

HEALTH IN FOCUS

NEWS FROM YOUR LOCAL HEALTH SERVICE

SUMMER 2015/16

**Top NSW award
for local doctor**

**THE
YEAR'S
BEST**
Innovations

The rise and rise of
Wollongong Hospital

**2015
IN REVIEW**



Health
Illawarra Shoalhaven
Local Health District

ACKNOWLEDGEMENT OF COUNTRY

Illawarra Shoalhaven Local Health District recognises the unique position of Aboriginal people in our culture and history. We acknowledge the traditional owners of the lands in which we work, pay our respect to Elders both past and present and acknowledge the many traditional language groups and communities of today.



Health
Illawarra Shoalhaven
Local Health District

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COVER IMAGE



Endless Summer

(Woonona Beach) by Annie Waugh

This image was the winner of the 2015, *Your Hospital, Our Community Wollongong Hospital Photographic Competition*.

Above: Annie Waugh with daughter Erin at the opening night of the exhibition.

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healthy in the heat



Message from our Chief Executive

MARGOT MAINS



There is little doubt that the past 12 months have been busier than ever. Demand for health services continues to grow and our Local Health District has again strived to ensure we are delivering the right care, in the right place at the right time.

The provision of outpatient services to the community from both Wollongong and Shellharbour Hospitals has been significantly expanded over the past 12 months with the opening of two purpose-built Ambulatory Care centres. It's the first of its type on the Shellharbour campus, which has enabled us to introduce specialist services including pulmonary rehabilitation, pre and post-operative clinics, renal, respiratory and antenatal clinics.

At Wollongong Hospital, the Emergency Department has undergone a major transformation. It's bigger than ever with new waiting areas and larger triage spaces that have certainly enhanced patient comfort. We've introduced the specialist Acute Stroke Thrombolysis Service, which aims to have patients who present with certain stroke symptoms assessed and treated by thrombolysis as soon as possible, given time is a critical factor.

We are now doing more surgery than ever at

Wollongong with the addition of seven new operating theatres, which includes two state-of-the-art hybrid suites that have medical imaging capability to vastly improve certain procedures.

We've continued our significant focus on integrated care with implementation of the HealthPathways project, which aims to enhance the way we work with other health providers in caring for our patients. That means GPs and other health professionals can work more closely with us, with access to information and resources that will help improve follow-up care. Our teams have also established the Regional Assessment Service (RAS) in time for the national rollout of the My Aged Care gateway. This program provides home assessments to people aged over 65 requiring home support services in order to remain living at home.

We've made it easier for our patients, consumers and their families to understand the information that our health facilities provide. Our teams have developed a range of improved patient handouts that are simple to use and easy to understand. A great example is our Rights and Responsibilities advice that is now also available to view as a video on our website.

The community has seen the finalisation of a mammoth \$200 million redevelopment of Wollongong Hospital while planning was well underway for the development of an Aged Care Centre of Excellence at Bulli and a new Renal and Palliative Care Unit at Milton Ulladulla Hospital.

Our organisation has implemented a new Leadership and Governance Framework, which has seen the creation of six newly defined clinical divisions. This changes the way we plan for and manage our services, ensuring that as a health service we can ultimately deliver improved care to meet the changing needs of our diverse communities.

This year has also seen a significant focus on Research. We've developed the groundwork for strengthening our capacity in this area and this will continue over the coming year, building on our partnership with the Illawarra Health and Medical Research Institute (IHMRI).

Our staff have continued to deliver outstanding programs and services to the community this year and we've received a number of prestigious awards acknowledging this commitment. Among them was our Director of Palliative Care Services, Dr Greg Barclay, who was named NSW Health Staff Member of the Year.

Taking up the role of Chief Executive last October, my first year has been about building on the strengths of this health service and developing our growing organisation to provide safe and high quality services to our community, now and into the future.

I really look forward to the next 12 months.

Margot Mains
Chief Executive

Illawarra Shoalhaven Local Health District

FINANCES

During 2014-2015, the organisation delivered services within budget. Expenses for the year totalled approximately \$771 million.

The Annual Financial Statements for the period ending 30 June 2015 were submitted to the Audit Office of NSW and are part of the NSW Health Annual Report available at www.health.nsw.gov.au/annualreport.

Message from our Board Chair

CLINICAL PROFESSOR DENIS KING OAM



As the fourth year of the Illawarra Shoalhaven Local Health District Board draws to a close, it is an opportunity to reflect on what has been an immensely industrious 12 months. The Board, working closely with the District's Executive Leadership team, has continued to develop our long-term plan for the future of local health service provision.

The completion of clinical infrastructure enhancements at Wollongong Hospital has been a particular highlight, following two years of construction. The completion of the \$106 million Illawarra Elective Surgical Services Centre has delivered seven new operating theatres, a larger Intensive Care Unit, a new Ambulatory Care Unit and Transit Lounge as well as an expansion to the Emergency Department – all now open to patients and consumers.

Another significant addition to the Wollongong Hospital campus is the \$30.5 million upgrade

to car park facilities which opened in June. It has more than doubled parking capacity to 1400 spaces meaning we have room to grow as demand increases into the future. In the first month of operation alone, more than 25,000 cars utilised the new facility.

Shellharbour Hospital saw the opening of a new \$6.7 million Ambulatory Care Centre and we welcomed the announcement of \$251 million for a major redevelopment and expansion of the campus in line with our Health Care Services Plan. This is a major step forward in the capital redevelopment of Shellharbour to become a major metropolitan facility by 2022.

At Milton Ulladulla Hospital, planning was well underway for the construction of a \$4.6 million purpose-built Renal and Palliative Care Unit. This will enable residents in our southern-most corner to have access to dialysis treatment closer to home. Construction on this expansion will kick off in early 2016, so too will physical works on the Aged Care Centre of Excellence at Bulli Hospital. Planning works have been underway this year for the facility, which will ultimately deliver a \$34 million purpose-built centre with an integrated model of aged care.

I am extremely proud of the work being done across the District in all areas; we continue to strive for excellence and innovation in service delivery and I've been delighted to see so many of our services and staff recognised this year.

I must again reiterate that the Board takes very seriously its responsibility to ensure our decisions provide most benefit for the most people across our Local Health District. The past year has seen a continued maturation of the District that empowers our patients and staff for the common goal of better health outcomes for all.

I look forward to an even bigger and brighter 2016.

Clinical Professor Denis King OAM

Chair

Illawarra Shoalhaven
Local Health District Board

**MEET OUR BOARD
ON PAGE 35**



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, Clinical Associate Professor Stephen Andersen OAM, Dr William Pratt, Professor Gerard Sutton AO (Inset: Mr Paul Knight)

DOCTOR Greg Barclay

We've known for a long time that our Director Palliative Care Services, Dr Greg Barclay is one of a kind. Within our organisation, Dr Barclay is widely acknowledged as being one of our most dedicated, caring, respectful and approachable staff members. It came as no surprise when Dr Barclay was recently the recipient of not one, but two NSW Awards, recognising the outstanding contribution he makes to the health service and, more importantly, our community.

Health Minister, Jillian Skinner presented Dr Barclay with the *NSW Health Staff Member of the Year Award* at the recent NSW Health Awards. As the name of the award illustrates, this is an outstanding achievement, and one that is well-deserved by Dr Barclay. In speaking of Dr Barclay, the Health Minister said he was nominated for the exceptional guidance and support he provides to patients, carers, family members and colleagues and for going beyond the call of duty to support the District's palliative care community.

Dr Barclay continued his winning streak, when he received the *Making NSW a better place to live Award* at the NSW Premier's Awards for Public Service. The Premier's Awards recognise excellence in the delivery of public services to the NSW community by the public sector, non-government organisations and private businesses. As outlined at the Awards ceremony, Dr Barclay has been instrumental in the transformation of Palliative Care Services in our District, while taking a patient and family-based, multi-disciplinary approach to end of life care.

We often hear it said that we should treat our patients and their families and carers as though they are our own, and Dr Barclay is someone that continually demonstrates this in everything he does.

Those familiar with Dr Barclay will know that he is certainly not one to crave the spotlight, but as these awards show – it's important to recognise the silent achievers amongst us and celebrate the outstanding work they do. We are fortunate to have such a wonderful staff member as part of our team. Our LHD prides itself on leading the way with palliative care and are proud to have some of the best in the business working in our District.

Health Minister Jillian Skinner and Dr Greg Barclay pictured left.



Milton Ulladulla Hospital

NEW RENAL AND PALLIATIVE CARE UNIT ON THE WAY



The much-anticipated construction of a \$4.6 million purpose-built Renal and Palliative Care facility at Milton Ulladulla Hospital will start in early 2016.

Significant preliminary and planning work has been undertaken over the past 18 months including feasibility works that have determined the best options; maximising the use of space and accessibility on the campus for this expansion.

The project will see the construction of a dedicated Renal Unit with capacity for six dialysis chairs. The new development was expanded following community input to also include a purpose-built Palliative Care Unit.

We know that demand for renal services will continue to increase in the future as our community ages. Being able to provide dialysis closer to home for residents of Milton Ulladulla will certainly be a welcome addition to the Hospital.

Palliative Care services are also a hugely important component of the health service and construction of this speciality unit will enable local families and their loved ones to be more comfortable during what can be an incredibly challenging time.

A number of local events have been held to assist with the expansion and, as always, the local community has rallied to support the facility.



Artist's impressions

The Milton Ulladulla Hospital Auxiliary has led fundraising efforts for the Renal and Palliative Care Unit. In the past 12 months alone they have raised over \$100,000!



President, Narelle Ober OAM, said the Auxiliary usually raises about \$20,000 each year, but the community has rallied in support of this development and have been especially supportive of the dedicated fundraising efforts.

These outstanding efforts have been recognised at the United Hospital Auxiliaries of NSW 2015 State Conference where the Milton Ulladulla Hospital Auxiliary volunteers were awarded the inaugural Dame Marie Bashir AD CVO Award.

The award is given to the Auxiliary that has raised the most money overall for a rural hospital with less than 100 beds. The Auxiliary was also named recipient of the Certificate of Merit for the Auxiliary that has raised more than \$500 per member. With a total of more than \$100,000 raised between 55 members, that makes it a grand total of \$1818 raised per member!

Well done and thank you!

The past two years has seen construction of the \$106 million redevelopment and expansion of Wollongong Hospital. Over the last few months, staff and services have been busy moving into the new areas and opening the new facilities to patients and consumers.



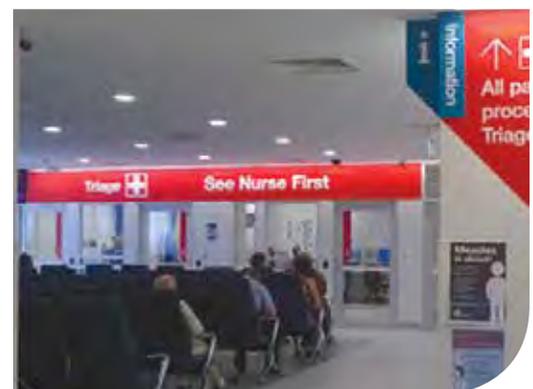
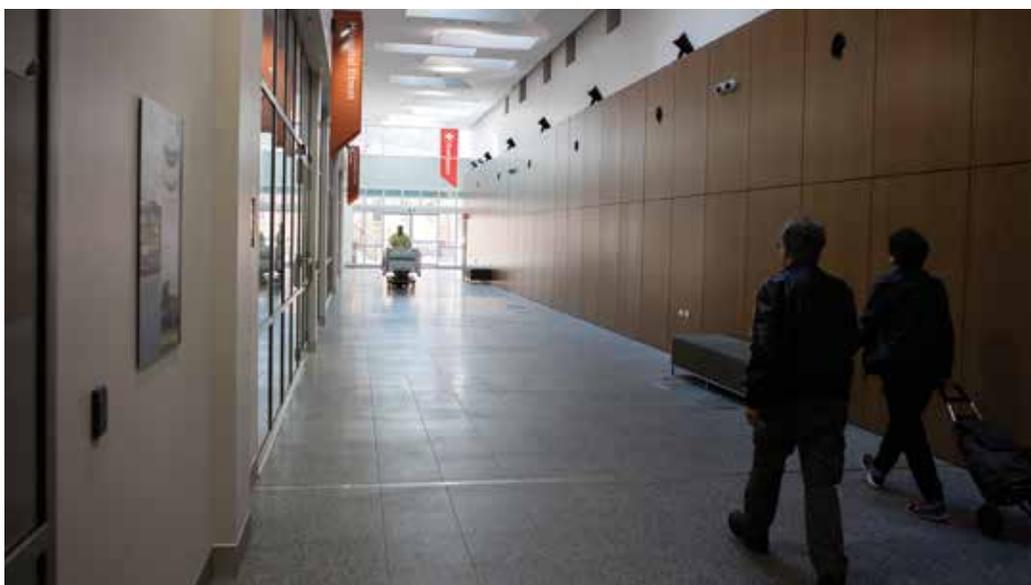
The world-class services and facilities being delivered at Wollongong as part of this significant construction project include:

- The Illawarra Elective Surgical Services (IESS) Centre, which incorporates seven new operating theatres, a new and expanded Intensive Care Unit (ICU), Recovery Unit and Central Sterilisation Services Department
- Expansion of the Emergency Department
- New Ambulatory Care Centre, Transit Lounge and Hospital Street internal pedestrian access-way
- Transformed Hospital main entrance at Loftus Street
- New linen stores, loading dock area and food services area
- \$30.5 million multi-deck car park extension doubling the number of available spaces to more than 1400



As part of the wayfinding project attached to the redevelopment, new ward names, colour schemes and lift signage have been installed along with multi-lingual information kiosks located throughout the campus.

A special acknowledgement to the community, staff and our neighbours for their patience and understanding as the construction works were undertaken whilst the Hospital remained fully operational.



Our Workforce



Health
Illawarra Shoalhaven
Local Health District

THE ILLAWARRA SHOALHAVEN LOCAL HEALTH DISTRICT (ISLHD) IS ONE OF THE LARGEST EMPLOYERS IN OUR REGION.

7390 OUR TOTAL STAFF WORKFORCE including:



47%
NURSING



14%
MEDICAL



7%
ALLIED HEALTH
PROFESSIONALS

1.8%

OF OUR WORKFORCE
IDENTIFIES AS ABORIGINAL
OR TORRES STRAIT ISLANDER

Increasing employment opportunities are facilitated by our Workforce Diversity Framework.

The People, Change & Governance business plan for 2015 has a KPI of 2.1%, with the goal of reaching 2.6% by June 2017.

You can read more about our Equal Employment Opportunities on our website at: www.islhd.health.nsw.gov.au/about_us.asp

If you think you'd like to work with us, check out the current job opportunities on our website.

Our first all-female team of surgeons

During her time as a surgeon-in-training, Dr Soni Putnis recalls often being the only woman in the room, so she's excited to now lead the first all-female team of surgeons at Wollongong Hospital.

In addition to Dr Putnis, Colorectal and General Surgeon, the team is made up of a post fellowship surgeon, three trainee surgeons and two junior doctors.

Dr Putnis is pleased that changes are being made to address the gender imbalance in surgical specialities and said it's great to see the changing face of surgery that attracts the best candidates into the profession, regardless of their gender.

Front row: Rasha Gendy, Soni Putnis, Krista Appadoo. Back row: Katherine Zhu, Michelle Tan, Jenny Brady and Abigail Attwell-Heap.



The Triple CCC Project

– CARE, COMMUNICATE, COORDINATE

Have you ever heard the phrase, a little change can go a long way? Since July 2014, staff from Shellharbour Hospital's Medical Respiratory Unit in partnership with our Clinical Redesign team, participated in a project which saw just that happen – small change leading to big results.

Through patient feedback and staff experiences, an opportunity to improve current care practices was identified and the Triple CCC Project – Care, Communicate, Coordinate began to take shape.

With the simple aim of improving patient, carer and staff experiences via better care coordination and collaboration, the Triple CCC Project has made a significant impact on the daily practices of staff at Shellharbour Hospital.

Some of the changes include better utilisation of existing resources, focusing on a more

collaborative approach to patient care across the various disciplines within the hospital and enhancing communication with both patients and their carers.

Strategies to improve communication and collaboration between medical, nursing and allied health staff have resulted in improved staff satisfaction and a more positive workplace.

While it's important that the program has led to better practices, efficiencies and communication amongst hospital staff, it is essential that these changes are felt by those receiving care. Pleasingly, our patients and carers are noticing a difference, with positive feedback received by staff. As one carer commented:

"It was one of the best hospital experiences we've ever had, and we've had a few...your expectations

aren't great because everybody's just doing their job and you sort of sit in a corner and let them do it. But this was much more inclusive. More friendly and more personable. It was just better."

Praise for the project has been received beyond the wards of Shellharbour Hospital; the initiative was the recipient of two ISLHD Quality and Innovation Awards and named as a finalist in the NSW Health Awards, in the Collaborative Team category. The Triple CCC team members presented at the 2015 Agency for Clinical Innovation (ACI) – Redesign School Graduation and were then invited to present to the Clinical Excellence Commission (CEC) and ACI Board Members. Other hospitals and services across NSW have been inspired by the project's outstanding results and are reflecting on ways in which they can enhance their own service delivery.



SHELLHARBOUR HOSPITAL'S NEW AMBULATORY CARE UNIT

Health Minister Jillian Skinner visited Shellharbour Hospital in June 2015 to officially open the \$6.7 million Ambulatory Care Unit. The new facility, complete with multi-purpose gym and consultation rooms, provides a variety of services including antenatal and postnatal care, diabetes education, podiatry, post-acute care, pulmonary rehabilitation and specialist outpatient services.

The Ambulatory Care Unit allows the community to access higher quality care closer to home in an environment in which they are more comfortable.

ISLHD Board Chair, Clinical Professor Denis King OAM, Health Minister Jillian Skinner and Parliamentary Secretary for the Illawarra and South Coast, Gareth Ward officially open the Ambulatory Care Unit.



2015 ISLHD QUALITY AND INNOVATION AWARDS



Teams from across our District presented their quality improvement projects and posters as part of our annual Quality and Innovation Forum. The presentations covered issues including: improvements in access to services, in patient safety and service delivery and in clinical practice that meets national and international evidence-based practice guidelines.

The Forum's judging panel had the difficult task of selecting winners of each category, with all of the entries deemed outstanding. Congratulations to all of the teams that showcased the fantastic achievements being implemented across the District.

OVERALL WINNER

The Figgie Connection – Ambulatory and Primary Health Care – Health Promotion Service, presented by Karen Tavener-Smith

CHIEF EXECUTIVE AWARD

Stir It Up! Promoting Healthy Eating Using Peer Educators – Ambulatory and Primary Health Care – Health Promotion Service, presented by Robyn Tindall

CATEGORY WINNERS

PATIENTS AS PARTNERS: Children's Ward App – Wollongong Hospital, Children's Ward, presented by Dr Tony Chu

INTEGRATED HEALTH CARE: Filling Our Lungs to Capacity – A New Approach to Rehab in the Community – Ambulatory and Primary Health Care – Health Promotion Unit, presented by Michelle Kershaw, Kristi-Lee Muir

LOCAL SOLUTIONS: The Figgie Connection – Ambulatory and Primary Health Care – Health Promotion Service, presented by Karen Tavener-Smith.

PREVENTIVE HEALTH: Stir It Up! Promoting Healthy Eating Using Peer Educators – Ambulatory and Primary Health Care – Health Promotion Service, presented by Robyn Tindall

COLLABORATIVE TEAM: Triple CCC Project – Care, Communicate and Coordinate – Shellharbour Hospital, Executive, presented by Kerrie O'Leary and Tracey Hinke

SPECIAL COMMENDATIONS

The Clock is Ticking – Outpatient Coronary Artery Stenting Discharge Before 10am – Wollongong Hospital Cardiology, presented by Marc Aquilina

Integrating Chlamydia Screening into Youth Services – Ambulatory and Primary Health Care – Healthy People Stream, presented by Kylie Strong on behalf of Damian Castles

STAFF EXCELLENCE AWARDS

Dr Jan Potter and Dr Greg Barclay

SPECIAL AWARDS

ZERO MOVEMENT PATIENT SAFETY AWARD: Triple CCC Project – Care, Communicate and Coordinate – Shellharbour Hospital, Executive, presented by Kerrie O'Leary and Tracey Hinke

CONSUMER ENGAGEMENT AND HEALTH LITERACY AWARD: Integrating Chlamydia Screening into Youth Services – Ambulatory and Primary Health Care, Healthy People Stream, presented by Kylie Strong on behalf of Damian Castles

COMMENDATIONS

Big Data Gold – Illawarra Cancer and Haematology Network, presented by Ken Masters

Perfect Pictures Every Time – Wollongong Hospital Children's Ward, presented by Janice Caldwell

Electronic Booking System for Emergency and Trauma Surgery – Wollongong Hospital, presented by James Brinton

Wait Watchers – Shoalhaven District Memorial Hospital, presented by Karen Shepherd and Dr Tabitha Hartwell

In Our Care into Your Hands – Aboriginal Stories about Approaching End of Life – Shoalhaven and David Berry Hospitals/Social Work/Aged Care, presented by Violet Green

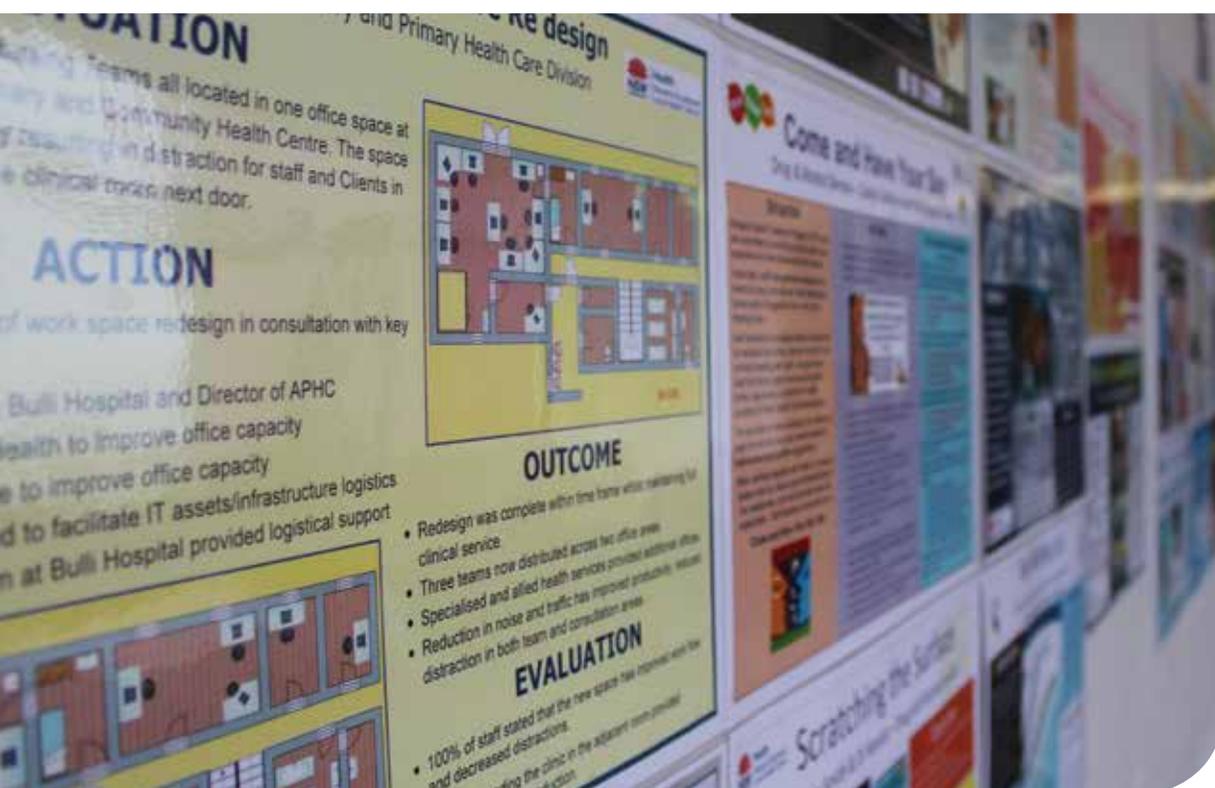
POSTER PRESENTATION DISPLAY AWARDS

JUDGES PICK – CPI POSTER WINNER: On the Stroke of 4 – Wollongong Hospital, Speech Pathology/ED/Stroke Services, prepared by Ashleigh Brown and Amanda Beattie

STAFF AND VISITORS CHOICE – CPI POSTER WINNER: Ceftriaxone Usage – Shellharbour and Wollongong Hospital, prepared by Kerry Watts

STAFF AND VISITORS CHOICE – QUALITY ACTIVITY WINNER: Linked – In: Africa and Health, First Step Program – Drug and Alcohol Service, prepared by Connie Graf

STAFF AND VISITORS CHOICE – SAOE WINNER: Physiotherapy Outpatient List – Shellharbour Hospital, prepared by Debra Cummings.



The Figgie Connection

"To plant a garden is to believe in tomorrow"

- Audrey Hepburn

Tucked between the M1 Motorway and the Princes Highway in Figtree is the Figtree Gardens Caravan Park, home to a small community living in 200 permanent residential caravans. While it may not be apparent at first, over the past two years, a gentle wind of change has moved through the community resulting in something truly remarkable.

In collaboration with our Local Health District, the Unanderra Community Centre and the Caravan Park, a project known as 'The Figgie Connection' was born.

The program which aimed to encourage people to self-manage their health was recently named the overall winner of the ISLHD Quality and Innovation Awards. A central part of the project was involving the caravan park residents in the planning of healthy living activities which improved their understanding of healthy eating, the risks associated with smoking and the importance of regular exercise.

ISLHD Health Promotion Officer, Karen Tavener-Smith said, in addition to simple lifestyle changes, the project linked residents with the range of services offered by local health and community services.

"Residents joined in healthy cooking sessions, walking groups and exercise classes. The residents also created their own community garden which meant they had easy access to their own fresh herbs and vegetables. We were also able to link residents with a number

of services offered by the LHD, including women's health, smoking cessation programs and the diabetes service as well as improving the residents' access to local GPs," Ms Tavener-Smith said.

For one of the residents, Gail Maher, the Figgie Connection has been life changing. Through a health check session, Ms Maher was identified as being pre-diabetic.

"I would never have been diagnosed as pre-diabetic if it wasn't for this project. I am now eating better and feel fitter and stronger thanks to the regular exercise that I do," Ms Maher said.

Ms Maher added that through participating in the program she feels a lot happier and more

connected to the other residents. A concept supported by Ms Tavener-Smith who agrees that the program has reduced the residents' social isolation which, in turn, has enhanced their health and mental wellbeing.

Our Chief Executive, Margot Mains praised *The Figgie Connection* program, saying it's a hugely deserving overall winner of the 2015 ISLHD Quality and Innovation Awards.

"This innovative project is an outstanding example of how health can collaborate with the community, providing accurate information and linking them with the right services while drawing on the community's strengths to help them improve their own health," Ms Mains said.



The Figgie Connection: Karen Tavener-Smith (Health Promotion Officer), Radda Jordan (Healthy Living Project Officer), Gail Maher and Doris Russell (Residents) and Sandra Luschwitz (Coordinator, Unanderra Community Centre).

WOLLONGONG HOSPITAL CHILDREN'S WARD APP

We recently launched our first smartphone app, created especially for parents, carers and visitors to the Wollongong Hospital Children's Ward. The app provides a range of features, including details about patient care, ward routines and information for visitors, as well as directions to the Hospital and the ward itself.

Paediatric Registrar, Dr Tony Chu, said the idea for the app came to him when he noticed some tired parents receiving a run down on the Children's Ward from staff in the middle of the night.

"I could tell these parents were really struggling to take it all in and I realised that the scenario

was probably not uncommon. Understandably, parents are often vulnerable, exhausted and stressed when they have a sick child in hospital, and this means that it can be difficult for them to really absorb the range of information they receive when arriving on the ward," Dr Chu said.

Our Director of Women's, Kids and Families, Dr Susie Piper said the new app is particularly beneficial because we know that, these days, people are more likely to refer back to information available on their phone than hard copy handouts.

"The app is a one-stop-shop of information and education about the ward; from essential information such as the admission process and isolation procedures, through to details about when meals are served and the fact that use of the TV is free in the Children's Ward, which, let's face it – can often be just as important!," Dr Piper said.

"It also includes an easy reference list of Sydney Children's Hospital Network illness fact sheets, which provide reliable, current, and evidence based information that will hopefully inform and reassure parents more so than using internet search engines," she said.

As part of the development process, the app went through rigorous testing, including extensive consultation with staff and a range of consumers and potential users. The collaborative way in which the Children's Ward app was created has already made a big impact, winning the Patients as Partners Category at the ISLHD Quality and Innovation Awards.

The Wollongong Hospital Children's Ward app is available now to download for free in iOS from the Apple App Store and Android on Google play. Search for 'Wollongong Hospital' and look for the blue and white *Hi* icon. You can also access the information from ISLHD's website at www.islhd.health.nsw.gov.au



Research Review

In 2015, we continued to build our research culture and increase research activity across the District. Our organisation is committed to harnessing research and innovation to ultimately benefit the health service we provide to the community. Highlights this year include:

- Our Research Central team managed approximately 70 projects
- The 8-week *Getting Research into Practice Seminar Series* (GRIPSS) was held at Wollongong and Shoalhaven District Memorial Hospitals
- 160 people attended the *Inaugural Annual Research Dinner* – which celebrated research in our area and fostered local research partnerships
- A series of events were held to celebrate *Research Week*, including workshops and a public display in the main foyer of Wollongong Hospital
- The *Annual Research Report* was released, featuring major research events, researcher biographies, research projects, grants, publications and future research plans
- A number of forums were held, providing staff with the opportunity to showcase their research to colleagues and the community
- Formal Research Programs:
 - > We sponsor four University of Wollongong /PhD Clinical scholarships. These provide staff with the opportunity to undertake a PhD or to supervise PhD students in a clinically relevant research area.
 - > We currently co-supervise 15 University of Wollongong medical student research projects.
 - > We have four staff specialists enrolled in a 24-month research program.
 - > We facilitate the Multidisciplinary Research Program, involving approximately 15 staff from across nursing, allied health and medicine disciplines.

RESEARCH PROJECT: SEEKING ILLAWARRA WOMEN WITH GESTATIONAL DIABETES BETWEEN 1991 – 2010

Our Research Central Unit is currently working with Dr Robert Moses, Endocrinologist and Director of the Diabetes Service on a Gestational Diabetes Research project.

The notes and files kept by Dr Moses over a 20 year period are being used by the Research Office at Wollongong Hospital to check on this possible health issue within our community. Type 2 diabetes is an increasingly common problem that has potentially serious outcomes. It is well documented that women with a history of gestational diabetes mellitus (GDM) have an increased risk of developing type 2 diabetes mellitus (DM) compared to those with no GDM history. However, the degree of risk depends on the population studied and the time since GDM diagnosis. There is significant value in determining the prevalence specific to the Illawarra population in order to adequately provide services and funding for early type 2 DM diagnosis and prevention.

The team has been contacting women (data collection) since the start of the year, who were seen by Dr Moses between 1991 and 2010 for GDM. The women are being asked if they are agreeable to participate in the project: *A follow up study of women who have had gestational diabetes between 1991 and 2010 to see how many have developed type 2 diabetes.*

If you had Gestational Diabetes and saw Dr Robert (Bob) Moses between 1991-2010 and have not been contacted about this research project, please contact the Research Central team via phone: 4253 4891 or email: ISLHResearch@sesiahs.health.nsw.gov.au.

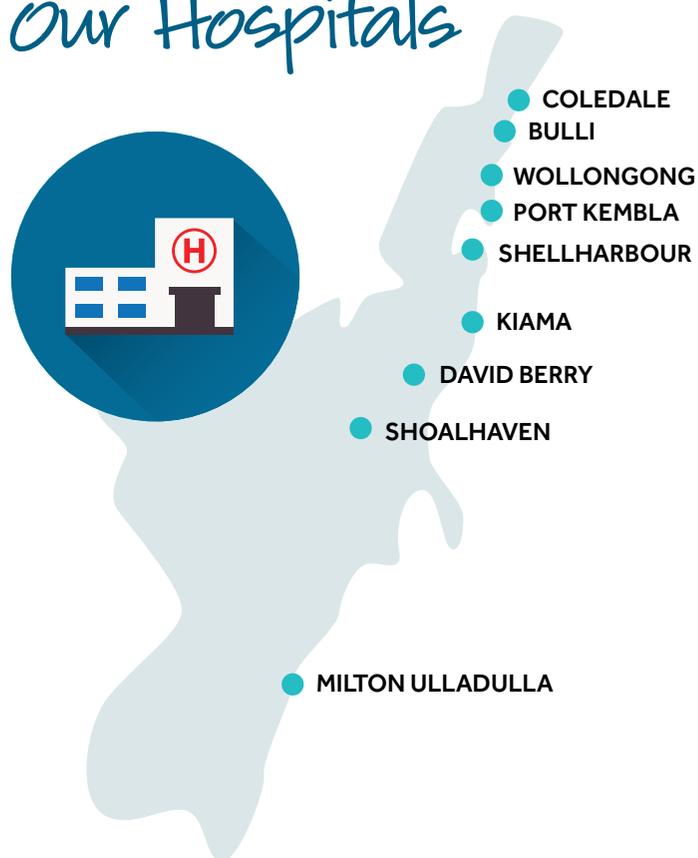


Dr Robert Moses with Research Clinicians, Alicia Dunning and Janaye Fish.

OUR HEALTH SERVICE: 12-MONTHS AT A GLANCE

1 NOVEMBER 2014 - 31 OCTOBER 2015

Our Hospitals



AVERAGE LENGTH
OF STAY (DAYS)
4.2



OCCUPIED
BED DAYS
387,380



TOTAL EMERGENCY
PRESENTATIONS
148,651

Source: HIE
Independent collation of Emergency Department and surgery data is available via Bureau of Health Information at www.bhi.nsw.gov.au and the Commonwealth Government's My Hospitals website www.myhospitals.gov.au

Other Hospital and Community Services



SURGERY
Planned: **15,343**
Emergency: **7,456**
22,799



MENTAL
HEALTH
Bed Days
38,453



CANCER,
HAEMATOLOGY
& ONCOLOGY
Occasions of Service
138,510



ORAL HEALTH
SERVICE
Occasions of Service
27,748



DRUG &
ALCOHOL
SERVICES
Occasions of Service
38,022



RENAL SERVICES
Haemodialysis
treatments: **22,833**
Home Haemodialysis
treatments: **3,132**



PRIMARY
HEALTH NURSES
Occasions of service*
(face-to-face and remote)
46,221

* Note: This data is for 11-months



Mental Health Services

YEAR IN REVIEW

Shoalhaven Sub-Acute Adult Mental Health Unit

Our Mental Health Service provides a broad range of health promotion, early intervention, assessment, treatment and rehabilitation services as well as specialist inpatient and community mental health services and programs across our District.

We have a number of speciality areas including Child, Youth and Adolescent specific services, Older Age specialist services as well as programs for Aboriginal Mental Health, Family, Carer and Consumer Participation.

In 2015 a number of major projects were implemented including:

- Consultative planning for the development of a five year Mental Health Services Strategic Plan
- A grant from the Mental Health Commission allowed clinical staff to visit Barwon Health District in Victoria to learn from their recovery-focused care changes. This is part of a continued commitment to deliver evidence-based services within best practice models of care
- The Mirrabook Adult Inpatient Unit at Shellharbour Hospital is currently undertaking the Productive Mental Health Ward Project, which aims to lessen time spent on jobs like paperwork and increase the time nursing staff spend providing direct care to consumers
- Inaugural participation in the Australian/New Zealand Mental Health Round Table including clinical staff, consumer workers and an NGO key partner. The group is now working on a metabolic healthy lifestyle project in Community Mental Health Services which will be presented at next year's meeting
- Staff had papers accepted at specialist conferences including the International Mental Health Nursing Conference, Australia/New Zealand TheMHS Conference and the Australian Rural and Remote Mental Health Conference
- A focus on continuing to develop strong working relationships with a range of cross sector service providers, stakeholders and partner organisations to improve transfer of consumers between services
- Specialist Mental Health Services for Older Persons, as well as Child Adolescent & Youth Mental Health Services both held inaugural community forums with outstanding attendance
- Inaugural ISLHD Mental Health Research Forum was held in May 2015 and attended by Mental Health Service staff and researchers from across our District
- Implementation of a dietitian service for all Mental Health inpatient units
- An Oral Health research project is underway in the Shellharbour Mental Health Rehabilitation Unit with consumers being able to access oral health care
- Commenced the Wicked Nicotine Project which aims to provide consumers with an understanding of the impact of nicotine on their mental health, the distress and agitation nicotine withdrawal causes and the place of Nicotine Replacement Therapy in the consumer managing this distress and agitation.

Shoalhaven

Sub-Acute Adult Mental Health Unit

The Shoalhaven Sub-Acute Adult Mental Health Unit celebrated its first year of operation milestone in 2015. The 20-bed facility is located on the Shoalhaven District Memorial Hospital campus and, in its first 12-months, 140 consumers were cared for under its 6-week program.

The Sub-Acute Unit provides services in a step-up (greater support than available in the community) and step-down (less restrictive and closer to home than acute services) approach, greatly enhancing mental health services in the Shoalhaven region. The facility aims to reduce the need for consumers to travel out of area to an acute unit by providing an early hospital option for support, recovery and rehabilitation. It is also used as a transition back into the community after a consumer has been admitted to an acute mental health unit.

Operating under an innovative model of care, the Unit includes a welcoming, open plan design that features indoor and outdoor living areas to create a home like atmosphere, as well as three separate pods of single bedrooms that enable groups with differing needs to be accommodated. A variety of functional spaces allow a wide range of therapeutic and skill development activities to be provided.

The Shoalhaven Sub-Acute Mental Health Service was nominated for a 2015 NSW Health Award in the category of Arts in Health for its inspirational *Recovery Quilt*. The project, led by Caroline Picton and the team members of the Sub-Acute Mental Health Service, demonstrates an innovative, strengths-based approach, which empowers people living with a mental illness to create a patchwork wall hanging depicting their own interpretation of recovery.

The *Recovery Quilt* aims to inspire and empower people living with mental illness to express themselves using fabric, in the form of a patchwork, as a therapeutic medium to depict their recovery journey. Participants expressed increased self-esteem, sense of purpose and belonging, an altruistic benefit and a reduction of anxiety and boredom. The individual patchworks form part of a collective artwork which is growing in self-expression, vibrancy and artistry and will result in a wall-hanging to visually enhance the environment.



RUN WOLLONGONG

RACES ON

In 2015, the third annual Run Wollongong event was held with thousands of locals again lacing up their joggers and running, walking or rolling the streets of Wollongong. Participants celebrated at the finish line while enjoying a special performance by singer Jessica Mauboy.

The three Run Wollongong events have collectively raised more than \$455,000 towards children's services in the Illawarra. Funds from the 2013 and 2014 events were put towards the construction of the Illawarra Children's Assessment Unit at Porter Street, North Wollongong - which is now up and running. Money raised this year will contribute to a redevelopment of the Wollongong Hospital Children's Ward.

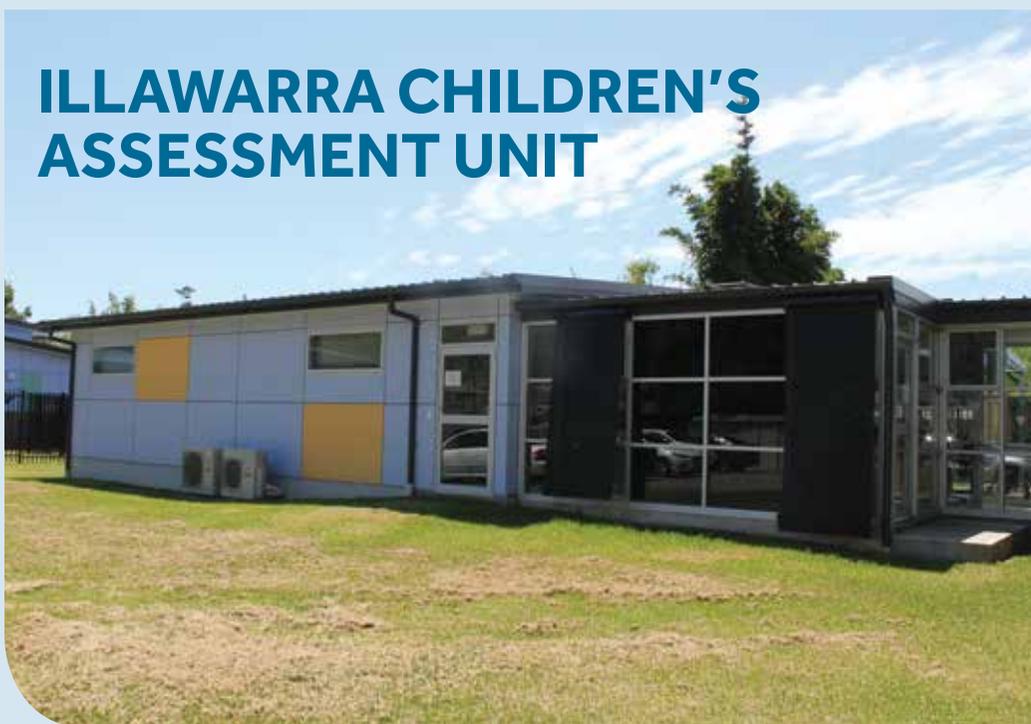
Every year, Run Wollongong brings the Illawarra community together for a great cause. The fundraising event is hosted by the Cotton On Foundation, under their Run Australia initiative, with the aim to improve the health care of young people in our region.

Thank you to all the community members that have participated in Run Wollongong over the years and supported our local children's services!

1. Run Wollongong Ambassador - Sally Fitzgibbons, participant - Alexander Rostankovski and NRL Player - Trent Merrin.
2. Director Women's, Kids and Families, Dr Susie Piper and ISLHD Chief Executive, Margot Mains.
3. Run Wollongong Race Ambassadors - Rebecca and Stephanie Hill.
4. Singer - Jessica Mauboy and General Manager Northern Illawarra Hospital Group, Nicole Sheppard.



ILLAWARRA CHILDREN'S ASSESSMENT UNIT



The Illawarra Children's Assessment Unit gives local children with developmental delay or learning problems improved access to assessment, support and early intervention in a family-friendly environment.

The redeveloped facility incorporates specialised assessment and observation rooms that allow multiple clinicians to observe a child without overwhelming the client. The centre also includes a specialised child counselling service, community paediatric clinic and a paediatric health hub for services that can include child and family nursing, nutrition, physio, occupational and speech therapy.

The new centre significantly reinforces our paediatric capacity for community-based services, and further strengthens the Unit's relationship with the Children's Ward in providing a fully integrated service that connects hospital and community care.



Dry July staff participants

DRY JULY

In the last five years, Dry July has raised more than \$350,000 for Cancer Services in our Hospitals. The event sees staff and the community go without alcohol for the month while raising funds to help enhance services and create a more pleasant environment for adults undergoing cancer treatment.

The Illawarra Cancer Care Centre has been a beneficiary of the Dry July fundraiser since 2011 and, for the first time this year, the Shoalhaven Cancer Care Centre also took part.

Funds raised by Dry July have gone towards services that have created more comfortable spaces for cancer patients, such as skylights and windows in the wards, a garden retreat and quiet spaces for resting and relaxing. We have also installed a way finding kiosk at the Illawarra Cancer Care Centre and refurbished our patient accommodation at Wollongong Hospital - Alkira Lodge – making it a more home-like place for out-of-town patients and families to stay while receiving treatment.

OTHER DONATIONS

We would like to thank the many individuals, organisations and community groups that have contributed to our Hospitals, facilities and services over the past year. The generosity of donors and hard work and commitment of those who carry out fundraising activities make a significant contribution to the District's delivery of quality health care services to the community.

While every donation and fundraising dollar makes a difference, we would in particular like to acknowledge the following contributions received during the past year:

- Cotton On Foundation – raised over \$105,000 as part of Run Wollongong 2015
- Myer Wollongong – raised over \$8,000 for the Neonatal Unit at Wollongong Hospital
- Dry July – raised more than \$48,000 for the Illawarra Cancer Care Centre and almost \$23,000 for the Shoalhaven Cancer Care Centre
- BHP Billiton Illawarra Coal Matched Giving – donated more than \$24,000 for the Wollongong Hospital Children's Ward
- Appin Colliery – donated \$7,000 to the Wollongong Hospital Children's Ward
- Italian Catholic Federation – Donated \$1,000 to the Wollongong Renal Unit
- Lend Lease – donated \$9,500 to Medical Ward A at Shoalhaven Hospital
- Shoalhaven City Council – donated \$2,600 to Shoalhaven Hospital Paediatrics

If you would like to know more about fundraising for our facilities, you can contact our Communications Unit on 4221 6859.



Appin Mine team members, James Royal and Ben Mason and Illawarra Coal President, Troy McDonald present Director Women's, Kids and Families, Dr Susie Piper with their donation

Medical Services

Snapshot

HOSPITAL SKILLS PROGRAM

The Hospital Skills Program is a Health Education and Training Institute (HETI) medical program delivered to improve safe patient care by supporting the continuous professional development of non-specialist medical teams.

Key achievements this year:

- Supporting our rural medical workforce through the delivery of a Hospital Skills Program emergency management workshop at Milton Ulladulla Hospital
- The delivery of advanced emergency skills to equip our medical workforce to manage challenging emergency airway presentations
- Paediatric Emergency Treatment and Advanced Life Support (PETALS) Program to equip medical workforce to better treat paediatric patients
- Updates in multiple emergency skills and procedures, such as cardiac emergencies, management of severe burns and advance trauma training



INFECTION MANAGEMENT AND CONTROL SERVICE (IMACS)

The Infection Management and Control Service provides expertise in infection prevention and control, with the aim to ensure 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.

Key achievements this year:

- Antimicrobial Stewardship Program has led to significant reductions in the unnecessary use of antibiotics. This program was also a finalist in the Ko Awatea International Excellence in Health Improvement Awards 2015
- Above-benchmark hand hygiene compliance rates achieved throughout our District
- Zero central line related bloodstream infections at Wollongong and Shoalhaven Hospitals since February 2013
- Australian Council for Health Services (ACHS) accreditation of all our facilities and services for Standard 3: Preventing and Controlling Healthcare Associated Infections

- Local research into the lived experience of hand hygiene auditors published in the prestigious American Journal of Infection Control
- Presentations delivered at the International Australian College for Infection Prevention and Control Conference.

CLINICAL GOVERNANCE UNIT

The Clinical Governance Unit (CGU) supports and promotes safety and quality within our District's hospitals and services. CGU aims to promote reliable care and the delivery of effective services that meet National Safety and Quality Health Service Standards, reduce harm, improve the patient experience, support continuous improvement and manage clinical risk.

Key achievements this year:

- Accreditation success in two ACHS Organisation-wide surveys: Shellharbour and Kiama Hospitals, and Integrated Community Services, including Child and Family, Oral Health, Drug and Alcohol, and Primary and Ambulatory Care Services

- Implementation of the NSW Quality Audit Reporting System, including a suite of clinical audit tools
- Continued excellence in clinical practice and quality improvement promoted through the Quality and Innovation Awards
- Development of Rights and Responsibilities and Compliments and Complaints brochures into Plain English and production of corresponding videos with our community partners, particularly Life Without Barriers
- Promotion of our Health Literacy Framework through the NSW Clinical Excellence Commission and Australian Commission for Safety and Quality in Health Care
- National Health Roundtable Innovation Awards in recognition of achievement in health literacy awarded to Diversity Health staff members, Fiorina Mastroianni and Lucy Vellar.

Q&A

with Denis Wann, Midwife and Lactation Consultant

Denis Wann is a rarity in the health system; he has been a midwife for nearly 25 years and in 2015 qualified as an International Board Certified Lactation Consultant, making him one of only a handful of male lactation consultants in NSW, and the only one in our District. We had a chat to Denis about what inspired him to become a midwife and why he is so passionate about supporting women to breastfeed.

Q. Denis, why did you choose to become a midwife?

A. I had been working in intensive care for several years; it is such a high pressure environment and I was simply getting burnt out. At the same time my wife and I were having our first child and I saw first-hand how disempowered she felt during the birthing process and the first weeks after with breastfeeding. I thought to myself; there has to be a better way – an approach that could provide women with the right information and support so that they can make an informed choice on birthing and how to nourish their newborn baby. There started my journey to become a midwife and my passion for promoting breastfeeding.

Q. The World Health Organization recommends exclusive* breastfeeding up to six months of age, with continued breastfeeding along with appropriate complementary foods up to two years of age or beyond. Australian breastfeeding statistics indicate we are falling well short of the above recommendations. While 96% of mothers initiate breastfeeding, less than half (39%) of babies are still being exclusively breastfed to 3 months and less than one quarter (15%) to 5 months¹. Why do you think this is so?

A. There are mixed messages in the media about choosing infant formula to feed your baby compared with breastfeeding. I believe that these rates would increase if women were given the right information and the right support to succeed in breastfeeding. There is growing evidence that indicates how a woman feeds her baby has huge implications for her own health, but also the future health of her child. Women need the support so that they can believe in their ability to both successfully start breastfeeding but also the support to continue when they come across hurdles, such as sore and cracked nipples, low milk production, mastitis or problems with the baby attaching. Most of these issues can be resolved if the right support is provided at the right time.

Q. What do you like most about your job?

A. I am passionate about breastfeeding and believe that breastmilk is the best food for babies up until 6 months of age. I get great satisfaction from being able to help women make the decision that is right for them - they might not make the decision that I think is right but what's important is that they're making an informed choice. I am always delighted when I meet a mum who has decided to feed her baby with infant formula but who, once given all the information about the benefits of breastfeeding and provided with the right support, chooses to breastfeed. Then, when I see them back in the hospital having their next child, and breastfeeding is their automatic choice, I feel exceptionally proud of her and feel that I have done my job.



skin on skin contact immediately after the birth has been shown to be an important contributor to successful breastfeeding; whether a mother is having a natural birth or a caesarean, Denis Wann aims to make this happen.

Denis Wann with mother Yasmine King and baby River Jem Rollings.

* Exclusive breastfeeding means that the baby receives only breastmilk. No other liquids or solids are given – not even water – with the exception of an oral rehydration solution, or drops/syrups of vitamins, minerals or medicines.

¹ 2010 Australian National Infant Feeding Survey, Australian Institute of Health and Welfare.

PREGNANT?
Whooping cough is about

Vaccination during pregnancy can protect your newborn from day one

Ask about vaccinations today

NSW Health
visit health.nsw.gov.au/protectnewborns

Birth Stats Babies born

WOLLONGONG HOSPITAL - **2488**
SHOALHAVEN DISTRICT MEMORIAL HOSPITAL - **912**
MILTON ULLADULLA HOSPITAL - **21**

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

Figures for the 1 November 2014 – 31 October 2015



2015 STAFF AND VOLUNTEER RECOGNITION AWARDS

We recently held our annual Staff and Volunteer Recognition (SAVR) Awards, which also included the 2015 Chief Executive Award for Excellence. The Awards celebrate and commend staff and volunteers who go above and beyond in their role and truly exemplify our CORE Values of **Collaboration, Openness, Respect and Empowerment**.

The Awards Presentation Ceremony showcased some of the outstanding talent and extraordinary staff and volunteers we have within our health service. Congratulations to all the nominees and winners.

Following the presentation ceremony, award recipients posed for a winners photo with our Chief Executive, Margot Mains and Award sponsor, HESTA's Client Relationship Manager, Mark Ashby.



Award Winners



1. **2015 CHIEF EXECUTIVE AWARD FOR EXCELLENCE & INCLUSIVE LEADERSHIP AWARD**
Gaye Sykes
2. **UNsung HERO - WORKING BEHIND THE SCENES**
Helen Brownlee



3. **BEST TEAM SOLUTION TO A WORKPLACE HEALTH AND SAFETY ISSUE**
Coledale Hospital Multidisciplinary Team
4. **BEST INDIVIDUAL EFFORT TO IMPROVE HEALTH AND SAFETY IN THE WORKPLACE**
Karen Bartley
5. **COMMUNICATION, CO-OPERATION & SUPPORT**
Niva Ponce
6. **MAKE IT HAPPEN - RELENTLESSLY RESOURCEFUL AND PRODUCTIVE**
Carolyn Frohmuller
7. **OUTSTANDING TEAM**
Mental Health Consumer Peer Workforce
8. **INNOVATION AND CONTINUOUS IMPROVEMENT NOMINATIONS**
Dina Baytieh
9. **EXTRAORDINARY CARE FOR OUR PATIENTS AND THEIR CARERS**
David St Quintin
10. **PATIENT FOCUS / PEOPLE CENTRED**
Tracey Mrsic
11. **VOLUNTEER OF THE YEAR - THE GIFT OF GIVING**
June Spurr – Shoalhaven Palliative Care Service volunteer



Hospital Auxiliaries

We are fortunate to have many Hospital Auxiliaries and not-for-profit groups operating throughout the District, whose tireless hard work contributes greatly to our health service and communities. The fundraising efforts of our Auxiliaries are a testament to the many members that generously donate their time and effort with enthusiasm to make a difference.

This year alone, the Auxiliaries and not-for-profit groups collectively raised more than \$570,000 for our hospitals and services, with special mention to the Illawarra Cancer Carers that raised over \$300,000! These funds contribute in both big and small ways – from walking aids for patients right through to helping us upgrade medical equipment. Thank you to each and every Auxiliary, not-for-profit organisation and volunteer who rolled up their sleeves this year, and every year, in support of local health facilities.

We also have a community that stands strong and proud in support of our Hospitals and we thank the many businesses, community groups and individuals who continually support Auxiliary activities such as raffles, sausage sizzles, stalls and benefits nights.

Thank you to

- Bulli Hospital Auxiliary
- David Berry Hospital Auxiliary
- Friends of Wollongong Hospital
- Greenwell Point Hospital Auxiliary
- Illawarra Cancer Carers
- Kiama Hospital Auxiliary
- Milton Ulladulla Hospital Auxiliary
- Port Kembla Auxiliary
- Shellharbour Hospital Auxiliary
- Shoalhaven Hospital Auxiliary



Members of the Shoalhaven Hospital Auxiliary



Illawarra Cancer Carers Sewing Stall at Berry Markets



Shellharbour Hospital Auxiliary members with Acting General Manager Southern Illawarra Hospital Group, Kerry Shanahan at our 2015 Staff and Volunteer Recognition Awards

A splash of COLOUR

Every now and then we receive a special or unique donation, and earlier this year Wollongong Hospital was given just that when local eight year old artist, Aidan Campbell gifted his artwork 'Helping Hands'. Aidan created the painting especially for the Hospital after visiting a friend in the Children's Ward who commented to him that the walls were all one colour and Aidan should paint them. Helping Hands is Aidan's idea of what sick children would like to see and the hands represent the Hospital full of people working to help others.

'Helping Hands' is being displayed in the children's area of the Hospital's newly refurbished Emergency Department and has certainly brightened up the room. Aidan visited the Hospital with his parents Simone and Adam to officially make the donation to General Manager Northern Illawarra Hospital Group, Nicole Sheppard and staff.



General Manager Northern Illawarra Hospital Group, Nicole Sheppard with Aidan, Simone and Adam Campbell in the children's area of the Emergency Department waiting room.

Quit for New Life

"Your service is amazing!! You provide so much support and advice to help quit smoking. Everything you do is outstanding 😊"

It's that kind of feedback that will hopefully encourage others to take up the Quit for New Life Program.

Tobacco is the largest risk factor for Aboriginal people and pregnancy is a key time for intervention. To help address health inequalities in the Aboriginal community, the Health Promotion Service together with Aboriginal Maternal Infant and Child Health Service (AMICH), is proud to be delivering the Quit for New Life smoking cessation program.

The program works with Aboriginal pregnant women and their partners and family living in the same household, as it's recognised that successful quitting often relies on the support and encouragement of family and friends.

For the 12 months of 2014/15 we saw a significant decrease in the number of Aboriginal pregnant women smoking, with 30% of women quitting during their pregnancy. This is a huge achievement and due to the continued efforts of all involved.

The Quit for New Life service provides individualised support, encouragement and access to Nicotine Replacement Therapy advice for women and families. The program, and quit smoking messages, continue to be well promoted at NAIDOC events with community members across our District.

Some of the feedback received from program participants shows we are on the right track.

"Never having another smoke again, ever. Come too far. It's been a long journey."

"I feel so much better now I have quit. Thanks for everything you've done for me. I'm grateful."

"Still smoke-free. It's a great service. Couldn't have done it without it."

For more information about the Quit for New Life program, call the program team on 4221 6780.



DRUG AND ALCOHOL SERVICES

YEAR IN REVIEW

Our Drug and Alcohol Service provides a range of specialist treatments and support to individuals, families and the community throughout the Illawarra and the Shoalhaven area. The service has been committed to reducing the harm associated with alcohol and other drug use since 1985.

KEY ACHIEVEMENTS

- The establishment of a Stimulant Treatment Program to service the Illawarra and Shoalhaven region specifically around methamphetamine use
- Drug & Alcohol Service, in partnership with Ambulatory and Primary Care, Child and Family and the Oral Health Service were awarded national accreditation status by the Australian Council on Health Care Standards in 2015. For the first time, these four services are now operating under an integrated model that is responsive to the needs of both inpatients and outpatients across our District
- Successful implementation of a Scratch Card project to increase alcohol screening and brief intervention within GPs and pharmacies
- Transition of the service to full electronic medical records.

Drug and Alcohol Service Director, David Reid and ISLHD Chief Executive, Margot Mains with our Drug and Alcohol Service accreditation certificate.



STIMULANT TREATMENT PROGRAM



As part of its response to Methamphetamine use in NSW, the Ministry of Health has expanded the Stimulant Treatment Program (STP) to include our District. The program, which has been running at St Vincent's Hospital in Sydney and the Hunter New England area since 2006, is a treatment model aimed at helping individuals, families and communities who are adversely impacted by Methamphetamines, including ice. Our program will be a stepped care psychosocial approach that will provide assessment, counselling, group work and pharmacotherapy to users and their families and carers. The service will be based in Wollongong and provide an outreach to the Shoalhaven from a base in Nowra three days a week. It's anticipated that the STP will be operational from January 2016.

Oral Health Services

We provide and facilitate public oral/dental health services to children and young people under the age of 18 and adults who meet the eligibility criteria. We also promote the importance of oral health and dental hygiene.

KEY ACHIEVEMENTS

- Implementation of the National Safety and Quality Health Standards
- Winner of the ISLHD Hand Hygiene Award for the most-compliant service
- Commencement of the research project Healthy Mouths Matter in partnership with the Shellharbour Mental Health Rehabilitation Unit
- Ongoing partnership with Warrawong Community Kitchen, which aims to reduce barriers to accessing dental care for people experiencing homelessness
- Hosting of three new graduates under the Oral Health Therapists Graduate Year Program. This has seen the expansion of dental hygiene services within our service and promotion of oral health in aged care facilities.



ACCESSING OUR DENTAL SERVICES

Dental services (non-admitted oral health care services) are provided free of charge to adults and children that normally reside within the boundary of the Illawarra Shoalhaven Local Health District based on the following criteria:

DENTAL CLINICS

Kiama Hospital Dental Clinic

Bonaira St
Kiama

Nowra Community Dental Clinic

5-7 Lawrence Ave
Nowra

Port Kembla Hospital Dental Clinic

Cowper St
Warrawong

Shellharbour Hospital Dental Clinic

Shellharbour Hospital
Madigan Blvd
Mt Warrigal

Ulladulla Community Dental Clinic

St Vincent St
Ulladulla

Wollongong Dental Clinic

Piccadilly Centre
341-349 Crown St
Wollongong

Warilla Dental Clinic

10 Belfast Avenue
Warilla

ADULTS - ELIGIBILITY CRITERIA

- Are eligible for Medicare, and
- Are 18 years of age or older, and
- Hold, or are listed as a dependent on, one of the following valid Australian Government concession cards:
 - Health Care Card
 - Pensioner Concession Card
 - Commonwealth Seniors Health Card.

CHILDREN AND YOUNG PERSONS - ELIGIBILITY CRITERIA:

- Are eligible for Medicare, and
- Are less than 18 years of age

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

AMBULATORY AND PRIMARY HEALTH CARE YEAR IN REVIEW

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

- Ambulatory and Primary Health Care achieved accreditation under the National Safety and Quality Health Service (NSQHS) Standards. This involved numerous improvements to service safety systems including the implementation of standardised falls risk assessment and patient identification and procedure matching processes
- Rollout of the Community Health and Outpatients Care (CHOC) component of electronic medical records (eMR) across the District. This allows clinicians to view inpatient and community records in the one place. Implemented mobile computing to allow for simultaneous recording of patient notes and access to diagnostic results
- Implementation of the HealthPathways project that aims to enhance integrated care across the continuum. The creation of a single web portal that facilitates the use of standardised health care pathways to secondary care will provide GPs and other clinicians with information and resources at the point of care with the patient
- Care packages provided through the Palliative Care Home Support (PEACH) Program in the Illawarra region in partnership with Palliative Care Services, the South Western Sydney Local Health District and Silver Chain
- Developed, in conjunction with the (former) Medicare Local, an easy to use, secure electronic referral process (Eas-e-referral) for GPs to refer clients to the District Diabetes Services and receive electronic communication back from the service
- Established the Regional Assessment Service (RAS) ahead of the national rollout of the My Aged Care gateway. The RAS provides home assessments to people aged over 65 years requiring home support services in order to remain in their home
- 85% of all schools in the Illawarra and Shoalhaven are participating in our Live Life Well @ School and 99% of pre-schools and day care centres participating in the Munch & Move Program
- The Shoalhaven town of Bomaderry was selected to be one of five in NSW to compete in the NSW Healthy Town Challenge, an initiative from NSW Health to improve the health of small communities
- Partnered with 25 organisations to increase tobacco cessation care
- Partnership developed with Mental Health to address nicotine dependence in the Wollongong Mental Health Unit
- Commencement of the BEST at Home Research project investigating the value of home-based exercise to reduce falls and prevent pain in the shoulder region.

AWARDS AND RECOGNITION

- The Multicultural Health Service won the Public Sector category in the Australian Multicultural Marketing Awards for their innovative Cancer Good News Project: Addressing cancer stigma amongst Macedonian and Serbian communities in the Illawarra. This project identified innovative ways to promote discussion about timely cancer screening and reduce stigma associated with a cancer diagnosis
- The Palliative Care Home Support (PEACH) Program in the Illawarra region won the Patients as Partners category at the NSW Health Awards.



Cookbooks dishing up healthy options for youngsters

Did you know you can view or download two free cookbooks from our website, both filled with healthy and delicious recipes for the kids?

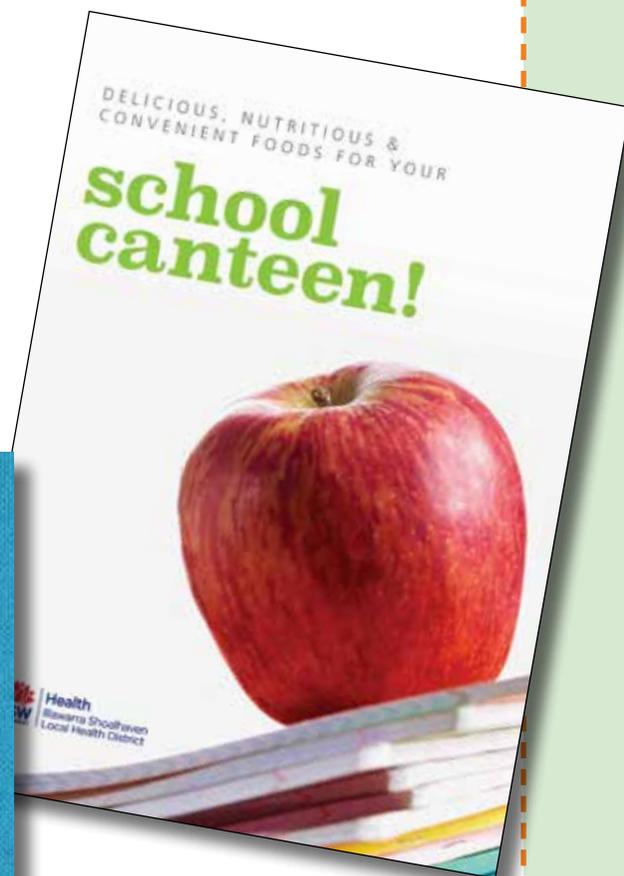
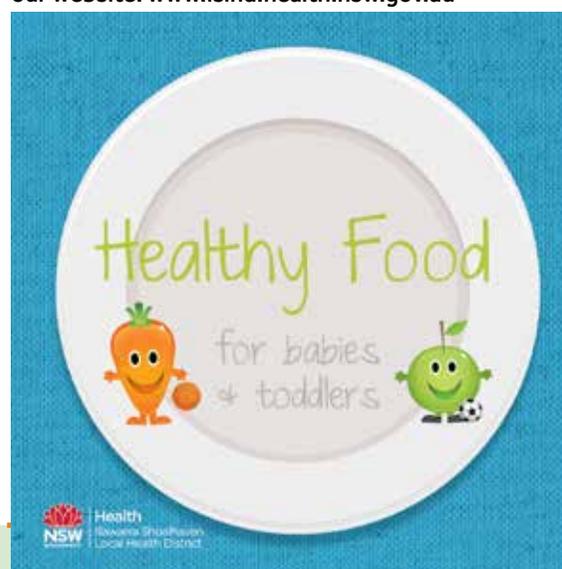
Our **Healthy Food for Babies and Toddlers Cookbook** is filled with nutritious and tasty recipes approved by dietitians, as well as tips and tricks for parents on fussy eating, discretionary foods and the latest information on how to introduce solids to your baby. The recipes in this cookbook were developed specifically for babies and toddlers, but we've received feedback that the meals are proving popular with all members of the family.

Our **Delicious, Nutritious and Convenient Foods for your School Canteen Cookbook** is also filled with recipes that aim to give primary and high school canteens ideas to develop their menus and provide healthy, convenient and budget-friendly foods to students.

Canteens use a traffic light system to indicate

which foods are healthy and can be sold every day (green foods), through to foods that are not so healthy and not ideal for sale in the canteen (red foods). Our Health Promotion Service has worked with canteens to develop the dedicated cookbook resource using the traffic light system to help them 'green up' their menu and serve healthy, and tasty, foods that kids will love.

Both Cookbooks are free to download from our website: www.islhd.health.nsw.gov.au



Munch & Move app gets kids active

Early childhood educators now have a range of physical activity ideas at their fingertips with the launch of our new Munch & Move App. It provides local educators with easy-to-access information and ideas to get children moving while having fun.

We know that children who learn and develop healthy physical activity habits when they're young are more likely to take part in physical activity through their childhood, teenage years and into adulthood. Research has shown that approximately two-thirds of year six children in NSW are not good at skills like running, jumping and hopping. In addition, many girls and boys have poor ability in activities such as throwing and kicking.

The Munch & Move App has been developed to help educators working in pre-schools and day care centres teach these fundamental movement skills, using fun and engaging activities and games. The idea for the App came from staff at Shellharbour and Kiama Family Day Care, who realised how useful it would be for their educators to have active game ideas readily available on their phones.

The Munch & Move App is available on both the App Store and via Google Play.





THE CHANGING FACE OF HEALTHCARE

We're all relying more and more on technology in our everyday lives and the use of technology in the delivery of health care services is no different.

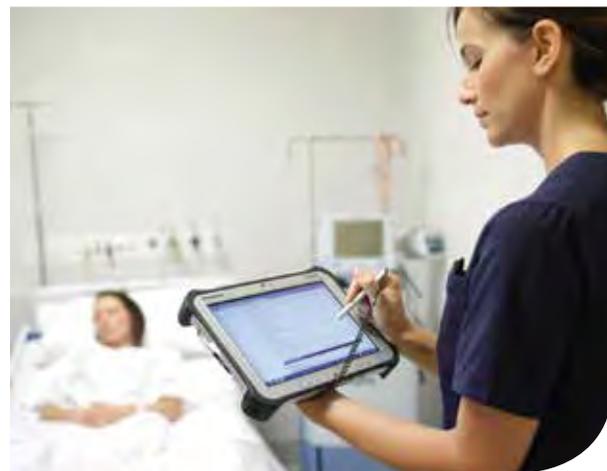
Our service is making the transition from paper to electronic patient records, our doctors may soon be able to view medical records at the patient's bedside using an iPad, and will eventually be able to view clinical images on their mobile phone when they're away from the hospital. We are investigating options for patients and visitors to connect to WiFi at our Hospitals, fill out surveys and questionnaires online, and even electronically order their meals.

Our operating theatres are also becoming more advanced with technology that enables doctors to perform surgery without the use of a scalpel,

while telehealth consultations allow doctors to examine and diagnose patients remotely.

We work collaboratively with eHealth NSW to find new and innovative ways to deliver services and explore options to improve care through engagement with state-wide projects. Over the past year we have taken a leadership role in testing and improving technologies that enable access to information and communication technologies, regardless of location and time. We have also commenced the integration of our email and identity management services to improve the useability of our information systems and the experience of our staff.

The aim of electronic management of our health information is to deliver safer, more efficient, and better quality care, improve the patient journey and enable our clinicians to be as effective as possible.



HOW TECHNOLOGY IS HELPING MAKE A DIFFERENCE

An aged care program that has transformed the way we provide services to people living in residential aged care facilities has been named the winner of a major award at a premier Asia Pacific forum on healthcare in New Zealand.

Managed by Ko Awatea, a centre for health system innovation and improvement, the Awards selected our *Integrated Care Emergency Department Alternatives for the Ageing Population* program as the best in its category, over more than 100 other projects.

The program aims to keep older patients out of hospital and in their home environments. This means that those living with dementia can be treated without having to travel to an Emergency Department, reducing the distress and confusion of being in unfamiliar surroundings that can often happen in patients with dementia.

The program includes a residential aged care clinical advice line and telehealth consultations that allow doctors to examine the patient using live cameras on their computer, then determine a course of action without the patient actually coming to us.



Some of the stars of the Rights and Responsibilities video at its launch - Stephen McNally, Laura Barton, Gregory Banham, Kevin Burke and Peter Burke

MAKING HEALTH INFORMATION EASY TO ACCESS

We know that health information can often be overwhelming and difficult to understand and use. Our aim is to make sure our health information resources are accessible to all members of the community.

Our Rights and Responsibilities online video resource provides information for our patients, family members, carers, visitors and clients on their rights and responsibilities when accessing and using our health services. This video was made in partnership with Life Without Barriers,

a non-Government organisation that supports people with a disability. The video features health staff and a number of Life Without Barriers clients.

The video, along with multilingual, plain and easy language brochures are all available on our website. Our written Rights and Responsibilities brochures are available in English, Arabic, Italian, Macedonian and Portuguese

We know that our consumers can sometimes

be overwhelmed when they visit hospital or a health service, or when we ask them to understand and remember complex and lengthy health information. We want to help all of our consumers better understand and use our health information and services, so their journey is a little less daunting.

The Rights and Responsibilities video and brochures can be accessed on our Internet site at www.islhd.health.nsw.gov.au

ACCESSABILITY WAYFINDING PROGRAM

We know that our hospitals and health services can sometimes be large and complex places. The ACCESSAbility wayfinding program is one strategy we use to check that our patients, carers, relatives and other community members can easily find and navigate their way through our services, sites and facilities.

Every four years we invite consumers to help us conduct ACCESSAbility audits at our facilities and services to check if our environments are easy to find, access and navigate. The teams also make recommendations on how we can improve. Some of the changes that we have made at our hospitals over the last three years include replacing heavy manual doors with self-opening doors, increasing the number of accessible parking spots, improving signage, and installing additional hand rails.

If you are interested in participating in a future ACCESSAbility Audit contact us via email: ISLHDCcommunications@sesiahs.health.nsw.gov.au or phone: 4221 6860.



Coledale Hospital ACCESSAbility audit team members Del Cotter, Paul Hartley, Fiorina Mastroianni, Joanne Quinn, Aileen Muscat and Anne Gilholme carrying out a site assessment.

PUBLIC HEALTH YEAR IN REVIEW

The role of the Public Health Unit is to identify, prevent and minimise public health risks to the community. These risks may be infectious, chemical or radiological in nature and may be caused by humans, animals or the environment. The Unit protects, promotes, improves and maintains the health of our population by providing professional, high-quality public health services, education, research, information and interventions. Public Health teams work closely with general practitioners, community nurses and hospital-based clinicians, pathology laboratories, schools and childcare centres, local councils and other government agencies to protect the health of the public. Food poisoning outbreaks are investigated jointly by the Public Health Unit and the NSW Food Authority.

KEY ACTIVITIES:

- The Public Health Unit coordinated the response to a major salmonella outbreak in aged care facilities. After a significant and lengthy investigation the outbreak was concluded and the articles of contaminated food were traced back to products from an outside supplier
- The Unit won a grant to undertake community-based vaccination activities. The project provided public influenza vaccination clinics at two of the larger NAIDOC events at Nowra and Windang. The clinics delivered 63 vaccines to Aboriginal adults. Other

public health activities were also included on the days, such as correct hand-washing demonstrations and information around the immunisation schedule for children

- Our Public Health Nurse gave a presentation at a regional workshop on *managing gastroenteritis and influenza outbreaks for aged care facilities*. Aged facilities have vulnerable populations that live in close proximity and often have underlying health conditions, which make outbreaks a particular risk. Training was provided directly to facility staff to minimise the risk and better manage outbreaks

- Mosquito trapping was re-established in the Shoalhaven area with the assistance of Council. The trapping serves as part of a state-wide monitoring program to identify disease presence and mosquito numbers and helps build a picture of arbovirus activity. Mosquito trapping is a seasonal activity during spring and summer, the warmer months associated with higher mosquito activity, and the results are publically available at: <http://medent.usyd.edu.au/arbovirus/results/results.htm#site>

BEAT THE HEAT

Health tips for a safe season

Heat waves or long periods of extreme heat can have serious impacts on our health. Planning ahead and being better prepared is important, as is knowing how hot weather influences your health, how you can prepare and stay healthy in the heat, how you can recognise and treat heat-related illness, and how you can care for people who are at risk of heat-related illness.

Remember the 4 key messages 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).

BEAT THE HEAT
Health tips for a safe season

- Drink plenty of water
- Plan your day around the heat – avoid being outdoors between 11am and 5pm
- Minimise physical activity
- Avoid alcoholic, hot or sugary drinks
- Check on elderly friends, neighbours and relatives, especially if they live alone
- Wear light coloured, loose fitting clothes made from natural fibres like cotton
- Take cool showers or baths
- Cool your house by shading windows, shutting curtains and, if it's safe to do so, opening windows at night to let in cool air
- If you have an air-conditioner, make sure it is working before you need it
- If you don't have air-conditioning, spend time in a cool place like a library, shopping centre or cinema. Try to go early, so you're not outside in the middle of the day

For more information about staying healthy in the heat go to www.health.nsw.gov.au

NSW Health
GOVERNMENT

What are the symptoms of heat stroke?

- Dizziness
- Intense thirst
- Confusion and poor coordination
- Headache
- Dry skin
- Nausea or vomiting
- Collapse
- Loss of consciousness

If a person develops these symptoms:

- Move them to a cool place
- Cool them down by sponging with cold water
- If they're conscious, encourage them to drink water
- Call triple zero (000) and ask for an ambulance

For more information about staying healthy in the heat go to www.health.nsw.gov.au

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Aunty Jeans

Aboriginal Chronic Care Program

The Aunty Jean's Aboriginal Chronic Care Program is a multi-layered approach to build confidence, through health coaching and education, for participants living with chronic disease. The program provides a multidisciplinary team of specialist service providers and health professionals who are committed to improving the health of Aboriginal people. There are three programs, based at Nowra, Ulladulla and the Illawarra, that run on a weekly basis.

In 2015, the Nowra Aunty Jeans Program participants completed their certificate in Aboriginal Mental Health First Aid training, with Illawarra and Ulladulla to follow next year.

Another highlight was the 2015 Aunty Jeans Koori Mini Olympics which was held in Albury in October. The event involved 13 Aunty Jean's teams from across NSW, including 40 participants from our District. Nowra's shirt won best design and our teams won 2 gold and 4 silver medals.



2015 Illawarra Team



2015 Shoalhaven Team

NEW DIRECTOR TO HELP CLOSE THE GAP

In 2015 our District appointed Pauline Brown as the Director of Aboriginal Health Strategy. One of the main roles of the Director's position is to lead the development and implementation of a Closing the Gap Aboriginal Health strategy to add years to life and life to years for our Aboriginal residents in the District. Improving life outcomes and life expectancy for Aboriginal

people is everybody's business, and, as such, Pauline will work with stakeholders to develop connected, high quality, culturally safe services.

Pauline is a proud Aboriginal woman descendant of the Yuin Nation and is passionate about returning to the area to lead this very important work and to make a contribution to the health and well-being of Aboriginal people.



TRACY MRSIC

Wollongong Hospital nurse wins NSW Health Excellence Award

We were proud to have one of our own, Wollongong Hospital aged care nurse Tracy Mnsic acknowledged as part of the annual NSW Health Excellence in Nursing and Midwifery Awards. Tracy won the Assistant in Nursing Category for her outstanding contribution to health care, particularly aged care. Tracy was also commended locally as a 2015 Staff and Volunteer Recognition Award winner in the Patient Focus / People Centred category. Tracy is known to her colleagues as the "aged care whisperer" for her ability to calm confused and agitated patients with dementia and delirium. She continually goes the extra mile for her patients and takes into consideration each patient's individual needs.



PEOPLE, CHANGE AND GOVERNANCE YEAR IN REVIEW

In our service we are focused on keeping our communities healthy. One of the ways to do that, is by making sure our staff are healthy. The People, Change and Governance (PCG) directorate supports and develops our workforce. PCG are focused on building the organisational capability required to facilitate the sustainable delivery of safe, high quality health care. They do this by implementing frameworks that govern how we build, train and retain our workforce. They are also responsible for actively engaging with a wide range of stakeholders including the community, governments and media to maximise the understanding of ISLHD and the services it provides.

In 2015, we rolled out our new Leadership and Governance Framework across the District. The Framework will facilitate improved role clarity and empowerment for staff, increased leadership, and a strengthening of our workplace culture based on our CORE values. These changes will form the foundation for sustainable improvements in the quality of clinical service delivery throughout the organisation.

We also continued our emphasis on the health and safety of our staff with significant improvements in our safety performance and the rehabilitation of our injured workers. These achievements were recognised throughout NSW Health when our Workforce Health and Safety team were awarded the 2014 Leadership Award by Employers Mutual Limited (EML) for

their efforts. To ensure the sustainability of these improvements, we've implemented a new Safety Management System across the District.

We've focused on our staffing practices over the past 12 months, streamlining the recruitment process to reduce the average recruitment period by 50%. In the year ahead we will be highlighting how we set people up for success by enhancing our orientation programs.

This year also saw the release of the District wide Workforce Strategy which outlines a set of recommendations for building the workforce of the future. These recommendations span across safety, development, leadership, performance, recruitment, retention and role alignment.

As a result of reviewing how we provide workforce support across the District, we've also started a move to a more decentralised model of support to make sure our hubs have greater access to the human resource support services they need to strengthen local decision making.

Finally, we redesigned our flagship leadership development program - the Effective Leadership in Health Program. This year has seen a record number of participants across the District enrol in the program and our facilitators have received recognition from the Clinical Excellence Commission (CEC) for their efforts in program design and delivery.



TWITTER

**Did you know you can follow us on Twitter?
@IllaShoalHealth**

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

Meet our Board

The Illawarra Shoalhaven Local Health District Board is chaired by Clinical Professor Denis King OAM who, along with 12 Board Members, bring a wealth of experience and local knowledge to the management of our Local Health District.

The Board and Chief Executive are responsible for:

- Improving local patient outcomes and responding to issues that arise throughout our Local Health District (LHD)
- Monitoring the performance of our LHD against performance measures in the LHD Service Agreement
- Delivering services and performance standards within an agreed budget, based on annual strategic and operating plans. This forms the basis of our LHD Service Agreement
- Ensuring services are provided efficiently and accountably
- Production of Annual Reports that are subject to State financial accountability and audit frameworks
- Maintaining effective communication with local and State public health stakeholders.



Clinical Professor Denis King OAM
MB, BS, FRACS



Ms Jill Boehm OAM
MMngt(Public Health)



Clinical Associate Professor Stephen Andersen OAM MBBS, FRCPA, BSc, MBA



Mr Roger Downs
LLB, BCom, PostGradDipMngt



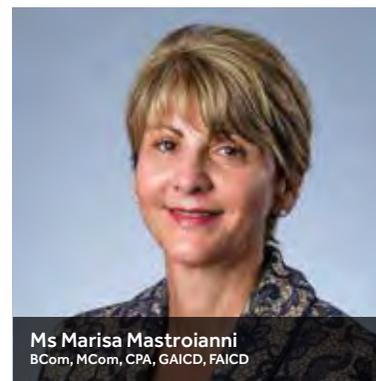
Professor Kathy Eagar
MA(Psychology), GDipEd Stud (Health), PhD(Public Health), FAFRM(Hon)



Mr Paul Knight



Associate Professor Rod McMahon
MBBS, DRCOG, DRANZCOG, IDD(Hons), ADD, MMED, FAIM, FRACGP



Ms Marisa Mastroianni
BCom, MCom, CPA, GAICD, FAICD



Mr Geoff O'Donnell
DipBus(Real Estate Valuation), GAICD



Clinical Professor Jan Potter
MBBS, MRCP, CCST, FRCP, FRACP



Dr William Pratt
MBBS, MPH&TM, FRACP



Mrs Carrie Schulman
BSc, MPA/Health Svc Admin., Cert. Physical Therapy



Professor Gerard Sutton AO
BEng(Hons), MEngSc, PhD

BEAT THE HEAT

Health tips for a safe season

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Enjoy your summer