

HEALTH IN FOCUS

NEWS FROM YOUR LOCAL HEALTH SERVICE

SUMMER 2016/17

THE YEAR
IN REVIEW

*Be Summer
Smart*

2016 TOP
ACHIEVERS

Our
Hospitals
*working
together*



Health
Illawarra Shoalhaven
Local Health District

ACKNOWLEDGEMENT OF COUNTRY

Illawarra Shoalhaven Local Health District acknowledges the people of the many traditional countries and language groups of our District. It acknowledges the wisdom of Elders both past and present and pays respect to Aboriginal communities of today.



Health
Illawarra Shoalhaven
Local Health District

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ABOUT US

Illawarra Shoalhaven Local Health District (ISLHD) was formed in 2011 and covers the area from Helensburg to North Durras. We provide health services for approximately 400,000 residents through our nine hospitals and community based services.

For more information visit our website: islhd.health.nsw.gov.au

COVER IMAGE



Deborah Cameron, newly appointed Director of Nursing and Midwifery Shoalhaven District Memorial Hospital and her husband, Greg Cameron enjoy some down time at Kiama with their dogs Bailey and George.

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Chief Executive – Our Year in Review

MARGOT MAINS



The past 12 months have been busier than ever for our Local Health District. Demand for our services continues to grow, our facilities and workforce are constantly expanding, and we have strived to develop innovative ways to connect with our communities to ultimately improve health outcomes for the people of the Illawarra and Shoalhaven.

This summer edition of Health in Focus doubles as our Year in Review report to the community and celebrates the achievements of our services, staff and Board over the last year. Our organisation has been strengthening its clinical and operational leadership structure over the past 18 months and this is showcased throughout the magazine, with each of our clinical divisions and departments providing a summary of the services they provide and their highlights for the year.

During the course of 2016, we have focused heavily on quality and safety and ensuring that as a service we constantly strive for Excellence – every patient, every time. As part of this focus, the organisation implemented a number of significant service reviews and established

the District's Clinical Governance Council, responsible for championing, encouraging, supporting and endorsing continual clinical quality improvement.

We also continued our commitment to delivering truly integrated care – which is about building strong partnerships with other health and community organisations, and working together to deliver quality and efficient care for patients. A fantastic example of this is the Illawarra Shoalhaven Suicide Prevention Collaborative, established to address the unacceptably high rates of suicide within our region. The Collaborative brings together representatives of more than 20 significant organisations, as well as lived experience advocates and is developing a number of initiatives and specific projects to be rolled out locally.

Major clinical infrastructure enhancements have been a significant achievement for the District in the past year - you can read more about our Capital Works projects on pages 42 – 43. Significant research activity has also continued across the District, with work starting on the development of a specialised health information platform which, in partnership with the Australian Health Services Research Institute (AHSRI), will build capacity for future research initiatives. An overview of some of our local research activities is provided on page 22.

On the page opposite is the ISLHD 'Our Story' resource - a snapshot of the characteristics

of communities within our District; what their health is like and what they are likely to need from us as a health service. Every single one of us has a story; it shapes who we are and is often the essence of why we do what we do. As an organisation, we have embraced the concept of storytelling as a way to better understand our community, our organisation and how we contribute to creating positive health outcomes.

One of our most important tasks as the Local Health District is helping our community understand when and how to access our services. We often talk about delivering the right care, in the right place, at the right time and a big part of this is making sure our community understand that each of our hospitals is part of a larger network. The three page article starting on page 36 provides a summary of all our hospitals as a first step to increasing awareness about what they do and how they work together.

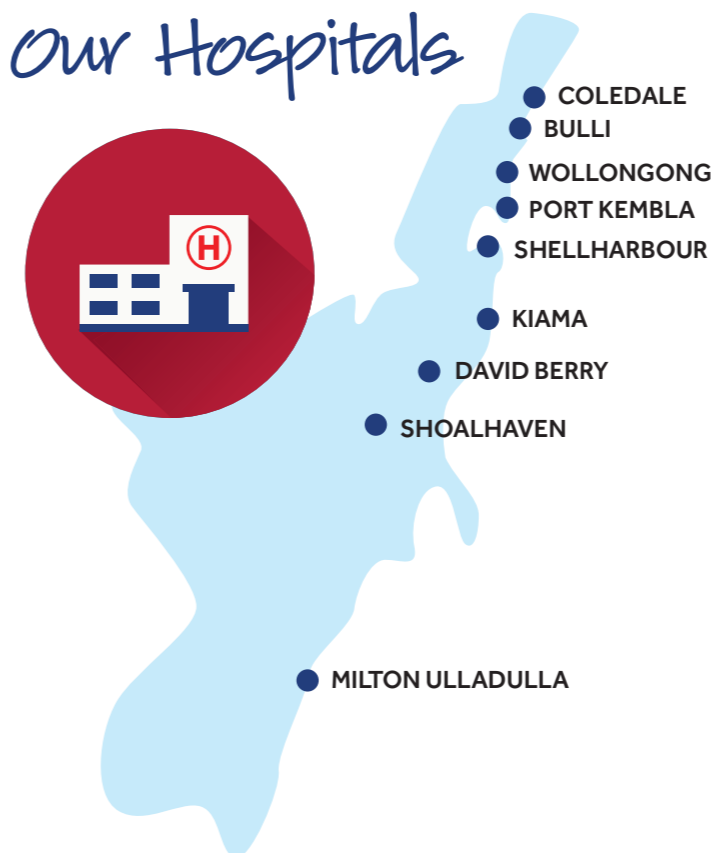
As we head into the start of summer, I'd like to wish everyone a happy and safe holiday season (see page 10 for some sun-smart tips) and a very Merry Christmas to those that celebrate the festivity. I look forward to the year ahead and to keeping you up to date on what's happening across our Local Health District.

Warm Regards

Margot Mains
Chief Executive
Illawarra Shoalhaven Local Health District

OUR HOSPITALS: 12-MONTHS AT A GLANCE OCTOBER 2015 – SEPTEMBER 2016

Our Hospitals



AVERAGE LENGTH OF STAY
4.2 DAYS



OCCUPIED BED DAYS
394,198



TOTAL EMERGENCY PRESENTATIONS
152,865

Source: HIE (for the period 1 October 2015 to 30 September 2016)
Independent collation of Emergency Department and surgery data is available via Bureau of Health Information at bhi.nsw.gov.au

FINANCES

During 2015-16, the Illawarra Shoalhaven Local Health District's operational expenses totalled \$850.4 million.*

The Annual Financial Statements for the period ended 30 June 2016 were submitted to the Audit Office of NSW and are part of the NSW Health Annual Report available at health.nsw.gov.au (search Annual Report).

**(excluding depreciation)*

Our Population

We have a total population of:
400,241 people
*2015 estimated residential pop.

More than **13,000** residents, or **3.4%** of our population, identify as **Aboriginal or Torres Strait Islander**

19% of our residents are 65 years or older
5.8% are children under 5 years
13.3% are aged between 15-24 years

18.4% of the population were **born overseas**

On average, more than **6.7 million tourists** visit our District annually

Projected Population

The population is projected to grow by **14%** by 2031 to **456,790 people**

65+ People aged over 65 years are the **fastest growing age group**. By 2031 it is projected that **25%** of our residents, more than **114,000** people, will be over 65.

Our Story

On average, our LHD is **more disadvantaged** than the NSW population (SEIFA ranking)

Residents in our LHD are **more likely to be:**
Current smokers Risk drinkers Overweight or obese

152,337 presentations to our **Emergency Departments** (a 3.5% increase on the previous year)

35% of our ED presentations are made by just **3%** of our population

We had **336,413** overnight occupied bed days
1% of our population account for **60%** of overnight bed days in our Hospitals (2015-16)

Our Services

9 HOSPITALS
45 Community Based Service Sites and a **workforce** of more than **7300 staff** (including 47% nursing, 15% medical, 9% allied health)

Geographic Location

Our District covers a large geographic region extending along 250km of coastline and working across the **Wollongong, Shellharbour, Kiama and Shoalhaven** Local Government Areas

ISLHD Board

The Illawarra Shoalhaven Local Health District Board, led by Chair Clinical Professor Denis King OAM, provides strategic leadership to our District.

Together with our Executive team, the Board has had a strong focus on enhancing clinical and corporate services and the continued development of strategic plans to guide the delivery of health care to our community now and into the future.

2015-16 HIGHLIGHTS

- Oversight of a number of key clinical services and governance priority areas, including
 - Maternity Services for the District, including quality and safety of services at Milton Ulladulla Hospital
 - Mental Health Services throughout the District, including acute, sub-acute and community services for mental health service consumers
 - Emergency Department treatment and performance, including access and flow throughout Hospitals and across the

- District, and meeting the Premier's priority for improved service levels in hospitals
- Oversight of the District's financial and activity performance, including representations to the Ministry of Health on budget and activity targets
- Approved the implementation of the Illawarra Health Information Platform (IHIP). The Platform is a partnership between ISLHD, the University of Wollongong's Australian Health Services Research Institute (AHSRI) and CSC. The Platform aims to firmly establish Wollongong Hospital as a level 5-6 research and teaching Hospital. It includes two components:
 - Development of a sophisticated IT system which will connect / link data for health and medical research
 - Building the capacity of our staff to be able to do research using the Platform, specifically frontline staff who want to better understand the impact of their services
- Monitored progress on Restart Illawarra projects, including:
 - The LHD's component of the Integrated Aged and Health Care Services at the

- Kiama Hospital site and bed relocation
 - Design of the Bulli Aged Care Centre of Excellence
- Considered the implications for the District through the implementation of the National Disability Insurance Scheme (NDIS)
- Endorsed the Statement of Commitment to Aboriginal people, which was signed by the Board Chair and Chief Executive on 1 August 2016. The Statement acknowledges and regrets that past practices have impacted on the health of our Aboriginal and Torres Strait Islander community and gives a commitment to closing the health and life-expectancy gap between Aboriginal and non-Aboriginal people through connected, high quality and safe services
- Approved the Enterprise Risk Management Strategic Plan 2015-19 for the District, and regularly monitored the District's enterprise risk profile



ISLHD Board (L-R): Mr Roger Downs, Mr Geoffrey O'Donnell, Ms Marisa Mastroianni, Mrs Carrie Schulman, Clinical Professor Jan Potter, Associate Professor Rod McMahon, Ms Jill Boehm OAM, Clinical Professor Denis King OAM, Professor Kathy Eagar, Dr Stephen Andersen OAM, Dr William Pratt, Professor Gerard Sutton AO (Inset: Mr Paul Knight)

About our Board

ROLE AND FUNCTIONS OF THE BOARD

The ISLHD Board carries out functions, responsibilities and obligations in accordance with the *Health Services Act 1997* and as approved by the NSW Minister for Health. The Board has in place practices in accordance with the District By Laws and the Board Charter to ensure that it is fulfilling its primary functions of:

- Ensuring effective clinical and corporate governance frameworks are established to support the maintenance and improvement of standards of patient care and services
- Ensuring strategic plans that guide the delivery of services are developed
- Strategic oversight and monitoring of the LHD's financial and operational performance in accordance with the statewide performance framework and service agreement
- Making recommendations for the appointment of the Chief Executive of the LHD, and to confer with the Chief Executive regarding operational performance targets and performance measures to be negotiated for the District under the National Health Reform Agreement
- Approving the service agreement for the LHD

- Advising and consulting with providers and consumers of health services, and of other members of the community served by the LHD, as to the District's policies, plans and initiatives for the provision of health services, and to confer with the Chief Executive on how to support, encourage and facilitate community and clinician involvement in the planning of District services
- Aboriginal Health Committee** – monitors progress against the District's response to the Closing the Gap strategy
- Audit and Risk Management Committee** – oversees and monitors the organisation's governance, risk and control frameworks, and external accountability requirements

BOARD COMMITTEES

The Board operations are supported by its committees:

- Finance and Performance Committee** – ensures that management of the operating funds, capital works, internal information technology and service outputs and indicators required of the District are being achieved in an appropriate and efficient manner
- Health Care Quality Committee** – monitors the quality and safety of care provided by the District
- Planning Committee** – makes recommendations to the Board in relation to progress towards achievement of the ISLHD Statement of Strategic Intent: Working Together Building Healthy Futures

ISLHD Chief Executive, Margot Mains and Board Chair, Clinical Prof Denis King sign the Statement of Commitment to Aboriginal people



Board Chair Clinical Prof Denis King; Change Manager Albert Vasquez; IRT Chief Executive Nieves Murray; Manager Planning and Strategic Commissioning Gerard Duck; Redesign, Innovation and Business Strategy Director Sue Harris and Parliamentary Secretary for the Illawarra and South Coast Gareth Ward unveil the design for the Bulli Aged Care Centre of Excellence

Meet our Board

THE ISLHD BOARD IS CHAIRED BY CLINICAL PROFESSOR DENIS KING OAM, AND HAS 12 MEMBERS.



CLINICAL PROFESSOR DENIS KING OAM
MB, BS, FRACS

Clinical Professor King has over 40 years' experience in colorectal surgical practice and as Chair of the ISLHD Board continues his strong commitment to clinical management and health consulting. He is also Chair of the Board Aboriginal Health Committee.



MS JILL BOEHM OAM
MMngt(Public Health), GAICD

Ms Boehm is a registered nurse and former registered midwife with many years' experience as a senior nurse manager. Ms Boehm is the Deputy Chair of the ISLHD Board and Chair of the Board Health Care Quality Committee.



MS MARISA MASTROIANNI
BCom, MCom, CPA, GAICD, FAICD

Ms Mastroianni has extensive experience in finance, risk management, corporate governance, organisational change and strategic planning and is the Chief Executive Officer of UOW Enterprises.



DR STEPHEN ANDERSEN OAM
MBBS, FRCPA, BSc, MBA

Dr Andersen has been a practising specialist pathologist in both the Illawarra and Shoalhaven regions since 1976. He is the founder of Southern Pathology and was Deputy Chancellor of the University of Wollongong from 2010-15.



MR GEOFF O'DONNELL
DipBus(Real Estate Valuation), GAICD

Mr O'Donnell is the Managing Director of a privately owned Illawarra based investment company and has experience across the coal, steel, mining, agriculture and construction industries. He is Chair of the Board Finance and Performance Committee.



MR ROGER DOWNS
LLB, BCom, PostGradDipMngt

Mr Downs is Chairman of Kells Lawyers and practices extensively in corporate, business and commercial law with a particular interest in corporate governance. He is Chair of the Board Planning Committee.



CLINICAL PROFESSOR JAN POTTER
MBBS, MRCP, CCST, FRCP, FRACP

Clinical Professor Potter is Clinical Director of Aged Care, Rehabilitation and Palliative Care for ISLHD and a full time clinical geriatrician, having worked as a specialist geriatrician and stroke physician for over 17 years.



PROFESSOR KATHY EAGAR
MA(Psychology), GDipEd Stud (Health), PhD(Public Health), FAFRM(Hon)

Professor Eagar has over 30 years' experience working as a clinician, senior manager and an academic and is Professor, Health Services Research, University of Wollongong and Director, Australian Health Services Research Institute.



DR WILLIAM PRATT
MBBS, MPH&TM, FRACP

Dr Pratt is an infectious diseases physician and general physician. He has worked and trained in New South Wales and Queensland and has experience in viral hepatitis and a broad range of general internal medicine.



MR PAUL KNIGHT

Mr Knight has over 17 years' experience in senior management and is currently the Managing Director of two private businesses, both of which encompass Aboriginal employment and business and economic development consultancy.



MRS CARRIE SCHULMAN
BSc, MPA/Health Svc Admin., Cert. Physical Therapy

Ms Schulman is a clinician with 20 years' experience in executive management roles across the health care continuum and 15 years of consulting experience for PricewaterhouseCoopers.



ASSOCIATE PROFESSOR ROD McMAHON
MBBS, DRCOG, DRANZCOG, IDD(Hons), ADD, MMED, FAIM, FRACGP

Associate Professor McMahon has worked as a General Practitioner in the Illawarra for over 30 years. He has been actively involved in the development of clinical training for the region through the University of Wollongong's Graduate School of Medicine.



PROFESSOR GERARD SUTTON AO
BEng(Hons), MEngSc, PhD

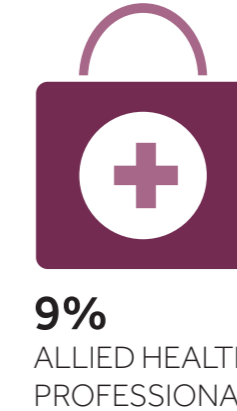
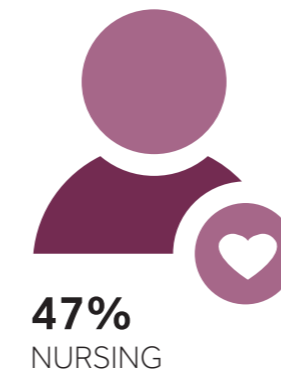
Professor Sutton is one of the most highly regarded and experienced education leaders in Australia, formerly the Vice-Chancellor of the University of Wollongong.

Our Workforce



The Illawarra Shoalhaven Local Health District is one of the largest employers in our region. Our staff work collectively towards our vision of *healthy people, resilient communities* through a commitment to excellence and providing high quality care and health services to our community. Our CORE Values of Collaboration, Openness, Respect and Empowerment underpin the behaviour and professional standards of our staff.

7339 OUR TOTAL STAFF WORKFORCE including:



1.8%

OF OUR WORKFORCE IDENTIFIES AS ABORIGINAL OR TORRES STRAIT ISLANDER

We have a strong commitment to equal employment opportunity and increasing diversity within our workforce, which is supported by our Disability Action Plan, Workforce Diversity Framework and the current development of our Aboriginal Employment Strategy.

Achieving workforce diversity in Oral Health



In 2015, NSW Health set a target to increase the representation of Aboriginal staff working within the health service. The Oral Health Service reviewed its workforce vacancies and identified a potential Trainee Dental Assistant position for a period of 12 months. This involved the trainee undertaking Certificate III in Dental Assisting at TAFE and rotations across the Oral Health Service to gain a whole of service exposure.

Courtney Allen was the successful applicant for the Trainee role and was supported with structured mentoring by the Workforce Diversity Coordinator, Michael Winch.

Courtney achieved her Certificate III in Dental Assisting and was offered a permanent role within Oral Health Services.

Staff orientation

MOTIVATING OUR STAFF TO ACHIEVE EXCELLENCE FROM DAY ONE!

We believe in developing an outstanding workforce to deliver the best care possible to the community we serve. We want all our staff to thrive in their job and we start encouraging this from day one – through our Corporate Orientation program.

We know you only get one chance to make a first impression, so our new employees start orientation on their first day of employment. This year we revamped our Orientation program – making it more engaging and interactive and achieving a balance between what new staff are required to know and the things they want to know! The program features a range of face-to-face sessions and includes insight into Aboriginal culture and communities to improve the understanding of staff and quality of healthcare provided to Aboriginal people.

If you'd like to work with us

View the current job opportunities on our website: islhd.health.nsw.gov.au

BE SUMMER SMART

While you're out having fun in the sun this summer, it's important to remember a few simple health messages to help look after yourself and your skin! Follow our summer smart tips and make the most of the spectacular outdoors.

PROTECT YOUR SKIN FROM THE SUN

Sun safety can stop 95% of melanomas. Here are five easy steps from Cancer Institute NSW to help you enjoy the outdoors safely:

1. SEEK SHADE



The strength of UV radiation is highest in the four-hour period from 11am to 3pm during daylight savings. Plan your day and try to avoid the sun during this period.

2. WEAR SUN PROTECTIVE CLOTHING



Wear clothing that covers as much skin as possible, especially your shoulders, arms and legs. The best forms of protective clothing are loose fitting, closely woven fabrics that cast a dense shadow when held up to the light.

3. WEAR A BROAD BRIMMED HAT



A hat with a brim of at least 7cm is a great way to protect not only the top of your head but also your neck, ears and face. These are parts of the body where skin cancer often occurs.

4. WEAR SUNGLASSES



The most effective way to protect your eyes is to wear sunglasses that meet the Australian Standard AS 1067 and wrap around the sides of the face. This way UV radiation doesn't reach your eyes.

5. APPLY SPF 30+ BROAD SPECTRUM SUNSCREEN



Generously apply SPF30+ broad spectrum sunscreen to your skin, 20 minutes before you head outdoors and re-apply every two hours. Remember: sunscreen is not meant to be used to extend the amount of time you spend in the sun.

VISITING THE SHOALHAVEN THIS SUMMER

Illawarra Shoalhaven Local Health District welcomes you to the Shoalhaven

Outside of Sydney, Shoalhaven is one of the most visited areas in NSW – and with the scenic beaches and nature sites providing so much to see and do – it's easy to understand why!

We want everyone to enjoy their stay in the Shoalhaven and, if you do require medical assistance while you're here, we've put together the following information on the medical services available in the area.

SAVE EMERGENCY DEPARTMENTS FOR EMERGENCIES

It is estimated that one third of all Shoalhaven tourist nights occur during the period from Christmas to the end of January. This is one of the reasons that the summer months are the busiest for the Emergency Departments at Shoalhaven District Memorial Hospital and Milton Ulladulla Hospital. It's important to remember that Emergency Departments diagnose and treat serious or urgent illnesses and injuries. Minor illness and injuries and ongoing conditions are best treated by your local family doctor or a Medical Centre.

If you do have an emergency, the two Emergency Departments within the Shoalhaven region are located at:

- **Shoalhaven District Memorial Hospital**
Entrance off Scenic Drive, Nowra
- **Milton-Ulladulla Hospital**
104 Princes Hwy, Milton

The most seriously ill patients presenting to any Emergency Department are given priority, regardless of whether they arrive by ambulance or via the ED waiting room. If you are admitted to hospital, depending upon your condition, you may be transferred to one of the other Hospitals in our network (see the article on pages 36-38 for more information).

It's not an emergency - where can I get help?

If you are sick or hurt and can get to a doctor or need assistance, you can:

1. GO TO A NEARBY MEDICAL CENTRE:

Visit a Medical Centre where you can see any doctor. Your accommodation site will have a list of Medical Centres and GPs in the local area or you can also visit the healthdirect website: healthdirect.gov.au.

2. CALL HEALTHDIRECT:

on 1800 022 222 to speak to a registered nurse. This service provides free health advice 24 hours a day, 7 days a week.

3. TALK TO THE LOCAL PHARMACIST:

See a pharmacist for common health problems such as coughs, colds, sore throats or mild irritations.

WHEN DO I CALL AN AMBULANCE?

Call 000 (Triple Zero) immediately if the situation is life-threatening or a medical emergency.

Some good examples of life threatening or medical emergencies where you would call an ambulance are: chest pain, breathing difficulties, unconsciousness or sudden onset of weakness, numbness or paralysis of the face, arm or leg. If you are unsure about whether a person needs an ambulance, you should call Triple Zero (000).



1. DRINK PLENTY OF WATER

STAY HEALTHY IN THE HEAT

Heat waves or long periods of extreme heat can have serious impacts on our health. Planning ahead and being prepared for extreme heat is important. During extremely hot weather, it is easy to become dehydrated (losing too much water from your body) or for your body to overheat. If this happens you may develop heat cramps, heat exhaustion or even heatstroke. If you suffer from any chronic health problem, your condition may become worse during a period of hot weather, so plan ahead and beat the heat.



2. KEEP COOL



3. TAKE CARE OF OTHERS

REMEMBER THESE FOUR THINGS TO KEEP YOU AND OTHERS HEALTHY IN THE HEAT:

1. **Drink plenty of water** - even if you don't feel thirsty
2. **Keep cool** - your body and your house
3. **Take care of others** - visit or telephone elderly friends, neighbours and relatives at least once a day. Take care of babies and children and never leave them or animals alone in a car, even if the air conditioner is on
4. **Have a plan!** - know who to call if you need help and follow your doctor's advice if you have medical concerns



4. HAVE A PLAN!

Surgery Services

The Division of Surgery is responsible for providing optimal care to Illawarra Shoalhaven Local Health District residents requiring planned elective and emergency surgical services.



SURGERIES
24,492
 Planned: 17,244
 Emergency: 7,248

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Investigated Models of Care for general surgery admissions across the District to determine a best practice approach to streamlining Emergency Department presentations requiring emergency surgery
- Worked with the Division of Medicine to re-establish the Peritoneal Dialysis (PD) catheter service for renal patients
- Purchase of an Angiojet for use by Vascular Department at Wollongong Hospital
- The Surgical Data Dashboard project, an Innovation Award winner, is now underway

- at Shoalhaven District Memorial Hospital. The goal of the Dashboard is to improve the patient journey through the use of data. It provides clinicians with up-to-date surgical information on the factors that impact the delivery of surgical service and displays surgical Key Performance Indicators (KPIs)
- In partnership with the Division of Aged Care, a virtual health program was introduced to reduce elderly patients being transported to Wollongong Hospital for fracture clinic appointments. Doctors are able to remotely conduct their clinic follow up reviews
- ISLHD Stoma Clinical Nurse Consultant (CNC), Julia Kittscha was selected to travel

- to the United Kingdom for an inaugural international course that includes Stoma Therapy Nurses from all over the world
- In collaboration with Pharmacy, Hospital in the Home (HITH), Infectious Diseases Department, A4 Surgical Ward and the Vascular Department, commenced a project for the improved care of patients admitted with osteomyelitis
- Progressed a number of research projects and studies including receiving ethics approval for a site-specific retrospective imaging study for trauma



THE FASTING CLOCK

The Fasting Clock was introduced to improve the patient journey to surgery. Historically, all patients awaiting surgery were given a "Nil by Mouth" (nothing to eat or drink) fasting period - usually from midnight - regardless of the time of surgery the next day. Patients and their families told us that the prolonged periods of starvation were a major area of concern. We agreed there had to be a better way!

Most recent evidence shows that the majority of patients only need to be without food for six hours and oral fluids for two hours before a general anaesthetic. So, asking every single patient to fast for up to 18 hours before surgery was placing unnecessary responsibility on all involved.

That led to the development of the Fasting Clock project; providing simple yet effective solutions to better managing patient fasting. The collaborative project commenced last year in the Orthopaedic Ward (B4) at Wollongong Hospital and has seen patient fasting periods improve remarkably to an average of 9 hours for food and 2 hours for oral fluids.

The Clock continues to tick, with other wards across the District to follow. Our goal is for no patient to have an unnecessary or prolonged period without food or fluids. The Fasting Clock is an uncomplicated way to remind everyone involved to be mindful of fasting times.

HOW THE "FASTING CLOCK" WORKS

- Patient is not placed on fasting clock until surgery is confirmed
- Patient is made Nil by Mouth at either 2am or 6am depending if surgery is morning or afternoon. A light breakfast is offered if surgery is scheduled in the afternoon
- Contact is made with theatre to confirm patient is still on surgery list and decisions can be made to continue or stop fluids
- If the procedure time changes, the fasting clock empowers staff to recommence feeding their patients



JAMES BRINTON - NSW Premier's Award winner



James Brinton – Clinical Nurse Consultant (CNC) Surgical Services has been honoured at the 2016 NSW Premier's Awards for Public Service, not only winning his category – Improving Service Levels in Hospitals but also receiving The Premier's Award for Individual Excellence and Achievement.

"I have been lucky to work with some really innovative and driven groups over the years. In my role as CNC for Surgery, I get to meet some really amazing people. I would like to thank the dedicated teams of nurses, doctors, allied health, clerical, non-clinical and all others who strive each day to deliver the best for our patients. In particular I would like to mention Kate Fish, Nursing Co-Director for the Division of Surgery, who has been such an inspirational mentor. Kate, and all of the people I work with have a single focus: our patients."

James has been nursing for more than two decades and at Wollongong Hospital for almost 16 years. Since transitioning to the CNC role, James has explored and introduced innovative ways of delivering surgical services that enhance the experience of patients and improve efficiencies. The Fasting Clock was one of these initiatives; a simple solution that has reduced the fasting times of patients waiting for surgery.

"This is so important to me, because my local hospital is where my family goes. In business they often ask 'would you recommend this company to a friend?' and it's the same with health. I'm proud to recommend my hospital to my friends and family. We provide safe, quality care to the right people at the right time," he said.

James was honoured to receive the two awards and acknowledged the fantastic teams he's worked with throughout his career.

Congratulations James on this outstanding achievement! Keep an eye out in future Health in Focus magazines for info about some of the other surgery initiatives James is currently working on.



James Brinton receiving one of his awards from Premier of NSW, Mike Baird

Aged Care, Rehabilitation & Palliative Care

The Division of Aged Care, Rehabilitation and Palliative Care has services based across the District, in all nine hospitals and in the community. Our specialist teams collaborate with other specialists and primary health care providers to care for patients in hospital, in their homes or in residential care facilities.

We provide a comprehensive multidisciplinary range of services for complex acute and sub-acute care aimed at improving people's ability to function and manage the symptoms of disease or injury to optimise their quality of life.

KEY ACHIEVEMENTS / HIGHLIGHTS

- The Palliative Care Service has expanded its ability to provide care to people who choose to die at home by introducing PEACH (Palliative Extended and Care Home) packages into the Shoalhaven region in partnership with Silver Chain. The PEACH program provides wrap-around nursing services to support families caring for dying loved ones at home during the last weeks of life
- Our Clinical Nurse Consultants and Specialists (CNC/CNS) are very active in defining and developing best practice clinical care to improve services and outcomes for patients:
 - Our northern Rehabilitation CNC sits on the state Agency for Clinical Innovation (ACI) working party for Amputee Standards
 - Our southern Rehabilitation CNC has just been elected to the ACI Rehabilitation Network Executive
 - Both northern and southern Rehabilitation CNCs sit on the State Spinal Cord Injury Service and champion the Spinal Cord Injury and Spina Bifida pressure injury clinical group
 - Our CNS for the Chronic Pain Service sits on the ACI Pain Management in Aboriginal Communities Working Group to develop culturally appropriate clinical resources
- Our Dementia / Delirium CNC has presented at conferences this year and has had a paper accepted for publication in the Journal of Gerontological Nursing
- Our Palliative Care CNCs have had abstracts accepted and are presenting at conferences in Broken Hill and Tweed Heads
- Our Aged care CNCs have also had posters accepted for presentation at falls conferences
- The Illawarra Shoalhaven Chronic Pain Service continues to achieve outstanding patient outcomes and is recognised in the top five for clinically significant results by the Faculty of Pain Medicine in the areas of pain management, stress, depression and anxiety
- In June of this year, we were delighted to be informed that Dr Geoffrey Murray was successful in his application to the Translational Research Grants Scheme through the Ministry of Health for funds to investigate two interventions for tapering large doses of prescribed opioids in patients with non-cancer pain
- We have commenced the Geriatrician in the Practice (GIP) project funded by the NSW Ministry of Health. This initiative involves a Geriatrician and Dementia/Delirium Clinical Nurse Consultant (CNC) accompanying the GP and Practice Nurse in their rooms and providing a joint, integrated GP/Specialist appointment that is easily accessible for patients and in an environment they are familiar with and feel comfortable in. The first clinic was held in December 2015 and GIP is now in place in nine GP practices across the Shoalhaven
- Aged Care Service have partnered with the National Institute of Complementary Medicine in a clinical trial of vascular dementia. The multicentre study will evaluate the effectiveness and safety of a standardised herbal medicine formula in patients with vascular dementia and Alzheimer's disease with cerebrovascular disease (mixed dementia). The first patient from our area commenced the study in September and will be monitored and supported by Prof Jan Potter over a two year period



Take a drive on the DARC SIDE

Sounds like a line from a movie?

No, it's actually a clinic at Port Kembla Hospital's Outpatients - Day Rehabilitation facility that helps test driving fitness.



The Driving Assessment and Rehabilitation Clinic, or DARC for short, uses a driving simulator to provide a safe 'off road' experience that helps clinicians make a decision about a person's fitness to drive following an illness or injury.

The driving simulator can mimic many aspects of driving and a number of different conditions. It records how well you control the vehicle, obey traffic rules and measures how quickly the driver can brake. Importantly, it can simulate potential driving hazards and measure your responses, which is not something that can be assessed with an on-road test.

The initiative aims to support the doctor's responsibility to certify whether or not a patient is safe to drive, with or without restrictions. This is particularly important when the patient has a progressive illness or multiple diseases and where road guidelines are not clear.

Sometimes doctors may be uncertain because predicting a person's safety to drive is not straight forward, this is where having both simulator and clinical assessment data helps to inform the decision. The information can also help patients to determine whether they need driving lessons and on-road trials.

This initiative has been made possible thanks to a \$15,000 grant through the State Insurance Regulatory Authority (SIRA), formerly the Motor Accidents Authority (MAA).

Dr Geoff Murray – Head Of Service ISLHD Rehabilitation tests out the driving simulator in the Driving Rehabilitation and Assessment Clinic

For most people, the Port Kembla Hospital fitness to drive assessment is easier and more cost effective than some other options. There can be long waits for testing in Sydney that includes an on-road test with an occupational therapist; it can also get expensive. Your doctor can also recommend a Roads and Maritime Service (RMS) driving examiner assess your driving; however RMS driving examiners are not trained at assessing people who have impairments due to a medical condition.

Pending ethics approval we hope to test the validity of the simulator against the 'gold standard' on-road test, both alone and in conjunction with the cognitive and visual assessments completed by the rehab specialist in the Driving Rehabilitation and Assessment Clinic.

CANCER SERVICES

The Cancer Services Division provides comprehensive cancer care to patients in the Local Health District. The service consists of three separate facilities, the main hub sites being the Illawarra Cancer Care Centre at Wollongong Hospital and the Shoalhaven Cancer Care Centre at Shoalhaven District Memorial Hospital, and a spoke site at Milton Ulladulla Hospital.

The Cancer Division provides high quality cancer services as close to home as possible for our patients.



CANCER, HAEMATOLOGY & ONCOLOGY
Occasions of Service
139,759

KEY ACHIEVEMENTS/ HIGHLIGHTS

Shoalhaven District Memorial Hospital Cancer Service Expansion - Linac 5

A new linear accelerator (Linac) was purchased and installed at Shoalhaven Cancer Care Centre. The machine is undergoing physics commissioning and validation before being released and ready for clinical use. It is anticipated the new service will commence by the end of the year

ED Avoidance Clinic

As part of the Cancer Division's efforts towards improving access, flow and whole of system performance, we established a cancer specific Emergency Department (ED) and admission avoidance clinic. This clinic is nurse led and provides triage and support to patients either on treatment or soon after treatment. The aim is to triage and provide assessment and intervention to firstly prevent unnecessary presentations to ED, and secondly, where appropriate, prevent the need for admission to hospital.

Most importantly, patient management has improved, in a safer and more controlled environment, and the patient experience has also improved

Blood Management

As part of the Division's contribution to improvements in productivity and efficiency, we embarked on a revised approach to blood and blood product management. Led by the District's Blood and Blood Product Lead, Mel Glass, we have developed and implemented a single unit transfusion policy and a revised approach that reduces the unnecessary cross matching of products by 50%

ISCaHN Culture Club

A group of 17 staff from different locations and departments was formed to establish the Culture Club. They will work together to plan inclusive activities and progress service initiatives relating to culture

Your Say 'Our Say'

Following the release of the District's YourSay staff survey results, the Cancer Services Division ran a series of workshops to present

results and work through key themes. We labelled this as *turning your say into our say*. Together we developed an action plan that echoes the collective voice of our team - a plan that we have designed in collaboration to tackle together as one

Essentials of Care

The Shoalhaven Cancer Care Centre participated in the Essentials of Care Program, aiming to create a positive experience for everyone that walks through the doors of the Centre. Essentials of Care is about giving all stakeholders – patients, carers, staff and families – opportunities to participate and be included in decisions about effective care, using approaches that respect individual and collective values. As part of the program, a team of four staff members joined with consumers to determine a set of shared values. These values are now proudly displayed in the foyer of the Shoalhaven Cancer Centre in the form of a beautiful artwork by Wendy Brown, a local artist who was also a patient treated at the Centre



Mark Crowther, Scott Baxter, Peter Dun, Paul Dean (Chairman), Greg Watson (Founding Chairman) – all members of the Shoalhaven Linear Fundraising Committee, join Medical Physics Site Manager Adrian Rinks, Director Cancer Services Anthony Arnold and Parliamentary Secretary for Illawarra and South Coast Gareth Ward to celebrate the Committee's final contribution to the Shoalhaven Cancer Care Centre



Registered Nurses, Lyndall Moore and Yuliya Pashkovska at Illawarra Oncology Day Care



Registered Nurse, Courtney Vaccari at Shoalhaven Oncology Day Care



Pharmacist, Lucy Sheers, Oncology Pharmacy, Illawarra Cancer Care Centre

RISKY BUSINESS CHEMOTHERAPY DOCUMENTATION PROJECT

The Cancer Service recently undertook a quality project titled 'Risky Business: Streamlining Chemotherapy Referral' which aimed to reduce clinical risk and improve efficiency of chemotherapy referral by achieving 90% documentation completeness within six months.

Clinical governance is an essential part of the service we provide. A robust chemotherapy referral and documentation process is vitally important, as is the value of an empowered, multidisciplinary team that can work together to uphold the highest standards of care.

The multidisciplinary team worked to develop and implement a Documentation Standard, which defined the safe level of documentation required on referral for chemotherapy.

Safe practice limits were agreed and monitored, with regular consultation, review and feedback for referring clinicians.

The project's methodology was designed to empower members of our clinical teams to work together as equals to deliver safe, efficient chemotherapy referral.

Cancer Systems Innovation Manager, Amy Hains and Nurse Unit Manager Oncology Day Care, Lisa Cook submitted the project, including the multiple benefits and positive outcomes, to the ISLHD Quality and Innovation Forum where it received the Collaborative Team award. The project was also shortlisted as one of three finalists in their category at this year's Ko Awatea APAC Forum (Asia Pacific healthcare conference).

Dr Chris Fox, Radiation Oncology Head of Service recently commented, "when planning and implementing service improvements, the use of diplomacy increases the level of engagement from those targeted to participate and that was demonstrated in this case". Congratulations Amy and Lisa and well done to those who contributed to the outstanding outcomes of this project.



Cancer Systems Innovation Manager, Amy Hains and Nurse Unit Manager Oncology Day Care, Lisa Cook

Kids and Families

The Kids and Families Division provides safe, quality focussed health care to suit community needs resulting in better health outcomes for children and young people within the Illawarra Shoalhaven Local Health District.

Service delivery is targeted toward Paediatric and Child Health across 32 sites through paediatric inpatient facilities across the District, community based Child and Family Nursing, Aboriginal Maternal Infant Child Health services, Early Childhood Immunisation, Child Protection, Out of Home Care and Allied Health.

KEY ACHIEVEMENTS / HIGHLIGHTS

- Work continues on the Wollongong Hospital Children's Ward Refurbishment, bolstered by the Run Wollongong fundraising collaboration with Cotton On Foundation which has raised more than \$530,000 for children services in the Illawarra since 2013

- Child and Family National Standards governance and committees were established by the Division
- State-of-the-art, high definition camera equipment, known as Vision for Life, was installed at Wollongong, Shellharbour, Shoalhaven and Milton Ulladulla Hospital Emergency Departments, Children's Wards and Special Care Nurseries. The cameras can help in the diagnosis of sick children and babies and add another dimension to the communication between our hospitals, the Newborn/paediatric Emergency Transport (NETS) service and specialists at the Children's Hospitals in Sydney
- Established a Paediatric Hospital in the Home and Assessment Unit, which provides a range of services and care to children residing outside hospital, as a substitution or prevention of in-hospital care. The benefits include children being able to stay in the comfort of their own home, returning for

- follow-up care, and also helps minimise the impact on the whole family
- Undertook the Child and Family *Connecting With Our Clients* Project, which looked at meaningful, two-way collaboration with our patients, their families and carers
- Developed our Division 'story'. This resource provides a snapshot of the needs of the community, our patients and the care we provide
- Our Aboriginal Maternal Infant and Child Health services at Binji & Boori in Shoalhaven and Minya Biyanga Boori at Shellharbour continue to engage with Aboriginal families in the area, participating in NAIDOC celebrations and other community activities
- Child and Family staff continue to work with other community agencies to ensure we are accessing vulnerable children and families in the region

RUN WOLLONGONG

The local community again rallied this October to support the annual Run Wollongong event, now in its fourth year. More than 3000 people took part in the fun run (or walk!) and raised over \$81,000 toward the refurbishment of the Children's Ward at Wollongong Hospital. Participants enjoyed a fun, family-friendly day out with food, rides and local music star Cyrus entertaining the crowd at the finish line.

The redevelopment project will see a complete make-over of the ward and provide improved

comfort and amenities for patients, their families and carers and staff. We are planning an overhaul of the unit with the aim of creating a 'one stop shop' for children and families with acute and chronic illness.

The revamped ward will incorporate an atrium style interactive play area, outpatient clinics, new ambulatory care and short stay areas, and purpose-built teaching and learning areas. We will also be upgrading the parent facilities to make it easier for parents to stay with their

children when they need to remain in hospital. We are always striving to provide high quality care as close to home as possible. We want to make it as comfortable as possible for our patients and their families visiting hospital.

Thanks again to every person that took part, volunteered, supported or spread the word about this year's Run Wollongong event in support of our local children's services.

Hope to see you there next year!



Run Wollongong participants warm up before heading to the start line



Children's ward patient, Dexter Hefferman with his family at the event



Maternity & Women's Health

Formerly part of the Division of Kids and Families, a separate Division of Maternity and Women's Health was established in 2016 in order to provide a stronger focus on the unique needs of patients and clients as well as the specific strategic and operational needs of the services.

The Division of Maternity and Women's Health provides antenatal, birthing and postnatal services to women and babies throughout the District. It provides inpatient services within our Hospitals together with community-based midwifery services and is committed to delivering women and family-centred care.

KEY ACHIEVEMENTS / HIGHLIGHTS

- Medical and Midwifery Clinical Co-Directors appointed as leaders of the new Division
- Following formation of the Division, the Co-Directors have established strategic priorities for the delivery of services which are now being implemented across the District
- Maternity Steering Committee and Model of Care Working Group formed which sees the District working together with local clinicians and the community to guide the development of a safe and sustainable birthing service at Milton Ulladulla Hospital as part of the District's network of obstetric services

INTERNATIONAL DAY OF THE MIDWIFE

The Division was proud to celebrate International Day of the Midwife during May and reflect on this years' theme: *Women and Newborns: The Heart of Midwifery*. Wollongong Hospital midwives joined the 'walk with midwives' to raise funds for Rhodan, the Lipsette Indigenous Midwifery Trust. The Wollongong midwives took part in a sunny morning walk with mothers and babies around Belmore Basin and also enjoyed an afternoon tea – featuring extra special Midwife Day themed cupcakes. Midwives at Shoalhaven could be heard spreading the word throughout the wards and halls of the Hospital before joining together to share refreshments with a splash of purple in celebration of the day.

Birth Stats Babies born

WOLLONGONG HOSPITAL - **2613**
SHOALHAVEN DISTRICT MEMORIAL HOSPITAL - **866**
MILTON ULLADULLA HOSPITAL - **24**




During this period, seven babies were born at home, under the public home birth service provided by the Wollongong Hospital Midwifery Group Practice.

(1 October 2015 – 30 September 2016)



Mental Health



MENTAL HEALTH
Bed Days
39,153

The Illawarra Shoalhaven Local Health District Mental Health Service provides services across the District and includes clinical (Psychiatrists, Nurses, Psychologists, Allied Health) and non-clinical staff. Our Mental Health Services include:

- 143 inpatient beds across seven units and two community residential rehabilitation units (including an Adolescent Unit with state-wide beds)
- Hospital based services such as Consult Liaison Services and Emergency Department Mental Health Clinical Nurse Consultants.
- Nine Community and Rehabilitation Mental Health services

The Mental Health Service works with a variety of providers, including local (Public Health Networks, Non-Government Organisations, Public Health Organisations); hospital services (such as Paediatrics, Aged Care, Emergency Department, Drug and Alcohol) and at a state level (Forensics, Child and Adolescent Inpatients).

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Completed an innovative Consumer Metabolic Health Monitoring Program trial, which was run from the Clozapine Clinics at the Illawarra

Adult Community Mental Health Service. The aim was to improve metabolic screening to our case managed consumers. Results have been outstanding with over 90% of community mental health staff being trained in metabolic monitoring in only six months. Referral rate of consumers to other health services has increased significantly in relation to diabetes clinics, cardiac assessment, and other specialist clinical referrals

- Mirrabook Acute Mental Health Inpatient Unit participated in the *Productive Mental Health Ward* implementation project and recently attended the 12 month follow-up workshop where the team reported on initiatives implemented in the unit to "Release Time to Care". The project is focussed on making innovative changes and organising the ward environment (WOW = Well Organised Ward) to free up nursing time to provide increased direct consumer care. We received the "Peer Recognition Award", selected by the other Regional Mental Health Inpatient Units, for our presentation reporting on the improvements
- The Mirrabook team lead a project called "A Truly Smoke Free Mental Health Inpatient Unit" which won the Preventative Health Award, Chief Executive Award and ACI Rural Innovation Award at the ISLHD Quality and Innovation Forum
- Developed and implemented two new Models of Care for the *Mental Health Inpatient Units* and for *Mental Health Inpatient Nurses* (this particular model also includes a

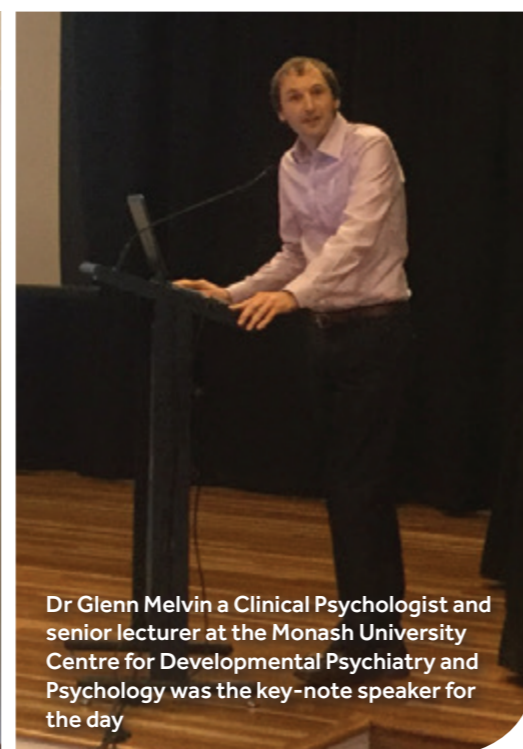
consumer booklet "Your Stay With Us" which gives guidance on what to expect from your nurse when you are in the inpatient unit). These models have been presented at numerous NSW Health meetings including State Director of Nursing and the Mental Health Program Council

- The Illawarra Shoalhaven Suicide Prevention Collaborative awarded one of four tenders in NSW for the "LifeSpan" Project which will commence in February 2017. We are partners in this Collaborative, together with the local Primary Health Networks
- The Illawarra Shoalhaven School-Link Program held its second annual Collaborative Care Forum Day at Kiama. More than 160 staff from ISLHD and the Department of Education joined together to work on improving understanding of each other's roles and looking for opportunities for more collaborations between Health and Education staff and services. The theme was 'Student Engagement and Attendance' and looked at how we can work together to engage school students, assist them in accessing Mental Health Services and improve school attendance

If you or someone you know is in need of more urgent care, please call the Mental Health Line on 1800 011 511, a telephone service operating 24-hours, seven days a week. In an emergency, call 000 or go to your nearest hospital emergency department.



Mirrabook Mental Health Unit team



Dr Glenn Melvin a Clinical Psychologist and senior lecturer at the Monash University Centre for Developmental Psychiatry and Psychology was the key-note speaker for the day

THE PEER WORKFORCE

Irene Constantinidis, Team Coordinator of the Consumer Participation Program gives us an update on our Mental Health Peer Workforce.

Since 1995, people with a lived experience of a mental health issue have been employed in the Illawarra Shoalhaven with nearly as many name changes as our health district! People may remember 'Consumer Rehabilitation Assistants' at Mental Health Rehabilitation Services and the 'Consumer Advocates' in hospital and the community. We are now known as Consumer Peer Workers – and wow what a transformation!

Despite the name change, the main underlying philosophy of consumer work and people employed with a lived experience remains the same. That is to support consumers of the mental health service in their recovery journey through a collaborative and partnership approach that incorporates reciprocity and mutuality.

Consumer Peer Workers are now recognised as an integral and important part of the Mental Health landscape and workforce. The most recent development is the introduction of formal

qualifications of the Cert IV in Peer Work run by the Mental Health Coordinating Council of NSW and the launch of the Peer Work Hub by the NSW Mental Health Commission. Visit the website for more information: peerworkhub.com.au

As the journey of the Peer Workforce progresses and advances, four of our peer workers - Irene Constantinidis, Jon Strang, Tim Heffernan and Renee Harding - were granted a scholarship from the Mental Health Coordinating Council and ISLHD to undertake the Cert IV in Peer Work, which concluded in June 2016. They are the third round of peer workers to complete training in NSW and will bring that knowledge and expertise and the consumer perspective in their work within the District. To complement this process a Consumer Peer Worker Brochure has been developed that outlines the service provided by the peer workforce together with contact numbers. Ask our staff for a copy of the brochure if you're interested in learning more.



Consumer Peer Workers at last year's Staff and Volunteer Recognition Awards ceremony where they received the Outstanding Team Award

Research



Research Team

The ISLHD Research Office provides assistance to clinicians across the District, including doctors, nurses and allied health professionals. The office has two work sections: Research Central and Research Governance.

Research Central aims to foster the development of research skills of the clinicians working at the forefront of patient care. The sub-unit provides educational workshops, mentoring programs and individual project support.

The Research Governance Unit supports and advises researchers in matters relating to governance and navigating required processes such as site authorisation and research ethics.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Over the last 12 months, 116 research projects have been approved to be undertaken across ISLHD, in a range of areas including cancer care, mental health, aged care and general medicine
- The appointment of the joint Illawarra Health and Medical Research Institute (IHMRI) and ISLHD Clinical Director of Health and Medical Research, Professor Leonard Arnold. Professor Arnold plays a key role in developing clinical and academic partnerships, to bring people with similar interests together in the aim of producing high quality research that spans from basic science to patient bedside
- Establishment of a Low and Negligible Risk (LNR) Review Committee and Scientific Review Panel based out of Wollongong Hospital. This will help facilitate research activities across the LHD, by providing a streamlined, internal research review process for researchers
- Establishment of a Research Governance Board to oversee research activities within ISLHD. The Board provides oversight of the ethical and scientific review processes for research projects, strategic partnerships and collaborative relationships, funding opportunities and District-wide scholarships
- Facilitation of the *Joint ISLHD and University of Wollongong PhD Scholarship Program*, which has seen five PhD students work with clinicians on current health challenges across the District in areas including cancer care, renal and mental health
- Establishment of the *ISLHD Clinical Fellowship program*, which offers researchers the opportunity to integrate a PhD into their clinical practice, whilst working as a clinician in the relevant field. The program has so far seen one clinical fellowship be undertaken in cancer care, with aims to expand in 2017
- Ongoing facilitation of two medical support programs; the *Staff Specialist Research Program*, which supports senior doctors in their research pursuits, and the *Medical Student Research Project Program*, which aims to link medical students with experienced doctors, for them to gain hands-on experience of clinical research
- The Annual Research Dinner was held in June with 145 attendees. The event celebrated cutting-edge research being undertaken by researchers within the health district and their collaborators
- The delivery of a series of educational research workshops and quarterly research forums ('Four Seasons of Research') to bolster clinician research skills and showcase research being undertaken locally

To obtain a copy of our Annual Research Report, learn more about research activities or how you can get involved in health research, please contact us via ISLHD-Research@health.nsw.gov.au or 4253 4891.

ISHEC

The Illawarra Shoalhaven Health Education Centre

The Illawarra Shoalhaven Health Education Centre (ISHEC) provides healthcare professionals and students with access to the latest advanced technology, allowing them to replicate real life treatment scenarios through simulation-based learning involving patients, their families and treating clinicians. The purpose-built facility has been the setting for practical, simulation and theory based training, educating health professionals and students both within our District and the wider health community.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- ISHEC and Wollongong Hospital Emergency Department underwent an accreditation visit by the Australian College of Emergency Medicine for the Specialist Skills Term in Simulation for Senior Registrar doctors. During this term, the doctor gains a sound understanding of education principles, develops experience in teaching a range of participants, gains knowledge and skills in debriefing and feedback and learns the principles of crisis resource management and human factors
- Accredited by the Health Education and Training Institute (HETI) to conduct the Instructor and Participant Program for Conversations in Clinical Supervision. This program is an inter-professional one-day course and focuses on communication skills relevant to interviewing students. The course aims to develop techniques in formative assessment, giving feedback, supporting and coaching students with difficulties and motivating students to change behaviours, maximise performance or develop resilience for staff involved in a supervisory position
- Released report, titled *The First Three Years*, providing a summary of the education activities that have occurred in the Centre and across the District since opening in 2013. The Report also gives a first-hand look at what takes place inside the facility, with ISHEC staff providing an overview of their experiences and training programs

ISHEC PREPARES DOCTORS FOR EMERGENCY SITUATIONS THROUGH SIMULATION LEARNING

Can't Intubate, Can't Oxygenate (CICO) is a life-threatening emergency situation in which the doctor is unable to deliver oxygen into the patient's trachea (windpipe) and lungs due to an obstruction. This results in falling oxygen levels in the patient's circulation, which can lead to brain damage and ultimately, death.

Fortunately, the incidence of CICO is extremely rare, for example an anaesthetist may only encounter this scenario once or twice in a working lifetime. Nonetheless, a doctor must still be prepared and skilled in calmly managing this highly stressful situation.

Since the CICO scenario occurs rarely, doctors have little opportunity to develop appropriate skills in the real-life setting. For this reason, Wollongong Hospital Anaesthetists, Dr May-Lin Liew and Dr Jason Chaffer organised the workshop to train and equip doctors with knowledge and practical experience in managing this scenario, using bench-top airway models and a computerised mannequin to simulate the clinical condition. Subsequent courses have been offered to clinicians in related critical care fields of Intensive Care Medicine and Emergency Medicine.

Training doctors in this way gives them valuable technical and cognitive skills to manage the critical event should it occur, and allows participants to become familiar with appropriate equipment and techniques.



Congratulations to all the nominees and winners of the 2016 ISLHD Staff and Volunteer Recognition (SAVR) Awards.

The SAVR Awards recognise and reward significant and outstanding achievement and performance of individuals and teams who have exemplified our CORE Values of **Collaboration, Openness, Respect and Empowerment.**

Our staff and volunteers work across a diversity of roles and SAVR celebrates and rewards achievements across the District. Our Awards Presentation Ceremony was held on 15 November, where all nominees were celebrated and the winners of each category announced.

2016 STAFF AND VOLUNTEER RECOGNITION AWARDS



Award Winners

- 2016 CHIEF EXECUTIVE AWARD**
Jean Turner
- OUTSTANDING TEAM**
Health Roster Implementation Team
- UNsung HERO (WORKING BEHIND THE SCENES) – JOINT WINNERS**
a. Emma Corvalan
b. Dr Surinder Wadhwa
- INCLUSIVE LEADERSHIP**
Franca Facci
- RISING STAR**
Ashlie Taylor
- OCHRE Award**
Sylvia Akusaw
- INSTILLING INNOVATION/ CONTINUOUS IMPROVEMENT**
Carmen Wood
- ACHIEVING IN THE FACE OF ADVERSITY**
Amy Hains
- BEST TEAM SOLUTION TO WORKPLACE HEALTH AND SAFETY ISSUE**
Monthly Focus team – David Berry Hospital
- BEST INDIVIDUAL EFFORT TO IMPROVE WORKPLACE HEALTH AND SAFETY IN THE WORKPLACE**
Vicki Weston
- COMMITMENT TO BUILDING HEALTHY PEOPLE AND RESILIENT COMMUNITIES**
Alicia Burgess
- VOLUNTEER OF THE YEAR - GIFT OF GIVING**
Pat Glasby
- OUTSTANDING COMMITMENT TO EQUALITY AND DIVERSITY**
Mirrabook Nursing Team
- EXTRAORDINARY CARE FOR OUR PATIENTS AND THEIR CARERS**
Thelma March

Public Health Unit

The role of the Public Health Unit is to identify and prevent or minimise public health risk to our communities through the administration of public health legislation, monitoring of notifiable diseases and delivery of effective public health interventions. Our core functions are environmental health (including tobacco control), infectious disease surveillance and control (including managing outbreaks), immunisation (including delivering the School Based Immunisation program), epidemiology, and public health emergency management.

KEY ACHIEVEMENTS / HIGHLIGHTS

- Ran activities focused on regulating the sale of tobacco and promoting smoke-free environments, which included three prosecutions of tobacco retailers for selling cigarettes to minors. Over 70 tobacco advertising inspections were also completed, along with over 100 inspections relating to smoke-free environments, such as commercial outdoor dining areas
- Held immunisation clinics at community events as part of a program to improve influenza vaccination rates amongst Aboriginal communities, which are identified as a higher risk group
- Initiated a program to help improve the rates of Aboriginal populations completing the National Immunisation Schedule, which involves sending reminder text messages ahead of vaccination due dates. This has helped contribute to the strong result of 95.35% coverage for Indigenous children at five years of age
- This influenza season saw an increase in both the general community but also a substantial increase in influenza outbreaks in facilities such as aged care and child care centres and hospitals, with the Unit responding to 19 outbreaks in these types of facilities. Four influenza clinics were undertaken to help aged care facilities manage the outbreak and reduce the risk of transmission
- Winter also saw a significant increase in notified gastroenteritis outbreaks in care facilities with the Unit responding to 29 outbreaks with around 342 people affected
- Our Environmental Health team has been working with the approximately 80 private water suppliers in the District to submit Quality Assurance Plans as part of new requirements. We work with suppliers to manage issues identified in the plans to help provide the safest drinking water possible

A BOOST TO IMMUNISATION DURING NAIDOC WEEK

The Public Health Unit ran two free influenza vaccination clinics during NAIDOC Week this year at the Illawarra NAIDOC Family and Community Fun Day and the Shoalhaven NAIDOC Fun Day at Nowra Showground. Both clinics were extremely successful and were part of a larger ISLHD presence at the events, with other health services also available to the community.

Influenza vaccines were provided for Aboriginal people 18 years and older and our staff also provided information about other immunisation issues, environmental health issues, and the importance of hand hygiene for stopping the spread of disease.

Feedback on the day showed that the community really appreciated having services like vaccination clinics at these types of events. During both days there were lots of positive stories from the community where people had already had their flu shot through other services, which is a good indication that awareness around these issues is improving.

The Public Health Unit would like to thank the organisers of NAIDOC Week, and the local communities, for inviting our team to have a stall and involving us in the day. It was fantastic opportunity and we hope to be involved again in years to come.



Community members receive a flu vaccination from Caroline Williams during NAIDOC week

INFECTION MANAGEMENT & CONTROL SERVICE

The Illawarra Shoalhaven Local Health District Infection Management and Control Service (IMACS) core aim is simple: to make sure our patients have the lowest possible chance of acquiring an infection whilst in our care, and that our staff are properly prepared and protected against infection risks whilst at work.

Our highly experienced Clinical Nurse Consultants (CNCs) are responsible for providing expert advice and support across both inpatient facilities and community-based health settings. IMACS aims to provide and promote a person-centred infection management and control service across the District.

KEY ACHIEVEMENTS / HIGHLIGHTS

- An opportunity to share our research into the experience of being a hand hygiene auditor at two prestigious international conferences; the Australian Nursing and Midwifery conference and the Australasian College for Infection Prevention and Control Conference. This work was also published in the American Journal of Infection Control
- Continued training of ward-based hand hygiene auditors, to facilitate the mandatory requirement for compliance with NSW Health Hand Hygiene policy. The most recent audit (period ending 30 June) showed an 84% compliance with hand hygiene policy by our staff
- Education of staff and consumers is a key priority, with infection prevention and control components being included in ISLHD Orientation and mandatory update training sessions to staff, including volunteers and construction contractors working on our sites. A poster display of hand hygiene and infection rates is available on all wards
- Annual Infection Prevention and Control Link Program study day provided more than 90 participants an opportunity to showcase their projects including 'How small changes make a big difference'; 'Standardised reprocessing in Oral Health'; 'Renal bacteraemia project'; 'Cardiac diagnostics reprocessing redesign'; and 'Bling reduction'



HAND HYGIENE AWARENESS DAY

Our LHD has been an active participant in the World Health Organisation (WHO) SAVE LIVES: Clean Your Hands campaign since 2009. WHO announced this year that more than 19,000 health facilities from 177 countries have now registered to participate in this global initiative.

Our services and facilities again celebrated Hand Hygiene Awareness Day in May this year, around the theme of "Go for 90%are you with us?".

Infection Prevention and Control Link program members and their colleagues in clinical settings embraced the opportunity to raise awareness of the importance of hand hygiene in healthcare settings by demonstrating their commitment to hand hygiene in some creative ways.

IMACS CNCs visited hospital departments and engaged with over 600 members of staff including nurses, doctors, hotel services, allied health and more. The IMACS Roadshow included activities for staff to be involved in, which challenged them to actively consider their commitment to hand hygiene compliance. These included guessing games such as "How many alcohol-based hand rub bottles are used in a month for the hospital?" (Around 1500 a month at Wollongong for those keeping score!)

More information about the SAVE LIVES: Clean Your Hands is available on the WHO website: who.int

Drug and Alcohol



DRUG & ALCOHOL SERVICE
Occasions of Service
43,304



Margot Mains (ISLHD Chief Executive), Gareth Ward (Parliamentary Secretary for Illawarra & South Coast), Pru Goward (Assistant Minister for Health), David Reid (Director Drug and Alcohol), Aunty Muriel Davis and Daniel Lonesborough

The Drug and Alcohol Service provides a range of treatment options and support to people with substance misuse issues and also provides support to their families, friends and carers.

Treatment includes: withdrawal management, opiate substitution, counselling and case management. The service is committed to a harm minimisation philosophy and harm reduction strategies include our needle and syringe program, which is delivered across the District. In addition, we provide health education and training to Illawarra Shoalhaven Local Health District staff, stakeholders and the wider community.

KEY ACHIEVEMENTS/ HIGHLIGHTS

Establishment of the ISLHD Stimulant Treatment Program (STP)

Assistant Minister for Health, Pru Goward officially launched the STP for the Illawarra and Shoalhaven earlier this year. This service provides local access to highly effective drug and alcohol treatment programs and services. With a focus on young people, the STP builds on partnerships with organisations including the National Youth Mental Health Foundation and Headspace to offer a range of support, including counselling, medication-assisted management, therapeutic groups and referral to other programs.

ISLHD Viral Hepatitis B and C Forum

The service facilitated the Viral Hepatitis B and C Forum, aiming to coordinate an ISLHD response to the NSW Health Hepatitis B and C Strategies 2014-2020. Key stakeholders were invited to provide input drawing from their expertise and experience around strategies for increasing the number of people on treatment, screening and assessment in primary care, screening and follow up of pregnant women and their babies, community awareness and education, and improving access and outcomes for people who inject drugs. The next step is to develop an ISLHD Viral Hepatitis Action Plan, incorporating input from this forum.

Needle and Syringe Program (NSP) Outlet

Over the past year the NSP has established more outlets, now providing ongoing maintenance to 30 NSP outlets across the Illawarra and Shoalhaven. In the Shoalhaven, NSP staff worked closely with the Nowra Aboriginal Medical Service to establish an outlet targeting the needs of the Indigenous population. These outlets enable the distribution/ collection of injecting equipment to reduce the incidence of blood borne viruses including Hepatitis C and HIV.



Oral Health



ORAL HEALTH SERVICE
Occasions of Service*
29,876

*11 months of data

Illawarra Shoalhaven Local Health District Oral Health Service provides general and some specialist services at seven clinics across the District. These services are available to eligible populations - defined as infants, children and young people under 18 years of age, and adults with healthcare concession, pension and Commonwealth Seniors' cards.

The team consists of highly skilled Dentists, Dental Specialists, Dental Therapists, Oral Health Therapists, Dental Assistants and support staff.

KEY ACHIEVEMENTS / HIGHLIGHTS

- Refurbishment of Warilla Dental Clinic, which includes two additional dental chairs and new surgeries
- Recruitment of four new full time equivalent Dental Officers
- Work commenced on the new \$3.4 million Nowra Regional Centre for Oral Health. This purpose-built community based facility will enhance the delivery of comprehensive oral health services to eligible clients in the Shoalhaven region and is expected to open early next year
- The Oral Health Service received accreditation from the Australian Council on Health Care Standards (ACHS) against the National Safety and Quality Healthcare Standards (NSQHS). Our Service was surveyed as part of a unified Primary and Integrated Community Health Service, with positive feedback received on our strong teamwork and collaboration

OUR DENTAL CLINICS

We have Dental Clinics in Wollongong, Port Kembla, Warilla, Shellharbour, Kiama, Nowra and Ulladulla. Dental services are provided free of charge to community members that reside within the District's boundaries and meet the eligibility criteria:

- Child clients must be eligible for Medicare
- Adults clients (18 years and older) must be eligible for Medicare and hold (or are listed as a dependent on) one of the following valid Australian Government concession cards: Health Care Card, Pensioner Concession Card or Commonwealth Seniors Health Card

To make an appointment have your Medicare and Centrelink Card (adults) details available and phone: 1300 369 651.

Allied Health

Allied Health comprises a small but crucial part of the District. Allied Health clinicians provide services across the continuum of care that seek to maintain health, reduce admissions and accelerate recovery to enhance patient quality of life and participation in the community.

Our teams include Nutrition and Dietetics, Occupational Therapy, Podiatry, Physiotherapy, Psychology, Social Work and Speech Pathology.

KEY ACHIEVEMENTS/ HIGHLIGHTS

NUTRITION AND DIETETICS

- The 9th Annual Excellence in Clinical Nutrition Forum was conducted which included seven presentations and 13 poster submissions. Projects included Intensive Care Unit (ICU) feeding, patient journey and malnutrition in stroke

OCCUPATIONAL THERAPY

- Implemented NSW Occupational Therapy clinical competencies
- Developed education tools and resources to improve compliance with the National Stroke Guidelines

PODIATRY

- Won an ISLHD Quality and Innovation Award

for its Aboriginal foot clinic initiative, which aimed to identify high risk Aboriginal and Torres Strait Islander clients attending the Aunty Jeans program, assess their foot health and organise referrals to appropriate services

PHYSIOTHERAPY

- Introduced a new group model from the Illawarra Shoalhaven Chronic Pain Service in partnership with Psychology
- Received a multilingual grant and translated the ISLHD Prosthetics and Orthotics pamphlets into Arabic, Italian, Macedonian and Portuguese.

PSYCHOLOGY

- Established the *Illawarra Shoalhaven Suicide Prevention Collaborative*; a group comprising almost 30 key government, non-government and community organisations within the region, committed to working together in the evidence-based Systems Approach to suicide prevention
- In August, the NSW Minister for Mental Health Pru Goward and Professor Helen Christensen, Director and Chief Scientist of the Black Dog Institute, announced the Illawarra Shoalhaven region (through the Illawarra Shoalhaven Suicide Prevention Collaborative) as one of four nominated regions for a supported implementation trial of the LifeSpan suicide prevention project. The funding received as

part of this project will contribute positively to the work of the collaborative, with the ultimate goal to reduce suicide rates and support people in our region to live full, contributing lives

- Establishment of a collaboration between NSW Department of Family and Community Services (FACS), Department of Education and ISLHD psychologists (Psychology Community of Practice) to foster greater collaboration, sharing and staff development opportunities

SOCIAL WORK

- Successful pilot of an after-hours combined sexual assault and domestic violence response service at Shoalhaven; a partnership between the Social Work Department and the Violence and Neglect (VAN) service
- The Mental Health Homelessness Project assisted 115 clients to the period ending 30 June
- The forensic counselling based at Wollongong Hospital continued to develop specialist services for families of patients that have been referred to the NSW State Coroner

SPEECH PATHOLOGY

- Significant development of paediatric therapy service with introduction of a variety of therapy groups
- Modified Barium Swallow procedures standardised across ISLHD



NSW Minister for Mental Health, Pru Goward joins staff and executives from the Black Dog Institute and Illawarra Shoalhaven Local Health District in announcing a trial of the LifeSpan suicide prevention project in the Illawarra Shoalhaven region



Judy Pickard, Psychology Professional Head, Mental Health Services and Associate Professor Vida Bliokas, ISLHD Head of Psychology

Aboriginal Health

Aboriginal health is everybody's business. The District's approach to improving the health of Aboriginal residents includes the development and implementation of strategies that underpin and enhance health service provision that incorporate accessing both mainstream services and specific Aboriginal health programs and services.

Our Aboriginal Health Strategy Director plays a key role in linking services and providing leadership, direction and management of the District's progress towards achieving Closing the Gap outcomes, as outlined in the Ministry of Health Aboriginal Health Plan 2013-2023. ISLHD is committed to improving the physical, cultural, spiritual and family wellbeing of Aboriginal people to reach their full potential.

The District runs Aboriginal supplementary health care services including Aboriginal Liaison Officers, Aboriginal Chronic Care Unit, the Aboriginal Maternal and Infant Child Health service at Shellharbour and Shoalhaven, and employs Aboriginal Health Workers across various multidisciplinary services. We also have an Aboriginal Workforce team and support a number of Aboriginal specific training and cadetship programs.

KEY ACHIEVEMENTS/ HIGHLIGHTS

Reconciliation function at Karinya Palliative Care Unit

A unique overlap of Reconciliation Day and Palliative Care Week allowed the perfect opportunity for a celebration at Karinya Palliative Care Unit, David Berry Hospital earlier this year. The focus of the day was the way in which the Palliative Care Service, Aboriginal Health and the Shoalhaven community have worked together to make ISLHD's Palliative Care Services, both in the community and in hospital, accessible and understood by all.

Staff and members of the community paid respect to past Elders, Uncle Ben Brown and Aunty Eileen Pittman and the Shoalhaven Elders and Friends group who, 19 years ago, planted a Lilly Pilly tree as part of the Boomerang Gardens, to symbolise reconciliation, healing and hope. Jean Turner, the Aboriginal Liaison Officer at the time, and Lena Bloxsome, formerly of the Shoalhaven Elders and Friends group were instrumental in organising the Gardens in 1997.

The Reconciliation function also included a private ceremony to accept a didgeridoo donated by the family of local man, the late Mr Ray Smith, which now proudly hangs above the doorway in Karinya as a symbol of ongoing reconciliation.

SIGNING OF STATEMENT OF COMMITMENT TO ABORIGINAL PEOPLE

In August this year, our Board Chair and Chief Executive officially signed the Illawarra Shoalhaven Local Health District Statement of Commitment to Aboriginal people. The statement reaffirms and strengthens our commitment to the more than 13,000 residents within our District that identify as Aboriginal and/or Torres Strait Islander and our goal of closing the health and life expectancy gap between Aboriginal and non-Indigenous Australians.

Our next step is to develop a local Aboriginal Health Plan, which will include practical actions to guide our work and decisions about what is needed in our Local Health District.



Regional Representative Aboriginal Health and Medical Research Council, Julie Booker accepts the Statement from Chief Executive, Margot Mains and ISLHD Board Chair, Prof Denis King



David Berry Director of Nursing, Karon Stalgis; Director Aboriginal Health Strategy, Pauline Brown; and Chief Executive, Margot Mains



Kerry Bloxsome, Jean Turner, Lena Bloxsome and Pauline Brown in front of the Boomerang Gardens

Ambulatory & Primary Health Care

Ambulatory and Primary Health Care provides a range of services to ensure that our health system is focused on keeping people well and able to participate in life and work. We also aim to ensure good clinical care extends across the boundaries through enhanced coordination between the primary health care sector, acute care sector and social care sector.

KEY ACHIEVEMENTS / HIGHLIGHTS

- Ambulatory and Primary Health Care maintained accreditation through the second year review under National Safety and Quality Health Service (NSQHS) Standards and also successfully completed accreditation with the Australian Aged Care Quality Agency
- Completed rollout across the District of the Community Health and Outpatients Care (CHOC) component of electronic medical records (eMR). This allows clinicians to view inpatient and community records in the one place. In addition, mobile computing has been implemented to allow for simultaneous recording of patient notes and access to diagnostic results
- Growth of HealthPathways project that aims to enhance integrated care across the health care continuum with over 180 care pathways now active. This website provides General Practitioners (GPs) and other clinicians with information and resources regarding accessing appropriate care across a wide range of clinical specialities in the Illawarra Shoalhaven region
- Care packages provided through the Palliative Extended and Care Home (PEACH) Support

Program extended across the entire District, providing patients and their carers with access to appropriate care in their home. This service is run in partnership with Palliative Care Services, South Western Sydney Local Health District and Silver Chain

- In conjunction with the South Eastern NSW Primary Health Network (PHN), COORDINARE, an easy to use and secure electronic referral process (Eas-e-referral) was trialled for GPs to refer clients to our Diabetes Services and receive electronic communication in response. Feedback shows this has improved the timeliness of treatment
- The National Health and Medical Research Council funded the BEST (Balance Exercise Strength Training) at Home falls prevention research project, run in conjunction with the University of Sydney and The George Institute for Global Health. The project investigates the value of home-based exercise to reduce falls and prevent pain in the shoulder region
- A NSW Health Translational Research Grant of over \$560,000 was received to investigate the utilisation of mobile phone text messages to modify lifestyle risk factors and improve diabetes self-management for people with type 2 diabetes

- Process improvements at our Access and Referral Centre have seen management of referrals on the same day increase to 100% with 95% of these occurring immediately
- Construction commenced on a new community based health facility on the grounds of the former Kiama Hospital site with commissioning of the Centre planned for early 2017
- Achievements against the NSW Health Healthy Children's Initiatives also continues to be strong with:
 - Over 80% of all schools in the Illawarra and Shoalhaven participating in our Live Life Well @ School program with regular training and network meetings with school canteen staff
 - Over 80% of all Illawarra and Shoalhaven pre-schools and day care centres participating in the Munch & Move Program with regular training programs addressing movement skills, healthy eating learning experiences or food requirements in care
 - Ongoing strong enrolment into the Go4Fun Targeted Healthy Lifestyle Program for children above a healthy weight



Paving the way to better health care

A partnership between the Illawarra Shoalhaven Local Health District and COORDINARE - South Eastern NSW Primary Health Network, the HealthPathways program recently celebrated its first anniversary.

What is HealthPathways?

HealthPathways is an on-line information portal for health professionals across Illawarra and Shoalhaven about how to assess, manage and refer patients to local healthcare services. It is underpinned by evidence-based practice and is being replicated throughout Australia and New Zealand.

The program is based on a highly successful model created by Canterbury District Health Board in New Zealand, which was established to enhance the way hospitals and general practice share the care and management of patients.

Pathways

The website, which launched in 2015 with 45 localised pathways, has now expanded to include more than 180 pathways. Our General Practitioner (GP) Clinical Editors, Dr Louise Delaney and Dr Bronwen Spalding are significant contributors to HealthPathways, publishing clinical and referral pathways in collaboration with ISLHD specialists and other health professionals.

Recent localised pathways include: cancer screening, cardiology, diabetes, drug and alcohol, mental health, neurology, palliative care, pharmacology, respiratory and surgery. The team is currently working to localise and publish pathways in acute services, infectious diseases, maternity, mental health, oncology, pain management and women's health.

Most Popular Pathway: Chronic Hepatitis C

The Chronic Hepatitis C pathway is currently the most viewed pathway on the HealthPathways site, with an increase in visits particularly in the last 6 months, following changes to the Pharmaceutical Benefits Scheme (PBS).

The pathway outlines a new model of care which enables GPs to safely prescribe direct-acting antivirals (DAAs) to eligible patients via remote consultation with the Liver Clinic. Clinical Associate Professor Dr Jennifer McDonald has led the way in actively encouraging GP assistance to assess and manage eligible chronic HCV patients in the community through the provision of HealthPathways educational sessions.

The availability of community prescribing of DAAs combined with the use of HealthPathways as a vehicle to drive this change in care, is

already improving patient flow at the Liver Clinic. The Liver Clinic Team (below) are directing GPs to this pathway to guide their management of chronic HCV patients in the community.

illawarrashoalhaven.healthpathways.org.au



Wollongong Hospital Liver Clinic Clinical Nurse Specialists, Pauline Carlon, Micaela Lucas and Adele Hampson



Current number of localised pathways



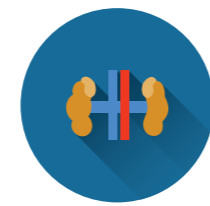
Health professionals have visited the site



Web pages have been viewed since the site went live

Medicine

The Division of Medicine oversees the provision of services by nine medical specialties from facilities right across the District. Specialty services provided by the Division include; general medicine, renal medicine, cardiology, endocrinology, neurology, gastroenterology, infectious diseases and respiratory medicine.



RENAL SERVICES
Haemodialysis treatments: **20,615**
Home Haemodialysis treatments: **3,034**

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Introduction of primary percutaneous coronary intervention on patients who attend the Shellharbour Hospital Emergency Department and Bulli Hospital Urgent Care Centre
- Completion of the second cardiac catheterisation angiography laboratory at Wollongong Hospital
- Creation of a loan pool within the Northern Illawarra with non-invasive ventilation machines for patients to start therapy at home while they wait for their own machine to be delivered. The commencement of acute non-invasive ventilation support for inpatients at Shellharbour Hospital has also resulted in fewer transfers to Wollongong Hospital
- Wollongong Hospital achieved accreditation as an Acute Thrombolytic Centre under the Agency for Clinical Innovation's program of Early Access to Stroke, which allows for those with ischaemic stroke to potentially be treated with clot-busting drugs at the Hospital
- The ISLHD Renal Service improved peritonitis rates of patients being treated with peritoneal dialysis in their homes through a structured home visit program and additional staff education
- Development of renal satellite unit and model of care for renal service at Milton Ulladulla Hospital. Dialysis for patients will commence early 2017
- Continued growth of the care provided for people with chronic respiratory disease, including the Illawarra in-home support program for people who have had several hospital admissions for chronic lung conditions
- Increased endoscopy services available from Shellharbour Hospital. Construction also commenced on the endoscopy specific suite at Shoalhaven District Memorial Hospital
- Introduction of Structured Interdisciplinary Bedside Rounds (SIBR) - a new patient / family centred model of doctors' rounds which involves a number of different healthcare providers, such as nurses, occupational therapists and physiotherapists
- Infectious Diseases Outpatient Clinic is now operating at full capacity and the infectious diseases consultations (inpatients and outpatients) hit a record-high number this year
- Infectious Diseases research activities grew and the Infectious Diseases Department is participating in two major Australasian Society for Infectious Diseases studies – CAMERA and MERINO

ON THE PULSE WITH THE ILLAWARRA HEART HEALTH CENTRE



The Illawarra Heart Health Centre provides care for patients who've had a recent cardiac event through outpatient services for cardiac rehabilitation and management of heart failure.



Cardiac Rehabilitation sees a range of measures used to help people return to an active and satisfying life and to prevent recurrence of cardiac events. The heart failure service aims to help patients maximise their mobility and manage their symptoms for a better quality of life.

Patients attend education sessions covering topics such as healthy eating, sleep and stress management, physical activity planning, understanding heart health, and goal setting. This is complemented by a personalised, exercise program, which usually runs for six weeks. The program is supervised by the Centre's Exercise Physiologist, Clinical Nurse Consultants and Clinical Nurse Specialists. Referral can be made to support services for lifestyle modification, such as a Dietitian.

Patients scheduled to have an elective cardiac procedure are encouraged to link-in with the Centre prior to being admitted. This can help patients and their families or carers prepare physically and emotionally for the procedure and could even help them make a faster recovery.

Emotional wellbeing and mental health are also important parts of recovery from a cardiac event and the program helps patients through this journey, providing them with skills and knowledge to continue working towards keeping themselves healthy.

Critical Care

The Critical Care Division provides Illawarra Shoalhaven Local Health District residents with access to quality emergency treatment. We provide care through the Emergency Departments at Wollongong, Shellharbour, Shoalhaven and Milton Ulladulla Hospitals, plus the Bulli Hospital Urgent Primary Care Centre, three Anaesthetic Departments, two Intensive Care Units and an Organ and Tissue Donation Service. We continually work on ways to improve our services to ensure that our community is offered the best possible experience during what is often a particularly stressful time.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Treatment and care of more than 150,000 people that attended our Emergency Departments and Urgent Primary Care Centre over the last year; this equates to around 400 people per day
- More than 90% of Intensive Care Unit patients transitioned to hospital wards
- Anaesthetic Services provided support to the Operating Theatres, Obstetric Service, Radiology, Mental Health, Endoscopy and the Acute Pain Service across the District
- So far this year, 44 people donated their organs or tissues to people in need. This is a testament to our dedicated and compassionate staff who work in very challenging circumstances to identify potential donors and start the important conversations with loved ones
- Wollongong Hospital is one of 26 hospitals across the country selected to take part in work to further increase community awareness of the organ and tissue donation process
- Co-Director Critical Care, Dr Michael Davis named a finalist in the NSW Health Awards - Collaborative Leader of the Year category



Emergency

#ENDTHEWAIT

JOIN THE AUSTRALIAN ORGAN DONOR REGISTER ONLINE TODAY!

There are currently more than 1,500 Australians waiting for a life-saving or life-transforming transplant. During this year's DonateLife Week, our Organ and Tissue Donation Service asked our local community "What are you waiting for?" and encouraged people to join the Australian Organ Donor Register online.

Registration is important - figures show that 91% of families agreed to donation when their loved one had signed up as a registered organ donor. This falls to just 52% when the deceased was not registered and the family had no prior knowledge of their donation wishes.

If you want to be an organ donor, register online and talk to your family and loved ones about your decision. Registration of your donation decision leaves your family in no doubt and, in doing so, provides comfort they are upholding your wishes.

DID YOU KNOW?

In NSW, you can no longer register a donation decision via your driver's licence. Even if you previously registered your decision via your licence, you still need to register your decision on the Australian Organ Donor Register (AODR).



To register as an organ donor either visit donatelife.gov.au - or scan the QR scanner code

ACCESSING THE ILLAWARRA SHOALHAVEN HOSPITAL NETWORK

The Right Care in the Right Place

The Illawarra Shoalhaven Local Health District extends about 250km along the coastal strip from Helensburgh in the north to Durras in the south. The District manages a network of nine hospital sites across three main hubs and a range of community health services.

During your care, or the care of a loved one, you may receive services from any one of the hospitals within our network, depending on your specific clinical needs. People often have an idea of what hospital they'd like to be treated in, especially if it's close to home. However, the hospital nearest to you may not always be the facility that is right for your particular needs;

for example, you might need more specialised treatment or access to more complex diagnostic services. That means even though your care may start in one hospital, you may need to be transferred to other hospitals in our network as your needs change. This ensures that you or your loved one is receiving the best possible care, in the right place, at the right time.

Northern Illawarra HUB HOSPITALS

1. WOLLONGONG HOSPITAL

Emergency, Medical, Surgical, Intensive Care, Paediatrics, Obstetrics, Maternity, Neonatal, Renal and Cancer Care

LOCATION: Loftus Street, Wollongong

PHONE: 4222 5000

Drop-off zones are located at the Hospital's main entrance (off Loftus St) and outside the Emergency Department (off Darling St). Paid parking is available within the multi-storey car parking station on the Hospital campus and timed on-street parking is available on surrounding streets. Visiting hours vary depending on the Hospital ward/department and on weekends

Wollongong Hospital is the Illawarra and Shoalhaven's major referral and teaching facility and has 561 overnight beds. The campus, which incorporates the Illawarra Cancer Care Centre, provides a comprehensive range of inpatient, medical, surgical and outpatient services.



2. BULLI HOSPITAL

Aged Care and Urgent Primary Health Care for minor illness and injury only

LOCATION: Hospital Road, Bulli

PHONE: 4284 4344

Onsite parking available and visiting hours: 10am – 8pm

Bulli Hospital has 52 acute aged care beds and the Geriatric Outpatient Clinic which operates on weekdays. The Bulli Urgent Primary Care Centre treats minor illness and injury only and is open from 7am-10pm every day (no appointment is necessary). Developments are currently underway to transform the Hospital into an Aged Care Centre of Excellence to deliver contemporary integrated health care for local patients (read more on page 43).



3. COLEDALE HOSPITAL

Rehabilitation and Aged care

LOCATION: Lawrence Hargrave Drive, Coledale

PHONE: 4267 0111

Onsite parking available and visiting hours: 2pm – 8pm

Coledale Hospital specialises in rehabilitation and aged care services. It has a purpose-built unit to accommodate patients with dementia and awaiting nursing home placement.



DEFINITIONS

• What is an inpatient service?

Inpatient services are those provided in one of our hospitals. You become an inpatient when you are admitted to hospital.

• What is an outpatient service?

Services performed in a medical setting without an overnight hospital stay, for example renal dialysis.

• What does acute mean?

The term 'acute' means a short-term illness or disease that is often rapidly progressive and in need of urgent care.

• What is a community health service?

Services that are not necessarily attached to our hospital network and are provided from other facilities or out in the community, for example drug and alcohol support and child and family services.

Southern Illawarra HUB HOSPITALS

4. SHELLHARBOUR HOSPITAL

Emergency, Acute Care, Mental Health and low-risk surgical operations

LOCATION: 15-17 Madigan Boulevard, Mt Warrigal

PHONE: 4295 2500

Onsite parking available. Surgical and Medical wards visiting hours from 11am-8pm

Shellharbour Hospital is a 197 bed, busy acute care facility. It has aged care, medical, surgical, mental health and acute medical assessment inpatient beds, plus a Day Surgery Unit. The hospital provides emergency services, elective surgical services, general medical, antenatal and primary family health care, satellite renal dialysis, as well as adolescent and adult mental health services. The Operating Suite performs mainly low risk general, laparoscopic, gynaecological, ophthalmic, dental and minor orthopaedic surgery.



5. PORT KEMBLA HOSPITAL

Rehabilitation, Palliative Care and Community Health services

LOCATION: Cowper Street, Warrawong

PHONE: 4223 8000

Onsite parking available. Rehabilitation visiting hours are 1pm – 8pm weekdays and 11am – 8pm on weekends with a rest period between 1:30pm – 3pm daily. Palliative Care visiting hours are 8am-8pm all week

Port Kembla Hospital specialises in Rehabilitation, Aged Care and Palliative Care services. The facility also provides a range of outpatient services including Drug and Alcohol and Sexual Health Clinics.



6. KIAMA HOSPITAL

Kiama Council has purchased the Kiama Hospital site for the development of an aged care facility, so moving forward, Kiama will no longer be part of the District's network of hospitals

LOCATION: 27 Captain Cook Drive, Barrack Heights

PHONE: 4297 9440

'Kiama Ward' visiting hours 11am – 7pm

Earlier this year, the inpatient services at Kiama Hospital relocated to the 'Kiama Ward' at Shellharbour Private Hospital, where it continues to provide slow-stream rehabilitation to aged care patients. The District's plan is for these beds to eventually relocate to an expanded Shellharbour Hospital campus. The District's community-based outpatient services will continue to be provided from the Kiama site, with construction of the Kiama Integrated Primary and Community Health Centre currently underway (read more on page 42).



'Kiama Ward' at Shellharbour Private Hospital

DID YOU KNOW?
MORE THAN 6.7 MILLION TOURISTS VISIT OUR DISTRICT ANNUALLY

Shoalhaven HUB HOSPITALS

7. SHOALHAVEN DISTRICT MEMORIAL HOSPITAL

Emergency, Medical, Surgical, Orthopaedic, Intensive Care, Renal, sub-acute Mental Health, Obstetrics, Paediatrics and Cancer Care

LOCATION: 2 Scenic Drive, Nowra

PHONE: 4221 3111

Visiting hours vary depending on the Hospital unit and on weekends

Shoalhaven District Memorial Hospital is an 180 bed facility that provides acute medical and surgical services as well as orthopaedics, intensive care, obstetrics and services for children under 16 years of age. The Shoalhaven Cancer Care Centre is located on the campus and provides medical oncology, radiation therapy, allied health and support services.



8. DAVID BERRY HOSPITAL

Rehabilitation and Palliative Care

LOCATION: 85 Tannery Road, Berry

PHONE: 4464 1001

Visiting hours – Rehabilitation Unit: Monday to Friday 2pm – 8pm and weekends 11am – 8pm, Palliative Care Unit: 10am – 8pm

David Berry Hospital provides rehabilitation and specialist palliative care.



9. MILTON ULLADULLA HOSPITAL

Emergency, Medical, Oncology and minor surgery

LOCATION: 104-106 Princes Highway, Milton

PHONE: 4455 1333

Visiting hours are from 10am – 1pm and 3:30pm – 8pm

Milton Ulladulla Hospital is a rural facility that provides emergency, general medical and minor surgical services, antenatal and postnatal services, ambulatory care and oncology services for the southern Shoalhaven. A new Renal and Palliative Care Unit is currently under construction at the Hospital (read more on page 43).



MOVING FORWARD

with the Shellharbour Hospital redevelopment

In September this year it was announced that the Government would investigate interest from non-government operators to partner with NSW Health in the delivery of the new hospital. It is a requirement for any public infrastructure project of more than \$100 million that alternative procurement options are investigated to achieve the highest value for money for NSW taxpayers.

It is important to note that Shellharbour Hospital will continue to treat public patients in exactly the same way as happens today, including if it is delivered by partnership with a non-government operator.

The project will deliver on the needs of the fast growing local area (with a population growth above the NSW average) and will also ensure that Shellharbour plays a key role in supporting other health facilities across the District.

Regardless of the outcome of the non-government process, construction of the new hospital will commence in late 2018.

THE PROCESS

A broad Expression of Interest (EOI) process was undertaken, seeking operators who may be interested in the design, construction, operation and maintenance of a new Shellharbour Hospital. The period for EOI submissions closed in October and Health Minister Jillian Skinner recently announced that interest had been received from non-government operators for Shellharbour Hospital.

The EOI submissions are now being reviewed and assessed, with the LHD involved in this process, which is expected to conclude in March 2017. After the EOI process concludes, a more detailed, Request for Proposals (RFP) process will follow to ensure any proposal meets the high standards set by NSW Health and the District.

THE PARTNERSHIP APPROACH

The purpose of the partnership approach is to see what established non-government health care providers can deliver over and above what has already been planned for the \$251 million redevelopment of Shellharbour Hospital.

Non-government operators must:

- Prove they can deliver more health services at Shellharbour
- Demonstrate how they can meet current and future health care demand
- Show how they comply with existing quality and safety standards of NSW Health
- Guarantee that any public patient receives treatment when they need it based on clinical standards

For taxpayers the benefits of partnership include:

- Delivery of more services, over and above what is already planned
- Shared costs of redevelopment, reducing costs for taxpayers
- Reinvestment of savings back into frontline health care services

If, at the conclusion of these processes, it is found that the proposals received do not exceed what the existing \$251 million government redevelopment of the facility guarantees, then the Hospital will be developed solely by the NSW Government.

Staff are essential to a redeveloped Shellharbour Hospital and, irrespective of which model of project delivery is finally selected, there will be many more jobs at Shellharbour.

For the community, the benefits include more services to be delivered locally to meet the health care needs of a growing population.

There is much work still ahead before any final decision is made so, until then, it is very much business as usual at Shellharbour Hospital. If you have any questions about the project, please email us at ISLHD-SHH-Redevelopment@health.nsw.gov.au or visit our website: islhd.health.nsw.gov.au

We will continue to update you on this exciting project in future editions of the Health in Focus.



Artist impression

MEDICAL SERVICES

CLINICAL GOVERNANCE UNIT

The Clinical Governance Unit (CGU) supports our District hospitals, services and divisions to promote patient safety and clinical quality within our health system.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Our Diversity Health Coordinators presented at the Melbourne Health Literacy Seminar about embedding health literacy into health systems and were also the keynote speakers at the 'Building a Health Literate Tasmania' Forum
- Implemented the Clinical Excellence Commission (CEC) Quality Audit Reporting System (QARS) that supports ward and hospital staff to monitor and report outcomes for a range of clinical practice audits
- Together with the Information Management Unit, we developed and automated quality and safety data dashboards for the Patient Safety and Quality Risk Report, Falls Dashboard, Pressure Injuries Dashboard and Complaints Report
- Implemented the District Clinical Governance Council and District Committees to monitor and support the National Safety and Quality in Health Service Standards
- Recognition from the Clinical Excellence Commission for developing and implementing a mentorship program to support the Clinical Practice Improvement and Effective Leadership in Health Programs

- Clinical Quality Systems Manager, Gaye Sykes was a finalist in the NSW Premier's Awards - Improving Government Services category

MEDICAL WORKFORCE

The Medical Workforce Unit is a specialised unit that provides end to end services to support the recruitment and appointment of medical staff. The Unit supports all clinical areas across the District and has staff based in the Mental Health Service, as well each Hospital Hub.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Merged the two separate services of Junior Medical Officer Unit and Senior Medical Officer Services into a single site
- Successful Health Education Training Institute (HETI) Accreditation for Shellharbour, Bulli, Coledale and Port Kembla Hospitals to provide pre-vocational training to Interns and Residents
- Senior Medical Officer Services continued co-ordinating the Visiting Medical Practitioner Quinquennium process
- Redesigned the Medical and Dental Appointments Advisory Committee to improve the way we interview and appoint potential specialists

- Partnered with our hospitals and services to support safe staffing and rostering and to attract skilled medical staff to our District

HOSPITAL SKILLS

Hospital Skills Program (HSP) training is delivered to hospital staff across the District using a blended educational design of simulation-based training, interactive workshops and e-resources. The HSP is a medical program developed at the Health Education Training Institute (HETI) which delivers continuing professional development to non-specialist medical workforce.

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Varied training including: Teams Trauma, Diagnostic Radiology, Paediatric Emergency Medicine and use of Telemedicine when liaising with the Newborn and paediatric Emergency Transport Service (NETS)
- A range of workshops with topics including Emergency Medicine evidence-based updates, Geriatric Emergency Medicine, support of rural medical staff, teamwork, and communication
- Delivery of Emergency Medicine Hospital Skills Program curriculum
- Individual feedback and competency assessment in essential emergency skills



Focused Assessment with Sonography in Trauma (FAST) ultrasound technique is demonstrated

Information and Communication Technology

Information and Communication Technology (ICT) services are purchased as a shared service arrangement from South Eastern Sydney or directly from eHealth. The newly appointed responsibility of ISLHD Chief Information Officer has been incorporated into the role of the Director Corporate Services and has a strategic and governance function, as well as project and change management for clinical and corporate IT systems, such as electronic Medical Records (eMR).

KEY ACHIEVEMENTS/ HIGHLIGHTS

- Development of an ICT strategy in consultation with key stakeholders
- Migration of all staff member emails to the Statewide Infrastructure as a Service (SWIS) program, which will allow employees to login to any NSW Health approved computer or mobile device using the statewide email address and user ID. This will mean improved mobility, resource sharing and collaboration for staff between Local Health Districts and non-health partners

- Implementation of the next stage of the electronic Medical Records (eMR) Project
- Roll out of a Health Roster system
- Implementation of wireless network across all Hospital facilities with the next stage being the rollout of a guest Wi-Fi facility
- Development of a governance structure for clinical informatics, which is about providing better care to patients using technology

eMR TAKING MEDICAL RECORDS TO A NEW LEVEL

The Electronic Medical Record (eMR) is an electronic version of a patient's clinical information related to care received within hospital, as well as some outpatient and community-based health services. Clinical records can then be easily accessed by staff caring for patients by using an electronic device such as a computer or workstation on wheels (WOW).

evidence-based practice, to improve on quality and safety of patient care.

The eMR functionality developed covers patient safety oriented modules and includes a number of CEC initiatives such as Falls and Pressure Injury Risk assessments.

BENEFITS OF THE eMR2 IMPLEMENTATION PROJECT:

- Improved accuracy and legibility of clinical notes
- More timely and improved access to comprehensive electronic clinical notes
- Improve and support better coordination of patient care across the care settings
- Increase consistency, safety and quality of care through the provision of additional decision support tools

As part of the project rollout, more than 2400 staff members have been trained, Wi-Fi has been installed across seven sites and more than 672 devices delivered to clinical areas across the District. eMR2 is now live in all our hospitals except Wollongong Hospital, which is scheduled to occur later this year.



Nursing staff on Port Kembla Hospital Ground Floor Rehabilitation Ward using a workstation on wheels (WOW)



David Berry Hospital staff: Janice Walsh, Linda Fleming, Hope Hattley and David Heywood

Capital Works

Works completed

WOLLONGONG HOSPITAL

We celebrated the completion of the \$106 million redevelopment and expansion of Wollongong Hospital this year. The significant construction project included the Illawarra Elective Surgical Services Centre (incorporating new operating theatres, a new and expanded Intensive Care Unit, Recovery Unit and Central Sterilisation Service Department); expansion of the Emergency Department; new Ambulatory Care Centre, Transit Lounge and internal pedestrian access-way; and a new main entrance, linen stores, loading dock and food services area. A \$30.5 million multi-deck car park extension was also delivered as part of the project, doubling the number of available spaces to 1400.



MILTON ULLADULLA HOSPITAL RENAL AND PALLIATIVE CARE UNIT

Construction continues on Milton Ulladulla Hospital's new \$4.6 million Renal and Palliative Care Unit. When complete, the new facility will include a dedicated Renal Unit with six dialysis chairs and a purpose-built Palliative Care Unit – with two beds and two family rooms. It is anticipated the new facility, which has received significant community support and funding, will take its first patients early next year.



NOWRA REGIONAL CENTRE FOR ORAL HEALTH

Work is currently underway on the \$3.4 million Nowra Regional Centre for Oral Health; a new purpose-built community based facility that will enhance the delivery of comprehensive oral health services to eligible clients in the Shoalhaven region. The Centre will improve access to care and provide an increase in primary prevention services. The new Centre is expected to be commissioned in February 2017.



Construction underway

KIAMA INTEGRATED PRIMARY AND COMMUNITY HEALTH CENTRE

Construction commenced this year on the new \$3.6 million Kiama Integrated Primary and Community Health Centre (IPCHC); a purpose-built facility that will provide improved access to a comprehensive range of primary and community health services to the local community.

The Centre will replace outdated facilities at Kiama Hospital and will deliver a range of services, from early childhood right through to aged care, including: oral health; violence, abuse and neglect services; occupational therapy; physiotherapy; diabetes services; audiology; speech pathology; podiatry; early childhood service; women's health services, aged care services and multicultural health services.

The Centre is scheduled to open in 2017.



SHOALHAVEN DISTRICT MEMORIAL HOSPITAL MAJOR REFURBISHMENT

Work started on a \$1.8 million re-configuration and expansion of the Emergency Department (ED) at Shoalhaven District Memorial Hospital; part of a \$5 million revamp of the facility. The redesign of the ED layout will improve access to the Department and enhance the flow of patients through the busy area. Following extensive planning and preliminary works, the \$1.5 million redevelopment of Medical Ward B

into an Aged Care Unit will also commence in the coming months.

It is anticipated that the majority of the ED works will be completed by the end of 2016, delivering new waiting room and clinical spaces. The remainder of ED works are expected to be finalised early next year, with the Aged Care Unit also anticipated to finish in the first half of 2017. Further, the \$1.5 million construction of an additional operating theatre suite, designed specifically for endoscopy services, was recently completed and will soon be commissioned.



In development

BULLI HOSPITAL AGED CARE CENTRE OF EXCELLENCE

The schematic design for the \$33.8 million transformation of Bulli Hospital into an Aged Care Centre of Excellence was revealed this year, giving the community a first-look at the concept plans for the new facility.

The development is a new facility opposite the existing Bulli Hospital that will deliver contemporary integrated health care for patients. The new Centre is planned to include:

- Inpatient and aged care facilities
- Development of on-site clinical support services
- Provision of a range of non-clinical support services
- A primary health care centre, and
- A 60-suite IRT residential aged care centre co-located on-site

NSW Health will provide \$19.3 million towards the hospital project, with an additional \$14.5 million coming from the Restart Illawarra Infrastructure Fund. IRT will build and operate the residential aged care component of the project. Details on construction timeframes will be available to the community once the planning process is complete.



2016 ISLHD QUALITY AND INNOVATION AWARDS

Each year, teams and individuals from across the District present their quality improvement projects as part of our Quality and Innovation Forum. A judging panel, made up of representatives from ISLHD's Executive and Board, formally evaluate each project to determine the recipients of the Quality and Innovation Awards.

Quality and innovation projects are those designed to improve clinical outcomes for patients. The judging panel assessed projects against criteria including:

- How well the initiatives resulted in changes within the organisation
- The extent to which the initiatives are able to be successfully transferred to other health services / settings
- Evidence of improved outcomes for patients
- Whether it is an original or innovative approach to an existing issue
- Demonstrated effective engagement through community consultation
- Improvement in efficiency and productivity

The Forum also included a poster presentation, where Staff and Visitor's Choice Awards were given out for the best poster in each of the categories: SAOE (situation, action, outcome and evaluation), Quality Activity; and Clinical Practice Improvement.

CHIEF EXECUTIVE AWARD

A Truly Smoke Free Mental Health Inpatient Unit – Mental Health, Mirrabook – presented by Robyn McGregor

CATEGORY WINNERS

PATIENTS AS PARTNERS: HealthMoves
Ambulatory and Primary Health Care – Health Promotion Service – presented by Estela Gimenez

LOCAL SOLUTIONS: Aboriginal Foot Health Project
Port Kembla Hospital – presented by Alicia Burgess

PREVENTATIVE HEALTH: A Truly Smoke Free Mental Health Inpatient Unit
Mental Health, Mirrabook – presented by Robyn McGregor

COLLABORATIVE TEAM: Risky Business: Streamlining Chemotherapy Referral
ISLHD Cancer Care Services – presented by Amy Haines and Lisa Cook

HARRY COLLINS: Captain Zero
Wollongong Hospital Paediatrics – presented by Julie Haines and Janice Caldwell

SPECIAL AWARDS

ZERO MOVEMENT PATIENT SAFETY AWARD: Let's Talk About Drugs
Wollongong Hospital Pharmacy – presented by Claire Doyle and Fawn Birch

CONSUMER ENGAGEMENT AND HEALTH LITERACY AWARD: HealthMoves
Ambulatory and Primary Health Care – Healthy People Stream – presented by Estela Gimenez

STAFF EXCELLENCE AWARD: Gaye Sykes
District Clinical Quality Systems Manager

SPECIAL COMMENDATION: Eas-e-Referrals
Ambulatory and Primary Health Care – Access and Referral Service presented by Lucia Apolloni

POSTER PRESENTATION – STAFF AND VISITOR'S CHOICE AWARD WINNERS

CPI (Joint Winners): Take a Break Have a Chit Chat
Wollongong Hospital - Amanda Paloff and Tracey Lee

Improving Peritonitis Rates
ISLHD Renal Services - Margreet Gutker, Anna Lee, Megan Brown, Margaret Wayne, Julee Rajesh, Lisa Harris, Vanessa Minch, Angela Twist and Danielle Field

QUALITY ACTIVITY: Improving Clinical Handover
Wollongong Hospital - A4 Surgery - Shoko Bunder

SAOE: Who Should I Refer?
Shellharbour Hospital - Banu Islek

SELECTED TO PROGRESS TO STATE-WIDE AWARDS

Nomination for NSW Premier's Award – Improving Governance Services Category:
Risky Business: Streamlining Chemotherapy Referral

Nomination for NSW Health Awards: Staff Member of the Year and NSW Premier's Award: Improving Government Services category
Gaye Sykes, District Clinical Quality Systems Manager
- Gaye was selected as a finalist in the NSW Premier's Award

Nomination for NSW Health Awards: Collaborative Leader category
Dr Michael Davis, Co-Director Division of Critical Care
- Michael was selected as a finalist in the NSW Health Awards

Nomination for NSW Premier's Awards: Improving Service Levels in Hospitals Category
James Brinton, Clinical Nurse Consultant Surgical Services
- James was selected as a finalist and the recipient of the NSW Premier's Award (see page 13 for more)

Nomination for ACI Rural Innovation Award:
A Truly Smoke Free Mental Health Inpatient Unit – Mirrabook team

Sexual Health Service marks special milestone

ISLHD's Sexual Health Service marked a special milestone this year when it celebrated its 30th anniversary. Clinical Associate Professor Katherine Brown has been the Medical Director for 21 of those years and led a celebration in honour of three decades. Ever passionate about awareness, she even baked a special cake to mark the milestone.

Katherine recalls how the Illawarra Sexual Health Service has evolved over the past 30 years...

In 1986, NSW Health provided the then Illawarra Area Health Service with funding to start a service at Port Kembla Hospital. It began with 16 hours of medical cover, 20 hours of nursing and a full-time social worker. This was in the early days of the AIDS epidemic, which recent publications in the Australian media claim is over! In many ways that is correct as HIV is no longer considered a "death sentence" and is now managed as a chronic disease - although we'd still prefer people to avoid catching it!

In 1988, soon after the commencement of the clinical service, we received funding for an AIDS Coordinator and the Needle Syringe program as well as a Health Education Officer. This was, and continues to be, one of the

important responses to HIV and other sexually transmissible infections, enhancing the clinical service provision with health promotion and HIV prevention activities. The Shoalhaven was not forgotten as the service there commenced with twelve hours a week the same year.

The greatest asset of the sexual health service is its staff. From the pioneering nurses Heather Gagnon and Marie Macleod and the doctors Steve Davies and Ross Price (still stalwarts of the sexual health world) we have had many talented doctors, nurses, counsellors, Aboriginal liaison officers and administration assistants. Each has contributed new ideas and dedicated service to the many and varied clients who present with symptoms and signs, for prevention, treatment and advice. Our current Nurse Manager, Kylie Strong, took on the challenge of bringing us into a new phase of business activities as the Targeted Clinical Services team which includes Women's Health and Youth Health. This team is a joy to work with.

Sexual Health is not just a clinical service. We are involved in a number of innovative research programs such as:

- EPIC – the NSW Health project aimed at preventing HIV through the use of daily prophylaxis in high risk groups
- ADOPT - the program that provides treatment to unseen partners for heterosexual-source patients with chlamydia
- Education for GPs and nurses in the community and a special skills GP registrar

- Providing doctors with a fortnightly clinic to see HIV patients as these clients are now so well they are rarely seen in hospitals
- Providing lectures for the Graduate School of Medicine at the University of Wollongong and medical students on placement

Our broader sexual health education activities include lectures and workshops for Emergency Department staff, pharmacists, school teachers and sexual assault examiners as well as contributions to national and international literature.

As we enter the next decade, I am sure we will see changes in the management of old diseases such as gonorrhoea which is now resistant to almost every antibiotic we have tried for it, and new treatments and preventive measures for HIV, some of which are already in development.

Clinical Associate Professor Katherine Brown shows off the special 30th anniversary cake



The Illawarra Sexual Health Service team celebrating the milestone



Local Auxiliaries and Fundraising Groups

Interested in joining a local auxiliary or giving back to your community? We're fortunate to have so many amazing Auxiliaries and fundraising groups supporting our health service and carrying out fundraising activities to contribute to the purchase of equipment and other enhancements. We are proud to highlight some of these amazing groups in this article and if you'd like to learn more about any of the following, please contact them and ask how you can get involved!

SHELLHARBOUR HOSPITAL AUXILIARY

Operational since: 1986

Current members: 65

Main purpose: To purchase equipment for the Hospital

Key activities: Daily trolley service, book/cake stalls, regular market days, sausage sizzles

Contributions: Purchased more than \$57,000 worth of equipment in the last year, including a neonate infant warming system, Wireless Spot Vital Signs Monitors, care chairs and two ECG machines

Meetings: 1pm - fourth Tuesday of each month at the Senior's Hall, Warilla

Contact: President Lyn Thompson: 4256 1585 or Secretary Wendy Cook: 4296 0048 - *New members always welcome!*

Interesting fact: The Auxiliary celebrated its 30th Anniversary this year - with four of the founding members still members today



DAVID BERRY HOSPITAL AUXILIARY

Operational since: 1973

Current members: 14

Main purpose: Fundraising for the Hospital

Key activities: Street stalls, book sales, luncheons, fashion parades and the Great Chicken Day before Easter

Contributions: Donated \$1500 to the Hospital in the last 12-months

Meetings: 12.30pm - second Monday of each month. Conference Room, David Berry Hospital

Contact: President Marilyn Kellet: 4464 1774 or bke25349@bigpond.net.au - *Always looking for new members!*

Interesting fact: They describe themselves as a group of ladies and men who fundraise while having fun

GREENWELL POINT HOSPITAL AUXILIARY

Operational since: 1950

Current members: 27

Main purpose: Fundraising for Shoalhaven District Memorial Hospital and supporting patients through volunteer work

Key activities: Annual fundraising calendar includes cake stalls, fashion parades, garden parties, auctions, raffles, craft days and fetes. Other activities include a trolley service, washing patient clothes and making gifts for new babies. Regular donations are also received by local businesses

Contributions: During the 2015-16 year, purchased a Welch Allyn Connex ProBP machine, Transportable Airvo 2 machine and Christmas presents and toiletry kits for patients

Meetings: 1.30pm - first Thursday of the month at Greenwell Point Community Hall

Contact: President Sandra Walter: 4447 1822, Vice President Diana Metcalf: 4447 1602, 2nd Vice President June Innes: 4447 1255, Secretary Donna Swan: 0419 206 730 - *New members always welcome. Come along to a meeting or contact one of the members.*

Interesting fact: It is the longest operating Auxiliary in the Shoalhaven

KIAMA HOSPITAL AUXILIARY

Operational since: 1931

Current members: 18

Main purpose: Fundraising for the Hospital

Key activities: Charity events including fashion parades, raffles, Kiama Lady Golfers Charity Day and Easter stall

Contributions: In the last year, purchased 10 bedside cabinets, a large upholstered wheelchair and a number of gel cushions totalling more than \$9,000 (all equipment has moved to the new 'Kiama Ward')

Meetings: 1.30pm, first Wednesday of each month at Kiama Hospital - visitors welcome

Contact: Secretary Julie Stokes: 4233 1566 or jfstokes@bigpond.net.au - *new members welcome*

Interesting fact: Though in-patient services at Kiama Hospital ceased in September this year, the Auxiliary will continue to raise funds for the outpatient and community outreach services which will remain on the Kiama site

MILTON-ULLADULLA HOSPITAL AUXILIARY

Operational since: 1933

Meetings: Second Wednesday of each month at Milton Ulladulla Hospital

Main purpose: Fundraising for the Hospital

Key activities: Charity and fundraising events and activities including the annual Easter Egg Hunt, market stalls, raffles and BBQs

Contributions: The Auxiliary recently raised over \$200,000 towards the purchase of equipment for the Renal and Palliative Care Unit

Contact: m.u.h.a.2539@gmail.com

In memoriam: Sadly, Mrs Narelle Ober OAM, President of the Auxiliary, passed away on 4 November 2016 at the time of this publication going to print. Narelle joined the Auxiliary in 2000 and was awarded a Medal of the Order of Australia (OAM) in 2008 for service to the community through a range of service organisations, including Auxiliaries for almost 40 years. Narelle will be long remembered for her tireless dedication to her community, the Auxiliary and the Hospital and will be deeply missed by all.

Members of the Milton-Ulladulla Hospital Auxiliary at their Annual General Meeting, led by late President, Narelle Ober (far right)



ILLAWARRA CANCER CARERS

Operational since: 1990

Current members: Around 290

Main purpose: To support cancer patients and their families and medical staff, assist in transport to/from the Illawarra Cancer Care Centre, supporting patients residing at Alkira Lodge and investing in Cancer Research at University of Wollongong

Key activities: Annual fundraising event - *Banquet at the Beach*, market stalls, BBQs, Dolls Show, Christmas gift wrapping and baskets

Contributions: Donated around \$45,000 worth of equipment in the last year, including an immobiliser system, blanket warmer, and contributions to Alkira Lodge

Meetings: Visit illawarracancer.org.au for a full list of events / meetings

Contact: President Ian Mackay: 4271 5989, Secretary Audrey Walsh: 4229 8872, Treasurer David Berry: 4271 3376. To join - contact Audrey Walsh: 4229 8872 for an application form or apply online at: illawarracancer.org.au

Interesting fact: To date 100% of the \$3.25 million donations have stayed in the Illawarra



NOWRA/SHOALHAVEN HOSPITAL AUXILIARY

Contact: Shoalhaven District Memorial Hospital: 4421 3111

FRIENDS OF WOLLONGONG HOSPITAL

Operational since: 1965

Current members: Around 40

Main purpose: Fundraising for Wollongong Hospital and providing volunteer support for patients and staff

Key activities: Snacks, toiletries, newspaper and flower care trolleys, washing patient clothes, administrative assistance, stalls, Christmas raffle and kiosk at the Hospital

Contributions: Recent equipment purchased includes an ECG machine, AccuVein finder and sleeper chairs

Contact: President Sandra Adams: 4222 5696 - *New members needed!*

Interesting fact: Sometimes referred to as the pink ladies, membership is actually open to men and women and the Auxiliary's shirts are really lavender!

COMMUNITY CANCER LINK

Operational since: 2009

Main purpose: Fundraising

Key activities: Craft stalls, trivia nights, pie drives, bus trips, Christmas in July luncheon, fashion parades, major raffles

Contact: President Joy Lever: 4228 8853, Vice President Ken Switzer: 4243 1501, Secretary Ingrid Vanderberg: 4228 1031

CANCER OUTPATIENTS APPEAL OF MILTON-ULLADULLA

Operational since: 2003

Main purpose: Fundraising for the Cancer Services Centre and supporting its patients and their families

Key activities: Fundraising and charity events, luncheons and activities, wig library, partnership with Community Transport Aid - complementary transport for patients, support programs for patients and carers

Contributions: Funds raised contribute to the Centre's equipment and building / garden maintenance, support volunteers and the production of the Shoalhaven Cancer Services Directory

Contact: info@canceroutpatientsappeal.org.au or visit canceroutpatientsappeal.org.au

Interesting fact: The appeal was instrumental in the establishment of the Milton Ulladulla Cancer Services Centre

PORT KEMBLA HOSPITAL AUXILIARY

Meetings: 11am - first Thursday of each month at Port Kembla Hospital

Contact: Secretary Grace Woods: 4274 4323, President Judy Duggan: 4261 6649, Treasurer Sylvia Green: 4261 3520

BULLI HOSPITAL AUXILIARY

Operational since: 1966

Main purpose: Raises funds for Bulli Hospital patient comfort

Key Activities: Over the last 12 months the Auxiliary has raised funds by holding soup days, BBQ's, Christmas Twilight Markets, cake stalls, Raffles and their annual luncheon

Contributions: Purchase of two portable Defibrillation Units worth \$14,000, an electric height-adjustable patient anti-pressure chair worth \$7,000

Meetings: 10am fourth Thursday of each month at the Hospital

Interesting fact: 2016 marked the 90th Birthday of the Bulli Hospital Auxiliary

Shoalhaven City & Shoalhaven Lions Linear Accelerator and Cancer Treatment Fundraising Committee

A special mention also to the Shoalhaven City & Shoalhaven Lions Linear Accelerator and Cancer Treatment Fundraising Committee.

Over the last 12 years, the group under its many names, together with the local community, raised an amazing \$2 million towards the 10-unit accommodation facility at Shoalhaven Cancer Care Centre.

The fundraising group recently handed over its last cheque (for a significant \$750,000) towards the second linear accelerator at the Centre (read more on page 16) and formally hung up the charity's boots.

Thank you to all the members of the committee, and community, who contributed over the years and a very special acknowledgement of the founding committee members, including the late Dr Ray Cleary, who teamed up to bring cancer services closer to home for Shoalhaven residents.

MEET THE AWARD WINNING PORT KEMBLA Palliative Care Volunteers

In addition to the many volunteers in our Auxiliaries, we have a number of generous individuals and groups donating their time and energy into helping our patients and their families and carers.

It takes a special type of person to be a volunteer and we are incredibly lucky to have so many people within our local community willing to give something back. Amongst the groups of volunteers operating throughout the District are the Port Kembla Palliative Care volunteers, who were recently acknowledged for the outstanding work they do.

The Port Kembla team was nominated for the NSW Volunteer of the Year Awards by Volunteer Co-ordinator Cynzia Dei-Cont. The group

went on to be named a finalist in the Volunteer Team category against many other wonderful organisations and were honoured to take out the award! The team was crowned winner for the Illawarra region at the local award ceremony and will go onto attend the NSW awards at the end of the year.

Currently, 42 volunteers provide a wide range of services both in the Port Kembla Hospital Palliative Care Ward and increasingly out in the community.

In the hospital, the volunteers provide an average of 420 hours of service a month to an average 250 patients each year. They work every weekday including most public holidays. Palliative Care volunteers help in the community by offering respite to ease a difficult time for the families and carers of people who are palliating at home.

"I volunteer because I saw a need and it was something I could do to help people in troubled times," said volunteer Helen Smith.

The role of volunteer is often a confidante or sounding board for distressed patients and carers who, for whatever reason, may feel more comfortable talking to a volunteer than a health professional. They are ready to listen or give a hug; their presence represents community support.

Congratulations to this outstanding team of volunteers! If you'd like to learn more about Palliative Care volunteering contact Port Kembla Hospital Volunteer Co-ordinator, Cynzia Dei-Cont on 4223 8414.

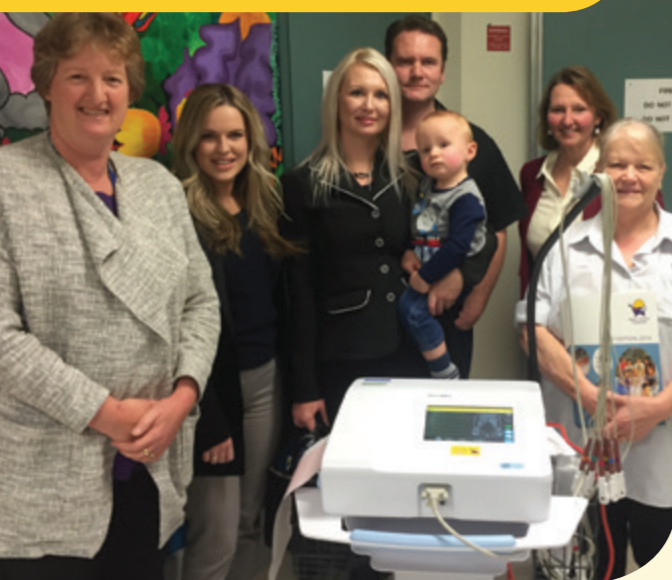


Front: Nikki Savas, Helen Smith, Acting Director of Nursing Suzanne Lide, Alma Carriage

Centre: Lola Flanagan, Russell McGhee, Lorna Robertson, Maureen Thackray, Flora Fishbourne, Chris Atwill

Back: Director Palliative Care Services Dr Greg Barclay, Deputy Director of Nursing Louise Morrison, Jenny Murray and Matilde Bannigan

YEAR IN REVIEW



Co-Director Kids and Families Division, Jenny Claridge and Nurse Unit Manager Wollongong Hospital Children's Ward, Judy Ayre accept the donation from Humpty Dumpty Foundation, Hitachi Australia Construction Machinery Australia and A&T Excavations and Plant Services Pty Ltd

DONATIONS AND FUNDRAISING

We would like to thank the many organisations, community groups and individuals that contributed to our hospitals, facilities and services over the past year. The Auxiliaries and hospital fundraising groups that support us contribute hundreds of thousands of dollars to the health service each year and you can read more about them on pages 46-47.

Thank you to those who have donated to the District over the past year and to everyone that put time, work and support into fundraising activities – every effort, whether big or small, is a much appreciated contribution to what we do and the community we serve.

While there are too many to mention, some of the donations and fundraising dollars received this year include:

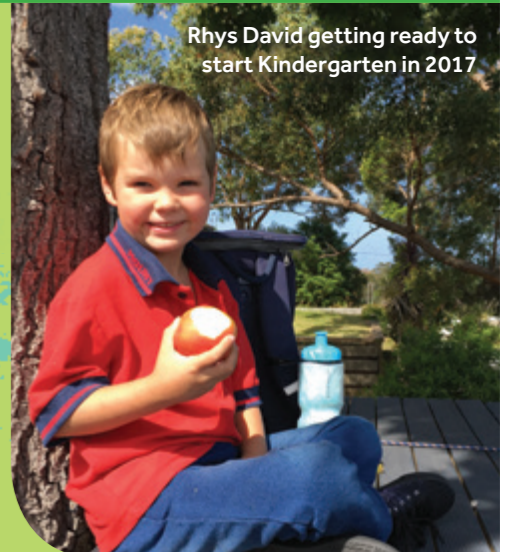
- Individual donation of \$45,000 towards Coledale Hospital
- Veolia Mulwaree Trust donated \$6600 to Shoalhaven Hospital Intensive Care Unit
- Berry Community Activities Centre donated \$6212 to Shoalhaven Hospital Medical Ward
- HMAS Albatross donated \$5128 to Shoalhaven Hospital Children's Ward
- GR Payne donated \$5000 to Wollongong Hospital Children's Ward
- Razorbacks Football Club donated \$4750 to Illawarra Cancer Care Centre
- Macedonian Welfare Association donated \$4130 to Illawarra Cancer Care Centre
- Harley Owners Group NSW South Coast Chapter donated \$4000 to Wollongong Hospital Children's Ward
- Hitachi Construction Machinery Australia (HCA) raised funds for the Humpty Dumpty Foundation, which then purchased and donated an ECG Machine valued at \$6,560 to the Wollongong Hospital Children's Ward
- Run Wollongong raised over \$81,000 for the Wollongong Hospital Children's Ward (see more on page 18)
- Dry July raised \$40,000 for the Illawarra and Shoalhaven Cancer Care Centres
- Illawarra Dialysis and Transplant Association Inc donated more than \$23,000 toward Renal Services and equipment

Starting Kindergarten in 2017?

FUEL GROWING BODIES AND MINDS WITH OUR HEALTHY LUNCH BOX TIPS

Starting big school is an important, but sometimes daunting, rite of passage - and that's just for the parents! As much as some of us would love to, we can't be a fly on the wall at school to watch what our children get up to all day. But we do get to pack their lunch each morning and sending them off to school with a range of nutritious food is the best way to make sure they've got the energy they'll need for the day.

The first day of Kindergarten is the perfect opportunity to start your child off on the right track with a healthy lunch and snacks. In fact, the start of any new school year is a great chance to think about what you're putting in your child's lunchbox. Check out some of our tips for a healthy lunch box below:



Rhys David getting ready to start Kindergarten in 2017

CRUNCH & Sip

→ Pack some veggie sticks or fruit & water for a quick refuel



Morning Tea

→ Fresh fruit
→ Wholemeal crackers with cheese
→ Yoghurt tubs
→ Homemade muffins
→ Air popped corn
→ Boiled egg

Lunch

→ Pick & mix with veg sticks, hommus & tzatziki
→ Sandwiches & wraps with lean meats & salad fillings
→ Leftovers

Drink

→ Always pack water
→ Light milk

NEW BREASTSCREEN SITE IN ULLADULLA

Only 20 minutes of your time, every two years could save your life!

Women in our District's southernmost areas no longer have to wait for the BreastScreen mobile van to visit to have their regular screening mammograms. In November, BreastScreen NSW opened a new permanent site in Ulladulla, meaning that more women will have access to free mammograms – all year round.

It is recommended that all women aged 40 years and older have a screening mammogram every two years, which can detect breast cancer before a woman can notice any symptoms or changes in their breasts. The earlier a breast cancer is found, the better a woman's chance of survival.

Women can book in for their free screening mammogram at BreastScreen NSW by calling **13 20 50**. If you need a language interpreter you can call **13 14 50**. No GP referral needed.

The new site is open now for appointments and is located at: Suite 2/15 Boree Street, Ulladulla (near Coles and Woolworths)

Other BreastScreen sites in our District are located at:

299 Crown Street, Wollongong

Stockland Shopping Centre, Shellharbour

33 Berry Street, Nowra

A launch event was held in early November, where Robyn Schubert, Director of BreastScreen South Eastern Sydney and Illawarra, and Peter Munday, Business Manager South East Radiology (partnering organisation) officially opened the Ulladulla site. Representatives of the Local Health District's Women's Health team, Local Aboriginal Lands Council, Waminda South Coast

Aboriginal Women's Corporation, Coordinare Primary Health Network, local breast care nurse and medical centre staff were also in attendance, together with local women who organise breast cancer fundraisers and a breast cancer survivor who shared her story of being diagnosed last year through the BreastScreen NSW mobile van.



Collaborators from BreastScreen and South East Radiology together with guests at the official opening of the new permanent Ulladulla site

Our CORE Values Commitment

In the Illawarra Shoalhaven Local Health District we can best achieve our Purpose of Healthy People, Resilient Communities by living the CORE Values with each other.

We are committed to:



- caring for our patients, our communities and each other, providing a safe and supportive environment for everyone
- communicating effectively and ensuring that everyone has a shared sense of purpose and progress
- working together, sharing knowledge and resources, to achieve quality outcomes that we can all be proud of
- interacting in a way that acknowledges that everyone's input, skills and experience contributes to our success



- communicating in a way that builds trust and embraces transparency
- being honest with one another and with ourselves, in order to get the best outcomes
- genuinely listening to what others have to say as we believe their feedback and ideas help us to improve
- speaking up because we believe that what we have to say contributes to a better workplace



- looking after the safety and health of our colleagues because we are all important to someone
- creating a respectful workplace for all, where we treat each other with dignity and care
- appreciating each other and celebrating our efforts
- celebrating our diversity and acknowledging that our individual differences make us better as a whole



- ensuring everyone has clear individual and team roles and accountabilities
- encouraging and enabling decision-making at the local level
- taking responsibility and being accountable for delivering on our commitments
- responding to change, and striving for continuous learning and improvement

Read me online

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TWITTER



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We use our Twitter feed to let the community know about things such as:

- Upcoming events and workshops
- Local and state-wide health initiatives
- Public health notifications
- Our innovations and achievements





**PUBLIC
POOLS**



No smoking at public swimming pools

**Section 6A of the
Smoke-free Environment Act 2000
makes a number of outdoor
public places smoke free.**

**Smoking is now banned within the grounds
of all public swimming pools in NSW.**

This is because there is no safe level of exposure to tobacco smoke and public swimming pools often attract large numbers of people, particularly families with children.

FOR MORE INFORMATION

Please contact the Tobacco Information Line on 1800 357 412 or visit the NSW Health website: health.nsw.gov.au

Non-English speaker? Please call the Translating and Interpreting Service (TIS) on 13 14 50 for assistance.



Health

Illawarra Shoalhaven
Local Health District