

4 BREAST SCREENING RATES ON
TRACK FOR RECORD RESULT

7 YOU SAID, WE DID:
PEOPLE MATTER SURVEY

10 PROFILE:
STEVE PARRY-JONES
AND JAYNE BERGIEL

NORTHERN

EXPOSURE





PUTTING RUNS ON THE BOARD

This jam-packed edition features a great many achievements and success stories, both by individual staff and by teams.

Our cover story highlights the incredible work of the BreastScreen NSW North Coast team, smashing their six-month screening target for the first half of this financial year and helping thousands of local women access potentially life-saving mammograms.

Our school kids were also attempting to smash something – the record for the most vegies crunched at the same time, as part of the Big Vegie Crunch. More than 14,000 Northern NSW primary and preschool aged children bit into fresh vegies together on 4 April.

The HealthPathways team marked 500 pathways uploaded to their website, the result of five years' hard work and collaboration across Northern and Mid North Coast LHDs.

You can also read about a local Trainee of the Year, a radiation therapist dancing to raise money for cancer research, and a veteran immunisation coordinator handing in her badge after 27 years in public health.

Our mental health professionals have also once again been reaching out to the community and building bridges with real estate agents in the region. Working together with community housing groups and non-government organisations, they are engaging real estate agencies in ways they can support people at risk of homelessness. Read about the initiative on page 9.

Happy autumn reading!

NORTHERN

EXPOSURE

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THIS ISSUE

Executive Update	3
From the Board Chair	3
Breast screening rates on track for a record result	4
Clarence takes the stress out of cardiac testing	5
Grafton's newest eatery at your doorstep	5
April Falls Day	6
You said, we did - People Matter survey 2019	7
Meaningful conversations at End of Life Care	8
Community health trainee among the state's best	8
Community members lead the way at the Tweed Valley Hospital	9
Breaking down housing barriers	9
PROFILE: Steve Parry-Jones and Jayne Bergiel	10
Sharing child protection information; it's a two-way street	12
Did you hear the crunch?	12
Winter Flu campaign gets underway	13
Healthy pathways for children in out of home care	13
Ask the bright blue shirts about...	14
Digital Dose	15
Five minutes with an Exec: Vicki Rose	16
Health Pathways: 500 Reasons to Celebrate	17
Immunisation coordinator looks back on 27 years	18
HealthNet and My Health Record Update	19
Little superheroes flying high on courage	19

Cover Image: The Lismore BreastScreen team.

Back cover: Richmond Valley. Photo: Jeremy Billett.

Executive Update



Wayne Jones
Chief Executive

As you all know, we have embarked on a significant suite of programs which are designed to a positive, supportive and innovative workplace culture across the District.

While we have made some great strides in creating our desired organisational culture through initiatives such as the NNSWLHD Culture Committee, the Big

Ideas competition, site and service People Matters Action Plans and many more initiatives, we're ready to begin delving even deeper to understand the "Unwritten Ground Rules" (UGR) that exist in our organisation.

Recently, we partnered with HETI to run a leadership workshop, featuring guest speaker Steve Simpson, a management consultant who presented his work on UGR. In short, UGR are what people perceive as "the way we do things around here".

UGRs can be positive or negative and they can be the difference between a positive and harmonious workplace or a negative one that is not functioning well and displays internal conflict.

UGRs are created in a number of ways, such as when people respond to what gets noticed or what does not get noticed, as well as the gap between what people say

and what they actually do.

As an LHD we will be doing more work on UGRs as part of our overall cultural program. As individuals, we can all think about how we affect the UGRs of our own department and whether we are promoting a positive and pleasant workplace, or one that's less harmonious and productive.

Winter is nearly upon us, and we have made arrangements for our staff flu vaccination program to commence a little earlier this year. I ask that you take up this opportunity to prevent or mitigate the symptoms of influenza both now and into the winter.

For those staff fortunate enough to have had an extra-long weekend this Easter, I trust you had an enjoyable time. For those who worked over the holiday period, I hope the Easter Bunny rewarded your dedication accordingly.

From the Board Chair



Brian Pezzutti
Board Chair

The NSW State election is now over and, whichever your political persuasion, the outcome in the Tweed electorate and the state overall has delivered certainty for the new Tweed Valley Hospital and I look forward to it progressing.

I would like to thank staff and community members for their strong advocacy for the project and support of the Cudgen site, which was selected from more than 50 sites considered across the region.

It is clear that debate over the location of the hospital has caused division in the Tweed community and I now look forward to the community's full support for

delivering this brand new state-of-the-art hospital as soon as possible. I encourage staff and community members to continue to contribute to the planning and design processes, to ensure we are building a hospital that meets the future health service needs of the Tweed-Byron region.

The new hospital will be more than double the floorspace of the current Tweed Hospital and will provide an extended range of outpatient and inpatient medical, surgical and interventional services, bringing life-saving treatments closer to home for people who live in the growing Tweed-Byron region.

The target completion date for the new hospital is before the end of 2022.

You can keep up-to-date with the project via the website: www.tweedvalleyhospital.health.nsw.gov.au/.

Chief Executive Wayne Jones and I have commenced negotiations with the NSW Government on next year's Service Agreement.

The National Health Reform Agreement requires the government to establish

a Service Agreement with each Local Health District. This agreement specifies the number and mix of services, the level of funding to be provided and the service delivery and performance expectations.

In 2018-19, NNSWLHD's annual budget was \$833 million, which was a \$48 million, or six per cent, increase on the previous year. The Board and executive have been working hard to present a strong case for a 2019-20 budget that meets our ongoing growth and demand for services and makes best use of the interim upgrades being completed at The Tweed Hospital.

Finally, I would like to acknowledge the food services staff at Lismore Base Hospital, who provided lunch for the Board at our recent meeting. Board members put the inpatient menu to the taste test and were very impressed by the quality and taste of the food and the service by staff.

The lunch menu featured dishes currently on offer to inpatients at the hospital, including risotto, vegetable curry and desserts. Thank you to all our food services staff across the LHD who keep our patients nourished day in, day out.



Top: The Tweed BreastScreen NSW team. Inset: Radiographer Melissa Parsons with receptionist and driver Karl Johnson.

Breast screening rates on track for a record result

Latest figures show that breast screening participation rates for women in Northern NSW are more than on track, thanks to the dedication and hard work of our local team.

One in eight women in NSW will develop breast cancer in their lifetime. Nine out of ten women in NSW with breast cancer do not have a family history of the disease.

The BreastScreen NSW North Coast team exceeded their target set for July-December 2018, achieving a remarkable 108.2% of the screening target.

The total screening target set for BreastScreen NSW North Coast for the financial year 2018-19 is 31,000, and the team are currently on track to exceed this by June 2019.

Chief Executive, Northern NSW Local Health District, Wayne Jones, praised the dedication and hard work of the Director Jane Walsh, and her team, for their significant achievement.

"It's a really outstanding achievement, and it means that more women in our region have the chance to detect breast cancers

early, which is what this is all about," Mr Jones said.

Director BreastScreen NSW North Coast, Jane Walsh said that detecting a breast cancer when it is small, before a woman has any signs or symptoms, can save their life.

"We know that a woman is half as likely to need a mastectomy or chemotherapy treatment if she has her cancer diagnosed at BreastScreen," Jane said.

These promising results help inspire the team to continually promote the service on the North Coast, so that all eligible women get access to this free, high quality, timely and safe service.

"We know women have good intentions of attending the service and returning every two years," Jane said.

"But we also know women are busy and have competing priorities. Our challenge is to convince each eligible woman that having a regular mammogram with

BreastScreen is a top health priority for her."

In mid-2018, the North Coast team focused on increasing the number of appointment reminders being sent to eligible women, with the understanding that it can take three or four prompts for some women to make an appointment with BreastScreen.

"We take a multifaceted approach to promoting the service and would not have achieved the great results without the efforts of all the staff at BreastScreen. The administrative, clinical, medical and management staff all work together to provide a great service to the women on the North Coast.

"We are also greatly supported by the GPs and local businesses who also advertise the service."

All women aged 40 years and over can call BreastScreen on 132 050 and make an appointment at the Tweed Heads or Lismore sites, or for the mobile unit when it's in their local town. It's free and no GP referral is necessary.

Clarence takes the stress out of cardiac testing

A new program is bringing better cardiac services to patients in the Clarence Valley.

On 29 January 2019, the Clarence Exercise Stress Test (EST) service successfully commenced at Grafton Base Hospital. The program is one of the initiatives to come from the 'Leading Better Value Care' projects for Heart Failure to improve cardiac services for patients in the region.

Cardiac stress testing is useful in the risk stratification of chest pain presentations. Patients presenting with intermediate risk chest pain to Clarence emergency departments can now receive best practice by undergoing an exercise stress test locally.

The addition of the EST service is preventing patients having to wait long periods for a referral to either a private clinic or having to travel outside of the Clarence Health Service area to access a public EST service.

The EST Clinic is now operating Mondays and Thursdays from Grafton Base Hospital Emergency Department. Dr John Burrell and Registered Nurse Rebecca Stanton

manage the clinic, providing patients with best practice, education and coaching for cardiac risk factor modification.

"This new service is a welcome addition for patients in the Clarence," said Dr Dean Robertson, Emergency Physician, Maclean District Hospital.

Registered Nurse, Rebecca Stanton, said the exercise stress test was an invaluable service that is now available to patients in the region.

"It plays an important role in diagnosing ACS in our intermediate risk patients who have presented to the Emergency Department with chest pain," Rebecca said.

"The service also provides the opportunity to discuss cardiac risk factors with our patients while enabling and supporting them to focus on the health of their heart."

See what some of our patients are saying about the new service:

"I was very happy to have the appointment



Rebecca Stanton RN, is part of the team behind the new Clarence Exercise Stress Testing service.

in Grafton, otherwise I would have to travel to Lismore. I prefer to travel to Grafton as it is closer."

"I'd much rather have it done in Grafton, if I had to go to Lismore I have to pay for parking and fuel. Also, travelling to Lismore would have taken up ¾ of my day, it's pretty good to have it here in Grafton."

For more information, call the EST service on 0428 542 112. Referrals to the service can be made via paper form in either the Maclean or Grafton emergency departments.

GRAFTON'S NEWEST EATERY AT YOUR DOORSTEP

Hungry hospital staff won't have to go more than a few feet out the front door for a good meal or coffee, with the opening of Lola's Diner and Cafe.

Run by the winning combination of a trained chef and food blogger, Grafton Base Hospital's new eatery, Lola's Café and Diner, is delighting staff and patients alike with fresh food and good coffee right at the hospital doorstep.

Shayne, a trained chef, and Samantha, a healthy food blogger, opened the café in April after recently returning to the Clarence Valley after living in Brisbane for five years.

The couple say it's great to again be part of the community.

"We're all about good food, good value, and good health," said Shayne.

"Working within the NSW Health guidelines we are serving tasty, convenient, healthy options to make sure staff and visitors are kept nourished while also enjoying their meals.

"It's been great so far and nice to be back at home in the Clarence Valley, we've recently built a house, got a dog, we're here to stay."

Lola's Diner and Café is open daily 6:30am to 7pm. You can find the menu on their Facebook page.



<https://www.facebook.com/loladinerandcafe/>



Left: Casino staff, L-R Debbi Jeffrey, Trina Kramer, Deb Schneider, Louise Davis, Emmy Brettner, Sam Cook.
 Top right: Tai Chi instructor Margitta Fitzner with Rehab patient David Barnes and wife Val demonstrating that a wheelchair is no barrier to enjoying the benefits of Tai Chi.
 Bottom right: Lismore staff, L-R Charmaine Murphy NE, Holly Kean CNE, Jenny Siddle CNE and Chris Markey CNE.

April Falls Day

Patients, carers, and staff joined in April Falls Day at hospitals around the region, marking the start of Falls Month and raising awareness of falls prevention and frailty.

One in three people over 65 will have a fall this year, and some will have multiple falls.

Falls can lead to long term hospitalisation, loss of independence, the need for supported care and even premature death. One of the more serious consequences of a fall is a hip fracture – and in Australia there are around 20,000 every year.

But the good news is most falls can be prevented! According to Neuroscience Research Australia, poor balance is the cause of the majority of falls in older Australians.

Northern NSW Local Health District Acting Health Promotion Manager, Gavin Dart, said that daily balance and strengthening activities make a big difference.

“Exercise can reduce the risk of falls, but walking and running are not enough – exercise needs to include activities that challenge balance,” Gavin said.

“Strength and balance activities include Tai chi, Qigong and specific Stretch and Strengthen classes.

“Our Community Health Education Groups (CHEGS) offer a range of gentle exercise classes and falls prevention programs across the Northern Rivers.”

At Ballina District Hospital there was a whole week of April Falls prevention and awareness activities for patients, carers, staff and members of the Hospital Auxiliary. The main event included presentations on balance, nutrition, exercise, foot care and home safety, followed by a balance testing session for participants by the Physiotherapy team.

The week concluded with an interactive Tai Chi workshop for patients and carers.

At Lismore Base Hospital, staff raised awareness for colleagues, carers, and patients with a hard-to-miss information stall, as well as cake and a chalk outline of the falls victim you don't want to be.

At Casino and District Memorial Hospital, lunch conversations focussed on falls awareness, and Deb Schneider won the prize for Best Dressed on the day.

This year the focus of April Falls month is recognising the signs of frailty, which is strongly linked to falls.

NSW Falls Prevention Program Lead at the Clinical Excellence Commission, Lorraine Lovitt, said the signs of frailty include unintentional weight loss, weakness, slower walking speed, exhaustion and low activity levels.

“Some signs of frailty can be reversed or treated with appropriate help,” Ms Lovitt said.

“People can improve their physical activity levels with emphasis on strength and balance exercise, improve their nutrition intake with an increase in protein and reviewing and optimising medications can also play an important role.”

To find out more about local classes, contact the Health Promotions Falls Prevention Coordinator Julia Dayhew at julia.dayhew@health.nsw.gov.au.

For more information about CHEGS classes, visit the website.



<https://nswlhd.health.nsw.gov.au/health-promotion/older-people/community-health-education-groups-chegs/>

You said, we did - People Matter survey 2019

The upcoming People Matter Survey is your chance to have a say about the culture in your workplace. Here is a wrap up about what you've said over the years, how we've improved, and where we're headed next.

Last year, thousands of people from all types of roles, across all our sites, told us how they felt about being part of the Northern NSW Local Health District team.

This is a big achievement in itself, with participation rates in the People Matter Survey rising from about 17% of staff in 2017, to 40% of NNSWLHD staff in 2018.

We're looking forward to making a big leap forward again in the 2019 People Matter Survey that opens later this month. Sites and work departments with high survey participation rates will go in the draw to win up to \$750 for their group, plus be in the running for an additional \$500 in a "lucky draw" prize.

The survey will be open from 30 May to 28 June.

What's changed so far?

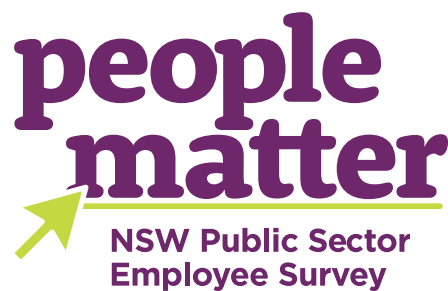
Changes in survey results from 2017 to 2018 showed areas where we were able to listen, learn, and help improve culture and systems in the workplace. It also highlighted challenges we are working to overcome.

Results from the 2018 survey showed you saw a solid improvement on the previous year in how you felt about working with your colleagues, collaborating with line managers, and overall trust in managerial decisions.

The survey also revealed a strong rise in the level of morale within teams, as well as an increased perception of being valued, recognised and treated respectfully in the workplace.



Nimbin MPS staff bought keep cups and water bottles with their prize money from the 2018 People Matter Survey.



What we're working to improve

Following the results of the 2018 survey, we have been working to improve what you highlighted as the biggest challenges to overcome in our organisation. One concern raised was a lack of communication with senior management. This was found mostly at our smaller and more remote services.

Staff also highlighted that they would like to see improvements in workforce processes like recruitment and grievance resolution, and more transparency in survey results and outcomes.

What we're doing

We're always working to improve workplace culture no matter our starting point, and following the outcomes of the previous surveys we are focusing on certain recommendations, which are:

- Increasing communication and transparency about the follow up process for the People Matter Survey, with results and reports available on the People Matter Survey website.
- Increasing visibility of communication across the LHD with a focus on the more geographically remote sites.
- Reviewing workforce processes, including all aspects of the employee journey. This includes a new and improved orientation process for new staff, as well as staff-exit interviews to gather and assess data on why staff may choose to leave the organisation.
- Developing senior leadership by trialling a new staff appraisal system that facilitates open and focused discussion between staff and line management.
- Increasing Innovation across the district by introducing the BIG IDEAS Innovation Challenge and future work on a district-wide Innovation Framework.

The 2018 report is available on the intranet, and the 2019 report will be made available once the results are released later this year.



<https://intranet.nswlhd.health.nsw.gov.au/people-matter-survey-2018-local-results/>

It's now or never: Meaningful conversations at End of Life Care

Initiating and responding to conversations around end of life care is not something that comes naturally. Local workshops can help you develop these skills.

As part of the End of Life Care initiative, Northern NSW Local Health District offers workshops designed to support staff in recognising and responding to the need for end of life conversations for the people and families in our care.

End of Life Care Project Officer, Anna Law, said breaking down the barriers that stop people receiving high quality end of life care is at the heart of this initiative.

"Having end of life conversations is a daunting prospect for many of our staff, and we want our clinicians to thrive in all situations," Anna said.

"Giving staff the skills and confidence to have these conversations is as important as their other clinical skills. Like any other skill, it takes time, education, support and good mentorship to develop."

NNSWLHD Palliative Care Clinicians present the monthly workshops at various sites around the District.

Here's what some of the participants have said about the sessions:

"One of the best education days I have been to. I am normally looking at the time and it is standing still at education days, not today. It was great thanks."

Workshop Dates 2019	
Maclean	Wednesday 15th May
Pottsville	Wednesday 19th June
	July - None
Ballina	Thursday 15th August
Kyogle	Wednesday 4th September
Grafton	Friday 18th October
Pottsville	Thursday 31st October
Casino	Wednesday 27th November



"Increased knowledge about death and dying, increased communication skills - know what to say and do, know when to say things."

"Thank you very much for organising this, it was a very informative, enjoyable and rejuvenating course (the latter of which I was not expecting)."

To enrol in the course, head to My Health Learning and search "It's Now or Never". For more information, please contact Michael Border on 6624 0379.

The End of Life Care initiative is proudly supported by Integrated Care.

Community health trainee among the state's best

A Murwillumbah Community Health Centre (MCHC) trainee has been awarded the 2019 Trainee of the Year by Hunter Valley Training Company.

Award recipient Caillan Baker is near the end of her 12-month traineeship program, where she works four days a week at the community health centre and spends one day a week studying a Certificate III in Business Administration (Medical) at TAFE.

"Working here at Murwillumbah Community Health has been great," Caillan said.

"Everyone at the centre is really nice and patient with me, which I really appreciated at the beginning of my traineeship.

"I want to thank Northern NSW Local Health

District, and of course, Murwillumbah Community Health Centre. Everyone has been so kind to me especially Kim, Steph, Leonie, Vivienne and Emma!"

Caillan's manager, Kim Otero, said the word that comes up when you ask anyone about Caillan is "exceptional".

"We have really enjoyed having Caillan working here, she has shown a level of maturity beyond her years and an aptitude for learning that really is next level," Kim said.

"All the staff wish Caillan the very best of luck with whatever she decides to do in the future, in the knowledge that she will be more than capable of being a success.



Trainee of the Year, Caillan Baker

Caillan's beautiful personality and positive can do attitude will certainly be missed around here."

Caillan grew up in Kyogle, but recently made the move to Murwillumbah with her family. She's hoping to move to the city when she finishes her traineeship, to work and look at further study options.

Community members lead the way at the Tweed Valley Hospital

Community Reference Panel members attended focus group sessions in March to workshop ideas around navigating to, from and around the new Tweed Valley Hospital – referred to as ‘wayfinding’.

Wayfinding experts Urbanite hosted the sessions with the Panel and encouraged them to think about intuitive types of wayfinding, beyond signage. There are many intuitive types of wayfinding that people use every day, without realising they are doing so, including: being able to see your destination; landmarks on the way; colour; landscape and building forms; art and materials.

Members were encouraged to share their experiences, insights and ideas on how they get to where they need to go on a daily basis.



Community Reference Panel members attend the wayfinding workshop.

When asked if they would turn to a person, signs or a technological device for help, there was a very mixed response with each option being a go-to for different people.

While the Panel agreed that the use of colour to highlight key destinations or decision points is one of the simplest and most effective wayfinding tools, there was overall consensus from the group that a mix of wayfinding approaches is required to meet people’s diverse needs.

Urbanite also shared with the group some wayfinding options that are under consideration for the Tweed Valley Hospital including coloured lift cores,

creating landmarks using art and sculpture, and using canopies to guide patients and visitors from bus stops and carparks to the hospital buildings.

The outcomes from the wayfinding focus group sessions will be considered as part of developing the wayfinding strategy for the Tweed Valley Hospital.

For more information about the Wayfinding workshop or find out how to join the Panel, visit the Community Reference Panel section on the project website:



www.tweedvalleyhospital.health.nsw.gov.au

BREAKING DOWN HOUSING BARRIERS

Mental Health staff are working together with local real estate agents to tackle housing issues for some of our most vulnerable residents.

On 27 February, staff from our Northern NSW Local Health District Mental Health Service collaborated with multiple Lismore organisations involved in the support of people who are either homeless or at risk of homelessness, in a presentation to private real estate agencies.

Titled ‘Real Estate Engagement Day’, the information session was opened by former Lismore Mayor, Jenny Dowell, who emphasised the importance of supporting those people who are marginalised in our community to obtain and maintain accommodation.

Private real estate agencies can play a crucial role in supporting tenancies for those at risk and a number of programs are available to assist real estate agents place people in homes and offer ongoing support to maintain that tenancy when needed.

Guy Dayhew and Steve Carrigg from NNSWLHD presented on mental ill health, while staff from North Coast Community Housing, Social Futures, Momentum Collective and the Uniting Church spoke about the programs in place to support the individuals at risk of homelessness and how private real estate agencies can be



supported to keep people in homes.

The engagement day has become an annual event, building on the success of previous workshops helping to address this issue.



This month, Northern Exposure caught up with new arrivals to the Clarence Valley, Steve Parry-Jones and Jayne Bergiel, to find out about their journey to the countryside and to Grafton Base Hospital.

Steve Parry-Jones and Jayne Bergiel

If you're reading this, you may already be one of the many happy tree-changers in northern NSW, but for one family, this is a dream that only recently became reality.

Each workday, Stephen and Jayne used to join the morning rush to work in Brisbane. Now they wake up to see kangaroos, wallabies, parrots and kookaburras before an easy and pleasant country drive to Grafton Base Hospital, where Stephen is now Director of Pharmacy for Clarence Health Service and Jayne is a clinical pharmacist.

The couple, along with their five-year-old daughter Charlotte and two Great Danes, have moved onto 20 acres of wildlife refuge at Coutts Crossing - a plan they'd been hatching for years.

"Jayne grew up in Cairns and had wanted to live on a rural property for a long time," said Stephen.

"We decided to make our tree-change earlier than originally planned, in order to line up the move with our daughter starting school.

"We looked at options in Tasmania and rural Victoria as well as rural NSW, but like much of rural Queensland, both rural Victoria and Tasmania seemed to take a parochial approach to newcomers."

When Stephen saw the Director of Pharmacy position advertised he remembered what some friends had told him about the Clarence region.

"One of the mothers at Charlotte's childcare was a dietician who, with her anaesthetist husband, had done locums in Grafton and couldn't speak more highly of the people

and their warm and welcoming attitude," he said.

"We made a couple of trips from Brisbane to look at the area and bought our property after the second visit."

Jayne is also excited about the new opportunities, including establishing a new garden and greenhouse.

"Charlotte has started school and is really enjoying it, she has been wanting to go to school for almost a year now," Jayne said.

"We are looking forward to trips into the ranges in winter and taking advantage of the proximity of so many great beaches in summer. The property backs onto the Orara River so we will be doing some kayaking before the winter months arrive.

"Grafton Base Hospital would have to be the friendliest place that I have ever worked, the people I meet from all over the hospital are welcoming, friendly and willing to help."

Steve and Jayne both came from Mater Health in Brisbane, a health service with nearly 1000 inpatient beds, across seven hospitals, in three locations.

As the Director of Pharmacy for Mater for the past 11 years, Steve was accountable for the provision of clinical pharmacy services to Mater's inpatients, managing three hospital dispensaries and four community pharmacies. Prior to this Steve held positions as the Director of Pharmacy at both UnitingCare Health and Sydney Adventist Hospital.



Jayne's previous role as Pharmacy Team Leader for the provision of clinical services to the maternity, neonatal and paediatric services also encompassed being the clinical pharmacy lead to the Mater's 79-cot neonatal critical care unit.

While downsizing from Mater Health is a stress relief, both Steve and Jayne say that rural practice comes with its own challenges in improving processes with a much smaller resource and operating in an environment which is generally less acute, with a higher incidence of morbidity.

The couple are looking forward to the opportunities to make a difference and to improve patient safety and staff wellbeing in their new workplace.

Sharing child protection information - it's a two-way street

Do you have concerns about the safety or wellbeing of a child? You might not have thought about discussing your concerns with other workers that have contact with the family, but sharing information can help improve outcomes for at-risk children.

Research shows that sharing information about at-risk families can help to keep children safe and can improve outcomes for the child and family.

NSW legislation encourages us to seek information from certain workers even without the consent of the family where the information you are requesting relates to the safety, welfare and or wellbeing of a child or young person.

You can request information from other agencies such as Family and Community Services (FACS), NSW Police and NSW Department of Education.

The information you are seeking may relate to:

- A child or young person's history or circumstances
- A parent or other family member
- People having a significant or relevant relationship with a child or young person
- Other agencies dealing with the child or young person, including past support or service arrangements.

You can seek information verbally or in writing.

All Local Health Districts have a Child Protection Information Exchange service to assist you in sharing child protection information with designated agencies and certain private practitioners.

You can request information relating to a child's safety, welfare or wellbeing in writing



Stock image

by completing the Requesting Information Under Chapter 16A – Letter available on the staff intranet and forwarding to nswlhd-childprotection1@health.nsw.gov.au.

For assistance with all Child Protection Information Exchange enquiries, phone Karen Jefferies, NNSW LHD Information Exchange, on 02 6641 8987 or 0417 327 357.

DID YOU HEAR THE CRUNCH?

An almighty crunch could be heard around Northern NSW at 10.00am on 4 April as thousands of children simultaneously bit into fresh vegetables.

The Big Veggie Crunch is part of Vegetable Week, an annual event promoting vegetables to kids and families. Only around 5 per cent of children in NSW eat enough vegetables.

This year, children from 56 schools and 78 Early Childhood Learning Centres in the Northern NSW Local Health District (NNSWLHD) joined with tens of thousands of other children across the state in an attempt to break the record for simultaneous veggie eating.

The Acting Manager of Health Promotion for NNSWLHD, Gavin Dart, said the aim of the Big Veggie Crunch is not only to get kids excited about breaking a record, but to encourage them to try different veggies every day.

"It's recommended that children between 4 and 12 years eat around five serves of vegetables a day, but very few children are doing that.

"There can be lots of reasons that kids don't eat vegetables – they may not have access to them, they don't like the taste, or think they are boring.

"Events like this help kids have fun while learning about food with their friends, and they may try different veggies and find they enjoy them.

"We encourage kids to 'Eat The Rainbow' which is one of the best ways to make sure they are getting the different vitamins and minerals packed into vegetables of different colours," Mr Dart said.

Students at Biala Special School in Ballina were among those aiming to break the Big Crunch record.

Principal Bhavni Stewart said Biala school



is proud of its veggie garden, which has created a deeper connection and understanding of the 'paddock to plate' journey of food.

"Both our Primary and High School students are cooking recipes based on the food they pick and are tasting a range of herbs on top of their dishes," Ms Stewart said.

The Big Veggie Crunch and Vegetable Week are part of the Crunch and Sip NSW program, funded by NSW Health.



<https://www.health.nsw.gov.au/heal/pages/default.aspx>

Winter Flu campaign gets underway

NSW Health is launching the 2019 Winter Flu campaign on 1 May encouraging people to get a flu shot and combat the spread of the flu virus by practicing healthy respiratory hygiene habits.

The 2019 Winter Flu campaign targets groups who are considered at greater risk of severe flu and hospitalisation. These groups include:

- Children aged 6 months to under 5 years
- Pregnant women
- All Aboriginal people aged over 6 months
- People aged 65 years and over
- Medically at risk people with conditions such as:
 - Chronic respiratory illnesses, such as severe asthma
 - Diabetes

- Cancer
- Immune disorders
- Kidney, liver, heart and lung disease

As well as getting your flu shot, you can follow these simple steps to help prevent the spread of flu:

- Cough and sneeze into your elbow
- Clean your hands frequently, and
- Stay at home if you're sick

NSW Health staff working with high risk patients are once again required to have flu shots this year in line with policy.

The flu vaccine continues to be compulsory for Intensive Care Unit, cancer, transplant, neonatal, labour and birthing staff to protect our most vulnerable patients.

Staff working with high risk patients will need to have their flu shot by 1 June. Look out for information about clinics at your site,

TIME FOR
YOUR
FLU SHOT



It's in your hands
health.nsw.gov.au/flu

or talk to your immunisation coordinator for more details.

In rare circumstances where staff have a medical contraindication or decline to have the vaccine they will either need to wear a mask or be re-deployed to other lower-risk areas during flu season.

More information is available in the Policy Directive.



https://www1.health.nsw.gov.au/pds/ActivePDSDocuments/PD2018_009.pdf

Healthy pathways for children in out of home care



Out-of-Home Care Health Pathway Team, from left: Alison Marshall, Natalie White, Kate Dougherty and Kelly Crouch

Since the program's origin in 2010, the Out-of-Home Care (OOHC) Health Pathway team have been connecting children and young people with health services.

The Northern NSW Local Health District OOHC pathway team has recently clicked over 1000 referrals to their service.

The Health Case Managers work to link children and young people in OOHC into the health services they require. Funding for the program has recently been

extended for a further three years from July 2019 to June 2022.

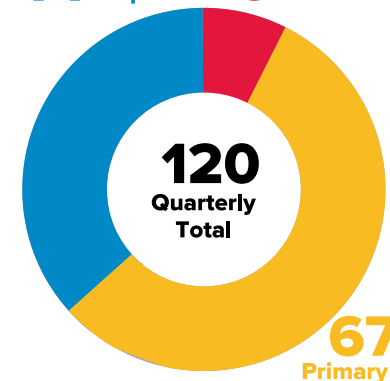
"We have a small team of incredibly hard workers, so it's quite heartening to know that we've been able to connect this number of children with the health services they need," Acting OOHC coordinator, Kate Dougherty, said.

Westpac Life Saver Rescue Helicopter MISSIONS

January - March 2019



44 Inter-hospital 9 Search & Rescue



Ask the bright blue shirts about...

The LHD Workforce Systems Support team are hitting the road, in unmissable bright blue shirts, to answer questions and get your feedback about StaffLink, the ROB recruitment system and HealthRoster.

The team in bright blue 'ask me about...' shirts kicked off visits with frontline staff at Grafton Base Hospital and Maclean District Hospital in March as part of the Clarence Culture Plan strategy.

The team will also be visiting other sites across the Northern NSW Local Health District in the coming months. During these visits, the team will be available at central locations like cafeterias and staff rooms, as well as available to visit work locations.



The NNSWLHD Workforce Systems Support team

This is a great opportunity for staff to meet the Workforce System Support team, ask questions, and bring up specific queries or concerns.

So, look out for the bright blue shirts and

stop by to say hello.

For more information, contact Kerry Byrne, Work Workforce Systems Best Practice & Quality Manager, at Kerry.Byrne@health.nsw.gov.au.

Radiation Therapist dancing for a cure

A Lismore radiation therapist is making her dancing debut next month to help raise funds and awareness for the fight against cancer, as well as raising a few eyebrows.

As a radiation therapist, Maddie Powell treats hundreds of cancer patients each year, but with both her parents receiving cancer diagnosis in the last two years – as well as two of her grandparents receiving cancer treatment – it's fair to say it has had a big impact on her life.

Now, for the first time, Maddie is taking to the stage to 'dance for cancer' at the Stars of Lismore fundraiser on 15 June, and aiming to raise thousands of dollars and awareness for Cancer Council NSW.

"I have no background in dancing, but I think the Stars of Lismore is the perfect way to show my support to my family and patients," Maddie said.

"I also wanted to bring awareness to some of the awesome work the Cancer Council does locally."

While she's never danced on stage before, Maddie is hoping her background

in gymnastics will help with her physically challenging dance style, pole and burlesque.

"The dance style has raised a few eyebrows, but most people just think it's hilarious," she said.

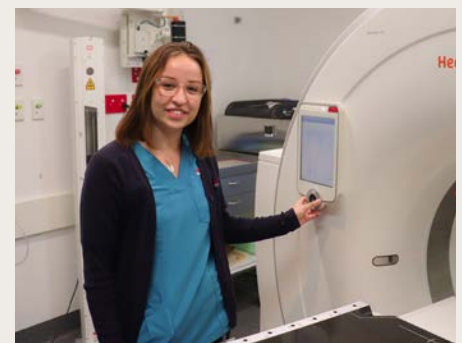
"Everyone has been so supportive, I think because people know I'm an outgoing type of person and that this might just suit me."

Maddie relocated to Lismore in 2018 to start her career after graduating from the University of Newcastle.

"I have a strong passion for rural health, so it is great I could start my career in northern NSW and get involved with the community like this," Maddie said.

"Previous Stars of Lismore fundraisers have helped pay for useful equipment, experiences and services, like a car for cancer patient transport in northern NSW.

"The Cancer Council is mostly funded by the community, so fundraisers like this are



Radiation therapist, Maddie Powell

vital to making sure they have enough funding to make a difference."

You can help support Maddie's Cancer Council fundraising by:

- making a donation at the website starsoflismore2019.everydayhero.com/au/maddie-powell
- coming to see the action at Stars of Lismore event on 15 June
- buying a snag at Maddie's Bunnings sausage sizzle on Sunday 19 May

According to the Cancer Council, more than 45,000 people are predicted to be diagnosed with cancer this year. The latest data shows that around 2 in 3 people diagnosed with cancer in NSW are alive five years later, with many going into permanent remission.



The Tweed Hospital MED 2 team celebrate their first patient transfer to eMeds.

Digital Dose:

EMEDS – 99 SITES AND COUNTING

Following a very successful go live at The Tweed Hospital, Ballina District Hospital has been preparing for their eMeds go live on May 1 2019.

Ballina will be the sixth site in Northern NSW Local Health District to go live, and the 99th site in NSW.

Firsts for Ballina and the eMeds team:

- First single RN in ED site for NNSWLHD
- First Transitional Care Unit for NNSWLHD

Training is well underway, across the multidisciplinary team, utilising the old Operating Theatre as a training venue. Change Management negotiations are underway as well.

There have been further changes in the eMeds team with Fran Hofstee, Change Manager for Tweed, who will be moving to a new role with Patient Outcomes. The

eMeds team wish her all the best, and thank her for contribution to the success of the project thus far.

The new staff members for Grafton and Maclean - Helen, Jason and Belinda - will be training, and Cassandra Ford has joined the team as a Change Manager for Grafton and Maclean. Cassandra has come to us from Northern Sydney and Central Coast LHDs and has a large amount of experience in the eMeds field.

OUTPATIENT DEPARTMENTS EMR PROJECT

Nurses, Doctors and Allied Health Professionals working in outpatient clinics at Grafton and Maclean have started documenting patient clinical notes and vital signs in the eMR.

Project Managers and Change Managers have now commenced working with clinics at Tweed-Murwillumbah and Lismore-Ballina. Each will go-live during the end of May 2019. Your local contacts are: Tweed - Roz Wagner, and Lismore - Sara McGregor.

TELEHEALTH AND WESTPAC RESCUE HELICOPTER SAVING LIVES

The Connecting Critical Care (CCQ) Service allows clinicians at hub sites such as Lismore Base or The Tweed Hospital to remotely provide advice and diagnosis to staff performing a resuscitation on patients in emergency departments throughout northern NSW.

This is made possible by high definition cameras, speakers and a microphone above the resuscitation beds in all EDs and Special Care Nurseries throughout northern NSW. Smaller desktop versions are located in offices for specialists to call in and monitor the situations at hand.

The Westpac Rescue Helicopter team has recently received a hub unit. This will allow the Westpac Clinical team to call into an ED or Special Care nursery to determine if a patient is in a condition that requires an urgent retrieval via helicopter.

Five minutes with an Exec: Vicki Rose

In this issue of Northern Exposure, we're spending five minutes with Vicki Rose, Director of Integrated Care and Allied Health Services.

Q: Where did you grow up and how did that shape you as a person?

A: I was born in Bangalow and grew up in Clunes, so I'm a local. Our family moved to Clunes when my mother bought the Clunes Store. My father died when I was eight years old, leaving my mother a widow to raise four young children. My mother was a strong and resilient person, committed to helping the community in every way she could. She was always willing to lend a hand and had a strong sense of social justice, which certainly had a strong influence on me and my three siblings. Obviously growing up in northern NSW I feel like this is home, my family and my roots are here. I've lived around Australia and overseas, but I knew I always wanted to come back to the area to raise my family.

Q: Tell us about that journey, from here to there and back again...

A: I finished school at Richmond River High School and moved to Adelaide to do a Bachelor of Arts at Flinders University, where I also did a postgraduate degree in Social Administration. When I finished that I began a career as a social worker, which I did for more than 15 years. While at university, I also met my husband Paul who was also studying social work, and we've been together ever since.

I have had the opportunity to work across three states and overseas in various professional roles. My first job was at Whyalla District Hospital in South Australia, then we moved back to Lismore to work in the Aged Care Assessment Team (ACAT). After that I headed over to England to work with the National Health Service for a few years.

Paul completed his law degree and we moved to Central Queensland so Paul could



commence his first position as a lawyer. While living in Queensland I embarked on two new initiatives, working for the Division of General Practice and commencing a Masters of Business Administration (MBA). Following this adventure, we ended up happily settling back here in the Lismore area, where I started the next leg of my career.

I'd found working at a clinician level you can influence your clients and people directly around you, but for systemic change you often need to move out of the clinical setting and into management.

Q: What would you say is most important to you?

A: My family, friends and being part of a community have always been a huge part of my life. Paul and I have two boys, Langford and Jedburgh. Both our sons have married in the past 12 months. It is now an exciting time for us with our daughters in law, Adele and Emma.

I think it's important to give your time in a voluntary capacity, it's not all about being paid! I think it's important to operate outside your normal comfort zone. I really believe

in providing equity for people accessing services, and I found being a social worker was a lot about advocacy. I learnt that from my mother, sometimes you just need a strong advocate to do the right thing.

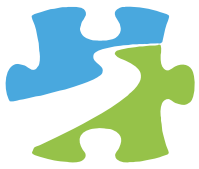
Q: What do you love about living in Northern NSW?

A: I knew I always wanted to come back. It was where I was from, where my family was from, so I guess I have a real sense of connection here. I love being close to the beautiful rivers, the beaches, and who doesn't love the relaxed lifestyle?

Q: What do you do for fun?

A: Raising two boys, my life was always full of activity and action. Water skiing, snow skiing, riding motorbikes, water polo matches. Now that my kids are grown up and married, we still go snow skiing every year as a big crew with friends and family. We love Canada, but Niseko in Japan is probably our favourite ski spot.

I like reading trashy detective novels, but I've also recently become a fan of Netflix, and I love having friends over for dinner.



Health Pathways

Mid & North Coast of NSW

500 Reasons to Celebrate



The HealthPathways team

The HealthPathways Team are celebrating! We are very excited to announce that a major milestone has been reached: we have published 500 localised HealthPathways to the website.

This is a great achievement for our team of eight who work remotely across the footprint in Tweed Heads, Ballina, Coffs Harbour and Port Macquarie.

HealthPathways team members, management and staff congregated after a HealthPathways Workgroup meeting to celebrate! Dual celebrations were held in Ballina and Coffs Harbour North Coast Primary Health Network offices, with cake and balloons to mark the occasion.

Since the program launched in early 2014, Mid and North Coast HealthPathways has provided timely, relevant and localised information about medical treatment and services to health professionals and their patients.

GP practices have said that HealthPathways is a comprehensive and

useful tool to use in the care of their patients, and especially helpful for new Registrars and GP's new to the footprint. Other health professionals have commented that the pathways are an excellent clinical resource, contain the latest information and are easy to navigate.

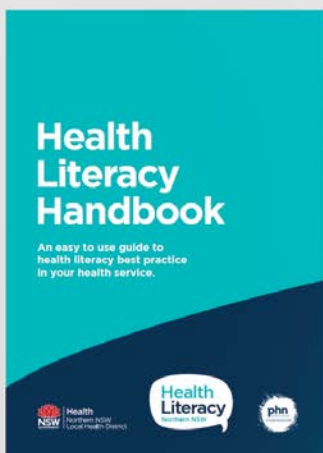
Website usage has grown substantially over the last twelve months and this is indicative of the positive feedback we receive from health professionals from across the area.

Check out our Google Analytics site statistics comparison!

A snapshot of HealthPathways achievements during the last 12 months:

- 83 new HealthPathways developed
- 88 HealthPathways reviewed
- 174,983 page views recorded
- Antenatal Care Routine HealthPathways and Summary or Referral Pages were the most accessed pages
- The HealthPathways website has been further enhanced by the launch of a new Patient Information website providing an invaluable resource for patients to access following consultation with their health professional.

VISITORS	MARCH 2018	MARCH 2019	% CHANGE
USERS: Individuals who have accessed the site	775	977	↑ 26.06%
PAGEVIEWS: Website pages viewed per session	15,267	18,238	↑ 19.46%
SESSIONS: Time (seconds) user is active on the website	2,708	3,815	↑ 40.87%



Health Literacy Handbook for health professionals now available!

A new handbook makes it easy to improve health literacy in your workplace. It's useful for everyone working in health, in both clinical and non-clinical roles.

The handbook covers:

- Health literacy strategies for better communication
- Developing consumer-friendly health information
- Involving consumers in their care
- Links to helpful resources and tools
- Advice on meeting accreditation standards
- Examples of local health literacy projects

Download the Handbook from the Northern NSW Health Literacy website: <https://healthliteracy.nswlhd.health.nsw.gov.au/health-literacy-handbook/>
Contact the Health Literacy Officer for help with improving health literacy in your resources or work environment! NNSWLHD-HealthLiteracy@health.nsw.gov.au

Immunisation coordinator looks back on 27 years

After 27 years as the North Coast Public Health Unit's Immunisation Coordinator, Marianne Trent is taking some well-earned long service leave, before retiring in November.

Marianne came to Australia on a working holiday in 1978 after completing her nursing training in New Zealand in the late 1960s. With a clinical background in orthopaedics she worked as a lecturer at the Australian College of Nursing for eight years. But she had another specialty up her sleeve; Quality Assurance.

"Every year the matrons on the North Coast used to get someone up from Sydney for six months to teach a specialty." Marianne came in 1985 to teach Quality Assurance, and ended up staying.

Marianne worked for Health Education Services, out of the same Uralba Street building which still houses Population Health, but in 1992 the regional office closed and she lost her job.

John Beard, as the Director of the Public Health Unit, decided they needed a Public Health nurse but lacked funding.

"I was excess to requirements but came with funds, so we talked and I told John I was confident I could adapt to the new role."

Marianne's 'training' for her new position involved going to Sydney for a week to see what a Public Health Unit did and returning as the Public Health Nurse, the TB Coordinator, the AIDS Coordinator and the Immunisation Coordinator. Marianne recalls the Immunisation Schedule at the time was 'very simple'.

"When I first started in Public Health we were seeing hundreds of cases of measles up here. In 1998 we ran a campaign where we offered measles vaccination to every child in primary school.



Marianne Trent

"Until that time we constantly had cases of measles and we did have deaths."

Marianne had witnessed children dying from whooping cough and measles while a volunteer in Vanuatu in the 1970s. She used this experience to counter anti-vaccination arguments, in particular an article in The Echo by Meryl Dorey of the Australian Vaccination-risks Network, previously known as the Vaccination Awareness Network (VAN).

"Dorey was claiming that if people just ate a proper diet and took exercise and vitamins then they wouldn't die from measles.

"My reply was that when I worked in Vanuatu in the '70s those kids had a perfect diet, they weren't overweight, they never sat inside looking at a TV - they were outside playing. But they got measles in the morning and they were dead in the afternoon."

Marianne said dealing with the anti-vaccination movement had been a really interesting part of her job.

"When I first started there was no anti-vaccination sentiment around. People just vaccinated their kids. In the mid-90s we started seeing this opposition to vaccination on the North Coast, and in particular from VAN as they were in those days."

Marianne said it was difficult to get the facts on immunisation across in the '90s as media releases put out by the Public Health Unit would see the reporter go to VAN for their opinion. Marianne said it wasn't until a South Coast resident, Ken McLeod submitted a 90-page complaint to the Health Care Complaints Commission, that the media stopped using VAN as spokespeople on the topic.

There are two facets to her work that have given Marianne the greatest enjoyment and satisfaction: teaching and working with vaccine providers; and talking to mothers who are unsure about vaccinating.

"I would say 90 per cent of mothers who rang me would go on to either vaccinate fully or at least partially. They just needed someone to have the time to talk to them about it.

"I used to explain to mothers that when I first started working as a nurse we used vaccinations like smallpox, diphtheria, tetanus and whooping cough, and we used over 2000 antigens or proteins to protect against five diseases.

"We now use less than 200 to protect against twice as many diseases. Vaccines have been made smarter and that's a really convincing argument for some parents."

Marianne also pointed out just how small the risk of vaccination side effects is. Modelling shows that the whole of the immunisation program uses up something like 0.01% of the available immune system.

"That's a tiny part compared to the rest of the world that the body has to become immune to," said Marianne. "You are looking at something very small and very controlled."

Marianne is looking forward to having free time to pursue travel and artwork and she'd also like to volunteer to help kids with their reading at her local school.

But she knows she will miss interacting with health professionals.

"It's been such a pleasure working with all the providers and I really enjoy the doctors and nurses ringing me. They usually start with 'I've got a silly question.' And I always say, 'There's no such thing as a silly question.'"

HealtheNet and My Health Record Update

Nine out of ten Australians now have a My Health Record following the end of the opt-out-period.

My Health Record information is easily accessible within NSW Health hospitals via the statewide platform HealtheNet.

A patient's My Health Record may include information from a patient's GP, medication information from community pharmacy, imaging reports, pathology results, discharge summaries, and Medicare information (MBS and PBS).

eHealth NSW is supporting the Australian Digital Health Agency (ADHA) with provider enablement, ensuring that clinicians are well prepared for the use of the My Health Record through ongoing communication, education, guidance, and training. These key outputs will enable and incorporate My Health Record usage into standard clinical workflow.

HealtheNet Enhancements

In March 2019, enhancements were made to the HealtheNet Clinical Portal to improve navigation and user experience. The changes include a dedicated My Health

Record tab, a simplified process for entering a patient's My Health Record Access Code (if they have set one), and also provides greater guidance for clinicians seeking to assert emergency access to a patient's My Health Record if clinically required.

HealtheNet Change Leads across the state are supporting these changes by providing education and training sessions for staff in key areas – Pharmacy, ED, and other admission/transition points for patients.

My Health Record e-Learning

Some exciting online training tools are now available. This eLearning resource will support NSW Health clinicians to become familiar and confident in using HealtheNet and understand how to access a patient's My Health Record information. Two self-paced e-Learning modules can be found



My Health Record

on the HealtheNet and Integrated Care Hub along with other supporting education materials.

My Health Record Consumer Posters and Flyers in Hospitals

Patients can request that information about an episode of care not be sent up to their My Health Record – posters and flyers produced by ADHA have been distributed to facilities across NSW. HealtheNet Change Leads are available to book time with admission staff at all sites to provide education on the process of excluding patient information from their My Health Record. Quick Reference Guides are also available.

For more information about HealtheNet and My Health Record please email healthnet@health.nsw.gov.au.

LITTLE SUPERHEROES FLYING HIGH ON COURAGE

A charity group is helping give Clarence Valley kids a boost of superhuman strength to tackle needles and fractures.

Henry, aged 4, recently had his immunisations at the Iluka Child and Family Health Clinic. To help him through his visit, he was given a superhero cape to wear.

Thanks to Australian charity, Capes 4 Kids Australia Inc, community health centres in Maclean, Yamba and Iluka now have a collection of capes to give their small patients courage when they need to have needles or other procedures. The Grafton Base Hospital fracture clinic also has capes for kids having their casts done.

"Capes 4 Kids Australia Inc very kindly

donated capes to our Clarence Community Health centres to give our little clients courage and support when having their needles," Shelby Mills, Administration Office Iluka Community Health, said.

"Paula Moss at Iluka Community Health was talking Henry through the process and with his Superman superpowers – he didn't flinch!"

Kids are also welcome to keep their cape if they would like.

The capes are laundered and ironed fresh for the next clinic if they have been worn by a little one just for a needle.



Child and Family Health Nurse Paula Moss and patient Henry at Iluka Community Health

Since they began in 2014, Capes 4 Kids Australia Inc has donated 28,000 capes to hospitals and community health centres.



BreastScreen
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EXPOSURE

