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ABORIGINAL HEALTH

NORTHERN

EXPOSURE





A YEAR OF HEALTHY NEGOTIATIONS

In this first edition for 2019, we're pleased to introduce you to the fresh new Northern Exposure. After several years with the previous layout, it was time for a makeover.

Your stories and achievements are what makes this publication shine, so we've given it some TLC to make sure we do them justice. We'll also be publishing 6-weekly, rather than monthly, and providing print copies across the Northern NSW Local Health District.

In this edition you can find out about nursing scholarships and teach-back training, get meal ideas to top up your veggie intake, and learn more about some of our senior staff members.

This month we've profiled Kirsty Glanville, the Associate Director of Aboriginal Health. Kirsty has had an exciting path from Western NSW, to the ACT and now to us here in Northern NSW. Read about her story on page 6.

There are also tips to help you get 2019 off to a healthy start by making small, manageable changes to benefit you in the long run.

Speaking of running, I'm enjoying these longer days where I can still go for a walk or run after work, providing I can negotiate my way out of cooking dinner. Of course, there's a trade-off, and for me it's usually in the form of washing up!

Here's to more healthy negotiations as the year rolls on.

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



Wayne Jones
Chief Executive

It has barely ticked over into 2019, and we have hit the ground running. Activity at many of our sites has increased compared to the same time last year, and over the Christmas/New Year period several facilities experienced record presentations for this time of year.

I want to thank the clinicians and support staff who worked over the festive period

for their incredible efforts in managing this increased activity.

I recently attended the 'topping out' ceremony for the North Tower at Lismore Base Hospital (LBH). This milestone recognises the completion of both the new towers, and we are now in the final stage of completing what has been a marathon effort in redeveloping LBH.

One thing that struck me during the event was the huge opportunities this large scale project has provided for our local businesses and workers.

I had the pleasure of meeting several apprentices who started their trade at the beginning of this build and who will become qualified tradespeople when it concludes. These are amazing opportunities for the local youth and businesses in our region.

Over recent weeks I have taken the

opportunity to visit a number of sites to meet our staff. I particularly noticed the great condition of the grounds around our facilities, especially in light of the long period of high temperatures and no rain. Having a chat to several of our grounds people and handymen, the healthy gardens and outdoor areas are a result of plenty of hard work and dedication.

I know some will say they are only lawns and gardens but I see much more. I see a commitment to quality and pride in their place of work, and this is reflected to our communities when they visit our facilities. I take this opportunity to sincerely thank our gardeners, grounds people and maintenance staff for their hard work and commitment, it doesn't go unnoticed.

2019 promises to be an exciting year and I look forward to working with you all as we continue to provide quality care and services to our wonderful communities.

From the Board Chair



Brian Pezzutti
Board Chair

Happy New Year, everyone. I'm excited about 2019 which promises to be another busy, challenging, and rewarding year for our district.

A key focus of the Board and a theme for our health service in 2019 will be "working together". In my many years working in health, these two things are clear to me - that we are better together and that it is people who make organisations great.

For Northern NSW Local Health District, this means the continuing commitment of our staff to provide excellent health care. It means the ongoing support of our service

partners will be key to our success. It is also vital that we have the participation and input of our community in planning and delivering our health services.

In the coming months, we will be launching our new five-year strategic plan and a new community engagement framework. Both documents reinforce the importance of working together to improve the quality of health and healthcare for our community.

A consultative process is leading the new Tweed Valley Hospital, shaping the planning and design of the facility, and this will continue throughout the project.

It is being delivered by a team comprising NSW Health Infrastructure and NNSW LHD clinicians and other staff, patients and their carers, local stakeholders, and community members.

Since April 2018, the project team has run more than 50 pop-up and drop-in sessions, an online survey, two community forums, seven community reference panel meetings (60+ members) and has had more than 10,000 visitors to the project website. Staff have also been regularly engaged through 21 staff forums, 130 project user group meetings and other workshops.

The Board is very keen to ensure this life-changing healthcare solution for the region not only meets our current health needs but has built-in capacity to expand as required in the future. Working together through the design and delivery process will ensure we deliver a future-proofed project for our people.

In closing, I pay tribute to Joan Tart, a tireless advocate for the Bonalbo community and their health needs. Joan was a long term Bonalbo resident, a much-loved and respected member of that community and, along with her son John, was an active health campaigner.

On 11 December, we were honoured to have Joan cut the ribbon to open the new Bonalbo Multi-Purpose Service, a state-of-the-art health and aged care facility.

Joan, who was 91, passed away at Casino Memorial Hospital on 6 January and I had the privilege of joining Joan's family and friends to farewell her at her funeral in Bonalbo earlier this month.

Joan's contribution and legacy to the Bonalbo community will be long remembered.



Redevelopment project staff with Member for Lismore, Thomas George (centre), and Northern NSW Local Health District management and Board members at the Lismore Base Hospital North Tower 'topping out' ceremony.

High note for Lismore Base Hospital's new tower

As hospital staff, local delegates and construction workers celebrated the 'topping out' of the new 8-level Lismore Base Hospital North Tower, it was hard to imagine that just seven months ago the site had only just been demolished to ground level.

With the North Tower reaching its final height, Northern NSW Local Health District Chief Executive Wayne Jones and senior health staff were joined by Member for Lismore, Thomas George, key project staff, and local media to sign the freshly finished rooftop slab and unveil a small shrub to be planted on site.

When asked by the media if the new development will help attract top staff to the hospital, Mr Jones replied,

"My response to that is we already have top staff. We will continue to attract the world's best clinicians and medical staff."

"We've seen an increase in elective surgery being referred here as this is regarded as a premier hospital, not just in this region but across the state, because patients know they will get the best care here," Mr Jones said.

Member for Lismore, Thomas George said the redevelopment would enable the facility to meet the needs of the community well into the future.

The redevelopment has helped provide local jobs, including four new local plumbing apprenticeships that will be completed at the conclusion of the project.

Upon completion in 2020, refurbishment works will commence on the existing hospital and will include new education,

training, and research facilities as well as the consolidation of community health and ambulatory care services.

When finished, the new tower will provide two 30-bed inpatient wards, a 16-bed Intensive Care Unit and a surgical short stay unit, as well as a:



new pharmacy



new peri-operative unit



new imaging/radiology unit



hospital administration facilities



additional plant facilities.

Rural Health Research website now live

In December 2018, the NSW Rural Health Research Alliance launched their website, marking an important milestone in the development of the Alliance.



The Rural Health Research Alliance is a partnership of the seven regional and remote NSW Local Health Districts (LHDs), providing a collective voice for research in rural health services.

Established in May 2018, The Alliance is focused on building research capability and providing support and resources for researchers in regional and remote health services.

The website will be a hub for showcasing research activity across rural LHDs, promoting rural health research and events, and providing key contacts for research in rural health services and projects.

Each regional and remote LHD has a

feature image of their region, as well as contact details for their research lead.

The website also contains a news and events page and has links to publications and important resources for research, including research ethics and governance.



Visit www.nswruralhealthresearch.org.au to find out more.

Pharmacists now aiding vaccination effort

Getting vaccinated will become as easy as dropping by your local chemist, as part of a new year initiative throughout NSW.

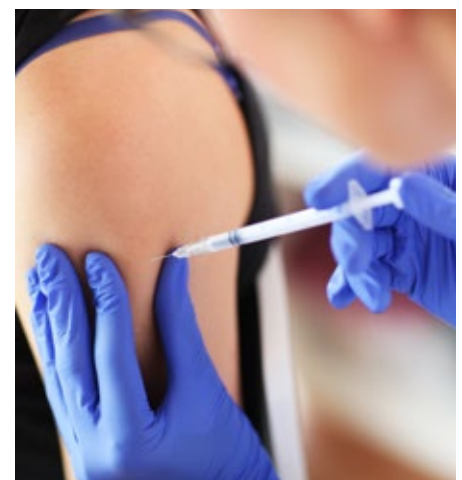
Trained pharmacists across the state and accredited nurse immunisers are now able to give a range of injections, including Measles-Mumps-Rubella, flu, and the diphtheria, tetanus and whooping cough combination vaccine to anyone over the age of 16.

Minister for Regional NSW John Barilaro, said this will give people both in the city and in regional areas more choice.

“In regional and remote parts of NSW, it can be hard to access a GP. That’s why having the option of a trained pharmacist makes things so much easier,” Mr Barilaro said.

Vaccinations are given in a private room, where trained staff also conduct a pre-jab health assessment.

The vaccination is also recorded on the Australian Immunisation Register.



NSW has achieved its highest vaccination rates ever and is spending a record \$22.75 million in 2018-19 on state-wide immunisation programs.

The future face of health for the Tweed

Concept designs for the new Tweed Valley Hospital have been released, providing our first glimpse of what the new hospital might look like when it opens in 2022.

The new hospital will be almost double the size of the current Tweed Hospital and will provide an extended range of surgical and medical services, responding to the future health service needs for the Tweed-Byron region.

With the opening of the new hospital, our local community will benefit from an expanded emergency department, greater inpatient capacity and enhanced medical services. Cardiac catheterisation and radiotherapy services will be offered in the region for the first time, bringing life-saving treatments closer to home.

The new Tweed Valley Hospital has been designed to complement the natural shape and slope of the site, and to fit in with the



natural environment of the Kingscliff area. Only six stories will be visible from Cudgen Road, with additional levels built into the incline of the site, reducing the overall impact on the street level view.

The buildings have been designed to increase access to natural light throughout the hospital, which improves the indoor environment for staff and visitors, and has also been shown to improve clinical outcomes for patients.

Landscaping around the hospital buildings will create areas for patients, staff and families to enjoy outdoors, with natural materials used wherever possible in the design.

The concept design represents over 12 months of planning and is the result of extensive research, workshops and project user groups with clinicians, staff and the community.

MAKE SURE YOU MAKE THE SWITCH

The NSW Ministry of Health is in the process of standardising NSW Health hospital emergency numbers to a common number, 2222.

The aim of this initiative is to promote a standard, safe process that will reduce treatment delays. It will also support staff who may work in different hospitals and find it difficult to recall each facility's emergency number.

The project has been underway for several months. There are nine sites within Northern NSW Local Health District that will be affected by the change in the emergency number.

These sites are Ballina, Byron Central, Casino, Grafton, Kyogle, Maclean, Nimbin, Tweed and Urbenville. The change will also affect Community and Allied Health Services that are located at these sites.

Significant progress has already been made. Thank you to the local teams who have been involved in this change to date.

From 22 February, the official in-hospital emergency number at those nine sites will be 2222. All other facilities within NNSWLHD already use 2222 and will

continue to do so.

All documents, signs and websites over the coming weeks will be updated to reflect the new number change.

All emergency situations that require an urgent response should be reported via 2222. The old number will remain available, but will be turned off after a period of time.

Remember, we're changing our number for in-hospital emergency calls to 2222. Get ready to make the switch.

For in-hospital emergencies 2222

Kickstart a nursing career today

Applications are now open for more than 250 scholarships to study nursing and start a career with NSW Health.



Enrolled Nurse Scholarships are aimed at school leavers wanting to start nursing careers or people seeking an “exciting career change,” says Katharine Duffy, Northern NSW Local Health District Director of Nursing, Midwifery and Aboriginal Health.

“The scholarships are a great opportunity for anyone in the local community, young or old, considering a career in nursing,” Ms Duffy said.

“If you’re looking for a rewarding job where you can give back to your local community, don’t hesitate – apply for a nursing scholarship. Nursing is an exciting career with so much opportunity.”

The scholarships also include course fees for a Diploma of Nursing as well as a guaranteed job offer at the end.

“Enrolled Nurses are a valued part of the health care team, caring for people when they are feeling most vulnerable, across a

variety of clinical settings including acute medical and surgical units, operating theatres and mental health,” Health Minister, Brad Hazzard said.

To be eligible you must be an Australian citizen or permanent resident living in NSW. Applications close on 19 February. To apply, visit:



www.health.nsw.gov.au

NO SHORTAGE OF BIG IDEAS

That’s a wrap! The first round of entries for the Big Ideas challenge closed on 21 January, with 69 entries received from all across the Northern NSW Local Health District.

“We are thrilled with the fantastic response to our first ever innovation challenge,” NNSW LHD Chief Executive, Wayne Jones, said.

“I’m excited to see what great ideas people have come up with, and how they’re wanting to improve our care and services.”

Now that the first round of applications has closed, the Big Ideas working group will shortlist the entries to determine those projects which will progress to the next step, presenting their ideas at the Senior Manager’s Forum in Ballina on 22 February.

The judging panel will include:

- Wayne Jones, Chief Executive NNSW LHD
- Professor Susan Nancarrow, NNSWLHD Board Member
- Jennifer Heslop, Manager HARP NNSWLHD / MNCLHD
- George Thompson, Consumer Representative

The best Big Ideas will share up to \$100,000 funding in 2019 to help turn them into reality, and winners will receive mentoring and project management support from our Executive Leadership team.





This month, Northern Exposure caught up with Aboriginal health leader, Kirsty Granville to find out about how she came from country to coast and how despite many challenges, she sees hope and excitement for the future.

Kirsty Glanville Associate Director of Aboriginal Health

Growing up in Cootamundra, about 100 kilometres north-east of Wagga Wagga, Kirsty Glanville often wonders where her love of the ocean comes from. She sometimes thinks it could stem from growing up in constant drought.

Luckily, Kirsty's recent move to northern NSW has brought her closer to the sea and into an exciting new role as Associate Director of Aboriginal Health for Northern NSW Local Health District.

A proud Wiradjuri woman, Kirsty says her upbringing in her culture and around family led to where she is now, particularly the inspiration and wisdom she received from her two grandmothers.

"They rose from adversity and their resilience was quite amazing, really," Kirsty said.

"Especially my Aboriginal grandmother, she used to be whipped by men on horseback just because she had the audacity to want to go to school.

"A huge part of the Aboriginal culture is that you are brought up by many and not just by your parents, so that is one of the things that shaped me the most.

"Growing up, we were always outside, always with family, playing sport, and I think that got me into health. Just being healthy and active all the time."

After finishing school, Kirsty moved to Canberra to study - where she ended up spending most of her adult life. On completing a diploma in fitness and recreation, Kirsty started a combined degree in sports coaching and sports science, but had to defer for some time due to illness.

During her time away from study, Kirsty started what was to become her career in Aboriginal health, beginning as a business administration trainee at the National

Aboriginal Community Controlled Health Organisation.

"Moving to Canberra I was lucky because I had my brother there, and really it's like a big country town."

"There's a huge Aboriginal and Torres Strait Islander community there that already knew my brother, so it was like I had an instant family."

Kirsty went on to complete a Diploma of Indigenous Leadership and a Master of Public Health in 2015, graduating with Distinction.

For a long time, Kirsty says retiring to the ocean was the only way she thought she'd get there, but after working in Orange with Western NSW Local Health District for a few years, she successfully applied for a new role where she felt she could lead and make a difference.

"I really liked working at a commonwealth level, because I like the mechanisms of Government, and I was lucky at that level I still got to work with local communities, which not a lot of people get to do," Kirsty said.

"But now always being able to be connected to the ground is pretty cool."

Connected might be an understatement. Kirsty laughs when explaining just how closely she works with the local community.

"I've got people knocking on my door, which is great!"

"We've got some very passionate Aboriginal communities in this LHD, which is awesome. I get to work really closely with community members and not just with stakeholders."

"We have community meetings where anyone can come talk to us about anything and everything, and Wayne Jones, our Chief Executive, also comes to those."

In this role there are many challenges, and Kirsty does not shy away from speaking about them; the biggest being closing the gap and focusing on prevention as the best cure.

"In Aboriginal health we spend most of our time on chronic disease, and people as young as 15 are developing chronic diseases."

"Health is a basic human right, and we've created so many barriers for people accessing services, so now we have to break them all down again so people engage in the services earlier."

"Our people are dying way too young, our people are being treated poorly, and it's not ok."

"There has been such an investment in Australia trying to close the gap for quite a long time and there hasn't been much change. We have to think outside the box and that's going to be a challenge."

Despite these challenges, Kirsty is excited about the prospects of what can be achieved. Being innovative and developing useful tools in the space are some of the key steps she has outlined.

"I've got a really dedicated team who are excited to come on this journey with me," she said.

Kirsty is a nature lover and often goes out hiking in the nearby mountains or kayaking. She loves good food and wine and also exploring the local eats. Although he's getting a bit old for adventures, Kirsty also enjoys spending quality time with her 17-year-old dog, a Maltese Terrier called Popeye, who has been by her side since he was born.



Go4Fun puts kids on the path to a happier, healthier future

Since late 2017, it has been mandatory for clinicians to measure and record the height and weight of all children who are seen in Northern NSW Local Health District facilities at least every three months.

This helps us monitor whether children are tracking above a healthy weight and opens the way for talking to parents and carers about the links between healthy weight and good health.

But what is the next step if a clinician finds that a child is above a healthy weight?

The first challenge for health professionals is how to raise the issue of overweight or obesity with a child's parent or carer. The aim is to focus on positive messages of increasing physical activity and eating healthy foods.

For comprehensive advice and examples of how to speak sensitively to families about weight issues, there are a wealth of resources on the Healthy Kids for

Professionals website. Learn more here: <https://pro.healthykids.nsw.gov.au>.

Once the initial barrier is overcome, motivating parents and carers to make simple lifestyle changes can lead to significant health improvements for children in their care.

Clinicians can refer parents and carers of eligible children (those above the healthy weight for gender and age) 7-13 years old to the free Go4Fun program. Go4Fun is a successful, evidence-based program for helping children and their families to be more active and eat healthy food.

NSW Health provides free Go4Fun after-school programs, at venues across the Northern Rivers. The two-hour program is held once a week during school term.

In Term 1 2019, Go4 Fun programs are being run in Tweed, Lismore and Grafton.

The emphasis is on practical, fun learning and the program is designed to deliver sustained improvements in families' diets, fitness levels and overall health.

Program results show significant and sustained improvements in all key areas measured. Post-program assessment of the children consistently shows reduction of Body Mass Index, waist measurement, improved nutrition, improved fitness and improved self-esteem.

Phoebe Nicholls is the Go4Fun Coordinator for NNSW LHD. For more information contact her at Phoebe.nicholls@health.nsw.gov.au or call 02 6621 1932.

There are always plenty of spaces in our Go4Fun programs, and we know there are many more children and families who could greatly benefit from it. If you know of a family who could benefit from this program, let them know about Go4Fun or direct them to the website:



www.go4fun.com.au

Are you getting enough veg?

About 99% of Australians aged between 2 and 18 years, and 9 in 10 adults, do not eat the recommended daily serves of vegetables¹, but new research is highlighting why you should make friends with salad.

Health researchers in the UK examined the eating habits of 65,000 people between 2001 and 2013 and found the average person had eaten just under four serves of fruit and vegetables per day, well below the recommended daily intake of five veg and two fruit serves per day.²

They also found that eating at least seven serves a day of fruit and vegetables was associated with a lower risk of death overall, and deaths from heart disease, stroke and cancer in particular.³

The data also suggests vegetables may pack more of a protective punch than fruit, with 2-3 daily serves of veggies linked to a 19% lower risk of death, compared with a 10% lower risk for the equivalent amount of fruit.

Breakfast	Lunch	Dinner
1 cup baked beans (2 serves) 1 med grilled tomato (1) ½ c grilled mushroom (1) ½ c creamed corn (1) 1 slice toast	<i>Pumpkin Salad:</i> 2 cups roast pumpkin (4) ½ c chickpeas (1) ½ c spinach (1) Dressed with preserved lemon and pine nuts 1 c tomato & cucumber salsa (2)	2 cups lentil dahl or legume curry (4) 1 c spicy potato (2)
Morning snack	Afternoon snack	Dessert
1 carrot (1) ½ c hummus (1)	½ c eggplant dip (1) with 1 c tempura veg (2)	Pumpkin pie (1)



For more tips and recipes, visit our website or search 'NNSW LHD Recipes' <https://nswlhd.health.nsw.gov.au/health-promotion/healthy-eating-recipes/>

Each serve of salad or vegetables seemed to confer a 12-15% lower risk of death.

Eating a total of at least seven daily vegetable and fruit serves was linked to a 42% lower risk of death from all causes compared to eating no serves at all.

Above is an example daily meal plan which provides the recommended servings of fruit and vegetables.

¹ 2018 Australian Institute of Health and Welfare. Nutrition across the life stages. Cat. no. PHE 227. Canberra: AIHW.

² 2017 WHAT NSW CHILDREN EAT AND DRINK: Report of the Chief Health Officer 2017 <https://www.health.nsw.gov.au/hnsnw/Publications/chief-health-officers-report-2017.pdf>

³ Oyeboode O, et al. J Epidemiology Community Health 2014;0:1-7. doi:10.1136/jech-2013-203500

ALREADY GIVEN UP ON THAT NEW YEAR'S RESOLUTION?

New year, new me. We've all said or heard it before. And we've all witnessed our own, or someone else's, freshly-stated New Year's resolutions vanish quietly before the end of January.

But giving up on a new strict diet or exhausting exercise regime shouldn't mean giving up on being healthier and happier.

This year, NSW Health is urging people to ditch overly ambitious plans and instead focus on small lifestyle changes. These small steps are the secret to getting to big lifestyle changes that will last, according to Centre for Population Health Executive Director, Dr Jo Mitchell.

"A healthy life is a marathon not a sprint, and checking out our free Get Healthy website and campaign is a great start – it provides people with a health coach for six months to guide them through their health goals," Dr Mitchell said.

"The website is also full of tips, and teaches people that small steps, small portions and small improvements all lead to more sustainable long-term habits."

Currently, more than half of people over the age of 16 in NSW are overweight or obese because of overeating and under-exercising.

According to Dr Mitchell, high intensity isn't the only way to exercise, as gardening, walking, or even extra housework can increase your fitness.

"No-one likes chores but pushing a mop across the floor, cleaning your windows or mowing the lawn all helps to burn kilojoules," she said.



"Walking is a more pleasant way to get active, reducing chronic disease risk. Doing any physical activity is better than none - 10 minutes a day can make a difference."

'Butting out' is also being encouraged by NSW Health, with more than 47,000 hospitalisations and around 5,500 deaths attributed to smoking each year.

Smokers looking for support to quit can call the Quitline on 13 78 48 or visit icanquit.com.au – and for free telephone-based or online health coaching, you can visit the Get Healthy NSW website at:



www.gethealthynsw.com.au

Five minutes with an Exec

We spent five minutes with Dee Robinson, General Manager Mental Health and Drug and Alcohol, asking some of life's big questions.

Q: Where did you grow up and what was it like?

A: I was born in Bunbury, two hours south of Perth, Western Australia. When I was seven my family moved to Marble Bar, which is the hottest town in Australia. I did most of my schooling in the Pilbara before I moved back to Perth for high school and university.

I remember when I was young, tourists would come into town on the Greyhound bus and they would attempt to 'cook eggs on the road' (using a fry pan) as that was often how Marble Bar was referred to in the news – 'so hot that eggs can be fried on the road'. Obviously it didn't work.

I also remember the colours of the Pilbara! Vivid reds. And that red dirt, it got into everything. Absolutely everything. It's a totally different beauty - sparse, harsh, but with colours in the evening you don't get anywhere else.

One of the things I miss, that both WA and the Northern Territory has, is the space, the sense of expanse. While the Northern Rivers has a very different beauty with rolling green hills and beautiful beaches, I do miss being able to cast my eye on the horizon and have kilometres, and kilometres, and kilometres of rugged landscape in all directions.

Q: Do you have a favourite place?

A: Not really... I've done some travelling; The UK, Spain, Bali, but I don't have a favourite place. I do plan to drive the US west coast, from Los Angeles up to Vancouver.

Q: Since we're on favourites... Have you got a favourite movie?

A: Yes! Transformers. I love the whole series, but the first one is the best. I like it because it was done on such a massive scale, everything about it was colourful,



a bit tacky, but just a big Hollywood blockbuster. I just thought it was well done.

Q: What's your favourite dish to cook or eat?

A: I'm not a fan of cooking, and my husband would underscore that comment! But I do love to eat. I love Thai food, and there was great Thai in Darwin. There is a great pizza place in Byron called Il Buco, near the Beach Hotel. They do amazing bruschetta.

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

A: I love the beaches in summer and the rolling hills in winter. It's nice to be able to swim in the water and not worry about crocodiles. While there might be sharks off this coast they can't walk onto land.

The food here is just off the scale. It's

extraordinary the produce that's available here. And I also love that the area has a laid back feel about it. I'm attracted to those areas that don't have a frenetic sense of pace. And being new to the area we are spoilt for choice for places to visit.

Q: What do you get up to when you're not at work?

A: My husband bought me a kayak for Christmas 2017, and I think I've been in it twice. So I need to get into that more. I'm a bit of a reader... But I've been interested in exploring the art scene, I am particularly interested in 'why' people do the art they do.

I like the idea of gardening, but I think in reality it's more garden appreciation!

And we are lovers of English Bulldogs – we have a puppy arriving this week. Super excited!!

Renal Supportive Care

The new Renal Supportive Care (RSC) HealthPathway was published in December 2018. It was developed by the HealthPathways team in liaison with Northern NSW and Mid North Coast Local Health District Renal Nurse Unit Managers with support and funding from the Leading Better Value Care Program (LBVC).

In Northern NSW Local Health District, Renal Supportive Care commenced in 2015. At that time, the Tweed Byron service was threadbare with only a social worker employed. Richmond Clarence employed a social worker, a dietitian and a CNS2.

In 2018, injection of funding from LBVC enabled NNSWLHD to employ two three-person teams to effectively staff both services. Tweed Byron commenced as a full team in October 2018, and are currently managing 17 patients in total. The Richmond Clarence team is managing approximately 100 active patients and have received 196 referrals to the service since 2015.

Renal Supportive Care is available to patients with end-stage renal disease (stage 4 and 5) who either:

- Choose not to have dialysis or transplantation as a treatment option,

- Or are already on a renal replacement therapy (dialysis or transplantation) and are experiencing new comorbidities and/or uncontrolled symptoms or renal failure, or wish to withdraw from dialysis.

The service is a consultancy speciality using a multidisciplinary approach, involving two outreach teams comprised of a CNS2, dietitian and social worker, for assessment and management of issues affecting the patient's quality of life. Patients involved in the service remain under the care of their nephrologist and General Practitioner. Further support is available through hub teams at John Hunter and St George Hospitals, consisting of Palliative and Nephrology specialists, social worker and dietitian, as well as nursing specialists.

The services are located at Lismore Base Hospital and Pottsville HealthOne. Mid North Coast LHD also has teams based at both Port Macquarie and Coffs Harbour Base Hospitals.

The teams conduct outpatient clinics at health facilities throughout their networks, as well as conduct home visits for patients that are too unwell or unable to travel. Phone and telehealth contact with clients can be arranged where appropriate.



The pathway provides clear referral guidelines and options, which list details on access criteria and information required by the referring practitioner about the patient.

This pathway is also accessible from the Advanced Chronic Kidney Disease - Symptom Management HealthPathway. To view other Renal related HealthPathways and referral information to other renal services provided, open the Nephrology category on the Homepage.

For further information contact Kerrie Keyte at kkeyte@ncphn.org.au.

Access all the localised pathways online:

Mid and North Coast Localised Pathways

- Username: manchealth
- Password: conn3ct3d

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

DIGITAL DOSE

The Northern NSW Local Health District eMeds Project Team will continue to roll out eMeds to hospitals across the district in 2019, with project completion set for September.

The eMeds Project Team will be on site after each go live for up to four weeks providing support and training. In addition to the Project Team, the LHD is recruiting additional permanent clinical educators who will be responsible for training clinical staff in how to use the EMRs.

Recruitment of the new clinical educators is well advanced with some staff due to commence soon.

Recently, NNSWLHD completed the migration of the Cerner EMR username and password to synchronise with the Stafflink username and password so that staff will have only one login to remember for both systems. This will decrease the need for staff to remember multiple logins.

The NNSWLHD will soon be rolling out Cerner EMR to all outpatient clinics so that they will have the same EMR currently in use elsewhere in the hospital and community health settings.



The objective is to provide clinical staff with clinical documents such as progress notes, observations and assessments.

What is teach-back?

Teach-back is a simple yet effective communication tool used to check understanding.

The key concepts are..



Learn teach-back for free

A great new teach-back resource is now helping healthcare workers improve their clients' understanding of health information.

Teach-back is a simple and effective educational tool used to check understanding, and free online training is available now at www.teachback.org.

The key concepts of teach-back include:

- explaining that it is the healthcare provider who is responsible for explaining things clearly
- finding out how people like to learn
- checking current understanding
- using plain language
- chunk and check information
- asking your client to explain back in their own words
- explaining misunderstandings until understanding is achieved.

Included on www.teachback.org is a 30-45 minute online module that teaches the teach-back method. This website also includes additional teaching tools, videos, resources and tips on how to implement teach-back in practice.

Dr Alison Beauchamp from Melbourne University and co-author of the website said,

“Using teach-back makes a difference because it allows health providers to check if their patients or clients understand them, and then re-explain if necessary.”

“When people walk away from a health encounter with an understanding of their condition and what they need to do, then they have a more positive experience and are better placed to self-manage their own

healthcare,” Dr Beauchamp said.

Julie Dixon, Executive sponsor, Director Planning, Population Health and Equity at South East Sydney Local Health District (SESLHD) said the resource is a valuable tool for health workers.

“The health system places a significant burden on patients, carers and families to ‘understand and use’ information. Not being able to understand leads to increasing vulnerability and inequity in health care delivery,” Ms Dixon said.

www.teachback.org is a collaboration between SESLHD and Deakin University.

The free course can be counted towards CPD. It is available online now and can also be delivered face to face in a workshop. Contact Riley Bice, Health Literacy Project Officer, on 0431 939 848 or Riley.Bice@health.nsw.gov.au.



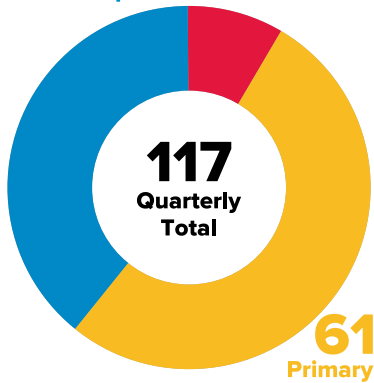
Visit www.teachback.org to find out more.

Westpac Life Saver Rescue Helicopter MISSIONS

October - December
2018



46 Inter-hospital **10** Search & Rescue



Mixing personal interests with business? Declare it today!

Everyone has interests that are personal to them or someone close to them, and it is inevitable that sometimes these interests may conflict with decisions they make or actions they take at work.

Having these interests is not necessarily a problem, it is how they are dealt with that is important.

All staff members must declare any actual or potential conflicts of interest. They must also declare any circumstances that could result in a third party reasonably perceiving a conflict of interest to exist. The conflict of interest may be their own or that of another staff member.

For more information, talk to your friendly Internal Audit Unit on 6620 7616.



All possible conflicts of interest must be recorded in the relevant electronic registers. These can be found under the Chief Executive page on the intranet.



<https://intranet.nswlhd.health.nsw.gov.au/chief-executive/>

New look Northern Exposure, find a copy near you

We hope you enjoy the new look Northern Exposure, with its fresh design and format.

As usual, we'll be featuring staff achievements, highlights and important information, as well as introducing you to some of the outstanding individuals who work in our facilities and services around Northern NSW Local Health District.

As well as a bright new look for the online version, this year we're changing the publication schedule to release a new edition every 6 weeks. Each edition will also be printed and supplied to locations across the LHD.

Look out for it in staff rooms and common areas around your workplace, and feel free to pass it around.

If you have any questions or comments, please contact the Media Unit on 02 6620 2141 or nswlhd-media@health.nsw.gov.au.

Keep on sending in your stories and suggestions, we look forward to showcasing the great work and excellent health care on offer throughout Northern NSW LHD.

The submission deadlines and publication dates for the year are listed below and on the staff intranet Media Unit page:



<https://intranet.nswlhd.health.nsw.gov.au/media-unit>

Issue	Submissions due	Publication date
March/April	22 February	15 March
May/June	10 April	1 May
June/July	22 May	14 June
August/September	10 July	1 August
September/October	22 August	16 September
November/December	10 October	1 November
December/January	22 November	16 December



NORTHERN
EXPOSURE