

# Murwillumbah Renal Unit officially open

Four happy patients greeted visiting dignitaries and media for the official opening of the Murwillumbah Renal Unit this month.

Patients who rely on life-saving kidney dialysis can now receive treatment on their doorstep, thanks to the new satellite renal unit at Murwillumbah District Hospital.

Member for Lismore, Thomas George, officially opened the \$1.1 million unit on 3 September which will cater to residents across the Tweed Valley.

"This service is a great addition to the wonderful Murwillumbah Hospital, and is designed to meet projections for future demand as our population ages and grows.

"Satellite dialysis is a contemporary model of care with many patient benefits.

"Anyone who has undergone dialysis knows the toll it takes on their body,



▲ From left, Dr John Moran, Member for Lismore Thomas George, Medical Director of Renal Services for Tweed Dr Troy Kay (back), NUM Tweed and Murwillumbah Renal Dialysis Units Andrew Gosling, and Acting Chief Executive NNSWLHD Lynne Weir cut the ribbon at Murwillumbah Renal Unit.

their family and their life.


"The additional capacity provided by this satellite renal unit will create benefits for all

patients in the region.


Mr George also reiterated that Murwillumbah District Hospital will remain open

after the construction of the new \$534 million Tweed Valley Hospital.

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Kyogle MPS wins carer-friendly award



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Profile of Vicki Wale, Nurse Educator for the MPS Network

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

I would like to congratulate all staff across the LHD on the fantastic results in the recent Bureau of Health Information report.

The April to June 2018 quarter showed an increase in presentations to our emergency departments, and more elective surgery was performed compared to the same quarter in 2017.

In spite of the increase in activity, our patients started their treatment quicker and spent less time in the emergency departments.

Improvements in Transfer of Care resulted in more patients being offloaded from ambulances within 30 minutes, which increases the ambulance service's capacity to respond to emergencies in the community.

Some facilities maintained their already outstanding results from previous years, while other facilities showed improved results this quarter.

It is important to recognise that this level of performance is only possible because of you, our dedicated staff.

Well done on continually delivering excellent care for our patients.

These results reflect the efforts of all our staff, not only those on the frontline.

Staff in support roles, administration, education and customer service are vitally important to how well our

hospitals and health services function day to day.



The Executive recently endorsed a new policy to strengthen the governance and security of health information in the workplace.

The policy covers intellectual property, hardware and software installations, as well as reporting and management of information, infrastructure and systems. It also contains guidelines for correctly handling and storing confidential or executive information, passwords and portable devices.

This will provide a more secure environment for the sensitive and personal information that many of us deal with in the course of our work. I encourage all staff to familiarise themselves with the new policy, now available on the intranet document library.



Thank you to all staff who completed the People Matters Survey. It was very pleasing to see a dramatic increase in the percentage of our workforce who participated this year with 40% of our staff sharing their thoughts, up from 23% last year. Your feedback will help to



identify strengths and opportunities for improving our work practices across the District.

It was reassuring to see that the majority of staff felt very engaged with their teams and workgroups, and that 60% said they are proud to tell others they work for this LHD.

I look forward to us working together to develop strategies to address the important issues identified by you.

*Lynne Weir*  
*Acting Chief Executive*

## From the Board Chair



You will all be aware of the huge improvements to our built environment after massive financial investments in recent years and those planned in the near future.

As well as the infrastructure, you would most likely be starting to notice the increases in the workforce across

all parts of our service delivery in our hospitals and in community health services. Record funding is now available to deliver more and higher-level services within our region.

This can only happen if we work more collaboratively, especially in regard to attracting specialist staff to this area.

For some time, we've had a shortage of senior clinicians in particular fields such as ENT and Faciomaxillary.

With our state of the art facilities and fantastic opportunities for career development and family life, now is the time to promote our region as an ideal place for medical staff to join us in Tweed, Lismore and Grafton.

There is great access to major universities, a new focus by the LHD on opportunities for clinical research and a real opportunity to train the next generation of Specialists.

I ask all clinicians to make use of their networks to reach out and encourage

people in their fields to consider Northern NSW as a place to work. We have a variety of positions on offer throughout the LHD, so please help us spread the word.



The Annual Conference of our Community Engagement and Advisory Council (CEAC) is being held at Ballina RSL Club on 22 November.

Please consider attending and encouraging members of your family and contacts to attend.

The Board is very keen to hear from members of the community about priorities and how the community can be involved in assisting our clinicians in providing the best care possible for all our patients.

*Brian Pezzutti*  
*Board Chair*

# Preventing re-fracture by design

Leading Better Value Care - musculoskeletal lead, Luke Schultz, recently completed a Graduate Certificate in Clinical Redesign from the University of Tasmania and the Agency for Clinical Innovation (ACI).

As part of this course, Luke worked with the Osteoporosis Re-fracture Prevention team to improve patient flow and patient referrals to the Richmond Osteoporosis Re-fracture Prevention (ORP) services.

"I chose the project because I am currently working in the Leading Better Value Care program, looking at ACI Musculoskeletal models of care for Osteoporosis Re-fracture Prevention, and the Osteoarthritis chronic care program," Luke said.

"The ORP service provides excellent care through a dedicated team, but alerting clients to address a 'silent' disease like osteoporosis is challenging."

The ORP service identifies people over fifty who have sustained a fracture after a simple fall. These people may well have osteoporosis and a high risk of re-fracturing if not managed.

The ORP service provides a holistic assessment, management plan and service initiation for these patients, and works with primary care providers for ongoing care.



▲ Secretary NSW Health, Elizabeth Koff, presents Luke Schultz with his Graduate Certificate in Clinical Redesign.

The Clinical Redesign course involved six months of course work and training with ACI, followed by six months of online learning and assessments delivered through the University of Tasmania.

"The course puts a framework around redesigning clinical services and change management to improve patient outcomes," Luke said.

"It was challenging, but rewarding, and I'd recommend it to anyone who would like the support and skills to improve services in their workplace."

The solutions developed through this project will be rolled out for the Lismore clinic in the coming months, with a view to expanding this more widely across the LHD in future.

# Midwives farewelled after four decades

Grafton Base Hospital recently celebrated the contributions of two long-serving midwives who retired in July 2018.

Liz Hamlin commenced nursing in Lismore in 1969 and moved to Grafton Base Hospital in 1997 to take up a position as a Registered Nurse.

Over her career, Liz worked in the High Dependency Unit, Emergency Department, as After Hours Nurse Manager and in Maternity.

Kay O' Cass commenced nursing in Grafton in 1974, completed her midwifery training in Sydney and then returned to Grafton in 1984.

Kay has been a valuable member of the maternity unit team since that time.

Both women have provided countless hours of service to patients, mothers, babies and their families for many years, and we thank them for their compassion and dedication to the professions of nursing and midwifery.

We wish them both the very best upon their retirement.

◀ Grafton Base Hospital maternity staff gather for a retirement breakfast for Liz Hamlin and Kay O' Cass, pictured here fifth from right and third from right.



# The great outdoors

Spring is sprung, the grass is riz, I wonder where the birdies is?

If you've been feeling like it's about time to shake off winter and get moving again, now is the perfect time to be outdoors in our beautiful part of the world.

With new outdoor gyms popping up all over the place, it's becoming easier than ever to get active and appreciate the scenery while you're at it.

The new gym in Evans Head is right beside the river, and three new gyms were recently installed in the Kyogle area. Outdoor gyms can also be found in Yamba and Kingscliff, among many other places.

I have one in my village on the outskirts of Lismore, and it's a great focal point for a morning walk. It's also a challenge for me to see if I can increase my strength each time I visit.

I still haven't mastered more than one chin-up in a row, so I guess I've got some work to do!

The Health Promotion section of our website has plenty of information on ways to get active in the great outdoors.

Encourage your friends, set a date, and put a spring in your step!



**Fiona Baker**  
Editor

# Convoy asks the question: R U OK?

The bright yellow R U OK? Conversation Convoys have been hitting the streets this month, visiting Lismore and Grafton to get chins wagging and reduce stigma around seeking help for mental illness.

Northern NSW Rural Adversity Mental Health Program coordinators, Steve Carrigg and Sam Osborne, partnered with the RUOK? convoy and were thrilled with the community response and support from local service providers.

"I reckon I have talked to more than 600 people about R U OK? in one week!" Sam said.

"It has been awesome getting to speak with so many people and joining forces with other like-minded organisations working in the community."

The Grafton crowd were very proud to hear from the talented Tullara Connors, a local musician and 2018 R U OK? Ambassador.

R U OK? is a suicide prevention initiative which encourages people to start meaningful conversations. It is aimed at inspiring and empowering people to meaningfully connect with others around them and support anyone struggling with life.



▲ Clarence service partners joined the R U OK? Conversation Convoy in Grafton this month.

## Northern exposure

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Northern Exposure is published 11 times a year by the Northern NSW Local Health District. We welcome your contributions, suggestions and feedback.

Cover image: Murwillumbah hills

## Check out NNSWLHD Facebook page

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

It is regularly updated with the happenings across the LHD. Check out our [page](#) today!



# A gym with a view, and it's free

Locals and visitors at Evans Head now have the opportunity to boost their fitness while enjoying a gorgeous view of the river. The Richmond Valley Council recently installed new outdoor gym equipment by the river, in an initiative to make it easier for people to be more active.

In September the Northern NSW

Local Health District Health Promotion unit began a series of free gym classes at Evans Head, to help people make the most of the new equipment.

Free outdoor gyms are now located throughout the region from Kingscliff to Yamba. The equipment ranges from simple sit-up benches to machines similar to those in indoor gyms.

Health Promotion Manager Jillian Adams says being outdoors and active is great for physical and mental health.

"Finding time to be active or get to the gym can be difficult, but this equipment makes it much easier – you can have a go during your morning stroll or make an exercise routine out of it."

Physical activity is one of the major ways to reduce the risk factors for chronic diseases such as cardiovascular disease, diabetes, cancer and poor mental health. Gym exercise can also reduce the risk of muscle weakness, loss of bone density and decreased balance.

The World Health Organisation says adults should engage in 150 minutes of moderate intensity physical activity per week. But more than half of Australia's adults (56%) aren't reaching that level of activity.

The message is simple. We need to be more active.

Initiatives like Outdoor Gyms, Parkrun events, walking groups and cycling paths, are all about making it easier for us to 'Make Healthy Normal'.

Check out the map on the [Health Promotion website](#) to find an outdoor gym near you. The site also has information on walking groups, cycle paths and bushwalks.



▲ Community members test the new outdoor gym equipment in Evans Head.

# Murwillumbah renal unit opens

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Mr George said the NSW Government is committed to keeping the Murwillumbah Hospital open and operating as a valuable component of the public health network which provides services to the Tweed/Byron region in conjunction with The Tweed Hospital.

"We recognise the important role Murwillumbah District Hospital plays in delivering health services to the Tweed Valley communities.

"The facility and staff at Murwillumbah are highly valued, and they form an integral part of our network of health services," Mr George.

Planning and consultation for the design of the new unit was undertaken by Northern NSW Local Health District Management in conjunction with clinicians from Murwillumbah District Hospital and The Tweed Hospital.



▲ Nurse Unit Manager, Tweed and Murwillumbah Renal Units, Andrew Gosling, with patient Shirley Keever at the opening of the new Murwillumbah Renal Unit.

# Kyogle crowned top site by carers

The first ever Carer Friendly Hospital Awards have highlighted sites which are excelling when it comes to the carer experience.

Designed to celebrate good practice and identify opportunities for quality improvement, over the past 18 months, 11 service units in seven small to medium sized facilities took up the chance to get involved in this Northern NSW Local Health District initiative.

Over 150 carers participated via

telephone interview, answering questions on how hospital staff responded to the carers; things that are known to improve the experience; and outcomes for patients.

The questions also reflected the key components of the National Safety and Quality Healthcare Standards and Carers Charter.

All units scored well on wayfinding and making carers feel welcome in the hospital. All units also scored well on

including the carer in discussions about the patient's medical treatments.

Opportunities for learning were identified where: we obtain the perspective of the carer on the status of the patient's wellbeing; the carer is invited to provide information to help us to provide individualised care; and we assess the carer's own health and wellbeing and capacity to provide care when the patient is discharged.

Kyogle Multi-Purpose Service was the overall winner with Murwillumbah District Hospital a close second. Other hospitals will have the opportunity to learn from the experience of Kyogle and Murwillumbah.

Congratulations to all the units that took part.

Becoming a carer-friendly hospital can lead to fewer reportable incidents, complaints and readmissions.

For further information on how to make your hospital carer friendly, please contact Ken Lee at [Ken.Lee@health.nsw.gov.au](mailto:Ken.Lee@health.nsw.gov.au)

Carers Week is held from 14-17 October. This year's theme is 'recognising and celebrating the outstanding contribution unpaid carers make to the nation.'

The replacement value of unpaid care in Australia is \$1.1 billion per week. In health, we do business with carers on a daily basis and they are an essential part of the hospital system.



▲ Back row from left, Director Allied Health, Vicki Rose; Kyogle MPS leisure and lifestyle coordinator, Jacqui Stewart; AIN Julie Bowden; EEN Dot Lyons; NUM Acute ward, Rachael Keys. Front row from left, NUM Residential Aged Care, Leanne Schipanski; AIN Janelle Gibson; carer representatives Gwenda Turner and Pam Stone; Acting Nurse Manager Kyogle MPS, Mel Ingram; and NNSWLHD Manager Carers, Ken Lee.

# Warm gesture for Tweed kids

The Tweed Patchwork Group have generously donated 60 quilts for children at The Tweed Hospital.

The hospital staff can give out the quilts to children during their stay.

The Patchwork Group has said they will continue to donate quilts to the ward every six months.

"This is an amazing effort," Acting Nurse Unit Manager Paediatric Ward, Samantha Petersen, said.

"The quilts are beautifully done for both boys and girls,

and we would like to thank the group for their kind work."

"So far the children and their families are loving their take-home quilts."

► From left, Acting Nurse Unit Manager The Tweed Hospital Paediatric Ward, Sam Petersen; Claire Irving and Marilyn Hunter from the Tweed Patchwork group; and Clinical Nurse Specialist Paediatrics, Tina Spense.



# Hardworking volunteers reap funds

The Ballina Hospital Auxiliary will be able to purchase the next item on their wish list thanks to funding from Nationals Parliamentary Secretary for Northern NSW Ben Franklin.

Mr Franklin presented the Auxiliary with a cheque for \$10,000 towards the purchase of a new accident and emergency trolley for the Ballina District Hospital.

"Our local hospital auxiliary members work tirelessly to raise funds in order to support our local hospital," Mr Franklin said.

"Last year the auxiliary members raised over \$90,000 in needed funds and supported the community with more than 20,000 hours of labour. This is extraordinary work, for which we are all incredibly appreciative.

Mr Franklin said the tireless hard work and advocacy by the auxiliary members is so important for both the hospital and the whole Ballina community.

"Volunteers like Ballina Hospital Auxiliary President Barbara McFadden and all the members are the backbone of our community, and Ballina is lucky to have these local champions," Mr Franklin said.



▲ Parliamentary Secretary for Northern NSW, Ben Franklin, with members of the Ballina Hospital Auxiliary and Ballina District Hospital staff.

"Thank you to Barbara and the whole auxiliary for committing their

time and efforts for the people of Ballina.

# Keeping information safe and sound

A new policy has been developed to strengthen the governance and security of health information in the workplace.

The Information Security Management Systems (ISMS) Operations Security Policy was recently endorsed by the Northern NSW Local Health District executive, and is now available on the intranet document library.

The policy covers intellectual property, hardware and software installations, and the reporting, management and monitoring of information, infrastructure and systems. It provides guidelines for correctly handling and storing confidential or executive information, passwords and portable devices, and is applicable to all staff.

There are new requirements around clear desks and computer screens to protect information

used in the workplace. The policy states that clinical staff must log off their computer screens when their workplace is unattended, while



non-clinical staff must shut down computers at the end of the work day.

Confidential information must be removed from the desk and locked

in a drawer or filing cabinet when the workstation is unattended and at the end of the work day. Keys used to access confidential, commercial in confidence, staff in confidence or executive information must not be left at an unattended work area, and staff must not post passwords around computers or in accessible locations. Documents containing confidential information must be immediately removed from printers or fax machines.

The policy also contains guidelines around workstation use, with staff being required to lock their computer using a password-protected screen saver when leaving their work area. Staff should also clear sensitive information from whiteboards and other display areas in shared spaces after use.

The policy, NNSW-LHD-POL-0415-18, is now available on the intranet Policy Library [here](#).

# Healthy habits reduce stroke risk

National Stroke Week came to Lismore Base Hospital (LBH) from 3-7 September.

LBH Stroke Coordinator, Kim Hoffman held a Stroke Awareness stall in the front foyer and provided blood pressure health checks.

The acute stroke team also provided discipline-specific staff in-services on ward C7 during the week.

The Stroke Foundation's theme for this year was encouraging Australians to discover how easy it is to fit healthy habits into their daily routine to reduce your risk of stroke.

More than 80% of strokes can be prevented and there are some simple steps to manage risk factors by living a healthy lifestyle.

Take charge of your own health by

- Eating well
- Staying active
- Being smoke free



▲ Lismore Base Hospital Stroke Coordinator, Kim Hoffman.

- Moderating your alcohol intake
- Visiting your doctor for a health check to help manage blood pressure, type 2 diabetes and atrial fibrillation.

# Be a health literacy champion

October is Health Literacy Month and we are looking for Health Literacy Champions to improve how we communicate with patients for better health results.

Health literacy is how well someone can:

- Access health information and services
- Understand health information
- Apply that information to make health decisions and use services appropriately.

Around 60% of Australian adults do not have the level of health literacy needed to understand day to day health information.

That means they may

## Health Literacy Workshops

- Tweed Heads: 10 October, 2.30pm, CERI Building
- Ballina: 18 October, 2.30pm, Solarium, BDH
- Lismore: 22 October, 2.30pm, Crawford House
- Byron and Murwillumbah dates to be advised



have trouble understanding medication instructions, asking the right questions of their health care providers, filling out forms, managing chronic conditions, or navigating the health system.

We can help by improving how health practitioners communicate with patients, and ensuring patients understand the information they are being given.

Health literacy improves patient safety and the effectiveness and quality of care.

There are many ways to improve communication in your service. You could:

- Train staff to use the Teach-Back communication method to check for patient understanding
- Review health information given to patients
- Do a way-finding activity to see how easy your service is to find
- Review your medication and informed consent processes
- Learn about health literacy strategies and cover

these in a staff meeting

- Use examples of miscommunication as a safety issue to be discussed at team meetings.

For more information visit [healthliteracy.nswlhd.health.nsw.gov.au](http://healthliteracy.nswlhd.health.nsw.gov.au).

To RSVP for a workshop, or for ideas on how you can champion health literacy in your workplace contact Healthy Literacy Officer, Riley Bice at [NNSWLHD-HealthLiteracy@health.nsw.gov.au](mailto:NNSWLHD-HealthLiteracy@health.nsw.gov.au) or 0431 939 848.



# Stop sepsis, save lives

Lismore Base Hospital celebrated World Sepsis Day this month, raising awareness within the community and amongst health care workers about the early warning signs and treatment options for sepsis.

On 14 September, the Lismore Base Hospital team held a pink morning tea, with cakes donated by Woolworths at

Lismore Central.

Over 200 patients, visitors and staff members took the opportunity to talk about the signs and symptoms of sepsis and how early recognition can save lives.

52 staff members also made a sepsis pledge and completed a short sepsis quiz.



▲ From left, Liz Cockle, Nicola Scanlon, Lenore Nixon, Sonya Riordan, Ian Hatton, Penni Anderson, Jane Ruane and Sarah Lawty raise awareness of sepsis at Lismore Base Hospital.

# Breast screening near you

The BreastScreen mobile van is visiting the following towns:

Casino: Last screening day 28 September (Graham Street)

Grafton: 10 September – 10 December (Pound Street)

Bonalbo: 24 September – 26 September (Woodenbong Street)

Urbenville: 26 September – 3 October (Recreation Reserve, Clarence Way)

Uki: 3 October – 9 October (Norco Street)

Brunswick Heads: 10 October – 15 October (42 South Beach Road)

Byron Bay: 16 October – 6

November (Corner of Middleton & Lawson Streets)

South West Rocks: 19 November – 13 December (Country Club)

Ballina: 6 November – 20 December (Moon Street)

Appointments are open now, call 13 20 50 to book.

For further details relating to mobile screening locations please refer to the BreastScreen website [www.breastscreen.nsw.gov.au](http://www.breastscreen.nsw.gov.au).

Screening is available all year round at our fixed sites located at Tweed Heads, Lismore, Coffs Harbour and Port Macquarie.



# Site set for Evans Head HealthOne

Evans Head is one step closer to a purpose-built HealthOne.

In August, Richmond Valley Council voted to support a proposal to redevelop the existing Community Health centre site to make way for the new facility.

Member for Clarence, Chris Gulaptis, announced the new \$6.3 million state-of-the-art HealthOne medical facility for Evans Head late last year, as part of the \$100 million statewide HealthOne program.

Mr Gulaptis welcomed the news of council's decision.

"The Evans Head community will have a modern, integrated health facility within easy reach in the centre of town," Mr Gulaptis said.

"Thanks to NSW Health partnering with Council in redeveloping this site, our community will see the funds from the land sale flow back into public hands.

"It's a win for the town and a great result for the future of this community."

Redeveloping the current site will mean that locals will be able to access first-class health services right in the heart of Evans Head alongside essential community services such as the council administration offices and library.

"The current Community Health Centre site already has an established local presence as a health facility and provides residents with a central location that's easy to access," Chief Executive, Northern NSW Local Health District, Wayne Jones, said.

Evans Head HealthOne will focus on providing integrated primary and community health services that are centred around the individual needs of patients with chronic and complex conditions.

The new HealthOne will provide better links between community, allied health services, and existing medical services in Evans Head.

## eMeds 'Go Live' inches closer

Preparations for the eMeds Go Live on 3 October are coming along well, with the new eMeds build recently added to eMR during a planned downtime.

Clinicians across the LHD will notice new components of eMeds within the eMR. Clinicians are asked not to attempt to use these until they are trained and the site has gone live.

### Lismore in the spotlight

After four weeks of training at Lismore Base Hospital, 74% of the Medical Officers, 78% of Nursing and 100% of Pharmacy staff have been trained (862 people in total).

The eMeds team would like to thank all the managers and staff for making this possible. We are on track to achieve over 95% of target staff trained prior to the go live.

For all Doctors, Pharmacists and Nurses who are yet to be trained, please remember that there are less than two weeks until go live at Lismore Base Hospital.

Until you have received training, you will not be converted into an active eMeds user.

Staff should undertake the online learning pathways through the 'My Health Learning' site before attending face to face classes as this will enhance the training experience.

### Supporting Go Live

The eMeds Project team will be on site to assist staff at each facility. Staff should make themselves familiar with their departmental Key Support Users (KSU) as your first point of contact.

For any problems that can't be resolved with the KSU, you can locate the eMeds support team who will be wearing bright green vests with 'eMR support' written across the back.

Alternatively, you will be able to call the control room on the eMeds support number or arrange for a support person to assist you.

The eMeds intranet page contains Workflows documents and resources to help remind you of the appropriate process when using eMeds.

Look for the "eMeds Help Guides" through the eMR help links and on the eMeds intranet page. <https://home.nswlhd.health.nsw.gov.au/nor/emedspages/help-guides.aspx>

## 'View only' users

eMeds is not only for those staff prescribing, managing and administering medications within an inpatient setting.

The medication information is part of a more complete medical record and can help clinicians both in inpatient and community settings to access more clinical information from an inpatient encounter. It will also provide Health Information Managers and Clinical Coders a direct link between medication treatment and health conditions.

eMR users who don't work with medications will be able to review the medication information through their login, with 'View only' access. This will allow full access to the information without the functions to alter or administer medications inadvertently. There is on-line learning for these users through My Health Learning, search 'eMeds View only'.

## Changes to Pharmacy

Pharmacy departments across the District are reviewing how the introduction of eMeds can optimise the services they provide and increase their clinical involvement in care.

Pharmacy departments have started to make some changes. These include: ward take home packs, single day medication packs, new discharge prescription pads and the new Medication Request process. These changes will be slightly different depending on where you work, so talk to your local pharmacist to see what is planned in your facility.

## MOSAIQ expansion project

The North Coast Cancer Institute Lismore, Ballina and Grafton (NCCI) will be phasing in a new Electronic Medical Record (eMR) system, MOSAIQ, between September and December 2018.

MOSAIQ is an Integrated Oncology Information Management System recommended by the Cancer Institute of NSW.

The MOSAIQ Project staff, in consultation with NCCI, are working to expand the MOSAIQ database across medical oncology services.

The version of MOSAIQ being implemented is the same version as is currently being used by Cancer Services across the Mid North Coast LHD, and for radiation oncology in Lismore and medical oncology at The Tweed Hospital.

MOSAIQ interfaces with Cerner PAS for MRNs and demographics, pathology and radiology for results. MOSAIQ adoption will assist the multidisciplinary NCCI team to efficiently manage all aspects of a patient care, from diagnosis through treatment and follow-up.

It will help with organising a patient's data, medical record, clinical regimens, and pharmacy information to deliver the best possible care for every patient.

This project is part of a broader electronic record strategy to enhance the Information and Communications Technology used throughout the NSW Health System.

For questions contact Matt Cupitt, MOSAIQ Expansion Project Manager, on 0408 036 393 or [Matthew.Cupitt@ncahs.health.nsw.gov.au](mailto:Matthew.Cupitt@ncahs.health.nsw.gov.au).



▲ The North Coast Cancer Institute at Lismore Base Hospital.

# Survey results are just the beginning

The results of the 2018 People Matter Survey are out!

This year's survey showed a great response from staff, with 40% of our total workforce participating, an increase of 23% on last year.

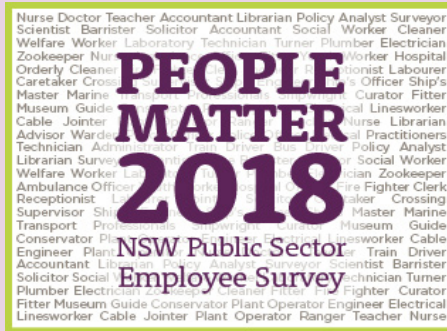
The survey showed that the majority of staff feel very engaged with their team and immediate workgroups and that collaboration and communication with line management is mostly good.

There was an 8% increase in staff reporting that morale within their team was good and that they are feeling valued and treated respectfully at work.

60% of the respondents said they are proud to tell others that they work for Northern NSW Local Health District and more than half would recommend the organisation as a great place to work.

Levels of job satisfaction also increased this year, with 66% of staff agreeing or strongly agreeing that they felt satisfied with their job.

Some of the areas which staff highlighted as needing improvement included internal workforce processes



to deal with grievances, recruitment, and communication between senior leadership and staff.

Some staff reported bullying behaviour at work, which is unacceptable, and will be addressed as part of the action plans from the staff survey. The District has recognised workplace culture as one of our major strategic objectives and has already implemented a range of initiatives over the past 12 months to help maintain and promote a positive culture.

These include:

- creating a dedicated position of Culture and Wellbeing Manager

- commencing a schedule of workshops across the District to encourage direct communication between staff and senior management
- providing conflict resolution training for staff and management
- forming a Culture and Staff Engagement Committee.

Site-specific and District-wide action plans will bring together the results and responses provided by our staff in the People Matter Survey.

More detailed information on individual workplace results will be communicated to staff soon.

A Staff Wellness Reference Group has also been convened with membership from across the District and across all staff groups. The Reference Group will complete a mapping exercise of current wellness initiatives in place cross the District and develop a plan for how these and other wellness programs/activities will be made available to staff across all sites and services.

The public report is now available on the People Matter Survey [website](#).

# Uni backing boosts education

Medical students in Grafton and Maclean have received a significant boost to their educational facilities, thanks to a funding grant from the University of Wollongong (UoW).

Staff, students and community members can now access new equipment, resources and educational

support infrastructure as a result of this recent funding.

The \$60,000 grant from UoW has enabled an unused area at Maclean District Hospital to be converted into a dedicated computer and study space, and the installation of new video conference equipment, library books and

a renovated education space at Aruma Community Health (Grafton).

"We are extremely thankful for the upgraded facilities, they have made a real difference to the education we can deliver locally," Clarence Health Services General Manager, Dan Madden said.

The University of Wollongong has a strong focus on attracting medical students with rural or regional backgrounds.

In collaboration with the North Coast University Centre for Rural Health, UoW has been placing medical students in the Clarence Valley region for clinical placements since 2009, with many of them choosing to live and work in regional areas after graduating.

While on placement in the Clarence Valley, senior medical students spend time at Grafton and Maclean Hospitals and local General Practices, as well as immersing themselves in the local community.

UoW Regional Academic Leader Dr Alastair McInnes, said the students on placement have a real impact on the local workforce and the community.

"They become an asset over their 12 month stay," Dr McInnes said.



▲ From left back, medical students Felix Loschetter, Jack Archer, Matthew McHugh and Keiran Davies, Clarence Valley Regional training Hub Director Medical Education Dr Jean Collie, UoW Placement facilitator Greta Enns, training hub program coordinator Joanne Chad (front L) and Manager of Community Health Jane Wear.

# Profile : Vicki Wale

*This month, Northern Exposure caught up with Nurse Educator, Vicki Wale, to find out about her nursing career, her passion for patient safety, and her talent for musical parody.*

Vicki Wale grew up in the Adelaide Hills, her family's property backing onto the Belair National Park. It wasn't always a picnic though, being in such a bushfire-prone area.

"Everyone was in the CFS (country fire service), and we were always being evacuated during summer," Vicki said.

Eager to move away from home, Vicki took up nursing training at the Adelaide Children's Hospital in 1979.

Vicki's grandmother wanted a registered nurse in the family.

"To her that was the pinnacle of success," Vicki said.

Aside from this, Vicki's motivations to enter the profession were mostly practical. "I could do nursing, earn money and get out of home."

Vicki juggled nursing work with having three children, doing lots of night duty in the early years. "I didn't get much sleep!" she said, smiling.

In 1991, Vicki's husband was made redundant. He'd been working in IT for the State Bank, and was caught up in the bank's collapse in South Australia. It forced Vicki back into full time work.

At the same time, Vicki decided to go to university to complete her Bachelor of Nursing degree. She was surprised by how well she took to study as a mature-age student, managing full time work and raising children at the same time.

"I'd always been a C or D grade student in high school, and suddenly I was getting high distinctions. It was so relevant to me."

It was around this time that Vicki began working in operating theatres and day surgery, still in the private sector.

"Day surgery was an emerging specialty then, it

was really new," Vicki said.

"The change in anaesthesia had made operations really quick, it was exciting times."

After a lengthy job search, in 1996, Vicki's husband secured a position in Casino with Northern Cooperative Meat Company, and the family made the big move to Northern NSW.

"I'd left a job I was really enjoying and came up here and I couldn't get a job initially," Vicki said.

Eventually, a position came up as Nurse Manager with a private day surgery in Lismore.

After several years, in order to earn some extra income to support her children who were grown up and in university, Vicki began taking on shifts in the Emergency Department at Casino and District Memorial Hospital.

"I loved the fast pace and the variety, it was just so different."

Since 2007, Vicki has been

working full time in the public system and hasn't looked back.

Working at Casino led Vicki to do more training, first in Principles of Emergency Care, and later a Post-Graduate Certificate, eventually becoming a Clinical Nurse Specialist (CNS) in the Casino emergency department.

Vicki moved to the MPS Network (Bonalbo, Urbenville, Nimbin and Kyogle) as a part time Clinical Nurse Educator (CNE), Acute and ED, and completed a Masters of Nursing, Clinical Education. Since 2014 she has been the CNE full time and in 2016, the position was re-graded to Nurse Educator.

Vicki is passionate about patient safety, focussing on the importance of clinical handover and Sepsis education as part of her role.

Vicki is proud of the excellent Sepsis results at each of the MPS sites. The nurses

have taken the training on board and are putting it into practice in their every day work for the benefit of patients.

Not one to shy away from a challenge, Vicki is not opposed to using unconventional methods when it comes to educating staff about safety. Her most memorable moment was a musical production she created in Casino several years back when she was the fire warden there.

"I had a staff member who had never attended fire training. He said to me as a bit of a joke, 'I'll attend it when you turn it into a musical'. So I did!"

The very next day, after few re-writes of some classic Sound of Music tunes, 'Fire Safety- The Musical' was born.

The staff clearly got on board, as Vicki recalls they ended up with 100% compliance with the training within one year.



# More than one way to communicate

Around 1.2 million people in Australia have a communication disability. People with communication difficulties often experience barriers to participating fully in community life which can lead to social and emotional isolation.

Speech Pathology Week was held during August. The theme for 2018 was 'communication access is communication for all.'

Speech Pathology Week is a great time to promote awareness of communication access with the aim of assisting people with communication difficulties to stay engaged with family, friends and their community.

People with communication difficulties may communicate in a variety of ways including

word-based or picture-based boards or books, signing and gesture, as well as more high-tech methods such as electronic communication and speech-generating devices.

You can improve your communication by:

- treating a person with the communication disability with dignity and respect
  - being welcoming and friendly
  - asking the person with the disability what will help with communication
  - avoiding loud locations, find a quiet place
  - listening carefully
  - if you think the person has not understood, repeat what you have said or say it a different way
  - asking the person yes or no questions if you are having difficulty

understanding them

- asking the person to repeat or try another approach if you don't understand
- being patient and waiting for the person to reply if you have asked a

question

- speaking directly to the person and make eye contact if appropriate
- speaking normally- there is no need for you to raise your voice or slow your speech.



▲ From left, Karen Kostal, Allison Grady and Lucy Schinckel celebrate Speech Pathology Week at Lismore Base Hospital.

# Joining forces to protect our children

The Child Protection team were out in force this month across the Northern NSW Local Health District to highlight Child Protection Week and the importance of strong local communities in improving the safety and wellbeing of children.

"Thank you to all staff who helped to celebrate Child Protection Week," Out-of-Home Care and Child Wellbeing Coordinator, Nicole Ashby, said.

"The welcome we received as we made our way around the health district was very encouraging. We really do have a workforce committed to identifying and responding to child abuse, and who recognise the real importance of intervening early."

The Child Protection team visited Casino, Murwillumbah,

Maclean and Ballina Hospitals, and spoke to hundreds of staff and community members.

Many other staff participated in activities at their site meetings or completed the child protection quiz. Other initiatives included information displays and a child protection education session on intervention was offered to health workers to coincide with this most important week in the calendar for children.

Congratulations to Sue Wylie, winner of our Child Protection Week draw, and Leonie Fardon, winner of the Child Protection Week survey, each collecting a \$50 gift voucher.

Special thanks to Shelby Mills who produced a



▲ Jennifer O'Neill with the Child Protection Week display at Casino District Hospital.

magnificent display and celebrated the week with

children attending story time at the Iluka library.

# How do we measure up on children's height and weight screening?

Since November 2017 it's been a NSW Health requirement that children's height and weight are measured and recorded as part of clinical assessments.

The Ministry of Health directive is aimed at addressing growing levels of childhood obesity, with one in four children in Australia above a healthy weight.

Childhood obesity can lead to emotional and behavioural problems, school absences, immediate health problems and increased risk of chronic disease in adulthood.

Regular measurement of height and weight of children is a normal part of good clinical care, and not only tracks the child's growth but provides an opportunity to discuss the link between weight and good health and offer parents /carers advice and referral to free support programs.

Within the Northern NSW Local Health District, our initial target is to screen 60% of children up to 17 years coming into our facilities as inpatients, outpatients and at community health centres.

So far we are achieving 49%, which is a good start, but we can do better.

## What you can do

We are calling for expressions of interest from health professionals to

join a Growth4Kids Practitioners Steering Committee. The committee will provide expert, strategic advice on the roll out of routine screening of children in our facilities.

The committee will meet every two months (face to face, skype or teleconference).

There is also online HETI training- the Weight4Kids Core Module which explains how to measure children's height and weight, calculate BMI, enter the results into EMR and also how to discuss the results with parents/carers and where to refer them for support.

## Resources

There are lots of resources available to support the program, including:

- LHD Toolkit - a comprehensive

We measure height and weight in all children as part of a child's health assessment

healthykids for professionals  
Weight management resources for health professionals

NSW Health MAKE HEALTH NORMAL

pro.healthykids.nsw.gov.au



▲ A measurement station correctly set up.

guide to implementing routine growth assessment.

- posters for waiting rooms and measurement stations,
- boys and girls growth charts-to track a child's weight
- Healthy Habits information sheets for families
- brochures for appropriate referral services, eg Go4Fun healthy lifestyle program for kids and the Get Healthy information and coaching service
- online resources at Healthy Kids for Professionals website <https://pro.healthykids.nsw.gov.au/>

Freyja Smith is the Growth4Kids project officer.

If you are interested in joining the Steering Committee, or would like more information, resources or training, or help setting up a measurement station, please contact her at [Freyja.Smith@health.nsw.gov.au](mailto:Freyja.Smith@health.nsw.gov.au) or 6620 2553.

# Register now for Transformers III

The Centre for Healthcare Knowledge and Innovation's (the Centre) TRANSFORMERS Special Event Series is back in November 2018.

This year the theme is 'Planning and Contributing Together'. Register by November 1.

TRANSFORMERS III is an opportunity to come together with health and social care professionals, local government agencies, non-government agencies, academics, entrepreneurs and venture capitalists to explore new alliance trends.

You'll explore international, state and regional rationale and evidence to support alliance contracting. You will work in groups to articulate theory of change and learn from and with each other to harness the benefits of cooperation and collaboration.

TRANSFORMERS III will be



held in three sessions:

- Planning and Investing Together - Byron Bay, 5 - 6 November
- Economic Evaluation Dinner - Byron Bay, 5 November
- Planning and Investing Together - Coffs Harbour, 7 - 8 November.

Transformers III is FREE

to service providers and professionals tasked with and passionate about developing new approaches to integrated care.

This includes general practice, hospital, allied health, social services, community services, transport, pharmacy, education, employment and

aged care.

Speakers include: Dr Nick Goodwin, CEO International Foundation for Integrated Care, Dr Apostolos Tsiachristas, Senior Researcher Health Economics, University of Oxford and Michael Gendy, Chief Procurement Officer, NSW Health.

As well as international and national speakers, we will hear from local programs including Partners in Recovery and Ability Links.

Download the full program at [www.thecentrehki.com.au/transformers-2018](http://www.thecentrehki.com.au/transformers-2018) and while you're there check out the Centre's new website.

Learn about the Centre's new consortium partners (including Northern NSW Local Health District), browse the Knowledge Library and find out how you can get involved in driving integrated care on the North Coast.

## HealthPathways News - September

### Slow growth in children

"Slow growth" or poor weight gain is a common problem in infants and children and can cause significant parental concern.

Serial measurements are needed to assess a child's growth. One-off measurements show a child's size but not their growth.

It is recommended that:

- World Health Organisation (WHO) growth standards be used for children under two years of age, and
- Centres for Disease Control and Prevention (CDC) growth charts be used for children over two years of age.

Although a single cause for poor growth is possible, there is often more than one condition involved. These conditions may interact with each other.

Nutrition is the main driver for growth in the first two years of life. It is important for clinicians to know the normal feeding patterns, to diagnose where things are going wrong.

HealthPathways has recently published [Slow Growth in Children](#). The pathway guides clinicians through the normal feeding

patterns for babies and children at different ages. It lists causes in respect to inadequate calorie intake, inadequate absorption, excessive utilisation and other medical and psychosocial causes.

Most importantly, the pathway links to a list of services to support parents looking after these children and to a list of breast feeding related pages:

- [Lactation Assessment](#)
- [Child Health Community Assessment](#)
- [Child Occupational Therapy](#)

#### Assessment

- [Dietitian Services](#)
- [Child Speech Pathology Assessment](#)
- [Breast Engorgement](#)
- [Improving Milk Supply](#)
- [Mastitis and Breast Abscess](#)
- [Medications in Pregnancy and](#)

#### Breastfeeding

- [Sore, Tender, and Damaged Nipples](#)
- [Tongue Tie \(Ankyloglossia\) in](#)

#### Breastfeeding

This pathway also links to [Healthy Kids Check](#).

This pathway suggests that a Healthy Kids Check should be conducted for all for

all children aged > 3 years and < 5 years.

The aim of these checks is to improve the health and wellbeing of children by promoting early detection of lifestyle risk factors, illness, and developmental concerns. It provides the opportunity to encourage healthy lifestyles and provide early intervention strategies.

Access all the localised Mid and North Coast HealthPathways here:

<https://manchealthpathways.org.au/index.htm>

Username: manchealth

Password: conn3ct3d

To access HealthPathways related to articles in this edition of Northern Exposure, click on the links below:

- [Nephrology](#)
- [Osteoporosis](#)
- [Osteoarthritis](#)
- [Suicide Risk](#)
- [Stroke](#)
- [Transient Ischaemic Attack \(TIA\)](#)
- [Adult Sepsis \(including Meningitis\)](#)
- [Breast Screening](#)
- [Speech Pathology Referrals](#)
- [Child Protection Services](#)

# The last word...

## UHA President retires after 14 years

Grafton Base Hospital's United Hospital Auxiliary (UHA) has farewelled its longest serving President.

After 14 years at the helm, Alba Linklater stepped down at the UHA's recent Annual General Meeting.

Grafton Base Hospital staff sincerely thank Alba for her contribution and leadership of the UHA team during this time.

Alba was presented with flowers from her committee and members, as well as flowers and roses from Grafton Base Hospital.

Alba planted one of these roses in the rose garden and has taken the other home to plant in hers in honour of her time with the hospital.

Alba will continue to be seen at Grafton as she has taken on the role of hospital shop coordinator.

"We sincerely thank Alba for her tireless work over the years," General Manager Clarence Health Service, Dan Madden, said.

"The Hospital has benefitted immensely from the UHA's fundraising, and their contributions have helped make this hospital such a great place to receive care."

► From left, Grafton Base Hospital Director Nursing and Midwifery Sharon Wright, outgoing UHA President Alba Linklater, and General Manager Clarence Health Service Dan Madden.



## Tweed farewells a few of their own



The Tweed Hospital said good by to several long-serving staff members throughout August and September. Here we acknowledge their contributions and achievements.

We wish these staff all the best in retirement.

### Tony Holmes

Tony began work on 2 September 1993 as a Storeman at The Tweed Hospital. In 2002 he was appointed as Stores Supervisor.

In 2008, Tony joined

the Pharmacy Department as Inventory Officer and remained there up until his retirement.

Tony has made a great contribution in all his roles, helping the organisation through periods of significant change. As one of the old brigade, Tony was one of the most calm, polite and well respected gentlemen anyone could ever meet. He was forever helping staff, nothing was ever too hard.

Tony was well known for his relaxed beach lifestyle and daily swimming. He

has recently purchased a mobile home, so what a lovely way to retire. We wish him safe travels.

### Judy Hughes

Judy commenced employment with Northern NSW Local Health District on 30 March 1995 as an administration officer, part of the Aged Care Assessment Team in Community and Allied Health.

Judy transferred to Reception and Administration, and later became the Manager of Admissions and Clerical Support and has remained there ever since.

Judy's support for departments and fellow staff was invaluable. Judy's dedication, manner, skills and good humor will be greatly missed.

### Lesley Carson

Lesley Carson commenced employment at The Tweed Hospital on 24 April 1989 as Receptionist, however, within a month she became the Debtors' Clerk, a position she held for over 20 years. Lesley later went on to become the Admitting Officer for Surgical Bookings.

Lesley's support for staff, visitors and patients and her calm professional manner were invaluable.

Lesley was instrumental in the development of the Patient Liaison Officer role at TTH.

Lesley was continually developing new processes that were simplified by her well known colour coding system. She is already missed by her colleagues.