

Northern Exposure



Northern EXPOSURE

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Executive update



Wayne Jones – Chief Executive

As many of you know, I have been working in the Ministry supporting the COVID-19 response for the majority of the last 11 months.

I found this an incredibly rewarding experience at both a personal and professional level and I want to thank our Board and Executive Leadership Team in supporting and encouraging me to take up the opportunity.

I would particularly like to thank Lynne Weir who has been the A/Chief

Executive in my absence and has done an amazing job over the period, as have the other Executive team members.

Whilst the water levels have dropped, the impacts of the flooding events in February and March continue to be felt across our communities.

Our mental health teams continue to support our communities as they respond to the devastation the flooding brought to many thousands across the North Coast.

The Reconstruction Commission commences work in July, and we look forward to working alongside the commission to ensure the health needs of our communities and the impacts on our health system are heard, and that we are part of the solutions going forward.

As we start to come out of the COVID environment we are now

moving our focus to this winter and the demands influenza will have on our communities and health services.

If you have not had your flu jab yet, please go out and get one, as early indicators are that this season's flu will be harsher than we have experienced for a number of years.

In closing, I want to acknowledge all our clinicians, staff and volunteers who continue to amaze me at your commitment and sacrifice to ensure the health services we provide to our communities remain at the high standards people have come to know.

You always show care and compassion, which are such important values that help us to bring the best out in each other.



Mark Humphries – Board Chair

“A leader’s job is to look into the future and see the organisation, not as it is, but as it should be.”

This quote from acclaimed business leader Jack Welch has been front of mind for me as health services across the country continue to face unprecedented challenges.

No doubt you will have seen some of the extensive media coverage of the current high demand at hospitals, ambulance activity and staff furloughing around the state. In our District, the impacts of the pandemic on services and staff have been further exacerbated by the devastating floods.

Now, in the height of winter we are seeing the resurgence of influenza with a significant flu season anticipated which will put even more pressure on health systems.

How do we navigate our way through these testing times?

One thing I know for certain after nearly 10 years on the District Board is that health people know how to respond in a crisis.

The Board is so proud and appreciative of the huge efforts by our staff to continue to deliver quality health care and to keep our patients safe.

It is the people who work in health care that are the reason we can be optimistic about the future.

It’s pleasing to see the positive actions from a state-wide perspective to support our workforce and also the work underway within our District.

The Board has also been continuing its work on the key long-term challenges for our LHD, and recently held a strategy workshop which

included a presentation by Professor Jeffrey Braithwaite, a leading researcher with an international reputation for health system improvement.

The session included discussion about trends shaping health systems around the world and future predictions for health care.

Professor Braithwaite reminded us that the health system is incredibly complex and therefore health system problems are rarely simple to solve.

His insightful and thought-provoking presentation set the scene for an important discussion on work we will need to do on our key areas of focus (see article on page 5).

The Board agrees that harnessing the collective strengths of the health system will be critical to resolve the current challenges and to achieve our vision of what our organisation “should be”.

Excellence in Nursing and Midwifery Awards

Nursing and Midwifery staff from across the Local Health District gathered at Invercauld House in Lismore to celebrate this year's Excellence in Nursing and Midwifery Awards.

There were almost 100 nominations across the seven categories, with winners receiving a certificate, trophy, a gift and a cheque, entitling them to a \$300 professional development scholarship.

The awards were presented by Nursing and Midwifery leadership team, including Katharine Duffy, Rae Rafferty, Deb Hayhoe, Narelle Gleeson and Karen Bowen, along with the LHD Director Clinical Governance Ken Hampson, and Doctor Peter Carter representing the Board.

"Acknowledging our staff, recognizing their achievements, and hearing the heartfelt nominations from colleagues and patients is one of the best parts about leading the nursing and midwifery workforce," NNSWLHD Director Nursing, Midwifery and Aboriginal Health, Katharine Duffy said.

"When we highlight and celebrate the excellent work being done right across our sites, it helps us strive to do even better for our patients, and to inspire others to do the same.

"Congratulations to both our nominees and our winners this year!"

The winners were:

New to Practice Nurse or Midwife of the Year – this award recognises Nursing and Midwifery graduates who have shown exceptional potential during their first year of practice.

Winner: Emily Green – E9 Lismore Base Hospital

Special Commendation: Leilani Wilmott - Nimbin MPS

Aboriginal Nurse or Midwife of the Year – this award recognises an outstanding Aboriginal and/or Torres Strait Islander nurse or midwife who demonstrates



From left to right, Leilani Wilmott, Jacinta Felsch, Remy Simpson-Hay, Emily Green, Zane Supple and Kelly Crouch. Absent are Grace Thompson and Claire O'Gorman.

exceptional commitment to the provision of quality, safe, compassionate and culturally appropriate health care of Aboriginal and Torres Strait Islander peoples and communities.

Winner: Zane Supple – E10 Lismore Base Hospital

Midwife of the Year – this award recognises an Assistant in Midwifery or Registered Midwife who has made an outstanding contribution to providing and coordinating safe, quality and compassionate woman centred care.

Winner: Kelly Crouch – Clarence Community Health

Nurse of the Year – this award goes to an AIN/EEN or RN who has made an outstanding contribution to providing and coordinating safe, quality and compassionate patient care.

Winner: Grace Thompson – Endoscopy Unit Lismore Base Hospital

Nursing or Midwifery Team of the Year – this is awarded to a nursing/midwifery team that provides services, programs, or

initiatives that benefit the patients, women, consumers or community and enhances patient and staff experience.

Winner: Ward F9 Lismore Base Hospital

Healing Heart Consumer Recognition Award – this is a consumer-nominated award to recognise a nurse or midwife who consistently provides extraordinary, safe, quality and compassionate care.

Winner: Claire O'Gorman – Midwifery Group Practice Lismore Base Hospital

Brown Ackerman Leadership Award – this award, named after two former NNSWLHD leaders, recognises the outstanding nursing or midwifery leaders (clinical leaders, service directors or manager) who continually exhibits excellence in leadership, focusing on values of teamwork, innovation, service, quality, compassion and integrity.

Winner: Jacinta Felsch – Senior Manager Maternity and Paediatrics Lismore Base Hospital

Board planning for the future

In the May/June 2022 issue of the Northern Exposure, you had a short introduction to the members of the Northern NSW Local Health District Board, who play a critical role in overseeing the operations of the LHD and ensuring strong governance.

Our Board is closely involved in setting the strategic direction for the LHD, as well as in our progress towards achieving strategic goals and improvements in patient care and service delivery outcomes.

On 25 May, the Board held a workshop to deep dive into the four focus areas identified as priorities by the Board:

- Workforce and culture
- Patient flow
- Environmental sustainability
- Indigenous health

Each of these priorities is closely aligned to our NNSWLHD Strategic Plan as well as broader NSW Health direction. The workshop allowed

the Board to discuss aspirations for these areas, current challenges, and key areas for action as we move back into business as usual functions after the upheaval of the past couple of years with COVID-19 and the flood disaster.

The Board also heard from guest speakers Professor Jeffrey Braithwaite and Dr Anne-Marie Feyer about the key global trends in healthcare heading to 2030 and how future-focused and engaged Boards can lead positive change.

"It was really beneficial to consider these insights in the local context, in terms of how we can improve quality, reduce waste and reduce harm, making

our health system safer, more efficient and sustainable," Mark Humphries, NNSWLHD Board Chair said.

"At the end of the day, we want to be able to deliver strong value-based health outcomes for patients, staff and communities in a way that meets all our needs, now and into the future."

To read the NNSWLHD Strategic Plan, scan the QR code



NSW Health

NSW Health Apology



Today, on behalf of NSW Health, we say sorry to the survivors of the Stolen Generations. We extend this apology to the mothers, families and descendants of the Stolen Generations. We pay our respects to all Elders, past, present and emerging, and acknowledge the unrelenting resilience of Aboriginal people and their culture.

I am deeply sorry for the pain and suffering caused by taking children from their families, from their communities, from their land, and denying them their language and their cultural birthrights. I am profoundly sorry that the institutions

managed by NSW Health, and its predecessor agencies, played a role in the forced removal of Aboriginal children and babies.

NSW Health acknowledges that many Aboriginal children who were admitted to our hospitals did not return to their siblings, their families and their communities. I sincerely apologise for the impact of the role NSW Health had in the forced removal of Aboriginal children from our hospitals and institutions.

We are committed to working in genuine partnership with Aboriginal people, communities and survivors of the Stolen Generations.

What occurred has a very real and lasting legacy today. The anguish and trauma caused by past NSW Health policies has been passed down through generations. Nothing can give back what was taken away from these children or their families, but we can and will change the future. We are deeply sorry.

Susan Pearce
Secretary, NSW Health
26 May 2022



Celebrating International Nurses and Midwifery Days

May was the time to celebrate nurses and midwives across the world, including in our LHD. Here's a photo snapshot of some of our festivities!



1. Abbi Bunting RN and Nicci Walsh RN (Lismore Base Hospital) with NSW Chief Nursing and Midwifery Officer Jacqui Cross - **2.** Rachael Andrew (ADON SPOGA) and Sally Smith (Quality Manager TTH) - **3.** Nimbin MPS International Nurses Day - **4.** Bonalbo MPS International Nurses Day - **5.** The Tweed Hospital, Back row: Caitlin Bigg (winner of Nurse of the Year award), Ella Mathews (winner of New to Practice Nurse of the year award), Sonia Gould (winner of Nurse Leader of the Year award), Neroli Prestage (winner of Nurse Leader of the Year award), Shelley Jedrisko (Leadership Award), Tina Webb (Midwife of the Year award) and Debra Young (Team of the Year Award - MGP). Front row: Charmaine Backhouse, Pam Knowles, Jess Baxter and Georgia Loggie (Team of the Year Award - MGP) - **6.** AO Kim Podesta and ED NUM Kristi Wren, with Maclean District Hospital Pets as Therapy - **7.** Anne-Maree Cheffins and Anthony Mowbray (Lismore Base Hospital) - **8.** Urbenville MPS

Health Care Services Plan

The Northern NSW Local Health District Planning Unit has begun developing a new Health Care Services Plan (HCSP) which will outline strategic direction and key priorities for our District over the next 5-10 years.

The HCSP is the most comprehensive planning document that all LHDs in NSW deliver, covering a range of service delivery areas including network and clinical services, population health, priority populations, health support services, and how the LHD will work to achieve state-wide priorities whilst improving the health and wellbeing of local communities.

One of the key components for developing the plan is broad

consultation across the LHD and our health service partners to ensure the plan is comprehensive, reflective of the needs of our LHD at all levels and can be used as a guiding document for services over the coming years.

Consultation has already begun, and the planning team are working with directors and managers to schedule consultation sessions with identified staff over the coming months.

Your contributions will be invaluable to help to shape the plan and the strategic direction of the LHD. If you have any questions or comments, you can contact the Planning Unit at NNSWLHD-Planning@health.nsw.gov.au

Future Health Strategy

The new roadmap for the coming decade at NSW Health is now released: [Future Health](#).

Future Health provides the strategic framework and priorities for the whole system from 2022-32. It aims to deliver a sustainable health system that delivers outcomes that matter most to patients and the community, is personalised, invests in wellness and is digitally enabled.

Thousands of individuals generously shared their insights to help shape our ambitious plan for health services in NSW.

This wealth of knowledge and expertise has helped define how we can best address:

- the importance of involving patients in their own care, helping them to make their own decisions about the health outcomes that matter most to them
- the potential of virtual care tools such as telehealth in our future health system, and what it means for both patients and clinicians

- the value of collaboration and partnerships, and how we can enhance this
- the need for more choice of care settings in the future – in the community, in the home and virtually.

Delivery plans are being developed to guide the actions we will take over the next decade to implement Future Health and the Strategic Outcomes will be embedded across the health system through alignment with local plans.



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or head to
cycleforlife.com.au



Cycle for Life

The Cycle for Life is a fun social cycle/walk aimed at raising awareness about organ donation within our community

July 31, 2022
Salt Village Green,
Kingscliff NSW



The Tweed Hospital passes with flying colours

If you hadn't already heard the news, The Tweed Hospital passed its accreditation survey with all standards met.

As usual, there was some feedback from accreditors, but General Manager Joe McDonald said the surveyors commented on how well staff had participated in accreditation despite the extra challenges.

"I am always very proud to be the GM of The Tweed Hospital and of all the staff, but you were all amazing through our survey," Joe said.

"All the accreditors commented on how hard you all work under difficult circumstances of COVID, border closures and floods.

"They were impressed by the positivity and resilience of the whole team."

"This is a fantastic result for us all and I thank you all, not just for your amazing work during the accreditation, but the amazing work you all do every day."

A celebratory BBQ was held for the Hospital staff to acknowledge the Accreditation success.



The Tweed Hospital

Clarence clinicians get skilled in putting evidence into practice

The NNSWLHD Research Office recently presented Grand Rounds and Evidence-Based Practice (EBP) workshops at Grafton Base Hospital, providing Maclean and Grafton clinicians the chance to refresh their EBP skills.

Led by Research Operations Manager, Dr Zoe Michaleff and Director of Research, Dr Alex Stephens, clinicians and healthcare staff heard how to engage in EBP and make decisions informed by current best evidence from their own knowledge and experience, patient values and preferences, and high-quality scientific literature.

"It was great to be able to provide staff with a face to face workshop to demonstrate how they can apply the 5 As (Ask, Acquire, Appraise, Apply and Assess) whilst balancing a busy calendar and high workload," Dr Stephens said.

"In the Grand Rounds we also shared how to get started with research in the LHD, and how staff can benefit from the LHD's proportional risk review

pathways, and the various research resources (our patients, staff and data), which are the envy of many academics and researchers that sit outside of the NSW Health system."

The Research Office plans to continue delivering EBP workshops and aims to deliver an LHD-wide,

5-part seminar series online via Microsoft Teams later in the year. Stay tuned!

For facilities, departments or units interested in having an EBP workshop at their site, please contact Dr Zoe Michaleff on Zoe.Michaleff@health.nsw.gov.au to arrange a time to discuss.



Dr Zoe Michaleff presents at Grafton Base Hospital Grand Rounds on the key steps for engaging in evidence-based practice and how to get started with research in NNSWLHD.

Swapping the nine-to-five and loving it

New Mental Health Assistant in Nursing, Arpan 'AK' Kuwar explains how he went from a nine-to-five IT worker to mental health shift worker, and why he's loving every minute.

Arpan 'AK' Kuwar moved to Australia from Nepal in 2016, to study and work in IT. But after a few too many Melbourne-based COVID lockdowns, he was looking for something new.

AK's sister works as a nurse at the Gold Coast University Hospital and recommended he come north to give nursing a try.

"I thought, 'I've got my whole life ahead of me, so why not?'" AK said.

Studying Nursing at Southern Cross University, AK saw an ad for Assistants in Nursing (AIN) positions in mental health at Lismore. Having some experience working in dementia and aged care, AK thought it might suit him.

Alongside the usual tasks like observations and general rounds, AK really enjoys spending time talking to the patients and keeping them involved in activities.

"Sometimes that is just helping them make a cup of tea or some sandwiches for lunch," he said.

"It's pretty much spending quality time with them. I'm loving helping people and giving back to the community."

As far as working and studying goes, it's a pretty perfect match.

"I do three or four shifts a week and then spend one or two days a week at uni, so I still have plenty of time to sleep," he says with a laugh.

"When I was doing IT, I realised I am not a nine to five person."

"I'm a shift worker and I'm loving it."

Soon AK will be also doing his Registered Nurse placement as part of his nursing degree, which he is around half-way through. Getting direct experience in the health environment, while studying, is a huge bonus.

Lismore Mental Health Nursing Unit Manager Casey House said there are now four AINs working in mental health, and they have already made a huge difference.

"They've been a welcome addition to our team and have made a big difference in patient care," Ms House said.

"It means patients get more face-to-face time with our team, which really helps their journey."

"They're very present and available to all our patients which frees up our specialised staff as well."



Lisa Beasley

We chat to General Manager, Community and Allied Health, Lisa Beasley, about transferable skills, the future of community health, and what's on her reading list.

A Bachelor of Applied Sciences and Occupational Therapy more than 30 years ago has turned out to be an extremely useful foundation for Lisa Beasley.

"My parents often joke that my Occupational Therapy training was a waste of money because I don't really use my degree, but I disagree," says Lisa.

Lisa's first job out of university was working for the Jesuit Priests and the Christian Brothers, at a residential care facility for homeless young people in Western Sydney.

"It was a remarkable experience, because it reinforced my values and principles around social justice, equity and access

"I was raised a Catholic, I'd been to a Catholic school, these weren't unusual values to me, but I'd never seen them demonstrated in practice, it was really powerful and set the foundations for my work in community health."

Being young and naïve had its benefits, and Lisa wasn't phased by the sometimes challenging and complex issues faced by the young people in her care.

"They were a remarkable group of people to work with. I often say to my kids, 'you can tell me anything you want because nothing will shock me.'"

After five years there, Lisa left to start a new youth health service in Parramatta, as part of the then Western Sydney Area Health Service.

"We received funding to build a building and there was a substantial number of FTE," Lisa says.

"There were adolescent medical staff specialists, counsellors, artists in residence, drug and alcohol counsellors, access to mental health workers, and an alternative school. It was a fantastic experience to build something from the ground up and work with such an amazing

group of people who were really committed to the same thing; those principles of accessibility, social justice and disadvantage."

The High Street Youth Service responded to the needs of its clientele, providing showers, clothing, food, dinner, breakfast, school and a range of health services.

"Youth would come in in the morning who'd been sleeping on the street the previous night, they could have a shower, wash their clothes, have breakfast, some of the young people studied distance education there, there were case managers, it was a really good model in terms of helping the clients. During my time at Western Sydney Local Health District I also took on some management roles in some of the community health services."

Having grown up in Sydney, and relocated to Lismore when she was 14, Lisa always felt like she belonged in both places. So, it was logical to come back north to be near family after finishing up in Western Sydney.

A brief stint as Acting Manager Health Promotion for a maternity leave position in Lismore led to the role of Manager, Community Health Western, which was the network that encompassed Casino, Lismore and Evans Head /Coraki in the early 2000s. That then became the Richmond network once Ballina was added.

Recently, Lisa was appointed to the role of General Manager, Community and Allied Health, a District-wide senior management position.

"Back when I first arrived, I was managing a very small number of services and staff. It was very easy to get to know the team, get a sense of the geography and the culture, and I really got to know everyone and the work that they did," Lisa says.

"I have well-established relationships with the Richmond team, but a challenge for me now is learning more about Tweed and

the Clarence and becoming more familiar with the staff. For me, one of the challenges is moving away from the hands-on operational management to take on a larger strategic role."

Lisa has a Graduate Diploma in Health Services Management, a Masters in Health Service Management, and is halfway through a PhD looking at how allied health professionals respond and adapt to change.

Although she's no longer doing case management face to face with clients, there's rarely a day when Lisa doesn't use the skills she first learnt as a newly minted Occupational Therapist (OT).

"The skills that you learn as an OT can take you anywhere; problem solving, breaking tasks down, thinking about things systematically and logically," Lisa says.

"The clients I worked with early in my career taught me a lot about how to be resilient, manage conflict situations, and I think the skills that you learn around managing challenging conversations, being kind, being compassionate, listening, not panicking, being reflective, are all really important skills that I use in my work today."

Lisa sees the future of community health as a continuation of the gradual repositioning that's occurred over the past 20 years.

"Community health used to be very focused on prevention, but there's been a real shift to be a post-acute support service and having more of a role in seeing complex and sicker patients in the community, keeping them out of hospital or preventing a longer stay."

Lisa says she's looking forward to taking this new opportunity to put community and allied health on the front foot.

"We want to be an equal and valued player, and have

sustainability in the health service, and I can see that starting to happen," Lisa says.

The Virtual COVID care service is a recent success story.

"That experience showed how a community-based, non-acute service, can support a community during a really challenging time.

"It has achieved a focus in the LHD, to the point where one of the Clinical Leads of the service Roger Revill and I recently presented at an international medical conference in Singapore on the critical role the service played in supporting COVID-positive patients.

"The fact this service could provide people with accessible, easy and safe monitoring at home, and that we could address people's anxiety about their symptoms, was a big thing.

"We know that a lot more people would have presented to Emergency if they had not had those twice daily phone calls."

Lisa has two children, a daughter Matilda who is a second-year graduate nurse at Chris O'Brien's Life House and a son, Luca who is in year 11. When not at work, Lisa spends a lot of time outside gardening on her five acre property, watching her son play rugby union, walking, visiting her parents nearby, and studying for her PhD.

When she does get down time, a good book is just the thing.

"I love to read, but I read trash! I really love Irish novelists; their sense of humour is great and I think that Australians relate to their stories very well. I read a lot for my study and I've just finished the Harvard Business Review's 10 best articles about change leadership."

I want to acknowledge the work of our Lismore Community Health team over the pandemic and more recently the floods. Forced out of the Molesworth Street building earlier than we'd planned, due to the floods, the team has done a great job to not only vacate the premises but continue to provide services to our community from a range of various premises.

It's been really tough, because the team hasn't had a staff lunch

or a staff forum for over two years and now the team is temporarily located across a number of locations. More than 60 people work at the Lismore Community Health Service, and I want to thank them for all their efforts.

We look forward to moving back together into the new Community Health and Outpatients Facility at Lismore Base Hospital later in the year.

PROFILE



Scaling Virtual Care across NSW

NSW Health has recently released a new [NSW Virtual Care Strategy](#).

This strategy will support a coordinated, consistent and sustainable approach to scale virtual care across NSW.

It builds on the foundational and innovative work of local health districts, including Northern NSW, as well as primary health networks and other health partners. The Strategy is supported by an implementation plan, developed by the NSW Virtual Care Taskforce.

Two of the priority areas that have been identified as important in achieving state-wide consistency are: standardising approaches to

remote monitoring, and embedding virtual care in outpatient settings.

Other supporting resources are also available.

There is a guide for patients, carers, families and the community, which is designed to help people discover more about virtual care, how it works and how it can help.

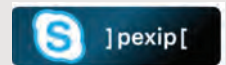
Health staff can access more resources on the Agency for Clinician Innovation website, or from our local Virtual Care Team who are here to help you get the most out of these systems.

Thank you

Thank you to all those who took the time to participate in the recent Clinical Videoconferencing survey. Having your say provides you with an opportunity to drive future enhancements in Virtual Care.

For more information email the Virtual Care team:

NNSWLHD-VirtualCare@health.nsw.gov.au



New Clinical Stream to improve responses to violence, abuse and neglect

The Integrated Prevention and Response to Violence, Abuse and Neglect (IPARVAN) Service was established as a Clinical Stream on 4 April 2022.

The service redesign and merging of IPARVAN services, supports the the Ministry of Health's IPARVAN Framework (2019) for an integrated, high-quality, trauma-informed, culturally safe, and comprehensive service system for children, young people, adults and families who are victim-survivors of violence, abuse, and neglect.

The IPARVAN Clinical Stream includes:

- domestic and family violence
- sexual assault
- child physical abuse and neglect
- acute, on-call, and non-acute medical forensic and counselling services
- Aboriginal-specific services in prevention of and response to violence
- Safety Action Meeting coordinators
- child protection information exchange and management of unborn child high risk birth alerts
- Joint Child Protection Response Program

- New Street and Safe Way problematic and sexually harmful behaviour services
- child wellbeing coordination
- health assessments for children in out-of-home care.

Provision of IPARVAN training such as mandatory child protection training and domestic violence routine screening training continue to be key deliverables of the Service.

A senior Advisory Group is overseeing the implementation of the IPARVAN Clinical Stream redesign. Three coordinators, Shae Somerville, Nicole Ashby, and Sam

Hickingbotham provide LHD-wide operational and strategic direction for IPARVAN services, and the IPARVAN Clinical Stream is led by Dr Rosa Flaherty.

The IPARVAN Clinical Stream is located in Community and Allied Health under the leadership of General Manager, Community and Allied Health, Lisa Beasley.

For more information about the service, or a service presentation to your team, please contact Rosemaria.Flaherty@health.nsw.gov.au



The IPARVAN leadership group from left Sam Hickingbotham, Dr Rosa Flaherty, Shae Somerville, Nicole Ashby

Health Promotion welcomes new manager, Graeme Williams

Graeme Williams recently took up the role of Manager of Health Promotion. It's an exciting time for Health Promotion as the team rebuilds and returns to business-as-usual following two years of supporting COVID-19 surge work.

Graeme, what's your work history?

I've had a varied career ranging from working on Health Promotion programs, including childhood obesity prevention and youth alcohol safety, to working in Communications for the NSW Parliament and across the local government sector. In my most recent role I managed a large team of case workers stretching from Grafton to Bundaberg for a not-for-profit aged care organisation. I love being challenged and have embraced a leadership journey with a focus on bringing the best out of individuals and teams. My focus in this role as Health Promotion Manager will be to refocus our programs and advocacy, which has been dramatically disrupted by the COVID pandemic, as well as diversify our future offerings.

What is your local experience?

I've lived on the Far North Coast since 2007 and worked in every major town from Lismore, Ballina, Mullumbimby to Tweed Heads. I've collaborated with many grassroots community organisations in our region and am acutely aware of the unique challenges we face; from the



housing crisis to extreme weather events. I'm now raising a young family and am deeply connected to how our region moves, thinks and creates a collective future.

What you are most looking forward to in this role?

Health promotion has enhanced relevance post COVID-19 and post-floods. These events have affected the social determinants of health, exacerbating underlying factors and behaviours behind poor health

such as physical inactivity, poor food choices and risky substance intake. Our programs and advocacy work focuses on reducing smoking, risky alcohol consumption and obesity, improving access to nutritious food and physical activity, falls prevention for older people and hearing screening for infants. It's more important than ever.

The challenge for our team is to improve the social determinates of health that is both sensitive and supportive for people who are experiencing uncertainty and hardship.. Working closely with clinical staff across the LHD will continue to be a key part of our success.

NNSWLHD is the first workplace I've returned back to in my career, and I think that reflects the standard of the people and programs being offered in the Health Promotion team. I'm looking forward to being a part of the team that charts a new course for our preventative health initiatives in the region.

Find out more about referring patients to prevention programs healthupnorth.info/refer

Plastic reduction in action

New legislation bans single-use, light-weight plastic bags with handles.

The ban excludes:

- barrier bags such as bin liners, human or animal waste bags
- produce bags and deli bags
- patient belonging bags, zip lock bags or specimen collection bags and medical item packaging.

NSW Health has a three-month exemption for specific uses:

- sanitising fruit and vegetables in hospital food services

- transporting medications to and from in-house patient dispensaries (excluding light-weight plastic bags provided by a retailer to transport medical items)
- transporting blood between blood bank facilities and hospitals
- transporting medical items between wards or departments.

All new orders (including any products purchased outside of state contracts) must meet legislative requirements.



For more information contact

Manager for Procurement (Paul.Brown@health.nsw.gov.au) or Manager for Environmentally Sustainable Healthcare (Steven.Hunt1@health.nsw.gov.au)

More information is available on the [Department of Planning and Environment's website](#)

Are you speaking my language?



NNSWLHD is made up of an increasingly diverse population, and yet there is a general perception that we don't have culturally and linguistically diverse (CALD) communities living here or using our services.



In fact, we have around 75 different nationalities living in our region and statistics show we have the largest regional community of deaf people who use AUSLAN to communicate.

To provide culturally responsive health services and to safely communicate health information we need to ensure that CALD consumers, their families and

carers, can access professional health care interpreters.

The Health Care Interpreter Service (HCIS) is managed through the Hunter New England LHD and provides professional accredited interpreters. It is NSW Health policy to use the HCIS for consumers who have low levels of English proficiency.

- 21% of people living in the NNSWLHD are born overseas.
- NNSWLHD has used interpreters for 45 different language groups.
- 5 languages (Japanese Chinese Mandarin, AUSLAN, Chinese Cantonese and Thai) made up 77% of interpreter use with another 20 languages making up the remaining 23% of interpreter use.

To book an interpreter call 02 4924 6285.
More than 3 days' notice visit the NNSWLHD Intranet, Or contact Rita Youssef-Price, Multicultural Strategies Coordinator on 02 6639 9109.

Working to support Culturally and Linguistically Diverse (CALD) communities

To ensure we are delivering safe and culturally responsive health services, a process will soon begin to create a Multicultural Health Action Plan, and we need to connect with local CALD community members from across our District.

This is a call out to staff to help us connect with local people from CALD, refugee and refugee-like experiences. If you have a CALD background or have any connection with CALD community leaders, individuals, agencies and support groups, we'd like to hear from you!

Staff and community consultations are planned to help us understand the priority health issues affecting people in our region and to explore ways that we can improve our health services to meet the various needs of our diverse communities. This will guide us to build organisational

cultural competency and deliver culturally responsive health services.

Share your contacts and networks and contribute to the co-design of the Multicultural Health Action Plan for the NNSWLHD.

Please contact the Multicultural Strategies Coordinator in our Priority Populations team to participate.

Rita Youssef-Price
02 6639 9109;
rita.youssefprice@health.nsw.gov.au



Thanks for getting us to the next phase of COVID-19 immunisation

Our COVID-19 vaccinations team has transitioned to the next phase of the program, which sees reduced clinic hours at permanent sites, but further pop ups at smaller towns around the region.

Matt Long, Corporate Services Director said "I would like to extend my appreciation to each and every staff member involved in the COVID-19 vaccination rollout for our region. I would like to recognise and acknowledge all the vaccination staff that have contributed to providing the opportunity for all members of our community to get vaccinated against COVID-19.

"We are incredibly proud of the contribution our staff have made to the vaccination program in our region, whilst showing compassion and team spirit along the way.

"Within our health services, many staff have changed roles and taken on other duties to help with the COVID-19 response. Thank you to those staff who have stepped up and worked in a range of different roles to make

the program so successful even through the devastating events that have occurred across our region this year," Matt said.

NNSWLHD now has a new schedule of mobile clinics that will see the local vaccination team visit towns throughout the region.

For clinic hours and mobile clinic locations:
[COVID-19 vaccinations - Northern NSW Local Health District](#)



Rachel Benson ICU Nurse and Roger Revill, Nurse Immuniser. Rachel was the first person to receive her COVID-19 vaccination at LBH in March 2021

HealthPathways immunisation updates

The HealthPathways team has recently reviewed and updated five key immunisation pathways.

The health pathways are:

- Immunisation – adults
- Immunisation – adolescent
- Immunisation – childhood
- Immunisation – pregnancy
- Planning immunisation catch-ups

These include the latest information on a new shingles vaccine available in Australia, which can be found in Immunisation – adults. Information has also been added about the Japanese Encephalitis vaccine, and immunisations to consider for certain occupational groups.

These pathways are in addition to the recently updated Influenza Immunisation pathway.

"As most vaccinations are provided in primary care settings, it is important that immunisation providers remain up to date on the best available vaccines for preventable diseases, immunisation schedules and practices," HealthPathways Clinical Editor, Dr Leung said.



Mid and North Coast Localised Pathways

<https://manc.communityhealthpathways.org/>

Username: manchealth
Password: conn3ct3d

A resilient team rises to the challenge

After a year as Acting Manager Community Mental Health Richmond Treatment Teams, Paula Sheehan is thanking the team for their efforts throughout a challenging, yet rewarding time.



Some members of the Lismore Community Mental Health Treatment Team. Back L-R: Sharon Howard, Jacqueline Laurie, Dr Katherine Jones, Briana Shailer, Charlotte Cameron, Mike Woods, Dr Richard Seamark, Tristram Forrest-Brown, Nerida Lawson, Binti Jones. Front L-R: Paula Sheehan, Samantha Standish, Tamika Dawson, Helen McCaffery, Dom Lazzaroni, Jill Crighton.

Not only were there multiple waves of COVID-19 infections that resulted in staff needing to work from home, provide additional telehealth services and treat patients in community in full PPE, then the floods hit.

"Many of our team were personally effected by floods," said Paula. "Four members of the treatment team lost their homes completely."

Paula and the team fundraised to donate Woolworths vouchers to staff affected by floods, raising more than \$3,000.

In addition, the team's Aboriginal mental health clinician and several other staff were on the ground at evacuation centres and at the Koori Mail offices, developing and

increasing relationships to provide support to the Lismore community, and more particularly to patients living with chronic and enduring mental illness.

"Whether it be food, medication, emotional, clothing, or transport support... we were doing it," Paula said.

"I felt inspired and proud to lead such a professional and hardworking team!"

"The Richmond Treatment Team flourished and stepped up to help each other and the community, exhibiting CORE values of the NNSWLHD health service."

Paula is now moving to the position of Child and Adolescent Mental Health Service (CAMHS) Community Team Manager.

Lismore's new library

Lismore Base Hospital's brand-new library is now open on 5C, in the Education suite. Librarians Lynette Frazer and Melissa Evans send their thanks to all the visitors so far who have joined them on the various tours and provided feedback.

There is no food or drink allowed in the library, but there is an outdoor area for eating or making a coffee.

Please be respectful of others, as the library is a quiet space for all staff to share. Normal library borrowing procedures still apply and all staff are welcome to join the library, via the intranet.

- you can access the library 24/7 using your swipe card via the staff lifts to 5C
- turn left, through the double glass doors, library entry is down the hall on the right
- if you have any issues with access you can call 02 6620 2447 during business hours.



Librarians Lynette Frazer (left) and Melissa Evans are excited to welcome you into their new spacious and bright library

eHealth update

In the lead up to the End of Financial Year, the team worked hard to secure Information Communication Technology (ICT) equipment from a range of national and international suppliers.

As we reported last month, due to ICT equipment supply chain issues, it is likely that we will continue to see lengthy delays in securing this equipment in the normal timeframes.

As we move into the new financial year, we continue to encourage all areas across the LHD to think about your ICT equipment needs and work with us so we can minimise the impacts of the expected extended delays.



Advance Care Documentation now live

The Enhancing the eMR Project team have now successfully rolled out electronic resuscitation plans and Advance Care Documentation to all hospitals across NNSWLHD.

These additions have been well received by clinicians, with a well-known ED physician quoted as saying, “it’s rewarding to see functionality that works with the clinician and makes processes that aid us in delivering quality care,” (Dr Ed Egan Murwillumbah Hospital).

Other recent improvements include:

- End of Life Care Solution for Palliative Care Teams rolled out to all inpatient sites across NNSWLHD
- Successful expansion of Prescription Output version 1, enabling electronic prescriptions

to be created for discharge medications (dispensed by NNSWLHD hospital pharmacies), now available at Murwillumbah, Grafton and Maclean hospitals.

If you have any questions about any of the eMR enhancements, please contact the project team:

Chanelle Stowers,
Project Manager
chanelle.stowers@health.nsw.gov.au

Ashley Handy,
Change Manager
ashley.handy@health.nsw.gov.au

DIGITAL DOSE

What’s coming up?

Tweed Valley Hospital ICT resource planning

The team have begun development of a detailed ICT resource plan for the new Tweed Valley Hospital. The Plan will provide us with the details of all the ICT equipment and resources that will be required to support both the current and new clinical services that will be delivered from this new facility.

In addition, the team will continue to work with Dr Tim Williams who, with the support of several team members, is working with several universities and TAFE NSW to finalise the details on the proposed new education hub.

Single Digital Patient Record update

In July, representatives from eHealth NSW are planning to visit the LHD to give an update on the progress of the proposed new Single Digital Patient Record project to the eHealth Governance Committee.

This project is one of the largest initiatives to be undertaken in NSW Health. This multi-year project is designed to create single state-wide capability for patient information which is a change from the current model of local LHD systems.

As the initiative progresses, it is expected that a range of communication and consultation activities will be undertaken with staff.

Farewell Sandy

Sandy Meredith started with the Northern NSW Local Health District in 1990, as a Trainee in Business Administration at Ballina District Hospital, then moving to Ballina Community Health before taking up the role of Reporting Analyst with the Clinical Governance Unit in 2007.



Sandy Meredith

“During her 28 years with the District, Sandy has been an exceptional colleague and employee demonstrating skill and expertise in her field.

“Her professionalism and commitment to working as part of a team has been truly outstanding,” Pam Mitchell, NNSWLHD Clinical Quality Manager said.

Among her achievements, Sandy developed and implemented the NNSWLHD Clinical Audit Program which allows the organisation to measure the quality of care provided and identify opportunities for improvement.

Welcome to Dr Angie Nilsson!

Please welcome our new Director of Oral Health, Dr Angie Nilsson, who joins us from Queensland, where she served as Chair of the Clinical Council for Townsville Hospital and Health Service and Clinical Director of Oral Health.

Originally hailing from the UK, training in Leeds, Dr Nilsson moved down under in 2005 with her husband Fred, a registered nurse. She has also lived and worked in Tasmania.

The last time Dr Nilsson was in the Northern Rivers was backpacking many years ago, but she says they’ve ‘struck gold’ getting the chance to put down roots here.

In her free time Dr Nilsson says she likes to sew her own clothes, take her boys (8 and 10) to the skatepark, and procrastinate about her PhD – where she is looking at geriatric dentistry education for undergraduate dentists.

Dr Nilsson is heavily involved in professional organisations including the Australian Dental Association as a Federal Councillor and is an accreditation assessor for the Australian Dental Council.

Dr Nilsson is looking forward to working with the team to reduce inequities in oral health care for rural and regional patients.

You can find Dr Nilsson’s office at Ballina Community Health, at the corner of Fox and Moon Streets, Ballina, and on email: angie.nilsson@health.nsw.gov.au



Dr Angie Nilsson, Clinical Director, NNSWLHD Oral Health Services

The Tweed Hospital shines at Corporate Games

Athletes from The Tweed Hospital recently took their skills to the Queensland Corporate Games in Brisbane with strong success, winning the Group 2 category for businesses between 6-10 participants.

The Tweed Tropics Men's Open Basketball team took to the courts of the Brisbane Boys College against 20 other companies from around the sunshine state, making it to the final round.

Unfortunately, they narrowly missed out on a medal, placing fourth after being defeated by the very large DHL team.

Led by Pathology's Blake Cowan, Physio Luke Terrill and Pharmacy's Olly Gardner and well supported by IT's Jason Muller, Charles Barkley Matt, Millard, and Terry Wilson – the team breezed through the pool rounds winning three from three.

Dr Simon Lee from the Emergency Department took out the silver medal in the Open Men's Tennis. Last year, Simon won the 30-39 age group, and this year wanted to take his skills to the higher Open level.

In wet, slippery, difficult conditions, Simon breezed his way into the final where he played professional John Thomas.

In a match that was expected to be an easy win for the professional, Simon held his own – taking the

one set match to a tie break, before eventually going down 15-13, in over an hour.

The final will be looked upon in many years to come as one of the best matches seen at any corporate games, anywhere.

Next year Tweed will be looking to take even more participants to the Games, so keep an eye out for emails from January 2023.



On right: Dr Simon Lee, Emergency Department, took out the silver medal in the Open Men's Tennis



The Tweed Tropics Men's Basketball Team Blake Cowan, Luke Terrill, Olly Gardner, Jason Muller, Matt Millard, Terry Wilson.



GET UP!
STAND UP!
SHOW UP!

3-10 JULY 2022

Northern Exposure

Issue 4, July/August 2022



Front cover

From left to right, Leilani Wilmott, Jacinta Felsch, Remy Simpson-Hay, Emily Green, Zane Supple and Kelly Crouch.

Back Cover

Clarence Valley