanked GBH for getting his daughter into the hospital straight away and for doing a good job of looking after her.

Thank You

The following letter appeared in the Grafton Daily Examiner on Monday 2 March 2015.

Easing the pain

On Thursday, February 26th my 16 year old son Christian attended the Maclean Hospital's Emergency Department (ED).

He had been unwell the day prior, complaining of abdominal pain. The pain worsened and he needed to go to hospital.

The ED Staff at Maclean attended to Christian promptly and were all wonderful with their duty of care towards him.

Christian needed to be transferred to Grafton Hospital to possibly undergo an operation to remove his appendix.

When we arrived at the Grafton ED we were promptly seen to and Christian was organised quickly and assessed, and before we knew it, we were in beds up on the Children's Ward waiting for the surgeon and an operating theatre.

The operation was performed and went well.

I wanted to express my sincere and warmest thank you to each and every member of the Staff who we were fortunate enough to have looking after our son.

In the moment when everything was happening, a very tired, worried mother and a child in pain, it didn't seem necessary to know the names of the wonderful nurses, doctors, anaesthetist and other staff members involved.

I wanted to write this letter so that everyone could know just how fortunate we are to have such fantastic hospitals and it's the staff that makes it that way.

From my family to all of you, "saying thank you could never seem enough. You are all wonderful." Bless you.

Megan Montiford, Gulmarrad

Thank You

During 2014 Child and Family Health Services in NSW celebrated 100 years of Child and Family Health, which services were started by the Country Women's Association (CWA) in Sydney on 20 July 1914.

Fundraising for a Baby Health Clinic in Maclean started in 1935 converting the Rest Rooms in the old Council Building for a Baby Health Clinic, which was officially opened on 28 April 1937. A Clinic Sister from the Grafton CWA travelled to Maclean one day per week to work in the Clinic. Then on 10 November 1954 the present day building was officially opened to create a new Baby Health Clinic.

The Maclean Child and Family Health Nurses wished to acknowledge the support they have been given by the Maclean CWA and held a morning tea and presented them with a Certificate of Appreciation, which was signed by NSW LHD Board Chair, Brian Pezzutti and Chris Crawford, Chief Executive.



L-R: Susan Howland, Barbara Rook, Linda Wright, Val Thompson, Margaret Hendricksen, Ester Gregory, Leonie Skinner (CWA President) with Gay Wiseman and Di Ward, Child and Family Health Nurses.

Welcome

Murwillumbah Hospital Volunteers Appreciation Day



Above cutting the cake at a morning tea held to acknowledge the wonderful support Volunteers provide at Murwillumbah District Hospital (MDH) are from left Nyrie Tillotson, Pink Ladies President; Valda Hobbs Coffee Shop President; Darleen Berwick, MDH Deputy DoN and Val Foster, Hospital Auxiliary President.



Alison Renwick has been appointed as the Operations Support Coordinator in the Chief Executive Unit and is a welcome addition to the Team. Alison was previously the Executive Assistant to the Director of Finance, for the NSW LHD.

Farewell



David Johnson, Manager, District Records and Government Information Public Access left the NSW LHD on 27 March 2015 after almost 19 years working in health. David was presented with a Certificate of Appreciation from Tony Beashel, Manager, Corporate Services, Chief Executive Unit (CEU) on behalf of the Chief Executive and Chief of Staff at a Farewell Morning Tea. Also pictured are Keryn Taylor, Administration Assistant and Hugh Bond, Senior Budget Officer, CEU.

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