

# Northern Exposure



# Northern EXPOSURE

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



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# Executive update



**Lynne Weir – A/Chief Executive**

It's been heartbreaking to see the level of devastation across our region recently. Two major flood events in a five-week period has been unprecedented and is very distressing for our communities.

As a health service, we have well-formed emergency contingencies, with downtime procedures and back-up plans to ensure our hospitals can remain operational in the face of a disaster. However, these weren't your

average flood events, and the widespread damage and telecommunications outages affected our services more than we could have predicted.

Once again, the most common themes that have emerged are the incredible team spirit and compassion which our staff have for each other, and for our patients and the community.

At the height of the flood emergencies, and in the days following, we saw this compassion come to the fore with staff pitching in to help wherever they could.

I acknowledge the tireless work of our staff in caring for patients during the disaster, and also the incredible efforts of staff in the community during and after each initial emergency phase.

Many staff attended evacuation sites to provide health services, mental health care, and logistical support. As soon as buildings could be entered, staff began the difficult process of cleaning and salvaging records.

Maintenance, transport and systems staff worked around the clock to keep health assets safe and functional where possible.

We are extremely grateful for the more than 50 health staff from around the state who have come to assist us to provide care to people out in the community and within our facilities, and to help us shoulder the burden while our own colleagues are dealing with the personal impacts of the flood event.

Minister for Health, Brad Hazzard, and Minister for Women, Minister for Regional Health and Minister for Mental Health, Bronnie Taylor, both separately visited our region to hear from staff and see flood-affected areas first-hand. NSW Health Secretary Susan Pearce also visited Lismore Base Hospital and was impressed by the staff response.

Lastly, I would like to pay tribute to outgoing NSW Health Secretary, Ms Elizabeth Koff, who recently stepped down after leading our health system for six years, including throughout the pandemic.

Ms Koff's leadership and vision has put our health system in a great place moving forwards. I welcome incoming Secretary, Ms Susan Pearce. I have known Susan for many years and look forward to a bright future for our wonderful health system.

# From the Chair



**Mark Humphries – Board Chair**

In the days following the catastrophic Northern Rivers floods, I visited various facilities to check on the wellbeing of staff and meet some of the incredible people who work for our health service.

At The Tweed Hospital, I spoke with management, nursing staff and doctors, and was amazed at how upbeat the team was, albeit tired due to working very long hours.

I was heartened by the strong spirit, both in the workplace and in assisting each other, family and friends with their own clean-ups and tragic experiences.

I spoke with a nurse who had lost her home and recently re-fitted four-wheel drive. It was harrowing to hear about her devastating loss, and I was astonished and so appreciative that she was at work.

I am so aware that many NNSWLHD staff have experienced significant loss and hardship from this disaster.

Deputy Chair Peter Carter and I visited Ballina District Hospital and met with acting Executive Officer/Director of Nursing Denise McCall and acting Director, Clinical Operations Ian Hatton.

When the order to evacuate the hospital was issued at 6pm on 1 March, many staff made their way to the hospital in trying circumstances, including Ian and his wife who rode eight kilometres on mountain bikes to reach town!

I spoke with a local patient, Gordon, who was full of praise for the entire team and for Denise's leadership. Gordon was clearly emotional about the experience and suggested a staff celebration so they can be duly recognised.

My heartfelt congratulations to Denise,

Ian and the amazing Ballina team who performed this unprecedented logistical challenge safely and in excellent time.

At Lismore Base Hospital we heard many stories of staff who had suffered personal loss, were cut off from family and friends or stranded at the hospital and unable to call home.

At Byron Central Hospital and Murwillumbah District Hospital there were similar stories of loss and hardship from the devastation unleashed on local communities.

The constant uplifting message from these visits was the dedication of staff coming to work to care for patients and to support their colleagues.

Similar stories of great team and community spirit have come to me from across the LHD.

On behalf of the entire Board I would like to extend my appreciation to each and every staff member for their care and compassion in enduring this event. As I said to many staff, thank you for being at work, you are the backbone of our health service.

# Hands and hearts save lives, lift spirits

During and after the devastating floods across our region, people supported each other in any way they could. Among these stories you'll find everyday people who've rescued friends and neighbours, colleagues who organised donations to restore comfort, health staff who provided emergency medical care to communities in need, and many volunteers who gave their time and energy to sustain and support our communities through this event.



*"I am very proud of my son... He collected donations and coordinated with the SES to deliver 1,300 litres of diesel to Lismore." The fuel helped the NSW SES Lismore City Unit keep their gear, crew and hospital generators going.*

**Avril Cornwall,**  
Acting Nurse Unit Manager, Tweed Community Health



*"I'm one of the unlucky ones flooded at Chinderah. I have lost most of my possessions but am fortunate to have wonderful family, work colleagues and friends who have supported me with accommodation, essential items and emotional support."*

**Gayle Barton,**  
Staff Health Nurse, The Tweed Hospital



*When the floods hit, people in the Lismore central business district had no access to fresh food, or the means or power to cook meals.*

*John and Anna Jose's Authentic South Indian Food van is usually found at markets and events across Northern NSW. They parked it behind Lismore Base Hospital, and over the course of the first week, a volunteer team of around 24 people delivered 3,400 meals to mud army volunteers and hospital staff, using food contributed by community members and staff.*



*Cancer services colleagues from Mid North Coast Local Health District donated non-perishable food, cleaning products, personal care and children's toys that David Sampson collected on his way through Coffs Harbour back to Lismore.*

*"We'd like to highlight the generosity of our MNCLHD colleagues and thank them very much for helping us out."*

**David Sampson,**  
Senior Radiation Therapist, North Coast Cancer Institute, Lismore



*93 year old South Lismore resident, Mary McDonough was rescued by Senior Constables Ben King and Adam Davis from the Western Region Police Rescue Squad (home base of Tamworth).*

*Mary had been clinging onto a mattress under the ceiling of her home, when she called out for help. Ben and Adam heard her and rescued her using a boogie board through her bedroom window.*

*They were reunited with Mary on 7 March at Lismore Base Hospital where Mary was recuperating. Mary has six children, 18 grandchildren and 24 great grandchildren.*



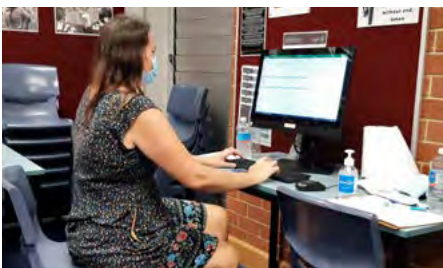
*Sydney Local Health District's Mobile Health Clinic visited evacuation centres at Lismore and Goonellabah, and communities at Mullumbimby, Main Arm and Upper Main Arm, providing wound care for people injured during the flood and the clean-up.*



Several nurses and doctors attended the Coraki evacuation centre set up in the local church.

Clinical Nurse Educator Nadine Chandler, and Registered Nurse Ramona George were choppered to Coraki (pictured).

*"It was probably one of the most rewarding days of our career. A few things were quite funny, like the 'resus bay' and our Obs trolley, as well as the 'medical records' - a pile of ripped out paper," Nadine said.*



*"Dani O'Donnell, a technical officer in the Lismore pathology lab, came to help with the Ballina Hospital evacuation, despite her own house flooding. Dani was one of the first to arrive and immediately set up the organisational structure, triage and admin side of accepting patients. She started an amazing spreadsheet recording patient details and where they had been allocated (which was quite a feat given how chaotic it was - something the rest of us hadn't thought about). Her leadership and organisational skills were exceptional, plus she was in good spirits, friendly and kind to all despite significant personal stress and a very late night!"*

**Sarah Coghill,**  
Infectious Diseases Physician



Despite the best efforts of staff and managers in implementing the well-worn Flood Plan, the water reached past the ceiling and nothing was able to be salvaged on level 1 of the Lismore Community Health building. Fleet cars had been moved to the 'flood car park' but were inundated.


Maintenance staff and community and allied health managers worked together to sort through the debris to separate items into piles of confidential waste bins, medical supplies and general waste.

As a result of damage to the building, Level 3 remains inaccessible.

Thank you to those who have taken in staff with temporary spaces being squeezed in across Goonellabah, Ballina, Casino, Evans Head and Coraki Community Health Centres, Hospital in the Home, High Risk Foot Service, The Carroll Centre, Population Health, Lismore Base Hospital, LBH Redevelopment Building and St Vincent's Hospital.

The re-distribution of fleet cars across the LHD and quick work by the IT team has enabled our services to reconnect to the community.

You can find more photos in the [gallery](#) on our intranet.




*"The desire and willingness of our staff to help out each other, affected families, the community and the land has been admirable and praiseworthy. Staff have volunteered at centres, cooked meals for community, helped clean houses, listened to stories of loss and hope and opened their homes and office spaces.*

*"The clean-up efforts and storage of health care records of Indigo House by Rowena Prentice, Louisa Harwood, Sharon Brodie, Corrine Wornes and Lisa Beasley have been exceptional. I have been amazed by the hard work, care, commitment and dedication these staff have demonstrated."*

**Shae Somerville,**  
Acting Richmond Clarence Violence, Abuse, and Neglect Manager



*"New Street staff and clients were all affected in differing ways through this flooding. Thankfully everyone is safe. The trauma of this event will impact us into the future, but equally, the work of a number of staff to volunteer and contribute to the care and cleaning of our community was great to see. One of the positives of this event was we have some visitors from Indigo House with us, and we welcome Kitty and Seth (from Indigo House) and send our thoughts out to all our colleagues."*

**Sam Hickingbotham,**  
New Street Manager



*“Early monday morning as flood waters started to creep into the second floor of my son’s home, he loaded his boat up with the five children, two cats and one bird to seek refuge at a neighbour’s house.*

*As light broke, my son had word that his grandmother (76 years old) was stuck on her balcony with water rising rapidly past her waist. He immediately hopped in his little tinny with no thought of his own safety and braced the current and went and rescued her.*

*He then had to move his own family from the neighbour’s house to take*

*refuge at the South Lismore Public School library, and then went around to rescue as many other people from homes as he could, pulling them from windows and out of roof cavities before taking them to the school until a bigger boat came to rescue them and all the other people who had been dropped there.*

*To say I am so proud of him is an understatement.”*

**Karen Falls,**  
Senior Systems Administrator -  
iProcurement

*The Mid North Coast LHD Disaster Recovery Team came to assist with providing mental health and wellbeing support to our communities, and a helping hand to our own Mental Health teams.*

*Here are Shayne Jones, Australian footy legend Mal Meninga and Sarah Mason.*

## Reflections of a Renal Nurse, Lismore Base Hospital

As a renal nurse, I worked with a group of people who banded together as a team to achieve nothing special, but also something great. Here are my reflections of the first few days after the flood.

### Our team included:

- my workmate who came to work, but who lost so much to flood waters
- my workmate who came to work, and whose mum is alive because her young son was there to hold her head out of water for hours until help arrived. Her only communication to them was by phone
- the CNC doing the many Rapid Antigen Tests (yes, COVID is still a part of our lives). She knew everything about our patients before they came through the door. She ordered, paid for and delivered our much-needed coffee for us nurses just because she could. She played ‘tea and coffee maker’ for patients and was there for whatever we needed
- the organiser, the nurse who stayed on the phone for hours to SES, 000, police, hospitals, patients, and work colleagues to organise everything that needed to happen. And it did!
- the social worker who spoke to patients, helped the complex patients understand and get them to where they needed to be. Found accommodation for all who needed it
- the floor staff who worked side by side, together to put all patients (some we knew, some we didn’t) on the dialysis machines, all doing long hours keeping every single one of our patients safe at all times
- the nurse unit manager who allowed, among many other things, her team to excel in the areas that they were really good at
- the couple of workmates who I debriefed with each night.

As health care workers, we come to work each day and do what we do. But these last two days I have experienced a group of people keeping our patients alive. Together we hugged, we put our arm around each other, we asked “have you had a break?”, we asked “how you going?”, we asked “do you need anything?”, we asked “do you need a coffee?”, we asked “how can I help?”

I am so incredibly proud of what the renal dialysis team has achieved these last two days. Now to recharge and face the next days to come.

# Record numbers of nurses and midwives join our team

A record number of 152 new graduate registered nurses and midwives, and 11 graduate enrolled nurses have joined hospitals across the District.

This year, we're welcoming the new graduates to:

## Clarence Valley

- 31 registered nurses
- 2 midwives
- 1 enrolled nurse

## Richmond Valley

- 54 registered nurses
- 3 midwives
- 6 enrolled nurses

## The Tweed, Murwillumbah and Byron Central hospitals

- 51 registered nurses
- 2 midwives
- 4 enrolled nurses.

A further nine nurses will begin work in mental health facilities in the District.

*"It's always a pleasure to welcome new nurses and midwives to our sites, and to help them transition to become members of our health workforce," Katharine Duffy, Director Nursing, Midwifery and Aboriginal Health said.*

*"We have an excellent team of educators and senior nurses and midwives who do a great job of inducting our new staff, assisting them to put their newly developed skills into practice."*

*"It's been an enormously challenging few years in the health services, and I can't thank our existing nurses and midwives enough for the care and dedication they show to patients and our community."*

Our new graduate nurses and midwives may complete a number of clinical rotations through various sites in their first year, gaining exposure to different healthcare settings such as large hospitals, district hospitals and multipurpose services.



From top, new graduate nurses and midwives join Richmond, Tweed and Clarence hospitals.

# PROFILE

## Jenny Gill, Clinical Nurse Educator

Jenny Gill is passionate about netball, art, surfing, teamwork and educating emergency nurses.

Jenny Gill loves to use the word “love” when she describes her life!

This year, Jenny celebrates 25 years as an emergency nurse. Jenny said she fell in love with nursing her very first day at St Vincent’s Hospital, Darlinghurst.

*“I knew straight away that’s what I wanted to do.”*

Jenny grew up in Grafton and studied for her Diploma of Applied Science at New England University, and worked in Sydney and the Sunshine Coast before returning to the Northern Rivers in 2009.

These days, Jenny is a Clinical Nurse Educator at Byron Central Hospital (where she was also the Nurse Unit Manager when the hospital first opened). Jenny also relieves across the District in various roles, and runs ‘Principles of Emergency Care workshops’ to train new emergency nurses to become adult and paediatric emergency guidelines accredited.

“I love being an educator because I get to run lots of emergency simulations and get everyone engaged,” Jenny said.

*“My favourite part is working in a multi-disciplinary team of nurses, doctors, paramedics, administration officers, radiographers, and health*

*and security assistants. Everyone has their role and the whole team works incredibly well together.*

*“Exceptional emergency nurses have exceptional communication skills, and that’s hard to teach.”*

Teamwork and exceptional communication came to the fore at the beginning of March when Jenny supported the evacuation centres at Ballina and Lennox Head by providing nursing assistance and assessing what other medical support was needed.

*“There were 500 or 600 people at one of the bigger centres – quite a cross-section of our community – so we needed to ensure everyone was safe and supported,” Jenny said.*

*“This involved identifying the sick, frail and vulnerable, and ensuring they had a designated space, including private spaces for those who needed support with hygiene and mobility.*

*“Our community was amazing; they saw what needed to be done and they just did it.*

*“Being able to help in my own community was lovely; I loved that everywhere I went were netball mates and people from the kids’*

*school. Plus, all the nurses and doctors from the district who couldn’t get to their own workplaces due to flooding, came to the evacuated Ballina hospital.*

As soon as the ocean is clean again, Jenny is looking forward to getting back onto her surfboard, “it’s my meditation... or one of them.”

Jenny can also be found at her pottery wheel creating bowls and cups which she sells at the Lennox Head Art Collective, where she also volunteers on weekends.

Jenny said that after a tough day, spending just ten minutes in the ocean or in the quiet of her potter’s studio playing with clay, calms her head and relaxes her.

And as if work, teaching, making pottery, surfing and raising three teenagers isn’t enough to keep her busy, Jenny is also heavily involved in the Ballina Netball Association as player, coach, umpire and wellbeing officer, supporting players, coaches and committee members with emotional, physical and social wellbeing.

As Jenny said, “there’s just so many pleasurable things to do in life!”





Clockwise from top left:

For several months in 2021, Jenny conducted zoom training sessions for renal nurses from Tanzania, Kenya and Rwanda

Jenny (left) with Suzie Melchior, senior emergency nurse at Ballina, at the Pan Pacific Masters Games in 2019

Training new emergency nurses is so rewarding for Jenny. "They're so enthusiastic and eager to learn, and I love the simulation exercise."

# How to evacuate a hospital

When the instruction came to evacuate Ballina District Hospital on the evening of 1 March, it wasn't as simple as everyone filing out the front door.



Ballina District Hospital Executive Officer/Director of Nursing, Denise McCall, was driving home from her day shift around 6pm, when she received a call saying they needed to evacuate. She turned around and headed back to the hospital...

*"It certainly came as a bit of a surprise," Denise said, and so began her first experience of evacuating a hospital in a nursing career of more than 20 years.*

Over the next two hours, the team mobilised to organise patients, book wheelchair taxis and ambulances and launch their downtime procedures, printing patient lists, diets and medication information that would help staff to continue to nurse patients at the temporary location at Xavier Catholic College in Skennars Head.

*"The nurses are very good at that, they know what they need to do," Denise said.*

The team grew and grew, as people turned up from everywhere to help.

*"One of the nursing team asked if she could put out a call to a local nursing app group, and nurses who weren't on duty turned up early for their shift or returned to assist with the evacuation," Denise said.*

*"At the other end, at Xavier College, what we didn't know was that staff local to the school were already also turning up at the site to receive the patients from the hospital."*

Buses, wheelchair taxis and ambulances were used to transport patients and staff, and a truck had been booked to take some of the heavy equipment, but it became flood bound and couldn't get to the site.

*"By 9pm we were loading our first patient on the buses to go," Denise said.*

*"We knew we had two doctors already at the site, four nurses on the bus, four wardspeople and the patients. Every time we sent someone in a taxi or an ambulance, we sent a nurse with them."*



Ahead of the move, the team spent time talking to each patient, letting them know of the plan to move to higher ground, and that their families had been contacted.

*"The whole feeling of everything that went on was of coming together as a team, with us all striving for the one thing, and that was to keep the patients and the staff safe.*

*"Everybody was watching everybody's back, checking in on one another to make sure everyone was ok.*

*"Some staff had worked all day, and they were there until midnight or 1am. It was their main concern to keep the patients safe, rather than to go home. They stayed and they gave as much as they could."*

At the temporary site for two days, the team built an Emergency Department that was user-friendly, with a triage area and separate treatment areas. Patients were cared for on mattresses on the floor, donated by the school



Clockwise from top left, moving hospital equipment, wheely walkers lined up for patients transferring back to Ballina Hospital, team members on the final day of the temporary hospital, and one of the wheelchair taxis. Opposite page: Registered Nurse Emily Harper with donated mattresses and pillows.

and by community. All up, 58 patients had been transferred across to the evacuation site, 55 patients and a few extra emergency admissions who had turned up during the evacuation.

*“What we did, we experienced together, and I think it was a unifying thing for Ballina Hospital. From talking to our staff, their consistent feedback was the teamwork and the feeling of belonging.”*



## Firsthand feedback from our Ballina patients

### Marion

Well of course I have seen all this sort of evacuation on TV, but never thought in my wildest imagination it would happen to me.

There wasn't much to do there though. I do crosswords and was glad to get back to them.

I think the nurses and everyone did a wonderful job – I admired them.

### Sylvia

I remember them coming in to tell me we might have to evacuate – the river is rising... we will come back and let you know.

It was calming and the nursing staff were absolutely wonderful.

None of the patients were upset. When we arrived at the evacuation centre it was dark – there was a big hall and seeing all the people was overwhelming.

There were staff there and doctors checked us out.

Everyone was marvellous and really tried. The physios and other staff – everyone, no matter what position, all pitched in.

There was a lot of lifting as everyone was on the ground on a mattress. They made you feel well cared for. They never stopped.

While I was scared at the start I wasn't in the end – we were well looked after.

### Gary

The evacuation didn't worry me too much, but we were waiting 1.5 hours on the bus to leave.

To move the whole hospital to another area – triage etc was huge. To see the nurses care for everyone was just amazing.

There was a young nurse looking after our section – she organised a plan and everyone in the room was given a number. She did the medications and toileted people.

The way the staff looked after patients was just fabulous.

You have a fantastic team here who need to be looked after and commended for what they have done.

# Supporting our staff and community

For wellbeing assistance please reach out to your manager, or scan the QR code for more information



Northern NSW  
Local Health District

# What's happening in Virtual Care – Telehealth

Virtual Care provides our communities with a choice, alongside face to face consults, to receive timely quality care via video conferencing or telephone. It is flexible and connects patients with health professionals to deliver care when and where it is needed, when clinically appropriate.

The Virtual Care project team are available to assist you with all matters related to Virtual Care, from your very first question through to implementation.

## NSW Ministry of Health Clinical video conferencing survey – an opportunity to have your say!

In April 2022 NSW Health will be seeking input via a statewide survey of staff who are currently using video conferencing platforms such as Skype for Business, Microsoft Teams, myVirtualCare or Pexip for clinical care or ZOOM for educational purposes.

The outcomes of this survey will drive future enhancements in Virtual Care.

Keep a look out for the survey arriving to your inbox or on the intranet. Don't miss this opportunity to have your say.

## Find us online

NNSWLHD Virtual Care-Telehealth internet public facing web page has undergone a facelift.

## The website provides easy access to:

- myVirtualCare for patients/relatives/ carers/friends/other service providers
- Telestroke information
- Skype/Pexip for those people who have been provided with the Skype conference ID or a Pexip Virtual Meeting Room (VMR) Number
- Help guides for both patients and clinicians
- Additional resources on virtual care provided by ACI and NSW Health



## Find us at

<https://nswlhd.health.nsw.gov.au/virtual-care-telehealth>

For more information contact the Virtual Care Team

## Phone

Kathy 0467 785 416  
Michael 0447 061 165

## Email

NNSWLHD-VirtualCare@health.nsw.gov.au

# Farewell Kevin Gunn

There are people on the frontline improving health outcomes in our community, and then there are those behind the scenes helping to ensure we have the tools to make it possible.

In March we farewelled Kevin Gunn, Chief Information Officer for the LHD, one of the legends who has been behind the scenes and is now heading into retirement.

Kevin started working for NNSWLHD in 2001 and led the implementation of a suite of programs and systems which have helped transition our District into best practice when it comes to standardised record keeping and IT-based solutions.

These programs included PAS, eMR1, Surginet, eMR2, eMeds, and eRic.

Acting Chief Executive, Matt Long, paid tribute to Kevin at a farewell afternoon tea.

*"What you've been doing is changing our business, not doing IT projects," Matt said.*

*"You've transformed the way we provide our services. When you systemise you standardise, and when you standardise, you get better clinical care. What you've done has been incredible for our health service, and I thank you for your leadership."*



Matt Long and Kevin Gunn

Kevin is looking forward to retirement, with possibly some more university study thrown in for good measure!

*"I've really enjoyed working here. It took me a year to make my mind up to retire, because it's really a big decision. I will miss the camaraderie and the friendships," Kevin said.*

*"The work that's coming down the pipeline in the next five years is amazing, it's going to be interesting watching from afar."*



## Help re-stock Lismore City Library

Donations or new and near new materials to help replenish the library shelves can be left at the Lismore Base Hospital library

Most needed are:

- ✓ adult fiction
- ✓ young readers fiction
- ✓ teenage/young adult fiction
- ✓ learn to read
- ✓ picture books
- ✓ puzzles
- ✓ audio books (adult and children)

Access the library via the pool gate or Crawford House then CGU

Fever Clinic access is closed between 9am-6.30pm

Or call Lismore Base Hospital library manager on 2447 for pickup

## Welcome new Lismore librarian

Melissa Evan joins the Lismore Base Hospital library after working for over 16 years at various Gold Coast City Council libraries.

Melissa said she is excited to be working closer to home and not crossing the border and dealing with different time zones!

*"It's a new area of learning for me, I haven't worked in a medical library before. I love books so it's a great place to be," smiled Melissa.*

*"I'll be providing a service to staff to help them support patients and find evidence-based papers and articles. I will also be helping students find research papers and point them in the best direction to find articles.*

*"Online journals are the core resources which staff and students access, but they also enjoy the chill-out zone we offer to study."*

Melissa and the library team also arrange interlibrary loans between the LHD libraries.

*"We are excited to have Melissa here, her skills and experience along with her happy nature and personality, are a welcome addition to the library," Lynette Frazer, Lismore Base Hospital library manager said.*

**Find out more about your library**

[intranet.nswlhd.health.nsw.gov.au/library](http://intranet.nswlhd.health.nsw.gov.au/library)



Melissa in her element amongst books in a library stack at Lismore Base Hospital

# Remembering ANZAC nurses

With ANZAC Day approaching, Kim McKenzie, Registered Nurse at Lismore Base Hospital, reflects on the life of her mother who served as a nurse in World War II.

Thousands of women and men served in World War II as Australian nurses. One of them was my mother Florence Simmonds.

On a spring day in 1943, my mother left her job at the Mr Pierre Hair Salon and joined the Australian Army Women's Medical Service (AAMWS). When she advised her parents of her enlistment, her mother was appalled, but her father looked up and said, "it'll do her the world of good".

Thus, my mother became a nurse with the 2/5th Australian General Hospital serving in Albury, New Guinea and Morotai, Indonesia.

My mother served on the hospital ship Manunda. One evening it was anchored with other allied vessels in a harbour near Port Moresby. A Japanese air raid was expected and all ships left port – except the ship my mother was on, the Manunda.

It was required by international convention to stay in place, with its Red Cross illuminated. My mother recalled

twenty minutes of terror, as bombs fell on either side of the Manunda.

The 2/5th Australian General Hospital commenced work on Morotai Island, in the northern Celebes. The focus of my mother's work was nursing Australian Prisoners of War as they were released from Japanese camps throughout South East Asia.

The emotional impact this had on my mother was profound, especially memories of young men who had survived the camps, only to die in Morotai on the cusp of returning home.

Morotai was also a tropical island filled with young people released from parental guidance!

There were dances in Officers' mess, where one tropical evening

she met my father who was working for the ABC as a war correspondent.

My mother died when I was still quite young. I like to think of her as a young nurse, cheering patients with her jokes and sunny nature. I imagine her holding the hand of a young soldier and saying, "you'll be home soon".



Nurse Simmonds and patient

## Disaster HealthPathways update

Disaster Management HealthPathways have been updated, to help you navigate resources related to recent flood events.

### Disaster Management – General

Recently updated for use by GPs and other health professionals during a disaster or adverse weather event, this pathway provides an overview of how the disaster response is coordinated, as well as clinical management advice and links to emergency information.

Patient resources include a range of fact sheets about safety during and after floods and other emergencies, and links to local and national emergency and utilities services contacts, road closure and traffic information, animal welfare and agricultural contacts, health advice and supports in natural disasters, and financial and welfare assistance services.

The page has been updated with lessons learned from the 2019-20 bushfires and 2021 floods, so that practical advice is available for those

who may wish to volunteer in an evacuation centre, or who may see patients experiencing health impacts of a disaster.

The pathway links to information about common conditions seen following a flood, including skin infections, gastroenteritis, mosquito borne diseases and leptospirosis.

There is also information about vaccination, medication safety and GP selfcare.

### Disaster Management – Mental Health

The page describes the principles of trauma informed care and risk factors for mental health problems following a disaster. There is assessment and support advice and links to services, resources and organisations offering professional development for healthcare workers.



There are also other great patient resources available such as:

**Australian Psychological Society:**  
[Preparing Children Psychologically for the Threat of Disasters \(video\)](#)

**Emerging Minds:**  
[Community Trauma Toolkit](#)

### New video:

The HealthPathways Team is proud to share our new two-minute video [About Mid and North Coast HealthPathways](#).

Learn how our Mid and North Coast Health Pathways can help deliver better healthcare to patients

<https://manc.communityhealthpathways.org>

Username: manchealth  
Password: conn3ct3d

# eMR enhancements

The Enhancing the eMR project team are introducing new functionality into the eMR.

The enhancements include Advance Care Planning (ACP), End of Life Care Solutions (EoLC), and Prescription Output version 2 (POV2).

Enhancements timeline:

Location	Enhancement	When
NNSWLHD sites	EoLC	4 April 2022
Grafton and Maclean	ACP and POV2	25 April 2022
Bryon and Murwillumbah	ACP and POV2	2 May 2022
Lismore	ACP	9 May 2022
Ballina and Casino	ACP	16 May 2022

Demonstrations of the new functionality are currently being delivered across sites.

**For more information, please contact the project team:**

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## Should I share my Stafflink password?

You should never share your Stafflink password with anyone. The security of our computer network depends on all staff keeping their passwords secure.

### **What should I do if my friend can't remember their password, or hasn't been issued one?**

They should call Statewide Service Desk on 1300 285 533 and get their own password.

### **When should I share my password with someone?**

Never. We all need to remain compliant with the [Communications - Use & Management of Misuse of NSW Health Communications Systems Policy Directive](#).

### **What could go wrong if I do?**

Your password is like your legal signature, it grants you unfettered access to important applications like Stafflink which contain your personal and private information, along with other clinical applications which contain confidential patient information.

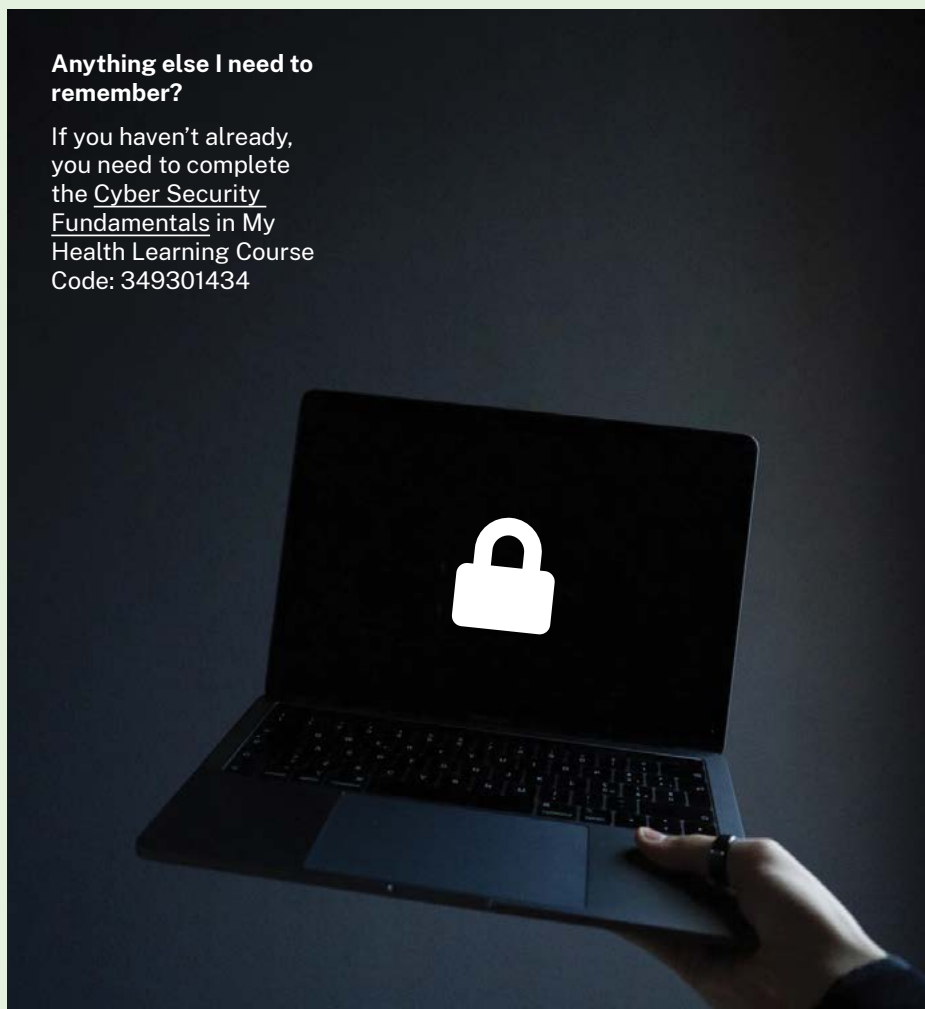
### **What should I do if I have already shared my password with someone?**

You should change it now by heading to our intranet home page > Work support apps > [Stafflink](#) > enter your ID > Forgot your password?

Or you can call SWSD 1300 285 533 and change it over the phone.

### **Anything else I need to remember?**

If you haven't already, you need to complete the [Cyber Security Fundamentals](#) in My Health Learning Course Code: 349301434



# Northern Exposure

Issue 2, April / May 2022



**Front cover:** Bringing Ballina Hospital equipment back to its rightful home on Thursday 3 March are, from left, Peter Tiernan physiotherapist with Day Therapy Service, Bindy Davis Registered Nurse ED, Iravan Sahgal ED FACEM, and Katrina Perin Clinical Nurse Educator ED.

**Back Cover:** Big Scrub Rainforest, Nightcap National Park.