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LEE-ANNE COLLINS

NORTHERN

# EXPOSURE







## BRINGING IT HOME

*In this bumper final edition for 2019, I want to thank everyone who has contributed stories, suggestions and pictures to the Northern Exposure.*

The great staff contributions make this magazine what it is. Without people willing to step aside from their usual workday role to nominate a colleague, suggest an idea or tell us about a great achievement of their own, we wouldn't be able to bring these stories to you all.

In this edition you'll find three farewells of staff who've been with the health service for varying lengths of time, working in nursing, finance and engineering. There's a profile on Lee-Anne Collins, leading hand for the Byron Central Hospital domestic services team. There's a special tribute to Maria Davis, a nurse who found her calling while working and studying at Urbenville MPS.

We have staff winning awards for research, bridging the gap in Aboriginal health, creating safe spaces for families to mourn, and heading off to play professional sport.

Working together, our teams are topping the state in patient experience surveys, providing holistic care, helping steer our community towards better health, and building a more inclusive workplace.

I hope you've enjoyed reading about what your colleagues near and far have been up to, and I look forward to another great year in 2020.

## NORTHERN EXPOSURE

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Front cover: Members of Byron Central Hospital cleaning team, from left, Janet, Pat, Lee-Anne (lead hand), Dave and Debbie. Not pictured but equally important are Mel, Ross, Kim, Jo, Willow, Lee-Anne, Chris, and Rhonda.

# Executive Update



**Wayne Jones**  
Chief Executive

*It would be hard to find a single person in our District who has not been affected in some way by the bushfires this year.*

Whether being physically close to the fires or feeling the health effects of bushfire smoke across the region, it is having an impact on us all.

To those staff who have suffered tragic loss of homes or possessions, I convey my deep sympathies.

Coming up to Christmas can be a difficult time for some even without the added strain of extreme weather events, as people may feel isolation, relationship or financial challenges more heavily than at other times throughout the year.

We can all help by looking out for our friends and loved ones, and not forgetting to think of our own mental health as well. It's a great time to recharge and relax, doing whatever you enjoy. Perhaps it's reading a book or spending time in nature, or even listening to music. We can allow ourselves time to switch off from technology and focus on connecting with those around us.

If you would like more support over the Christmas and New Year period, our EAP services are available anytime over the holidays, 24 hours, every day of the year, for staff, families and other community members. You can call 1300 361 008.

The NSW Mental Health Line is also a great first step to get mental health

support, on 1800 011 511, and Lifeline is available on 13 11 14.

Traditionally at the end of the year we like to look back on our achievements for the past 12 months. We have put together A Year In Review 2018-19 which highlights some of the outstanding initiatives and milestones that you, our staff, have reached over the year.

We cared for more than 96,000 patients in our hospitals, welcomed almost 3,000 babies, and provided more than 938,000 community health services across the District.

Find out more on page 5 where there's also a link to view it online.

Once again, thanks to each and every one of you for your efforts over the past year, and in particular in recent weeks as we responded to the emergency situation.

I wish you a safe and happy Christmas and New Year.

## From the Board Chair



**Brian Pezzutti**  
Board Chair

*2019 has been a challenging year for the Northern NSW community. In the midst of ongoing drought conditions, bushfires have had a major impact on our district.*

Many people have lost homes, properties and livestock and sadly, a number of our employees are among those who lost their homes. Our thoughts and prayers are with all those who have experienced losses during this difficult time.

These types of events have a major impact on the health and wellbeing of us all. Living under constant stress as we keep a watchful eye on the location of fires and needing to evacuate, or be prepared to evacuate, can take its toll.

We need to look after each other and ask for help if needed. I encourage employees and community members to take advantage of counselling services and other helpful resources if you feel you are struggling. See our website for more details.

I wish to express my heartfelt gratitude to our staff who have continued to support our community and provide much-needed services during this time.

Many of our clinical staff have completed training in "trauma informed care", which helps them to provide the support and understanding for people experiencing trauma such as dealing with a natural disaster.

In addition to the hard work from our staff, and commitment to quality care across the year, I want to acknowledge our improvements in 'engagement,' both with staff and with the community.

We have seen greater participation in the People Matter Survey, and leaders will be reviewing and discussing their results with staff to develop local workplace improvement plans.

During the year, we launched our new community engagement program which has resulted in seven new community advisory groups. We look forward to seeing the benefits that will come from having greater community participation in our health service.

On behalf of the Board, I wish you a happy holiday season spending quality time with your family and friends and a very merry, safe, and joyous Christmas.





Top left, Lismore Base Hospital 'North Tower' (F Block). Top right, media interviews in the new Endoscopy Theatre, level 6. Bottom right, LBH South Tower. Bottom left, Parliamentary Secretary for Health Natasha Maclaren-Jones and LBH General Manager Ian Hatton in the MRI Control Room, level 5

## Redevelopment milestone: North Tower complete

**Lismore Base Hospital's North Tower has been completed ahead of schedule, marking a major milestone in the \$322 million Stage 3 redevelopment project.**

Lismore Base Hospital (LBH) North Tower, to be known as F Block, will include two inpatient wards (one medical and one surgical), an Intensive Care Unit (ICU), Pharmacy, Medical Imaging, Day Surgery and Endoscopy units, hospital administration facilities, Security office, and Admissions department.

Parliamentary Secretary for Health, Natasha Maclaren-Jones MLC, visited the newly completed eight-storey building on 26 November, ahead of it being handed over to the Northern NSW Local Health District (NNSWLHD) in December.

*"The early hand-over gives hospital management and staff greater opportunity to familiarise themselves with the new building and carry out the necessary preparations before it opens to the public via a staged process beginning in February next year," Ms Maclaren-Jones said.*

Construction of the North Tower commenced in May 2018, with an average of 115 people working on the site each day, amounting to more than 305,000 workforce hours.

Between May 2018 and September 2019,

745 workers were employed, including 61 apprentices, 162 workers who participated in structured training or upskilling, 17 Aboriginal or Torres Strait Islander workers, and 19 women working in trade roles.

The \$322 million redevelopment project is scheduled to be completed at the end of 2021.

The relocation of departments which were previously located in C Block will pave the way for the final phase of the Stage 3 redevelopment of LBH: the refurbishment of C Block to accommodate community health, including purpose-designed consult and interview rooms.



# Our patients say... you are some of the best!

Results from the latest Bureau of Health Information Report show patients in Northern NSW hospitals think their hospital care is among the best in the state.

Murwillumbah District Hospital had significantly higher results than the NSW average in nine areas, including 91 percent of patients rating their nurses as 'very good', the equal second highest result for any hospital in NSW.

At Casino and District Memorial Hospital the figure was almost on par at 90 percent.

Across the whole Northern NSW Local Health District, more patients rated their nurses as being 'very good' (85 percent) than anywhere else in NSW.

Our district was also a leader in cleanliness, with NNSWLHD also claiming equal highest proportion of patients (83 percent) reporting their wards or rooms were 'very clean'.

Meanwhile Byron Central Hospital was rated by patients as the cleanest facility in NSW, with 93 percent agreeing it was 'very clean'.



Murwillumbah District Hospital staff celebrate their great results

NNSWLHD Chief Executive Wayne Jones said these results are a testament to the continued hard work and dedication of staff.

*"Our staff's commitment to patient-centred care shows through year after year and it's great to see this continuing to be reflected in the positive experiences of our patients," Mr Jones said.*

such dedicated domestic services staff has a really positive effect on the patient experience."

Across NNSWLHD, 90 percent of patients felt they were 'always' treated with dignity and respect, another example of the excellent patient-centred care provided across the District.

To see the full site by site results from the BHI survey, visit:



[http://www.bhi.nsw.gov.au/BHI\\_reports/snapshot\\_reports/adult\\_admitted\\_patients\\_2018](http://www.bhi.nsw.gov.au/BHI_reports/snapshot_reports/adult_admitted_patients_2018)

"Every one of our staff rely on someone else doing the best they can to ensure our patients receive excellent care, and having



## A YEAR IN REVIEW

The 2018-19 A Year in Review tells the story of your hard work.

We look back at key achievements, statistics that show the health of our community, and key infrastructure projects helping us to future-proof healthcare in this fast growing region.



<https://nswlhd.health.nsw.gov.au/about/northern-nsw-local-health-district/a-year-in-review-2018-19/>



# Hospital site takes shape as early works near halfway mark

*The \$582 million Tweed Valley Hospital Development is nearing the halfway mark of the five-plus year process of planning, designing and delivering the new hospital.*

This year has seen some significant progress, with the Stage 1 State Significant Development (SSD) application approved on 11 June 2019, and Early Works kicking off the following month. This followed the preliminary environmental protection works that were completed on-site in February 2019.

The Early Works – which comprise bulk earthworks, roadworks and piling – are on track and approaching the halfway mark. The bulk earthworks are nearing completion and the roadworks are also underway creating new site entrances and internal access roads.

The Schematic Design consultation process is now complete, and the Stage 2 SSD application has been lodged with the Department of Planning, Industry and Environment and publicly exhibited. The Stage 2 SSD application seeks approval for the design, construction and operation of the hospital buildings, in-line with the concept proposal approved as part of the Stage 1 SSD approval.

The Stage 2 SSD application was on public exhibition for 28 days, which concluded on 8 November 2019, and the project team is now preparing a report responding to the submissions received from government agencies and community members as part of this process. A determination of this application is expected in the first half of 2020.

Tweed Valley Hospital Project Director, Richard Blattman, said that the project team has enjoyed engaging with the community, with over 600 community members stopping by information stands hosted throughout the public exhibition period across the Tweed-Byron region.



Top, artist's impression of the new Tweed Valley Hospital. Bottom, aerial view of the site works

## Community Consultations

56	Community information stands
12	Community Reference Panel meetings
8	Community forums
7	Community newsletters

"The feedback from these engagements has been considered throughout the planning process," Mr Blattman said.

Hospital clinicians and operational staff have played a very important role in the planning, with over 338 Project User Groups (PUGs) held on the design to date. The project team has also worked hard to keep staff not directly involved in the PUGs informed through 28 staff forums and seven newsletters.

"We are looking forward to 2020 where we have another big year ahead of us," Mr Blattman said.

*"Early Works are expected to be complete in the first half of 2020, with Main Works expected to start mid-year once the Stage 2 SSD approval is in place and consent conditions satisfied."*

"Detailed Design will be a key focus for the first half of 2020 to ensure that the Main Works contract is appropriately specified.

"We are on track to complete the new Tweed Valley Hospital by the end of 2022 and be open for patients in 2023."



[www.planningportal.nsw.gov.au/major-projects](http://www.planningportal.nsw.gov.au/major-projects)



# Healthy communities of tomorrow

*Almost 150 people came to learn about healthcare priorities in Northern NSW and to have a say in designing the 'Healthy Communities of Tomorrow' at this year's Community Health Day.*

The annual event hosted jointly by the Northern NSW Local Health District (NNSWLHD) and North Coast Primary Health Network (NCPHN) was chaired by award-winning broadcaster Dr Norman Swan from the ABC's Health Report, who also opened the event with a keynote address.

Dr Swan gave an insightful and thought-provoking presentation about trends in health and the important attributes for a healthy community. He also commended the initiative, noting that very few communities would be able to attract a crowd of this size to talk about the future of health.

"When you ask communities about the future of health, you think they might want more MRI scanners, more surgeons, more hospital beds. In fact, we didn't hear one word of that. What we heard was that people want more participative activities in the community, better housing, better transport, better nutrition and better ways of interacting with each other," Dr Swan said.



Dr Norman Swan, Julie Sturgess and Wayne Jones address the Community Health Day

*"People know that what counts for health and wellbeing is what happens in your community and the sense of control you have, and that will flow through to their health and well-being."*

Attendees workshopped health priorities such as healthy lifestyle and ageing, mental health, Aboriginal health and wellbeing, healthcare technology, and alcohol and drug use.

NNSWLHD Chief Executive Wayne Jones and NCPHN Chief Executive Julie Sturgess presented a summary of the key challenges and health priorities for our region and what's happening locally

to help build healthier communities and healthier individuals.

"The vision of Northern NSW Local Health District is for a healthy community through quality care, but good health is dependent on many intersecting factors," Chief Executive, Wayne Jones, said.

"This forum is always a great chance to hear from the community and organisations who are helping improve health services and helping people make better choices to improve their own health every day."

See a video of Norman Swan at the event:



[https://www.youtube.com/watch?v=FFRK5\\_E-c1o](https://www.youtube.com/watch?v=FFRK5_E-c1o)

## STORIES FROM RURAL DOCTORS

*The Destination Medicine podcast is for anyone thinking about a career as a rural doctor. Make an informed decision about a rural medical pathway thanks to the insights of real doctors telling their own stories.*

Each episode of this podcast series brings the story of a doctor and their journey into rural medicine. It hasn't been a straight road for many; there have been a few bumps, U-turns and bends along the way. How did a city slicker end up living on a farm in



the NSW Riverina? And what happened to the young doctor who had a life changing moment on an isolated highway in the Northern Territory? You will have to listen to find out...

The podcast series is a collaboration between four rural NSW Regional Training Hubs - Far West, Riverina, Western and Northern NSW.



Episode 8 feature's Lismore's own General Surgeon, Dr Sally Butchers.

Find it wherever you get your favourite podcasts, or online at:



[www.destinationmedicine.com.au](http://www.destinationmedicine.com.au)

# Research Symposium is just the beginning

*In a first for the District, more than 160 participants registered to attend a symposium designed to inspire, share and celebrate nursing and midwifery research.*

The inaugural NNSWLHD Nursing and Midwifery Research Symposium was held in Ballina on 29 November, and was a great success!

Keynote speakers Jacqui Cross, Chief Nursing and Midwifery Officer for NSW, and Professor Kate Curtis, CNC Emergency Department Illawarra Shoalhaven LHD (Nurse of the year 2019), set the scene to ignite the participants' interest and enthusiasm in research and evidence based practice.

"This forum was an avenue for sharing and celebrating the great nursing and midwifery research that is occurring in our LHD," Rae Rafferty, Associate Director, Leadership Culture and Workforce Development, said.

"As well as presentations on inspiring research projects, we ended the day with our new Annual Awards for Nursing and Midwifery Research."

The winners of the inaugural 2019 Nursing and Midwifery Research Awards were:

- Best Novice Research – Mark McLennan
- Best Individual Research – Andrea Thawley
- Best Team Research – Michelle Cullhane
- Best Poster – Vicki Wale
- Best Paper – Mark McLennan
- Iain Graham Southern Cross University Outstanding Nursing and Midwifery Research Medal – Graeme Turner

In addition, a \$20,000 Honours Scholarship was awarded to newly graduated midwife, Melody Atkinson, who plans to conduct some research at Southern Cross University



Top left, from left, NSW Chief Nursing and Midwifery Officer Jacqui Cross, Professor Kate Curtis Clinical Nurse Consultant Emergency and NNSWLHD Associate Director Leadership, Culture and Workforce Development, Rae Rafferty. Top, right, Jacqui Cross addresses the Symposium

Bottom left, Professor Kate Curtis addresses the Symposium

Bottom right, Honours Scholarship recipient, Melody Atkinson with Rae Rafferty and Katharine Duffy

whilst undertaking her first graduate year as a midwife within NNSWLHD.

"As an organisation, we are committed to continuing to build our capacity and capabilities for research in the pursuit of evidence-based, quality patient and family-centred care," Rae said.

*"In the last two years we have gone from 30 percent of our Clinical Nursing and Midwifery Consultants being involved in research to over 90 percent, with Dr Christina Aggar (Conjoint Nursing Academic) supporting 35 research studies across the District."*

Katharine Duffy, Director of Nursing, Midwifery and Aboriginal Health is leading the charge to embed research into the Nursing and Midwifery Strategic Priorities, and the annual Symposium is part of this approach.

Feedback from the participants showed they felt inspired, motivated and enthusiastic about what they had been exposed to on the day.

One participant said, "Well done. In all my years as a nurse (30 plus) this has been one of the best nursing symposiums I have ever attended. A very informative day. I will be back next year. Who knows maybe as a presenter!"



# Holistic care at the heart of community nursing

*Nursing students have been learning the ropes of Community Nursing throughout the Richmond Network, and gaining some invaluable insights along the way.*

A group of second and third year nursing students from Southern Cross University have recently completed their Community Nursing final placement, and it's clear there's much more to it than driving around and drinking cups of tea in people's homes.

Learning on the job with their clinical teacher, the students have found that treating patients, or clients as they are known in the community setting, in their homes and communities can be an extremely rewarding and positive experience.

Community nurses are well placed to provide holistic patient assessment, including falls and pressure injury prevention and referral, as well as many other essential services.

Let's hear from the students themselves:

"I must be honest and say it was not on my list for future possible career prospects post-degree. However, it has catapulted to the top of my list."



Richmond Community Nursing team members and students

*"I really resonated with the human and personal side of care that community nursing taps into. I now clearly see the benefit and process of community health nursing in ensuring that clients remain well in their own homes and avoid hospitalisation."*

"Community nursing is a collaborative process."

"Community nursing is a true exemplification of holistic nursing, a client may present with a physical wound, but you end up treating much more than just the wound."

The Richmond Community Nursing team have also been working on practice development, using a concept called "Appreciative Inquiry" to support each other by identifying individual strengths and experience.

With patient-centred care at the heart of the community nursing approach, staff have been looking at what parts of the job they really enjoy.

Some of the top reasons community nurses love what they do are:

- patient advocacy and empowerment
- autonomous yet collaborative approach to patient care and referral
- holistic assessment and treatment of the client
- a collaborative and supportive team environment
- team resilience
- allowing people to die with dignity at home
- allowing clients to remain independent and in their own home

To find out more about Community Nursing or student placements, contact Bronwyn Browne, Acting Community Nurse Manager, Lismore Community Health, on 6620 2960 or email [Bronwyn.browne@health.nsw.gov.au](mailto:Bronwyn.browne@health.nsw.gov.au).

## TWEED NURSE WINS BEST PRESENTATION

***Tweed Clinical Nurse Consultant Emergency, Andrea Thawley, has taken out the award for Best Novice Presentation at the 2019 International Conference for Emergency Nursing.***

Andrea is a candidate in the Rural Research Capacity Building Program (RRCBP) and presented the findings of her research project to the conference held in Adelaide in October.

Andrea's project looks at the impact of

changes made to triage processes at The Tweed Hospital Emergency Department (ED) as part of a restructure in 2013. Following the restructure, the triage nurse and the ED clerk were co-located to help speed up the ED registration process and enable the triage nurse to assess patients at the same time as the ED clerk entered patient details, all with aim of decreasing ED arrival-to-triage times.

Andrea evaluated the co-location as part of her project, demonstrating marked reductions in ED arrival-to-triage times after the changes came into place.

Andrea's research also showed a significant reduction in the time for triage category 3 patients with abdominal pain to be seen by



Andrea Thawley

a clinician. Andrea also identified a number of priority areas for staff training, including how to provide feedback to colleagues about triage decisions.

Congratulations Andrea on your well-deserved award!

# Why did the paediatric nurse cross the road?

*In July this year, registered nurse Tegan Moore left her position in the Paediatric Ward at Lismore Base Hospital to work across the road in the Health Promotion Unit to join the battle against childhood obesity.*

Tegan was seconded as a nurse educator for several months to bring a clinician's perspective to the Growth4Kids program, which involves routinely measuring the height and weight of every child from 0 to 17 years at least every three months when they come into our health facilities, and provide support to families of children above a healthy weight.

While the target is to screen 70 percent of children in our health facilities, it has been a challenge meeting this.

Thanks to additional funding from NSW Health, Tegan joined the team to provide

training sessions for nurses and allied health professionals on how to take and record measurements and talk to parents in a sensitive way.

Tegan's role involved working closely with clinicians, with an insider's knowledge of their work demands.

Tegan said it has been a wonderful opportunity to meet the caring, committed teams at the different facilities across our health district, as well as those in Health Promotion.

*"I have learnt about the different projects that help promote healthy lifestyles, combat obesity and monitor the growth of our children," Tegan said.*

"These people are crusaders who battle to prevent the illnesses that clinicians are treating every day.

*"I have a new perspective of this department's goals and can see the benefits for the community if we all took the time to learn about each other's departments."*



Tegan Moore and Freyja Smith

Growth4Kids coordinator Freyja Smith said there were valuable mutual benefits to having a clinician placed in Health Promotion.

"Tegan related easily to clinical staff when providing education sessions and was also able to educate Health Promotion on strategies for approaching clinicians in a way that would be timely and well received," Freyja said.

# Future Dreaming: Kiha Yuke, Aboriginal Liaison Officer

*As a Bundjalung woman, Kiha Yuke strives for a better outcome for our First Nations People, not only in health but in education as well. Here, Kiha shares how she's working towards this in her role.*

Since I have started working at the Casino and District Memorial Hospital (CDMH) as the Aboriginal Liaison Officer I have found an opportunity to embrace Casino's culture and help deliver culturally appropriate health care for our Aboriginal communities.

I commenced in July 2019 and have already

begun to build a good rapport with the community by letting them know that there is support and help at CDMH, and I am happy to say that I have received genuine feedback that shows people really value my role within the hospital.

*I was invited to a FUTURE DREAMING career expo at Casino West Public school for students in years 3 to 6. The students were able to see all the different careers on offer, approach us and ask questions.*

One young non-indigenous boy asked me what an Aboriginal Liaison Officer was, and what I loved about my job. I explained that I provide emotional, social and cultural support to patients and their families, also working with other health staff to ensure the best possible service for Aboriginal patients and their families.

I also collaborate with other local Aboriginal



Kiha Yuke with students at Casino West Public School

Medical Services to improve the health of the Aboriginal community.

But it was his last question that hit me the most: 'What do I love about my job?'

I love that I can work with my community as a Bundjalung woman in country, I like that they see a familiar face when in hospital. I love communicating with our mob and the health practitioners so we can work together to strive to bridge the gap between the community and our health service in Casino.



# Towards better disability inclusion

**Tuesday 3 December marked the International day for People with Disability and the start of a 4-year journey for the LHD towards being more inclusive.**

As part of Northern NSW Local Health District's commitment to disability inclusion, we held the first Implementation Committee for the NNSWLHD Disability Inclusion Action Plan 2019-2023 on International Day for People with Disability, chaired by Chief Executive Wayne Jones.

The Disability Inclusion Plan sets out the key actions that our organisation will take to improve the opportunities for meaningful employment and ensure that our clinical services are responsive to people with disability through a continued emphasis on person centred care and our core values.

Work has already commenced, with senior Workforce managers and employee stakeholders currently reviewing our recruitment systems, and working to reduce barriers for future employees.

To help establish NNSWLHD as an employer of choice, all staff recently had the chance to vote on an Inclusion Statement to appear in all future job advertisements across the District.

This aspirational statement shows our intention to celebrate the unique qualities that people from diverse backgrounds bring to the workplace.

The preferred statement selected by staff is:

*"NNSWLHD embraces the diverse skills and perspectives that our people bring to the workplace. We foster inclusiveness and diversity to help us deliver quality care to our community."*

"Through working side by side with people with disability, we develop our understanding and this will be reflected in our service delivery," Ken Lee, Manager Patient and Carer Experience, said.

Twenty staff members who identify as 'people with disability,' have agreed to give their time and energy to guide the LHD in making these important changes.

As a member of the new Disability



Committee members launch the Disability Inclusion Action Plan

Employment Working Party, Clinical Support Officer Jane Morris is bringing unique insights to the table.

"What has been really helpful to me is feeling confident that I will be treated fairly when having an open conversation about my hearing impairment and the work setting," Jane said. "I have found that managers and co-workers are very supportive when they understand the situation or disability."

MyHealth Learning features some excellent resources to help you understand disability and inclusion.

## LITTLE ANGELS HONoured IN MEMORIAL GARDEN

**Families who experience pregnancy and infant loss can now remember their baby at a dedicated memorial garden in Lismore.**

A new Memorial Garden was opened on World Pregnancy and Infant Loss Day, 15 October, for people to commemorate early pregnancy loss before 20 weeks, and babies who are stillborn or die in early in infancy.

The Little Angels Memorial Garden is the result of several years' work by the Zonta Club of Northern Rivers together with the Lismore Base Hospital Women's Care Unit and with generous support from Binney Family Funerals.



Lismore Base Hospital midwives with Zonta Northern Rivers President Rosalie Kennedy

The garden is also an extension of the Zonta Room at Lismore Base Hospital, providing a community space where families can sit and reflect in a peaceful setting.

*"They can spread their ashes or just spend time in our garden to reflect," Rosalie Kennedy, President of the Zonta Northern Rivers Club, said.*

Shannon Morris, Clinical Midwifery Consultant NNSWLHD, said it was great to finally see this garden come to fruition.

"The Women's Care Unit staff are so grateful to be able to offer this space and service to our community," Shannon said.

The garden is located within the Lismore Memorial Gardens on Rous Road.







In this edition of *Northern Exposure* we catch up with Byron Central Hospital's leading-hand, Lee-Anne Collins to hear what it takes to keep NSW's cleanest hospital clean.

## Lee-Anne Collins

*With her father working in construction, Lee-Anne Collins says the family moved around a fair bit in her childhood.*

*After settling at Blackwater in Central Queensland where she finished her schooling, living on (and loving) a hobby farm in Northern NSW wasn't something she necessarily envisioned.*

After owning and managing three salons, at different times, and working as a hairdresser for over 20 years, Lee-Anne decided to give it a break.

In 2002, Lee-Anne relocated to the Tweed Valley with her husband and four children onto acreage, where they grow produce and run a dozen head of cattle.

"The property was quite run down when we bought it and took years of work to clean it up," she recalls.

"I thought it would be nice to stay at home with the kids, but once the youngest had gone to school I wanted to do something else."

A casual cleaning job at Murwillumbah District Hospital turned into a 12-year role, and when the new hospital was built at Byron Lee-Anne immediately put her hand up to work at the brand new site – where she worked her way up to leading-hand.

"I really don't like the traditional idea of a boss. In a good team everyone should have a say and an opportunity to make changes to things they don't like," Lee-Anne says.

"We have a great team at Byron. We've really grown together as a team and can work to each other's strengths."

This has obviously paid off, with Byron Central Hospital being recognised as the cleanest in NSW according to patients in the most recent Bureau of Health Information survey. It's an accolade Lee-Anne says the team were "very proud" of.

"Cleaning is something no one really takes notice of unless it hasn't been done," she says.

"I encourage the team to be present and to be seen cleaning and to interact with people. Often patients divulge information to us that we can then pass on to the nurses to help aid their care."

*"I see ourselves as frontline staff, as we are also responsible for helping ensure infections don't spread. If you think of all the things that anyone touches in a hospital, these are all things we clean multiple times every day."*

"My motto is: Nothing is clean until you clean it."

"It can be a very satisfying job – to see everything clean at the end of your shift."

Outside of work Lee-Anne loves the peace and quiet of her garden, as well as a good book.

"I spend almost all my free time in the garden where I grow vegies, a bunch of different orchids, as well as rarer plants that are difficult to keep alive," she says.

"I love when they flower after putting in some hard work."

Lee-Anne also keeps a large collection of kerosene lamps – which she says her husband likes to nag her about.

"I really like the period of time they are from and I do a lot of reading about the 1800s, especially Australian history – I love a good book."

Despite enjoying the more peaceful things in life, Lee-Anne is also a pretty keen skydiver, with eight jumps under her belt. She has taken each of her children for their 18th or 21st birthdays.

Lee-Anne and her husband also like to ride their Harley Davidson motorbike up to visit family in Central Queensland.

With her kids all away for the holidays, Lee-Anne says she's looking forward to working on Christmas day – as her family tends to catch up after the silly season.

"I worked last Christmas, too, and it was a great day," she says.

"We had lunch on the wards with the patients and it was a really happy day, very spirited."

# Emergency medicine trainee tops final exam

*Final year Emergency Medicine trainee, Hussain Kadim, has taken out top honours in this year's Emergency Fellowship Clinical Exam with the Australasian College for Emergency Medicine (ACEM).*

Dr Kadim was awarded the Buchanan Prize at a ceremony earlier this month, after he received the highest score in the two-day practical exam. The clinical exam is the final component of the training program for medics on their way to becoming a specialist Emergency Physician and member of the College.

Now that he's finished his training, Dr Kadim says he's keen to stay in the Tweed Valley and work in a senior emergency role.

*"For me, a good day in the ED is the best possible experience you can have as a doctor," Dr Kadim said.*

"Having to deal with many different kinds of patients means learning new things every



Dr Hussain Kadim

day, and the variety also helps keep things in perspective. One day after having to tell a family that their loved one had passed away, my next patient was a seven-year-old girl in good spirits but with a sore arm from a sports injury. It was a reminder that there is more to life than death and dying, and that helped to make sense of what I had experienced that day."

"The diversity we encounter at work keeps things interesting. I love that emergency medicine allows us to rapidly assess and treat our patients, and we're often able to

quickly alleviate our patient's symptoms."

Dr Kadim says that the support network and input from other senior doctors throughout his training has been extremely helpful in getting him to this point.

"Everyone who has been involved in my training has been incredibly supportive and influential, ranging from specific tips for the exam, to resources, to debriefing difficult days," Dr Kadim said.

Congratulations Dr Kadim!

# Listeners tune in to give Tweed kids a boost

*The Give Me Five For Kids appeal from Triple M Gold Coast brought radio personalities and locals together to raise funds for the children at The Tweed Hospital.*

This year's appeal, headed up by Triple M breakfast presenters Bridget and Spida, raised an incredible \$34,168.06 for the Special Care Nursery and Paediatric Ward at The Tweed Hospital. The appeal raises funds for both The Tweed Hospital and Gold Coast University Hospital.

The Give Me Five for Kids Appeal has been running since 2004. Originally, the appeal asked people to donate their 5 cent coins, but through the generosity of the local



Staff from The Tweed Hospital and Gold Coast University Hospital with Triple M's Bridget and Spida

community and the radio station 92.5 Triple M, it has grown well beyond that.

Since its inception the appeal has helped raise \$475,324.65 for The Tweed Hospital Paediatric and Special Care Nursery.

"We're so grateful for the generosity of the

Northern NSW and South East Coast QLD community and 92.5 Triple M who give to this appeal," Joe McDonald, General Manager The Tweed Hospital, said.

"The money allows us to purchase valuable equipment and improve the care of sick kids in the Tweed and Gold Coast."



# Digital Dose:

## Cyber security is everybody's responsibility

*Engaging on line is a part of everyday life, and most of us communicate daily using multiple devices at home, at work, or when studying. Increasingly, there is a need to better understand how to be cyber safe.*

To assist you, NSW Health has developed online learning modules which can be accessed through My Health Learning via the Intranet.

It is recommended that all staff complete three My Health Learning - Cyber Safe modules:

1. **Cyber S.A.F.E – Phishing Awareness**
2. **Cyber S.A.F.E – Email Security**
3. **Cyber S.A.F.E – Physical Security**

For your personal use you can also access the Australian Government's webpage, Stay Smart Online.



[www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)

## Stay informed: policies to support information security

*Northern NSW Local Health District has nine policies which relate directly to Information Security Management Systems (ISMS) and which apply to all users of the LHD's computer systems. Yes, that means you!*

To familiarise yourself with the policies, search "ISMS" under the Policy section on the staff intranet.

Everyone who uses a computer is responsible for maintaining a secure environment for information. This includes preventing unauthorized access by not leaving applications open on unattended screens and by reporting suspicious activity or events. It's critical that staff keep passwords secure, and don't share them with others.

All managers should also be aware that they need to log a ticket in SARA when a staff member or contractor leaves or transfers from their Unit.

## Don't get hooked by phishers. If you suspect deceit, hit Delete

*Be wary to not click on links in unexpected emails or messages from people or organisations you don't know.*

Some fake emails can look extremely convincing, so it's important read the text in the link carefully, and if it does not have the organisation's name in the URL then do not click on it. To be safe, go the organisation's web page manually if you want to check the accuracy or perform a task.

Cyber criminals steal confidential information such as online banking logins, credit card details, business login credentials and passwords by sending 'lures' or fraudulent messages.

When an email or phone message doesn't look 'right', don't open it, don't click the links to find out, just delete it. If you're at work, please also contact the IT Help desk to report the suspect email, on 1300 285 533.

To help maintain our security standards, here's a summary of the key actions required by all staff under the relevant policies:

1. **Use the correct searching method to prevent duplicating patient records.**
2. **Complete information security awareness training on line.**
3. **Secure any computer applications and desktops, when left unattended.**
4. **Don't connect any hardware to the LHD Network or install software on LHD devices that has not been approved by IT&T.**
5. **Report suspicious activity including unknown personnel in general office areas, unusual PC activity, inappropriate usage of internet or email, any person at any time asking for a password.**
6. **Report Malware and phishing emails, emails with unusual addresses, subject lines or content that requests users to access a link or attachments.**
7. **Report on screen messages indicating a virus on a computer or in an email.**

To report, call the IT helpdesk on 1300 28 55 33 or log a ticket in SARA.

## DON'T GET HOOKED BY PHISHERS



### IF YOU SUSPECT DECEIT, HIT DELETE

When an email doesn't look 'right'...

**don't** open it,

**don't** click the links to find out.

**Delete the email.**

When at work, please also contact the IT Help desk on **1300 285 533** to report the suspect email.



[www.staysmartonline.gov.au](http://www.staysmartonline.gov.au)



## SEARCH AND REQUEST ANYTHING

**SARA** is a new way to get IT, payroll, recruitment, finance, purchasing and warehousing services and support.

[sara.health.nsw.gov.au](http://sara.health.nsw.gov.au)



## SARA – logging a job with the IT Help desk

You can log less urgent incidents online using SARA, such as reporting a problem, requesting a change, or simply asking a question.

1. **Select the SARA Portal from Work Support Centre on the Intranet**
2. **Enter your Stafflink ID and password**
3. **Select 'I have an Enquiry' and change 'None' to 'Information Technology'**
4. **Enter yes or no to the next question**
5. **Complete the form that presents.**

Tip: In the field How can we help? Include your name, your best contact phone, the facility and department you work in, your hours of work and your computer name.

For Critical or Urgent IT incidents, it's always best to log a ticket by phone. Contact the help desk on 1300 285 533.

# Five minutes with an Exec: Lynne Weir

*We chat with Lynne Weir, Director Clinical Operations, about nursing and family.*

## *Q: Why did you go into nursing?*

**A:** My grandfather was diagnosed with Leukemia when I was a young girl. I spent a lot of time with him while he was ill. I am sure it was this experience that influenced my decision to become a nurse. I can't remember ever wanting to work in any other occupation.

I grew up in Narromine in Western NSW. I moved to Sydney to complete my nursing training at the Prince of Wales/ Prince Henry Hospitals.

My first position as a registered nurse was in an Intensive Care Unit (ICU). My first management role was a Nursing Unit Manager of a surgical ward. I became interested in project work and feel fortunate to have been involved in several projects that made improvements to models of care and patient outcomes.

I was recruited to the Western NSW District Patient Flow Manager and established a District Patient Flow Unit. This project won a Premier's Award, it's something I feel extremely proud of and pleased to have been involved with.

I've been fortunate to have had opportunities to work in different management roles: Operations Manager, Associate Director Clinical Operations, Director Clinical Operations, General Manager and Acting Chief Executive.

## *Q: How did you end up in Northern NSW?*

**A:** I met my husband Ken and we moved to Coffs Harbour and I went back to work as a RN in the ICU. Ken's family owned a hardware store, so I had some time out of nursing to work in the store, mostly doing book keeping for the business' accounts.

We sold the store after a few years and moved to Gilgandra to a sheep and cropping farm. I loved the farm life and the challenges it presented. During this



time, I held several nursing and senior management roles for Western NSW Local Health District.

My husband and I loved the North Coast and made a decision that when our children finished school we would return. In 2013, the position of Executive Director of Richmond Clarence Health Service Group was advertised. It was similar to the role I was doing at Western NSW. I applied and was thankfully successful, so we sold the farm and moved to the area.

## *Q: What do you enjoy most about your job now?*

**A:** Part of my role is to ensure that patients receive excellent care, that staff are well-educated and trained and enjoy the work they do. I enjoy the responsibility of helping ensure our District provides care to our community that is of a high standard.

I am passionate about improving end of life care for our patients, making sure we have a service that assists patients to die with dignity, and that we support the patient and their loved ones with respect and empathy.

I especially enjoy working closely with staff, community members and volunteers to implement new and innovative models of care. The new Community Advisory Groups are a great step in the right direction in

helping achieve this goal.

## *Q: Do you have a big family?*

**A:** I have three children; two boys and a girl, and I have three gorgeous grandchildren. I love spending time with them, but unfortunately for me they live at Moree. I am very thankful for FaceTime, which we use to keep in touch regularly.

## *Q: What's something that people might not know about you?*

**A:** When I was living in Western NSW I was very involved in organising the district's junior netball and rugby league. I feel sure that my nursing career helped me with the management and tasks required of me as the President, Treasurer, and coach. It wasn't unusual to travel a 6-hour round trip for one netball or football game. In 2000, I was awarded the Australian Sports Medal in recognition of my services to netball.

## *Q: How do you spend your time outside of work?*

**A:** I enjoy going to stage shows and concerts. My favourite band of all time are the Eagles. It was brilliant being able to go their concert in Brisbane earlier this year. I also like to entertain and spend time with family and friends.



# Disaster Management Bush Fire Support

*With ongoing bushfires across our footprint, we have localised the following disaster management HealthPathways to assist all health professionals across our community:*

## Disaster Management - Mental Health

This pathway is for patients presenting with mental health issues arising from disasters or adverse weather events. There is assessment and support advice and links to services such as Bereavement, Grief, and Loss, financial assistance, mental health support services, drug and alcohol and domestic and family violence services.

There are also some great patient resources available such as:

### Australian Psychological Society

- Helping Children Who Have Been Affected by Bushfires
- Preparing for Bushfires
- Recovering from Bushfires



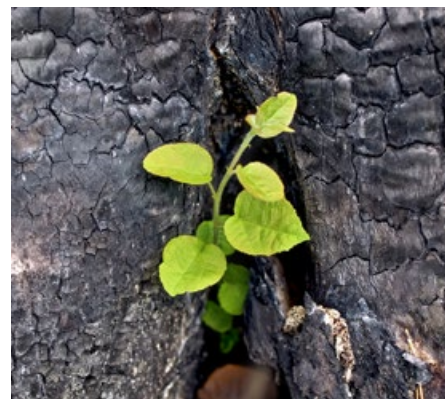
Mid & North Coast of NSW

- **Emerging Minds - Community Trauma Toolkit**
- **NSW Rural Fire Service - Get Ready for a Bush Fire: Four Simple Steps to Making Your Bush Fire Survival Plan.**
- **NSW Justice Office of Emergency Management - Disaster Assistance: Evacuation Centres**
- **Psychosocial Support in Disasters - For General Public**

The information is also available on the Patient Info website: <http://www.manccpatientinfo.org.au/>

## Disaster Management - General Practice Response

This page is for use by general practices during a disaster or adverse weather event. The pathway details how the local primary care response is co-ordinated and provides advice for GPs deployed to an evacuation or recovery centre. There is patient management information about



patients with chronic disease, effects of bushfire smoke exposure, heat related illness, access to patient records, vaccine storage, preventative care and medication safety. In the event of a natural disaster or emergency it may be updated with specific relevant information.

New resources are constantly being updated on these pathways. Emergency contacts and patient resources are also available on the Patient Info website: Disaster Resources

Mid and North Coast Localised Pathways

- Username: manchealth
- Password: conn3ct3d



<https://manc.healthpathways.org.au>

# DECLARING GIFTS & BENEFITS

*While working in the health service do you ever get offered a gift or benefit from a patient, supplier or company and think about accepting it?*

Do you know that accepting a gift may put you in a sticky situation and one that could end up creating problems at work?

Unfortunately, sometimes accepting a gift can lead to being accused of allowing your personal choices to influence your decisions at work, whether or not the influence is actual or only perceived. Please take care to avoid these types of situations at all times.

Gifts or benefits are not always obvious and can include such things as:

- A medical company offering a doctor a donation towards the staff Christmas party
- An invitation made to staff to attend a supplier's Christmas party where gifts of a substantial nature are distributed.

You must declare in writing any gifts or benefits being offered to you that are worth more than \$50.00 ('non-token' gifts) on the District's Gifts and Benefits Register. Management will then work out if it is appropriate or not for you or the Health District to accept the gift.

Gifts with a value under \$50 must still be reported to your supervisor and you must gain their agreement to keep the gift, but they don't have to be declared on the register.



You can declare any 'non-token' gifts or benefits on the NNSWLHD intranet, head to:



<https://intranet.nnswlhd.health.nsw.gov.au/chief-executive/gifts-and-benefits-register>

# Auxiliaries improving patient comfort and care

*Two recent examples from the Coraki Campbell HealthOne Auxiliary and the Tweed Hospital Auxiliary show the outstanding efforts which these groups make to their local health services.*

The Coraki Campbell HealthOne Auxiliary recently purchased a Dopplex ABI portable system machine which is being used for chronic leg wound therapy by the Community Nursing staff based at the Coraki Campbell HealthOne.

Coraki residents will benefit from improved measuring and monitoring lower limb vascular health. The nurses spend a high proportion of their time caring for patients with venous leg ulcers which are difficult to heal and greatly impact people's quality of life.

This equipment is invaluable in nursing practice and measures whether there is enough blood flow to the patient's lower limbs for them to tolerate compression therapy, which has been shown to increase venous ulcer healing rates compared with no compression. Many thanks to Quarry Solutions for their contribution.

Meanwhile, at The Tweed Hospital, a new GE-Voulson E6BT19 Ultrasound Machine



From left, Auxiliary members Pat Hall and Marie Gaardsted, Obstetrician Dr Steve Abbey, Auxiliary Secretary Annette Alexander, Dr Bianca Bryce and Auxiliary member Jenny Pearce

was donated by the Auxiliary at a cost of \$74,730.50.

*"We are humbled by the generosity of the Auxiliary toward our department," said Dr Steve Abbey, Clinical Director, Obstetrics and Gynaecology for the Tweed Byron Network.*

"This is another example of their dedication to the community and the hospital, for which we are most grateful."

The state of the art machine offers both 3D and 4D technology, gives better picture detail during ultrasound, and can perform umbilical artery Doppler studies for babies



Registered Nurses Jacqui Olive and Kerry Corbett using the new equipment on staff member, Tom Stewart

who are small for their gestation age.

"With the addition of maternal fetal medicine clinical support, this now means that we can provide extra antenatal support locally, reducing the need for referrals to hospitals in the Gold Coast and Brisbane."

## Vale Maria Davis

*It's with great sadness that Urbenville MPS staff share the news of the passing of their colleague and friend, Maria Therese Davis.*

Maria joined Urbenville MPS in 2005 as a Hospital Assistant, and found her true calling several years later, training as an Assistant in Nursing in 2008.

Within a few months, Maria had gained a scholarship to Ballina TAFE and started training to become an Enrolled Nurse.

After completing training, Maria continued to work at Urbenville MPS and also at Bonalbo Hospital.

Maria began Registered Nurse training through Charles Darwin University, and is fondly remembered for bringing a bag of textbooks to work every shift, just in case she had a minute or two to study.

During this time, Maria was diagnosed with cancer, and continued her study while having treatment.

Maria moved to work in the surgical unit at Grafton Base Hospital in 2017, but returned to Urbenville with her family as her health deteriorated in early 2019.

Staff at Urbenville MPS had the honour of caring for Maria as a patient from September 2019, a challenging task for those who had worked closely with her. Through laughter and tears, supported by Ingrid Hardy, Transitional Nurse Practitioner for Palliative



Maria Davis

Care, the team provided the best care they could for their friend.

Maria loved her work, her patients and the residents, and they in turn delighted in her bright and bubbly charm. She will be deeply missed.



## Changes to Child Protection Info Sharing



**Did you know we can now share child protection information across the border with other state and territory statutory child protection agencies?**

The Child Protection Team have recently been travelling to facilities around the LHD to provide education related to this change.

If you missed the sessions offered, please contact Karen Jefferies on 02 6641 8987 to arrange training or check out the Child Protection intranet page for information:



<https://intranet.nswlhd.health.nsw.gov.au/child-protection/interstate-child-protection-information-exchange-and-child-protection-reporting/>

## Elsa's a high flyer

*Health Promotion Officer Elsa Mangan is taking her active lifestyle to the next level, heading to Victoria to try her hand as a professional Aussie rules player.*

After being successful at the Carlton Football Club's VFLW trials in Melbourne in September, Elsa is now leaving Health Promotion to join Carlton's VFLW squad in the pre-season. The VFLW is the level below the AFL Women's league.

Elsa is also a star soccer player, being named Women's Premier Division player of the year for Football Far North Coast this year. For the past three years she has coached the girls program at the Liverpool Football Club International Academy in Lismore, while also promoting good nutrition and physical activity in schools as part of the Health Eating Active Living (HEAL) team with Health Promotion.

"Doing Food Technology and PDHPE at high school sparked my interest in nutrition and health and the impact it can have over a lifespan," Elsa said.

As part of the HEAL team Elsa has been working with early learning centres and primary schools to support the Munch and Move and Live Life Well@School programs aimed at getting children more active and developing healthy eating habits early on.



Elsa Mangan

*"For me healthy food has always gone hand in hand with sport- particularly when it comes to performance and recovery."*

Elsa has also been leading a research project through HETI'S Rural Research Capacity Building Program, comparing kindergarten and Year 6 lunchboxes to look at how much the healthy food message may drop off during the primary school years.

So what's next? "Playing at the top level AFLW is the dream, but it will take a lot of hard work, determination and development in the VFLW to get there."

## ANTIBIOTICS THE TOPIC OF THE DAY

**Pharmacy and Infection Prevention & Control joined forces to promote Antibiotic Awareness Week at Murwillumbah District Hospital.**

From 18 – 24 November 2019, the two teams helped other staff raise their level of knowledge and awareness of best practice antibiotic use and antimicrobial stewardship.

Doctors, clinical and non-clinical staff



From left, Pharmacists Amanda Berry and Elissa McKenzie, CNC Infection Prevention & Control Meredith Southon and Pharmacist Manager Ashley Handy

participated in quizzes for prizes, cupcakes and cakes, and reports are that many doctors requested to be quizzed more on their knowledge.

Pharmacy and Infection Prevention & Control collaborated to present education sessions on surgical prophylaxis to theatres. Thanks to everyone who participated!



# Staff Appreciation Awards

*Staff at Lismore, Ballina and the four MPS sites have been recognised by their peers for going above and beyond in the workplace, and demonstrating NSW Health's CORE values of Collaboration, Openness, Respect and Empowerment.*

**MPS Network** - Staff at each MPS site were invited to nominate a colleague for their site's Staff Recognition Award, as well as an MPS-wide Community Health Award. The winners were:

- Nimbin MPS - Amanda Marshall, AIN
- Urbenville MPS - Sherryl Matheson, EN
- Bonalbo MPS - Veverly Villapando, AIN
- Kyogle MPS - Michelle Leach, EN

The MPS-wide Community Health Staff Recognition Award went to Maree McMillan, AIN, of Urbenville.

**Ballina District Hospital and Community Health** - held their staff appreciation awards on 27 November.

The winners were: Hospital - Mary Hutchins, Enrolled Nurse Rehabilitation. Community Health - Toby Towner, Reception and Car Pool officer.

**Lismore Base Hospital** - More than 80 staff turned out on 20 November 2019 to support their colleagues. The winners, drawn from a huge field of 18 nominees.

The Individual Award was given to joint winners David Beveridge and Leisha Richey and the Team Award went to Lismore Base Hospital Emergency Department.

C7 won LBH Hand Hygiene Perpetual Trophy for the period from April to June 2019 and E10 and LBH Emergency Department received the award for the period from July to October 2019.

Thank you to the Summerland Credit union for their generous sponsorship of staff awards across Northern NSW Local Health District.



Top and second rows, MPS award winners with managers and colleagues  
Third row, Ballina winners Toby and Mary (at centre); Kyogle winner Michelle Leach (at right)  
Bottom row, Lismore Base Hospital winners and managers



# Farewell David Hale - 50 years in health

*After 50 years working in health, and 26 years with the Northern NSW Local Health District, we farewell well-known Business Manager David Hale.*

David's long career in health started in 1970 as a Junior Clerk at the Prince Charles Hospital in Brisbane and gaining experience in various administration positions at Prince Charles and Royal Brisbane Hospital.

Study in health administration and work led him to country Queensland to work in hospital manager roles, before becoming a Hospital Inspector – visiting hospitals from Thursday Island in the north, right down to Stanthorpe near the NSW border, and out west to Mount Isa.

As Project Director, David managed the roll

out of the first integrated human resource and payroll information system in the North Brisbane Regional Health Authority in the early 1990s. This included the Royal Brisbane, Royal Children's, Royal Women's, Prince Charles Hospital and Community Health Facilities.

Following a Queensland Health restructure he held positions of Principal Operational Auditor, and also acting Executive Director of Administration, Prince Charles Hospital.

After graduating from an MBA, David moved back closer to his home roots of Mullumbimby in 1994 and became Director of Operations and Human Resources for the then Tweed Valley Health Service. He thought it would be a bit easier than the big city, but it was a "very busy role" during the Stage 2 Development of the Tweed Heads Hospital and the new Assessment and Rehabilitation Centre at Murwillumbah District Hospital.

David also worked as the Area Manager Corporate Support Services for North Coast Area Health Service, and Business Manager at Tweed and Murwillumbah.



*A self-described "fanatic golfer", David and his wife are also animal lovers and are planning to volunteer more with the RSPCA, as well as caring for grandchildren and taking a lot more trips around Australia and overseas.*

He has enjoyed working and liaising with all staff of the NNSWLHD and assisting in his small way of improving health care services for the benefits of the community.

# Farewell Anne Moehead – Dementia care trailblazer

*After an almost 46-year career in health, Dementia Nurse Practitioner Anne Moehead has hung up her badge for the last time.*

From a student psychiatric nurse in 1973 at Gladesville Hospital in Sydney, Anne then undertook general nurse training at Lismore Base Hospital (LBH) in 1977.

Anne worked in various roles in Lismore and Ballina, and finally returned to LBH as Nurse Practitioner in Psychogeriatrics / Dementia in 2004.

In 2005, Anne received the Order of Australia Medal for services to the dementia community.

Anne was the first Psychogeriatric Clinical Nurse Consultant in Australia to be appointed to an Aged Care

Assessment Team, and the first endorsed Nurse Practitioner in the specialty of Psychogeriatrics/ Dementia in Australia.

She was instrumental in establishing the first dementia-specific day care services outside Sydney, identifying Delirium as an issue across NSW Health through her work with the Clinical Excellence Commission.

Anne advocated for dementia and Psychogeriatrician medical specialist outreach services, and developed the Dementia Care Competency and Training Network online program and the Northern NSW Local Health District Psychogeriatric Reference group.

*"Of course, none of this could be achieved without my colleagues, mentors and friends," Anne said.*

"I will miss my many friends and colleagues that I have made over the many years of nursing, and I will miss my patients and their families and the ability to make a difference in a small way to the person's life and to travel the dementia journey with them."



Karen Walsh, Nurse Practitioner, said Anne has been a fantastic role model for all who were fortunate enough to work with her.

"She is a leader who shared willingly her time and expertise with all she came across," Karen said.

"I learnt more from Anne than I could ever learn from any textbook especially around kindness, compassion and a sense of justice for all."

# Farewell Adrian Dudgeon

*Longtime local "Mr Fixit" at Murwillumbah District Hospital, Adrian Dudgeon, was farewelled by colleagues with a special handyman cake.*

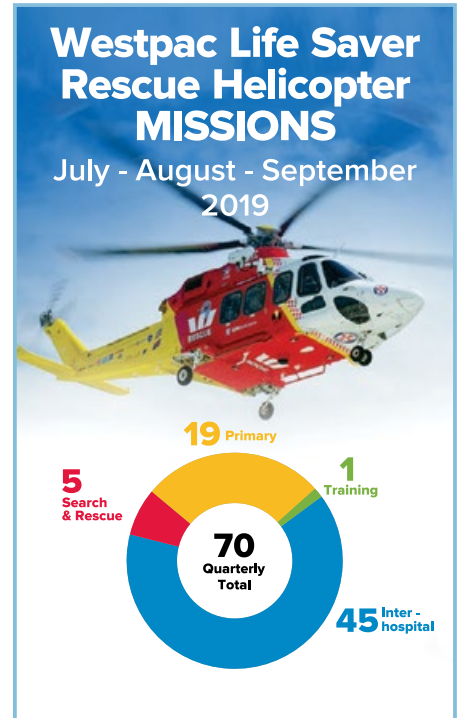
Adrian has been part of the Murwillumbah team for 20 years, and is now pursuing his own home handyman plumbing business.

Adrian was originally employed as the site plumber, and worked his way up to engineering manager at Murwillumbah and then progressed to District manager in 2017.

Nothing was too difficult for Adrian, he was always willing to assist in any way possible, he always found a way to please everyone.



Adrian was a well-regarded member of the team and he'll be sadly missed. We wish him all the best for his future endeavours!



# Learning to talk about death and dying

*A North Coast-based volunteer group is helping normalise death and dying, providing people with the tools and the confidence they need to make talking about death a normal part of life.*

Recognising there's a need for more education and support during a person's end of life journey, the Compassionate Communities Northern NSW group has been taking up this challenge, helping people talk about and plan well for end of life – and bringing communities together in the process.

For Sally Johnston, getting rid of the stigma around this natural part of life is one of the reasons she joined Compassionate Communities.

"I've always thought it's really important to be able to talk about death and dying, because it's going to happen to all of us," Sally said.

"A lot of people are afraid to talk about the subject with their loved ones."

Mimi Zenzmaier, a holistic funeral director who also volunteers with Compassionate Communities, said in her work she had

seen the results of people not dealing with death properly, and she was keen to be a part of the change.

"The most important thing is that we're making this part of the language so that we normalise death and dying, and reduce the amount of grief that the community holds and doesn't process," Mimi said.

*"What we're doing is reclaiming community and normalising the whole of a lifetime, and calling death a part of life, rather than separate to life."*

The group is running a series of workshops called "10 things to know before you go" in Ballina at the moment, and starting soon in Grafton.

This workshop aims to educate people on what they don't know about death. It allows people to set aside their fears of having 'the conversation' and walk away knowing how to plan their end of life the way they want to.

Monthly coffee mornings and a monthly committee meeting at the Ballina CWA Hall are also open to any community members who would like to join.

Noeleen Moerkerken comes from a background in health, and sees the benefits of educating the community, as well as the medical profession, around



Compassionate Communities representatives Noeleen Moerkerken and Mimi Zenzmaier with community member

better end of life care and planning.

"I became involved because I'd seen the good and the bad of it from a health perspective and felt that there's a lot more we could do to make the end of life journey a lot easier on people," Noeleen said.

"I feel that there's a continuity, if we're educating people in the community, then they get to the hospital and they can follow that through. It's empowering."

To find out more, email [comcommnsw@gmail.com](mailto:comcommnsw@gmail.com) or head to the facebook page:



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



# Need an interpreter?

*Did you know that NNSWLHD staff have access to interpreter and translation services?*

In healthcare settings, communication is essential. To help with this, patients, their families and carers who do not speak English as a first language or who are Deaf have the right to free, confidential and professional interpreters when they use public health services.

In Northern NSW, call 02 4924 6285.

Health practitioners must engage professional health care interpreters for patients, families and carers who are not fluent in spoken English or who are deaf.



To book an interpreter or document translation, call the Health Care Interpreter Service on 02 4924 6285.

There is also an online booking form that you can access through the Intranet. Go to the Work Support centre and look for the purple Interpreter Services tile under Staff Picks.



<https://intranet.nnswlhd.health.nsw.gov.au/health-literacy/interpreter-services-in-northern-nsw-lhd/>

Be deadly in your 

## CAREER

NSW Health Aboriginal Nursing and Midwifery Cadetships

**Aboriginal Nursing and Midwifery Cadetship Program**

**Applications open 7 January to 25 January 2020**

**Receive financial support and assistance while studying undergraduate nursing or midwifery at university.**

To find out more and to apply, visit:

[www.health.nsw.gov.au/aboriginal-cadetships](http://www.health.nsw.gov.au/aboriginal-cadetships)







NORTHERN

# EXPOSURE

