

HEALTHIN FOCUS



Health
Illawarra Shoalhaven
Local Health District

NEWS FROM YOUR LOCAL HEALTH SERVICE

SUMMER 2017/18



THE
Faces
BEHIND
OUR
SERVICES
PAGE 6



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.



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Aboriginal and Torres Strait Islander people are advised that this publication may contain images or names of people who have since passed away.

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 eight hospitals and community based services. **For more information visit our website:** islhd.health.nsw.gov.au

COVER IMAGE

The front cover image is of our Strategic Directions staff ambassadors. The ambassadors come from all areas of the Illawarra Shoalhaven Local Health District. They represent our nurses, medical, allied health, administration, clinical and corporate support.

Each ambassador has shared their personal stories with other members of our staff about how they work to make a difference and how the priorities and enablers in Strategic Directions will further guide and support the development of our services.

A short video was made with some of our ambassadors talking about how the new strategic plan will support their role. To watch the video, visit youtube.com and search Illawarra Shoalhaven Local Health District.



5

Our Strategy

Snapshot of our direction

6-7

Strategic Priorities

Ambassadors tell their stories

10

Nowra Dental Clinic

Officially opens

11

Medical interns start

Meet two of our new graduate doctors

12-13

The Year in Review

Take a look back at 2017

14

2017 Quality and Innovation Award winners

Violence and Neglect (VAN) team honoured

17

Pet therapy

Positive results experienced by consumers

18

Get in Step

One kilometre walks around the Shoalhaven

21

Dedicated Aboriginal family room

Opens at Wollongong Hospital

22

Give us your feedback

Take an online survey

24

Kids Can Drown Without a Sound

Free online CPR training

16 *Aunty Jean's Koori Mini-Olympics*
ANOTHER SUCCESSFUL EVENT





A word from our CHIEF EXECUTIVE

I am delighted to provide the summer edition of *Health in Focus*, our community magazine that provides an update of our local health services, people and what has been happening across our Local Health District.

This edition's cover showcases our staff ambassadors for our *Strategic Directions for Illawarra Shoalhaven Local Health District 2017-2020*. On pages five through to seven there is an overview of our newly launched Strategic Directions including a snapshot from some of our staff on how they are using the priorities and critical enablers to make a difference in their work. The priorities and enablers will further guide and support our staff in the development and delivery of safe and high quality services as we foster stronger engagement with our community.

I would also like to take this opportunity to reflect on 2017. It was another busy year for our District. We had some major accomplishments like the expansion of the Shoalhaven Hospital's Emergency Department (ED) (see page 12-13). The ED was designed to improve patient flow and reduce waiting times. As well, the Renal Unit and Palliative Care rooms were opened at Milton Ulladulla Hospital, providing a benefit to the community as the demand for renal and palliative services will continue to increase as the local community ages.

This year, 2018, is set to be another big year. The Health Minister, The Hon. Brad Hazzard, MP announced at the end of last year that the \$251 million Shellharbour Hospital redevelopment will begin in 2018. It was also announced that our District will have two new HealthOne facilities, one at Dapto and one at Ulladulla. Planning is underway for these two facilities (see page 10).

Finally, we recently welcomed some new faces to our hospitals, with 65 new medical interns starting in January (see page 11) and 94 transition to professional practice Registered Nurses and two Registered Midwives commencing in February. It is always great to see fresh faces join our organisation and I wish all our interns and nurses the best as they start their careers in our District.

Margot Mains
Chief Executive
Illawarra Shoalhaven Local Health District



Message from our BOARD CHAIR

At our recent Annual Public Meeting, I was honoured to officially launch the new *Strategic Directions for Illawarra Shoalhaven Local Health District 2017-2020*.

Strategic Directions sets a clear path for the organisation with a strong focus on serving our community, planning for the future and better engaging with our consumers.

The strategic plan outlines the priorities and critical enablers that will support the ISLHD Board, Executive and our workforce to achieve the District's vision of *excellent services, quality partnerships and healthy communities*.

In developing this new strategic plan, the ISLHD Board recognises that health priorities and challenges at a local, state and national level continue to evolve.

We have a growing and ageing population, access to services remains a challenge in some areas, and groups within our local community continue to experience higher than average rates of chronic disease and health risk factors.

The four key priorities identified in the plan will guide the District in refocusing its attention, efforts and strategic direction over the next three years.

Strategy 1 – Excellence in models of care, health programs and health services

Strategy 2 – An engaged and high performing workforce for the future

Strategy 3 – Innovation, agility and learning for continuous improvement

Strategy 4 – Efficient, effective, sustainable financial operations

As part of the strategic plan, the Board has identified three critical enablers, pivotal to the District's success in achieving the outcomes and initiatives aligned to each of the priorities.

A strengthened commitment to Partnerships and Engagement; Governance; and Information Technology and eHealth will assist the District in best serving our patients and consumers and their families and carers.

We are confident that *Strategic Direction 2017-2020* will provide the District with the focus and leadership required to continue moving forward in the delivery of first class local health services.

Professor Denis King OAM
Board Chair
Illawarra Shoalhaven Local Health District

Our Strategy at a Glance...

VISION

Excellent services, quality partnerships, healthy communities

PURPOSE

To provide best practice health care and programs that promote the health and wellbeing of people in the Illawarra Shoalhaven

STRATEGIC PRIORITIES



1. Excellence in models of care, health programs and health services



2. An engaged and high performing workforce for the future



3. Innovation, agility and learning for continuous improvement



4. Efficient, effective, sustainable financial operations

WHAT DOES SUCCESS LOOK LIKE?

ISLHD has a reputation for delivery of high quality health care and appropriate services

ISLHD is considered an employer of choice within the region

ISLHD is respected and recognised for research and innovation to improve health care

ISLHD is a financially sustainable and fiscally responsible organisation

CRITICAL ENABLERS



1. Partnerships and engagement

Build and maintain strong partnerships and relationships with our stakeholders, both health and more broadly



2. Governance

Strengthen governance and accountability at all levels of the LHD



3. Information Technology and eHealth

Expand the use of eHealth and information technologies to deliver health services more effectively and more efficiently

CORE VALUES



COLLABORATION



OPENNESS



RESPECT



EMPOWERMENT

Strategic Directions for Illawarra Shoalhaven Local Health District 2017-2020

The launch of the *Strategic Directions for Illawarra Shoalhaven Local Health District 2017-2020* continues to build on our focus on the development and delivery of safe and high quality services and stronger engagement with our community.

To help bring the new plan to life, a number of staff ambassadors have shared their personal stories about how they work to make a difference, and how the priorities and enablers in *Strategic Directions* will further guide and support the development of our services.



STRATEGIC Priority One

Excellence in models of care, health programs and health services



A focus on excellence in models of care means that we will assess how we deliver health services against what is currently known 'best-practice', and develop and implement plans to address gaps. This process will require collaborating with patients, communities, the Agency of Clinical Innovation (ACI), the Clinical Excellence Commission (CEC), benchmarking organisations and other experts to assemble the evidence of best-practice and localise it to our region.

DR ALAN DAVEY-QUINN

"I am the Deputy Director Intensive Care at Wollongong Hospital where we care for patients with life-threatening illnesses, injuries and complications.

As part of Strategic Priority One, we have redeveloped the Intensive Care Unit, introducing two dedicated care pods with two specialist medical and nursing teams working concurrently to look after more critically ill patients.

Our new Models of Care have been developed around a revised layout of the care space, designed to maximise natural light. This one simple element has allowed us to create a more normal day/night routine for patients meaning we've had to rely less on long-term sedation as part of treatment plans.

This has resulted in shorter hospital stays and better patient outcomes."



STRATEGIC Priority Two

An engaged and high performing workforce for the future



The Illawarra Shoalhaven Local Health District (ISLHD) workforce is the primary resource to deliver on our vision and purpose. We will create a work environment based on NSW Health CORE Values (Collaboration, Openness, Respect and Empowerment) where: responsibilities and accountabilities are clear, our workforce is inspired and supported to do their best every day, there is a safe and caring environment for our workforce and patients, and there is a culture of fairness, integrity, recognition and shared accountability.

MICHAEL WINCH

"I work as the District's Workforce Diversity Co-ordinator. My role is focused on developing strategies that help increase and value diversity in our workplace.

I am passionate about ensuring that everyone has the opportunity to succeed, irrespective of ethnicity, generation, flexible work status, sexual orientation or disability. For me, this priority means staff feel safe and supported.

I know that focusing on being a culturally safe organisation will contribute greatly to developing a competent and vibrant Aboriginal workforce across a range of clinical, non-clinical and leadership roles."



STRATEGIC Priority Three

Innovation, agility and learning for continuous improvement



This priority is about ISLHD as a 'learning organisation', one that undertakes continuous change in response to changes in knowledge and the market – enabling innovation and workforce development through research, enabling agility with an engaged and high performing workforce, and building capability in continuous improvement through the smart use of data, planning, implementation skills and accountability to results. The ISLHD community can benefit from innovations in diagnostic technology, pharmaceuticals, surgical procedures and medical devices only if they are embedded in health care service delivery processes that provide timely, patient-centred, safe, effective, efficient, coordinated and equitable access.

FRANCA FACCI

"I'm Stream Leader for Integrated Chronic Disease Management for the District. Strategic Priority Three – is all about ensuring that the District can adapt to change and implement innovative ways of working, by using things like data and research to inform our decisions.

For example, I am currently involved in a research project titled Trends and Patterns in Unplanned Readmissions to Illawarra Shoalhaven Hospitals, which uses 15 years of data to focus on potentially avoidable hospitalisations.

I believe the key to ongoing improvement is utilising our data to determine what we need to change and then assessing whether we have made a difference to the care we provide, as a result."



STRATEGIC Priority Four *Efficient, effective, sustainable financial operations*



ISLHD must make choices that result in high quality care being equitably accessible across the Illawarra Shoalhaven. Our vision of excellence and quality means we must do things in a way that is effective, meets patients' needs, is efficient and minimises waste. This thinking is driving an increased focus on defining 'value', the outcomes related to the cost.

We define sustainability as operating within our means, ensuring that we are looking after immediate and long term financial well-being.

TODD LITTLE, SALLY WILSON AND RENEE OGNENOVSKI

"As a team we've embraced Strategic Priority Four, by using financial resources wisely and making decisions that maximise efficiency, effectiveness and safety both for the service and our patients.

Working together, we've implemented new waste segregation measures, meaning a significant amount of our clinical waste is now safely recycled. This has resulted in significant, ongoing savings!"

CRITICAL ENABLERS



Partnerships and Engagement

Building and strengthening ISLHD's working relationships with its partners is fundamental to achieving our purpose to promote health and wellbeing to our community. So too is the need to actively engage with our community and consumers to educate, inform and empower them to play an active role in their own health. ISLHD will do this as part of meeting National Safety and Quality in Healthcare Standards (NSQS): Standard 2 – Partnering with Consumers to ensure we have systematic and collaborative engagement with patients about how their care is delivered.

CHRIS COLMER

"I work as a Physiotherapist at Shellharbour Hospital. For me, Partnerships and Engagement as a Critical Enabler is about how I work as a valued member of the multidisciplinary team, proactively collaborating with my colleagues and our consumers to provide outstanding care.

At Shellharbour, our team works together to connect to our patients and their loved ones by providing them with easy to understand information about their care, ensuring they feel informed, empowered and included in care decisions, throughout their hospital journey.

Actively including patients and family members in their health care and giving them ample opportunity to ask questions and provide feedback, has led to greater transparency, a higher level of connection to our patients and better health outcomes."



Governance

Achieving ISLHD's vision and purpose and the implementation of our strategies is dependent on the processes of making and implementing decisions, from the front line of the organisation to the Board. We must ensure that our organisation has a strong focus on excellence, quality and safety and that we have policies and procedures in place that guide us to best practice. Clarity of roles and responsibilities has been highlighted in our strategies.

GAYE SYKES

"I work in Clinical Governance as the District Clinical Quality Systems Manager.

The inclusion of Governance as a critical enabler in the new Strategic Plan emphasises how fundamental it is to our organisation effectively achieving its goals.

Part of my role is to educate and empower staff to focus on quality and safety in the workplace. We also ensure the District implements best-practice clinical quality initiatives. This gives our consumers' confidence in the level of care they can expect from our District."



Information Technology and eHealth

Implementation of best-practice use of information and communication technology (ICT) is fundamental to achieving our vision, each of our strategies and all aspects of ISLHD operation – clinical and corporate. Best-practice models of care include shared care planning and Telehealth. A high performing workforce requires best in class rostering. Continuous improvement is based on robust performance data, and sustainable finances is based on high quality costing software.

ISLHD needs to continue to modernise and access all available resources to remain current and maximise the contributions technology can deliver to all our strategies.

KIM HENDERSON

"I work at Wollongong Hospital in the Geriatric Service as a Clinical Nurse Consultant.

Critical Enabler Three focuses on Information Technology and eHealth and how that will shape the way we provide care into the future.

I utilise Information Technology via the TeleHealth service, giving patients, their carers and staff an opportunity to see and speak directly with a Geriatrician without having to leave the comfort of their familiar environment."

For more information on the Strategic Directions for Illawarra Shoalhaven Local Health District 2017-2020 visit islhd.health.nsw.gov.au



2017 STAFF AND VOLUNTEER RECOGNITION AWARDS

Congratulations to all the nominees and winners of the 2017 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 variety of roles and SAVR celebrates and rewards achievements across the District. Our Awards Presentation Ceremony was held at the end of 2017, where all nominees were celebrated and the winners of each category announced.

Award Winners

1. **SHEREE FISHER - Mental Health Services, Administration Officer**
UNsung HERO – MAKING A DIFFERENCE - *An individual who goes above and beyond. They have a positive impact on the workplace and are always looking for ways to improve on their work.*
Sheree was also awarded the 2017 Chief Executive Award.
- 2a. **DR BRIELLE WOOD - Wollongong Hospital, Registered Medical Officer**
- 2b. **AMANDA DALE - People, Safety and Culture, Talent Management Coordinator**
RISING STAR – JOINT WINNERS - *An individual that is new to ISLHD, who demonstrates excellence in overall job performance and has made a significant difference to their workplace.*
3. **EMMA RODRIGUES – Ambulatory and Primary Health Care, Women’s Health Project Officer**
EXCELLENCE IN SERVICE - *An individual who goes above and beyond to make a difference. They always look for ways to implement efficient service improvements that benefit ISLHD and its people.*
4. **MICAELA LUCAS – Wollongong Hospital, Clinical Nurse Specialist**
ACE OF INNOVATION - *An individual or team that embraces innovation and is always seeking ways to do things more effectively. They evaluate performance and use results to improve standards of care.*
5. **SAMANTHA STEPHENS - Wollongong Hospital, Physiotherapist**
ALLIED HEALTH PROFESSIONAL OF THE YEAR - *An Allied Health Professional who is committed to excellence in patient care and evidence based best practices and improved service delivery throughout ISLHD.*

6. **SUZANNE LEGGE - Ambulatory and Primary Health Care, Violence Abuse and Neglect Counsellor**
MISSION POSSIBLE - *An individual that role models courage, strength, resilience and determination. They achieve with limited resources, time constraints and unexpected challenges. They always make the impossible possible.*
7. **AMY KHAN - Shellharbour Hospital, Clinical Nurse Consultant**
EXTRAORDINARY CARE FOR OUR PATIENTS AND THEIR CARERS - *An individual who provides holistic and patient centred care. They look for ways to improve patient experiences while making sure that every contact counts.*
8. **KEENAN THOMSON - Mental Health Services, Enrolled Nurse**
EXCELLENCE IN WORKPLACE HEALTH AND SAFETY - *An individual or team that promotes and fosters a positive safety culture and is a strong advocate for safe work practices. They are instrumental in improving safety at work.*
9. **DALE WRIGHT - Ambulatory and Primary Health Care, Aboriginal Health Worker**
OCHRE AWARD - *An Aboriginal or Torres Strait Islander employee who, through consistent effort and diligence in their work, is an inspirational role model to other Aboriginal or Torres Strait Islander employees.*
10. **MARGUERITE SMYTH - Shellharbour Hospital, Clinical Nurse Consultant**
INCLUSIVE LEADERSHIP - *An individual leader who inspires and motivates others. They are always accountable and act as a catalyst for innovative organisational changes.*
11. **DR ELIAS NASSER - Cancer Services, Staff Specialist**
MEDICAL OFFICER OF THE YEAR - *A Medical Officer who demonstrates professional excellence in clinical skill. Their contributions have had a significant impact on positive outcomes in patient care.*
12. **LUKE ROYSTON - Shoalhaven Hospital, Clinical Nurse Educator**
NURSE/MIDWIFE OF THE YEAR - *A Nurse/ Midwife who demonstrates excellence in patient care and clinical outcomes. Their contributions have resulted in improved patient care outcomes.*
13. **ULLADULLA MENTAL HEALTH SERVICE - Mental Health Services**
OUTSTANDING TEAM - *A team that works tirelessly and diligently to achieve outstanding results. They strive for a new standard in what they do and are united in dedication and determination.*
14. **AUDREY WALSH - Wollongong Hospital**
VOLUNTEER OF THE YEAR - THE GIFT OF GIVING - *An individual or team that consistently gives of their time and is reliable, positive, flexible and innovative in their volunteer work. Their passion is to make a difference to the lives of patients/carers and staff.*





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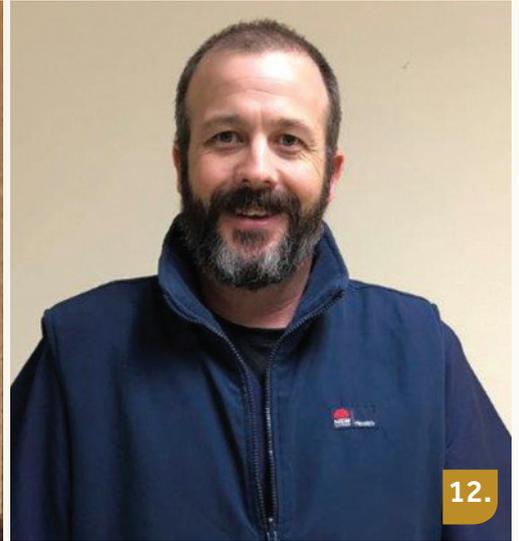
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DENTAL CLINIC *officially opened*



The Nowra Dental Clinic was officially opened by Member for South Coast, Shelley Hancock and Parliamentary Secretary for the Illawarra and South Coast, Gareth Ward

The Member for South Coast, Shelley Hancock and Parliamentary Secretary for the Illawarra and South Coast, Gareth Ward officially opened the \$3.4m Nowra Dental Clinic at the end of last year. A traditional Aboriginal smoking ceremony was held on site before staff transitioned into the new clinic and patient service.

Illawarra Shoalhaven Local Health District (ISLHD) Director Oral Health, Dr Mark O'Connor said the new dental clinic provides the local community with increased access to primary prevention services and oral health education programs.

"Good oral health is an important component of general health, and access to care, together with education, are the first steps in reducing gaps in the oral health status of our community," said Dr O'Connor.

"The clinic provides child and adult dentistry, dental hygiene services, denture services and specialist services such as oral surgery to eligible clients in the Shoalhaven region," he said.

The purpose-built facility includes eight dental surgeries, as well as enhanced diagnostic tools such as panoramic x-ray facilities and new accessibility equipment to enable the treatment of bariatric patients and users of wheelchairs.

"The new facility follows other significant innovations that the Oral Health Service has recently rolled out, including going live with 'Titanium', a state-of-the-art electronic clinical record and booking system," Dr O'Connor said.

The Titanium software replaces paper records with a completely electronic system – encompassing patient files, clinical notes and X-rays as well as a more efficient way to manage appointments and waiting lists and an increased reporting capacity.

Online records also means that clinical information is accessible across the District, which assists with consultation and review by specialists.

Nowra Dental Clinic

9 Lawrence Avenue, Nowra. The clinic is open five days a week. Oral Health Central Intake Centre – Phone: 1300 369 651.

Accessing Dental Services

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
- Adult 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.

Dapto and Ulladulla to get HealthOne facilities

The NSW Government recently announced that two new HealthOne facilities will be built in the Illawarra Shoalhaven Local Health District (ISLHD) - at Dapto and Ulladulla.

The new Centres are part of a \$100 million investment which will see eight new one-stop shop health facilities built across the state.

The local HealthOne facilities will be an integrated primary and community health initiative that will bring together a variety of community health and other health professionals in multidisciplinary teams.

The five objectives of HealthOne are to:

1. Prevent illness and reduce the risk and impact of disease and disability
2. Improve chronic disease management in the community
3. Reduce avoidable hospital admissions

4. Improve service access and health outcomes for disadvantaged and vulnerable groups
5. Build a sustainable model of health care delivery

The Ulladulla and Dapto HealthOne facilities will be built on the existing Ulladulla and Dapto Community Health Centre sites as a complete demolition and rebuild of the two centres.

The project is currently in the planning stage and the project team is consulting with key stakeholders and consumers.

For more information about HealthOne visit islhd.health.nsw.gov.au/Capital Works

Passionate medical interns join the District ranks

At the start of every year a round of fresh faces join the health service as we welcome new medical interns across our District.

A total of 65 medical interns, along with 94 Transition to Professional Practice Registered Nurses and two Registered Midwives, commenced with our LHD throughout January and February.

Following two weeks of orientation our new medical interns started their 12-month internship, with graduates rotating through hospital departments and specialities, including compulsory terms in the specialities of medicine, surgery and emergency.

Husband and wife couple, Andrea Boerkamp and Angus Jackson are among those interns starting at Wollongong Hospital.

Andrea and Angus both completed their undergraduate degrees at the University of Wollongong (UOW) and then graduated from the UOW School of Medicine. The two met on their first day at Med School and recently celebrated their first wedding anniversary.

We asked Andrea and Angus a few questions about their experience so far and what lies ahead as they start their internships.

Andrea

Which hospital will you be based at?

Both my husband Angus and I will mainly be based at Wollongong Hospital, but we also have a term down at Milton during the middle of the year.

Why did you want to become a doctor?

When I was little I always wanted to become a doctor, the art of medicine was something that fascinated me from a young age. As I grew up my life took a different direction and I ended up working in operations and events for a major bank in Sydney. I had a serious accident in 2008 and, at that time, it was an orthopaedic surgeon who reignited my interest in medicine.

Is there a particular field you are interested in? I guess I'm still a little unsure of exactly where my interests lie; I did my pre-intern rotation in cardiology and loved that, I did another term in obstetrics and gynaecology and also loved that! Originally, I thought I'd go into emergency medicine, so I think those three areas have really caught my eye.

What are you looking forward to during your internship? I think I'm most looking forward to the team work. I must say that I had such

great learning opportunities at Wollongong Hospital throughout medical school, the prospect of having a role on some of the teams I experienced as a student is exciting. I'm also looking forward to contributing to the supportive learning environment in the Illawarra region for students of medicine, nursing and allied health.

What advice would you give to others considering a career in medicine? Get to know yourself as best you can via whatever means you can find. Try lots of different things to develop yourself and I feel that through those types of processes, career choice becomes much clearer. If medicine is what lights your fire then go for it. It's been an incredible yet tough road so far and I dare say it is not going to get any easier.

Angus

Why did you want to become a doctor? I've been interested in becoming a doctor since my early teens. My uncle was a country GP who made a real impact on his patients in the local area where he worked which I found quite inspiring. I love working with people, science and problem solving which all fit really well in the role.

Is there a particular field you are interested in? I love critical care and have a particular interest in anaesthetics. That being said, I find various areas in medicine to be fascinating and am looking forward to spending the next couple of years as a Junior Medical Officer (JMO) working in different specialty areas.

What are you looking forward to during your internship? I'm really looking forward to being a contributing member of a medical team I'm also looking forward to being able to contribute to medical student learning where I can. Some of my best memories from clinical placements as a med student were directly influenced by various JMOs who took the time to provide guidance in what can be a very challenging workplace. I would love to be able to pay that debt forward by being considerate of the medical students and giving some of my time to help with their learning.

What advice would you give to others considering a career in medicine? I feel completely privileged to be starting work as a doctor, and I would wholeheartedly encourage anyone who wished to follow this career. It is an amazing career path whereby you meet and work with incredible people, engage in lifelong learning and play a role in caring for people. That being said, it is not for the faint hearted. Getting into medical school can be tough. Once in medical school, you need to work hard. Long hours of study are common and this can at times put a strain on your relationships or impact on other areas of your life.



Husband and wife, Angus Jackson and Andrea Boerkamp will undergo a 12-month internship at Wollongong Hospital



65 medical interns during their two week orientation at Wollongong Hospital before they hit the ground running

Clinical Service Delivery

- **153,141** Emergency Department presentations in a year
- **93,800** inpatient admissions to our hospitals in a year
- Patients spent an average of **3.9 days in hospital**
- **735,600** community visits in a year* includes hospital outpatient, community based and in-home treatment
- **BABIES BORN – 3,339**
- **CANCER HAEMATOLOGY & ONCOLOGY OCCASIONS OF SERVICE 152,411**
- **MENTAL HEALTH BED DAYS 38,634**
- **SURGERIES 23,268**
Planned: 16,582 Emergency: 6,686
- **ORAL HEALTH SERVICE Occasions of Service 32,760**
- **RENAL SERVICES**
Haemodialysis treatment: **20,411**
Home Haemodialysis treatment: **2,384**
- **DRUG AND ALCOHOL SERVICE Occasions of Service 50,629**

The Local Health District receives tremendous support from our local community, and the many dedicated volunteers who work tirelessly to enhance the care we provide to patients and their families.

Thank you to our Hospital Auxiliaries, fundraising groups, organisations and community members who generously support our hospitals and services.

YEAR IN REVIEW – 2016/17

During the 2016/17 financial year, our District focused heavily on quality and safety, implementing significant service reviews and establishing the Clinical Governance Council, responsible for championing and monitoring continual clinical quality improvement.

More patients than ever before moved through our emergency departments and operating theatres. We strived to further develop innovative ways to connect with our communities to improve health outcomes. This included the development of a phone app and integrated magazine designed to help patients prepare for surgery by providing essential and easy-to-understand information. These resources also worked to reduce surgery cancellations by better educating patients about the surgery process.

Across the District, our staff continued to show commitment to providing the highest quality and safest care possible, and ensuring that patients, their families and carers and the wider community are at the centre of everything we do.

Overall, 2016/17 was a particularly busy period and we continued to pursue improvement and quality enhancement in the delivery of care and services to our local community.

HIGHLIGHTS INCLUDE:

- “Hello My Name is...” campaign launched across sites to improve patient experience
- Reduction of 30 per cent in antibiotic use since 2011 with no increase in infectious disease-related length of stay or mortality. Achieved through the Anti-Microbial Stewardship program with 600 interventions in 2016/17
- More than 300 at-risk clients received new direct acting anti-viral medication for hepatitis C through the Viral Hepatitis Action Plan

- My Surgery Journey integrated magazine and smartphone app was developed to provide information to surgical patients and their families
- Workforce Safety and Wellbeing Strategic Plan delivered significant improvements in workforce health and safety performance
- Aboriginal Health Strategy - Statement of Commitment signed August 2016; Aboriginal Employment Plan developed.

We continued to grow the LHD's clinical infrastructure with the finalisation of \$18 million in capital developments to enhance the delivery of care, particularly in the Shoalhaven region.

- The Shoalhaven Hospital campus saw \$10 million worth of upgrades including a second linear accelerator for the Cancer Care Centre, enabling more patients to receive treatment closer to home and supporting growing local demand for services.
- The Shoalhaven Emergency Department (May 2017) underwent expansion works, incorporating new treatment spaces and reconfigured triage area designed to improve patient flow and reduce waiting times. Local patients are now also utilising a new \$1.5 million dedicated operating suite for endoscopy services.
- Further south, the \$4.6 million Renal Unit and Palliative Care rooms were opened at Milton Ulladulla Hospital, enabling a higher level of care for those with chronic renal conditions. The expansion included a dedicated renal centre with eight treatment spaces and a purpose-built palliative care space with family rooms and respite areas.
- At Kiama, the local community welcomed the opening of the \$3.6 million Integrated Primary and Community Health Centre, providing improved access to outpatient services including dental, aged care and other specialist clinics.

REDEVELOPMENTS

SHELLHARBOUR HOSPITAL

- In October last year, Minister for Health Brad Hazzard and Parliamentary Secretary for the Illawarra Gareth Ward announced that the \$251 million Shellharbour Hospital redevelopment will begin in 2018, delivering more operating theatres, a new emergency department and greatly expanded surgical services. The upgrade will deliver enhanced facilities for the growing Illawarra population and will be designed, built, operated and fully funded by the Government. To keep up-to-date: isld.health.nsw.gov.au

SHOALHAVEN CAR PARK

- The Shoalhaven Hospital Car Park project is anticipated to commence in 2018. The project includes a new multi-storey car park in addition to new ground level car parking. The significant increase in capacity will meet the future demand for car parking for patients, visitors and staff

BULLI

- Works are continuing on the new Bulli Aged Care Centre of Excellence, which will incorporate a purpose-built public hospital, co-located with a residential aged care facility. The facility will include 60 public inpatient aged care beds, development of on-site clinical support services, provision of a range of non-clinical support services, an urgent primary health care centre and a 60-suite IRT Care Centre co-located on site



Port Kembla Hospital Auxiliary is one of the auxiliaries which support the hospitals and health services in the Illawarra Shoalhaven Local Health District



Patients use the newly opened Renal Unit at Milton Ulladulla Hospital



Wollongong Hospital and 98FM Illawarra Convoy representatives - Marian Brown, Anne Duren, Dr Susie Piper, Kate Abbott, Lorinda Strickland, Mark Rigby and Monique Wilson ahead of the 98FM Illawarra Convoy, November 2017. The Children's Ward is a beneficiary of money raised from Convoy.

2017 Quality and Innovation Award winners

Big congratulations are in order for the Violence and Neglect (VAN) Team after it was honoured at the 2017 Quality and Innovation Awards.

The VAN Service, together with our Shoalhaven Social Work and Shoalhaven Hospital Emergency Department teams, earned the Chief Executive award for a project based on responding to after-hours domestic violence presentations at Shoalhaven Hospital.

The team, also took out Category 2 – the Integrated Health Care section.

The awards recognise outstanding work carried out over the past 12 months and encourage teams to think outside the square and take a fresh approach to care and service delivery within ISLHD.

The project, led by Pia Riley, Shayne Fletcher and Wendy Fetchet, was designed to ensure after-hours domestic violence presentations, had access to an appropriate on-call service.

“The three week project trialed a combined domestic violence and sexual assault response service – one of the first in a NSW Local Health District,” said Pia Riley.

“The training provided as part of the collaborative program dramatically boosted staff confidence in responding to both DV and sexual assault cases, and ensured almost 70 per cent of after-hours domestic violence cases were referred to an on-call service immediately, with 100 per cent referred to domestic violence services by the next day.”

One of the goals was to address improvements in service delivery after-hours, whilst developing new protocols, procedures and training, demonstrating a sustainable, cost effective way to deliver on-call psychosocial services for domestic violence.

The after-hours on-call service received funding from the Ministry of Health, and is now a permanent service providing critical after-hours support to clients presenting to the Shoalhaven Emergency Department.



Quality and Innovation award winners Kylie Strong, Pippa Rendel, Pia Riley, Shayne Fletcher and Peter Orr

Changes to over-the-counter medicines which contain codeine has changed

From 1 February 2018, over-the-counter codeine-containing medicines for pain relief, cough and colds ceased being available without a prescription.

WHY HAS THIS CHANGE OCCURRED?

The change is the result of a comprehensive review of research and evidence and extensive consultation through the cooperative national medicines scheduling process.

- The formerly over-the-counter medicines containing low doses of codeine provide little or no additional pain relief compared with similar medicines without codeine
- They are not suitable for long-term use and can cause dependence
- They are subject to misuse and abuse
- There are significant health risks to the

people who use them, and these risks are increasing despite recent strategies to reduce the risks

- There are other suitable alternative medicines available without prescription that do not contain codeine that are safer and more effective.

Illawarra Shoalhaven Local Health District (ISLHD) Drug and Alcohol Service Director, David Reid said medications that contained codeine came with added risks.

“Regular use of these medications, for example for chronic pain, has led to some people becoming tolerant and addicted to the medicine without realising it,” Mr Reid said.

“Tolerance happens when your body needs higher and higher doses to feel the same relief from your symptoms,” he said.

“Withdrawal symptoms can occur when the medicine is stopped, these include mood swings, insomnia, nausea as well as head and muscle aches.”

“Some withdrawal symptoms, such as headaches, can mimic symptoms the products were often used to treat.”

PEOPLE AFFECTED BY THE CHANGE SHOULD:

- Talk to their Doctor about alternative treatment
- Talk to their Pharmacist about alternative medications
- Contact ISLHD Drug and Alcohol Service, 1300 652 226, who can provide counselling or withdrawal support

For more information on the changes: health.nsw.gov.au/pharmaceutical/Pages/codeine-rescheduling.aspx



POSITIVE RESULTS FROM PAIN RELIEF TECHNIQUE AT WOLLONGONG HOSPITAL

Patients having knee replacement surgery at Wollongong Hospital are benefiting from enhanced pain relief and faster recovery times, as a result of anaesthetics treatment via the adductor canal catheter.

The procedure started as a project and was trialled successfully at Wollongong Hospital last year, and has now become a routine procedure for the majority of knee replacement patients. The main benefit of the treatment is the significant reduction of pain after surgery that usually has a high incidence of severe post-operative pain. In addition, benefits include faster recovery times and shorter hospital stays.

The procedure involves the insertion of a catheter in the mid-thigh, adjacent to one of the main nerves running to the knee joint. Local anaesthesia is then infused through the catheter.

Wollongong Hospital anaesthetist Dr Nick Maytom, said this kind of catheter infusion technique – rather than a single injection which wears off – is still not offered in most centres around Australia and the world.

“Wollongong Hospital is leading the way in this anaesthetic treatment, and some larger city hospitals are now following our examples,” he said.

“By reducing the pain, the patients’ quadriceps strength is increased. This helps the patient to get out of bed and move around – helping them to mobilise effectively and reach the physiotherapy milestones required for discharge to rehabilitation facilities, or to home.”

THE PROJECT

Dr Maytom set up the project to study the effects of the procedure on 40 knee replacement patients. The project was a collaboration with Dr Angus Fisher and Dr Sam Stewart – two junior doctors at Wollongong Hospital; Sonia Markocic – a Nurse Practitioner and Acute Pain Service Coordinator; and the Wollongong Hospital Physiotherapy Department to track the benefits of the project.

THE PATIENT

Warrawong resident Kerrie Carson had a total knee replacement operation at Wollongong Hospital. Prior to her operation Kerrie had significantly depleted cartilage in her knee.

Ms Carson said she was a bit scared to get the operation done as she expected a lot of pain. *“Heaps of people told me that I would be in agony for six to eight weeks,”* she said.

“I think a lot has to do with the pain block. I was able to move around more quickly after my operation, and I didn’t have to take all those pain killers. I don’t feel too much pain at all now. I’m so happy this pain block treatment was available to me,” Ms Carson said.



Knee replacement patient Kerrie Carson up and moving after new pain relief treatment at Wollongong Hospital

Aunty Jean's KOORI MINI-OLYMPICS BRINGS HOME THE GOLD

Competitors travelled far and wide to attend the 13th Annual Aunty Jean's Koori Mini-Olympics held at Bomaderry Basketball Stadium in October 2017.

More than 220 competitors from the Illawarra Shoalhaven Local Health District (ISLHD), Murrumbidgee Local Health District and the Southern NSW Local Health District came together to compete in events including a modern day version of the traditional Aboriginal game of Kee'an as well as quoits, bullseye and frisbee.

The Koori Mini-Olympics evolved from the Aunty Jean's Program, an initiative started in the Illawarra in 2004 and built around the community working together to improve health outcomes for Aboriginal people, with Elders leading the way. The Aunty Jean's Program was named in memory of respected Elder Aunty Jean Morris, who promoted Aboriginal health and culture.

ISLHD Aboriginal Health Worker, Bev Crowther said the Koori Mini-Olympics is a celebration of health and community.

"The Aunty Jean's Program was designed to include health promotion, education and self-management to support and sustain the development of good health behaviours and strategies for Aboriginal people with chronic and complex care needs," she said.

"The Koori Mini-Olympics is an extension of that. It is a highlight of the year for many members of our community as they meet up with friends, family and compete against one another in a friendly, competitive environment.

"The event has grown from 30 people in 2004 to more than 200 people in the past few years," Bev said.

Chronic disease is a major factor contributing to higher mortality, increased hospitalisations and reduced quality of life for Aboriginal people.

The Aunty Jean's Program runs locally at three sites: Berkeley, Nowra and Ulladulla.

RESULTS:

Illawarra - Four gold, one silver

Nowra - One gold, three silver

Ulladulla - Two gold



Helen Knight and her son Robbie are part of the Illawarra team



Team Nowra do a lap of honour



ISLHD Manager Aboriginal Health Zane Rice, Helen Knight, Linda Connolly, Eileen Jenner and Lorraine Connolly from the Illawarra Flames team



Aunty Leonie Ralph and Aunty Denise Berry are part of the Illawarra Flames team



Sister and brother, Lorraine Carriage and Fred Carriage competed for team Ulladulla

BIKERS RIDE AGAIN TO RAISE AWARENESS

Now in its fifth year, the annual World AIDS Day (WAD) South Coast Motorbike Ride again took place, involving a team of self-professed 'ordinary blokes on bikes' riding from Port Kembla to Bega to talk to the community about HIV and the importance of getting tested.

Port Kembla Hospital Security Officers, Dale Holland and Dave Candy, together with Geza Belley from the First Step Program and community member, Peter Schmidt set off on their Harleys from Port Kembla and then visited Nowra, Batemans Bay and

Bega, where information and resources were provided to the community.

The promotional activity is facilitated by ISLHD, Healthy People Illawarra, and HIV and Related Programs (HARP) Unit in partnership with Southern NSW Local Health District (SNSWLHD), Grand Pacific Health and Shoalhaven City Council.

Illawarra Shoalhaven Local Health District (ISLHD) Sexual Health Service Director, Associate Professor Katherine Brown said testing is an important step in achieving "the virtual elimination" of HIV by 2020.

"It's important for people to know that it's never been easier to get tested. There's now a mix of high quality, safe and innovative testing services available including the online ordering of test kits with results available confidentially from a health practitioner. HIV testing in Illawarra Sexual Health clinics is fast, free and confidential," Associate Professor Brown said.

"Many new infections come from people who don't know that they have HIV, which is why testing is so important," she said.

Testing is available at a range of different health services:

- GPs
- Family planning clinics
- Aboriginal medical services
- Sexual health clinics – 1800 451 624
- Community-based rapid HIV testing sites

Alternatively, the Dried Blood Spot Test is a HIV test for people who may be concerned about privacy, or find it difficult to get to a clinic because of location or opening hours.

Registering online at hivtest.health.nsw.gov.au, the testing kit is then sent to any address or postal box in a plain, express post envelope.



Dale Holland PKH security, Dave Candy PLH security, Geza Belley, First Step Program and community member Peter Schmidt in Nowra.

Patient well-being assisted with pet therapy

Shellharbour Hospital's Adolescent Mental Health Unit caters for young people aged 12-18 years who experience mental health concerns. Staff at the unit recently decided to incorporate pet therapy into its weekly program.

Adolescent Mental Health Unit Occupational Therapist, Rachael Wade said pet therapy has a developing worldwide evidence-base for use in general medicine and psychiatry, which suggests animal-interventions foster socialisation and connectedness, enhance self-soothing skills and destigmatise mental health.

"Pet therapy uses a compassion orientation that enables emotion regulation, which is important as admissions can be confronting," Ms Wade said.

The Unit works with PAWS, a not-for-profit agency which provides trained volunteers and therapy dogs who have undergone rigorous behavioural and health checks.

Adolescent Mental Health Unit Registered Nurse, Nathaniel Boulton said a regular one hour program can include a group walk, self-care education via grooming or massaging the animal, interactions with pets, and education on topics related to mental health.

"It also provides a valuable opportunity to engage with young people who are withdrawn or disengaged," Mr Boulton said.

PROJECT FINDINGS

Consumers were asked to complete an evaluation after each pet therapy session. Emotions such as anger, sadness and fear all reduced significantly, which demonstrated evidence of ongoing usefulness in adolescent mental health. The visits also created a positive culture, and some young people and their families began to use their own pets in care planning.

Pet Therapy Project results:

- 92 per cent rated the intervention as beneficial to their mental health
- 80 per cent rated the intervention as helpful in increasing their engagement/socialisation with others
- 78 per cent reported that the intervention helped distract their thoughts and 54 per cent stated it helped with self-soothing

The inpatient team is currently using the data to inform future practice and encourage other inpatient units to facilitate Pet Therapy for their consumers benefit.

'It's relaxing because, when a dog's happy, it makes you feel good'
- consumer



Adolescent Mental Health Unit Registered Nurse, Nathaniel Boulton and Occupational Therapist, Rachael Wade with PAWS volunteer Barbara and her pet therapy dog, Kirra.

STUDY LOOKS AT BARRIERS TO HEALTHY LIVING FOR WOMEN WITH AN INTELLECTUAL DISABILITY

Leading a healthy lifestyle can be challenging at the best of times, however women living with an intellectual disability can face a number of additional challenges.

Illawarra Shoalhaven Local Health District's (ISLHD) Women's Health Unit recently undertook a one year study that asked women living with an intellectual disability about staying healthy. The study also asked carers and disability workers about barriers that women with intellectual disability face to being healthy and the risks they experience in developing lifestyle related chronic disease.

Principle Researcher and Women's Health Project Officer, Vivienne Kish said that people with an intellectual disability suffer additional social and economic disadvantages.

"Society's attitudes are often a barrier to their engagement in the community," Ms Kish said.

"Identifying risks for chronic diseases amongst people with an intellectual disability is also quite complex and often not identified," she said.

The study, conducted in Nowra/Bomaderry, was unique in how it considered the opinions of people with intellectual disability and their caregivers.

A total of 20 women with an intellectual disability, 13 disability workers and seven carers participated in interviews and focus groups.

Results showed that women with an intellectual disability had an understanding of healthy food and exercise but did not consistently apply this to their reported eating and exercising habits.

Both disability workers and carers had concerns about poor communication between medical professionals and the women in their care. Workers highlighted medical professionals' tendency to not

talk directly to their clients, reluctance to physically examine their clients, and assumptions that emerging medical issues were related to existing conditions. Workers and carers also agreed that disability services need to consider health, nutrition and exercise as part of their usual business.

The findings of the research provide evidence for the kinds of changes that will better support the health and wellness of women with an intellectual disability in the community and health care system. Opportunities exist to support chronic disease prevention through targeted health education using 'Easy English' resources, professional development for clinicians and allied health workers, and advocacy for healthy policy in all services working with this population.

For more information on this study contact Vivienne Kish – Vivienne.kish@health.nsw.gov.au

Shoalhaven residents get in step

Shoalhaven residents and visitors can now keep track of how far and how much energy they burn while walking.

Illawarra Shoalhaven Local Health District (ISLHD) has teamed up with Shoalhaven City Council to *Make Healthy Normal* with easy to read footpath signs across the Shoalhaven.

The one kilometre walks have been placed in 18 different locations. They encourage people to start with small steps to improve their health and wellbeing. The walks are also the perfect way for residents to explore their local neighbourhood and visit the beautiful places the town has on offer.

More than half of NSW adults and almost a quarter of children are overweight or obese. The *Make Healthy Normal* campaign encourages people to make simple diet and exercise changes to address the growing obesity problem.

ISLHD Director Ambulatory and Primary Health Care, Dr Paul van den Dolder said evidence shows that for overweight people,

every kilogram of weight lost brings ongoing, long-term health benefits, and even losing a little bit of weight reduces the chance of developing many long term diseases.

"The signage used complements our continued investment in 'healthy infrastructure' and our partnership with the Council is one of the practical ways that we can make a difference to the health of our community together," Dr van den Dolder said.



Health Promotion Officers Kim Thompson and Kellie Sale on one of the Shoalhaven walks

Shoalhaven City Council is one of three Councils in the region to get on board with *Make Healthy Normal* walks to promote healthier living.

For more information, visit makehealthynormal.nsw.gov.au or for maps of the Shoalhaven walks visit getinvolved.shoalhaven.nsw.gov.au/Get-In-Step



Milton – Get in step with a walk through Milton.

Healthy Choices in NSW Health Facilities for staff and visitors

'LET'S MAKE THE HEALTHY CHOICE, AN EASY CHOICE'

NSW Health recently announced its plan to increase the availability and choice of healthier drink and food options for staff and visitors in health facilities, including those in the Illawarra Shoalhaven Local Health District (ISLHD).

The *Healthy Choices in Health Facilities* policy framework was launched in June 2017 with the target for NSW to be the first state in Australia to remove sugary drinks with no nutritional value from its health facilities by December 2017.

The policy is designed to complement the *Make Healthy Normal* campaign and support NSW Health staff and visitors by increasing the availability and choice of healthy drinks and foods.

ISLHD Ambulatory and Primary Health Care Director, Dr Paul van den Dolder said as a health service, it's important that we act as role models and provide the best choices for good health as well as making healthy the easy choice.

"After all, healthier choices are key to good health and healthy food is some of the best medicine available," he said.

"If you are spending a lot of time in hospital, either as a visitor or a staff member, having unhealthy choices readily available can make it difficult to eat well. It is great that staff and visitors looking for that quick mid-morning or afternoon energy boost can now opt for a healthier one."

Locally, a study carried out by the University of Wollongong and University of Sydney in 2015 showed people have wanted to see change in the foods and drinks offered through the health system.

A total of 58 per cent of hospital participants said the drinks available were 'too unhealthy' and 82 per cent of hospital participants said the snack range on offer was 'too unhealthy'.

Dr van den Dolder said 2018 is an exciting time as we work closely with our suppliers and vendors to offer healthier options not only for drinks, but also more nutritious food and snack choices for people to enjoy when visiting our hospitals.

FOR MORE INFORMATION:
www.health.nsw.gov.au and go to the **Healthy Eating Acting Living Page.**

LET'S MAKE THE HEALTHY CHOICE AN EASY CHOICE.

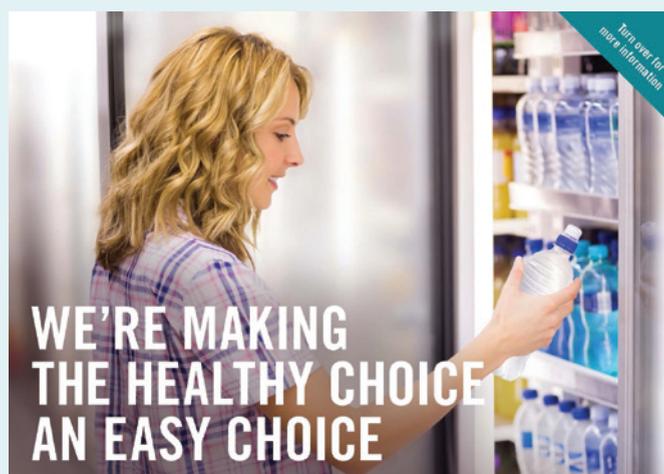
SWAP SUGARY DRINKS FOR WATER

Together, we can make healthy food and drink normal in Health facilities. For more information visit www.health.nsw.gov.au/health

MAKE HEALTHY NORMAL

get healthy at work

NSW GOVERNMENT Health



STAFF AND VISITORS... WE'RE SWAPPING SUGARY DRINKS FOR HEALTHIER OPTIONS

An extra ½ a can of soft drink a day is all it takes to gain weight.

1 in 2 adults in NSW is overweight or obese.

You'll find more healthy drink options to choose from and enjoy every day.

There'll be more water – the healthiest choice – plus a selection of juices, flavoured milks and diet drinks.

MAKE WATER YOUR DRINK

Find out more:
www.health.nsw.gov.au/health
healthyfood@moh.health.nsw.gov.au
1800 930 966

get healthy at work

MAKE HEALTHY NORMAL

NSW GOVERNMENT

PROJECT ENCOURAGES HEALTHY LIVING AT LAKE WINDY

When Illawarra Shoalhaven Local Health District (ISLHD) Primary Health Care nurses notice there were a disproportionately high number of visits to people who lived in caravan parks, they decided to do something about it.

The nurses approached the Health Promotion Service to implement preventative health programs to improve residents' well-being and quality of life. Some of the issues faced by residents included limited access to health care services, higher incidence of chronic diseases, ageing and social isolation which impacted on their health.

Building on the successful outcomes from the Figtree Caravan Park Healthy Living Project, it was decided to establish a second project at Warilla. In September 2016 the Lake Windermere Caravan Park (LWCP) Healthy Living Project began in partnership with Warilla Neighbourhood Centre.

The project engaged residents in the self-management of their health and improved access to community based health care services. Resident-led, it focused on improved health literacy, physical activity, healthy eating and smoking reduction.

ISLHD Health Promotion Officer, Karen Tavener-Smith said the project was invaluable to reach residents who are at-risk of ill health.

"The project at Lake Windermere Caravan Park assisted residents to prevent, as well as self-manage chronic illnesses," Ms Tavener-Smith said.



Lake Windermere Caravan Park resident Allan helps out with the vegetable patch.

"The program actively promoted and supported healthy eating and encouraged increased levels of physical activity, through social activities such as lawn bowls, walking groups and French cricket. Learning first aid was also useful for residents," said Di Woods, the Healthy Living Project Officer.

- 59 people actively engaged with healthy living activities
- 276 occasions of service delivered a range of resident nominated activities including healthy eating, cooking and gardening (59 per cent) and physical activity (44 per cent) such as pedometer challenge
- More than 80 people underwent health checks at the park at two events conducted in partnership with Grand Pacific Health and community NGOs

Parents and babies return TO WOLLONGONG HOSPITAL TO CELEBRATE

In December, Wollongong Hospital's Neonatal Unit held its annual Christmas party for premature babies who were born before 35 weeks gestation and who spent more than two weeks in Wollongong Hospital.

More than 15 families attended the event which was a chance to catch up with the nurses who looked after them and for the nurses to see how the babies had progressed since leaving hospital.

The Wollongong Hospital Neonatal Unit is a Level 4 service that provides specialist care to more than 600 babies per year. Infants born prematurely require support with breathing, feeding and maintaining their temperature. They often spend many weeks or even months in hospital until they are big enough to go home. It is lovely for the neonatal unit staff to catch up with the families and babies they have cared for.



DEDICATED ABORIGINAL FAMILY ROOM opened at Wollongong Hospital

Wollongong Hospital now has an Aboriginal Family Room, dedicated to providing a culturally safe environment where Aboriginal patients, carers and extended family have privacy and a space to connect.

Aboriginal people may experience a range of feelings including confusion and frustration when visiting hospital. The burdens of long hospital stays can also impact Aboriginal people spiritually, financially and emotionally, especially when having to travel far from home and country for health care. Extended family and community members may also be affected if they need to travel long distances to maintain contact and pay their respect.

Northern Illawarra Hospital Group General Manager, Nicole Sheppard said the Aboriginal Family Room is a key stepping stone towards improving relationships and respect for Aboriginal patients.

"The new room is a safe space that can be used for care coordination meetings with clinicians, the patient, carer and family.

"Shared decision making promotes cultural safety in the hospital setting and importantly involves the integration of a patient's values, goals and concerns with the best available evidence about benefits, risks and uncertainties of treatment, in order to achieve appropriate health care decisions.

"It involves clinicians and patients making decisions about the patient's management together," Ms Sheppard said.

The Aboriginal Family Room has kitchen facilities and a yarning space for family conferences and gatherings.

ABORIGINAL FAMILY ROOM Wollongong Hospital, Level 7

Open: Seven days a week, 9am to 8pm.
After-hours access is via the Wollongong Hospital Security department.



Flu vaccination free for children SIX MONTHS TO UNDER FIVE YEARS OF AGE

From April 2018, all NSW children aged from six months to under five years of age will be offered free influenza shots.

Parents and carers will be able to access the free flu shot from their usual immunisation provider. The vaccine will cover four strains of influenza virus – two A strains and two B strains – likely to be circulating this winter.

Last year's flu season was the most severe in NSW since 2009. In 2017, there were more than 12,000 confirmed cases of influenza in children under five.

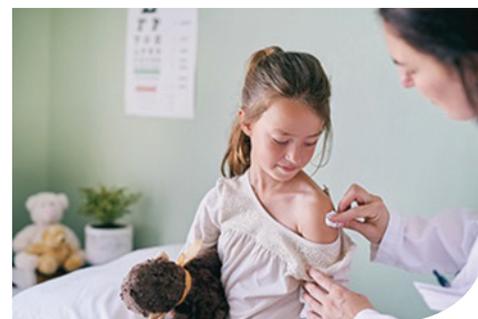
Infants and children younger than five years are more vulnerable to the flu virus and, particularly those under three years, more likely to have severe symptoms and require hospitalisation.

Illawarra Shoalhaven Local Health District (ISLHD) Public Health Director, Curtis Gregory said in the 2017 flu season there were around 4900 influenza cases reported across the Local Health District, which was about three times higher than any previous season.

"Parents and families have responded well to vaccination initiatives as our childhood vaccination rates had increased by six per cent since 2010, to 95 per cent in 2016 in the Illawarra Shoalhaven," Mr Gregory said.

"Infants and young children are most likely to spread the flu. By receiving the free flu jab it will not only help to protect them but also their family and friends.

"It will also protect our kids from a potentially deadly flu infection," he said.

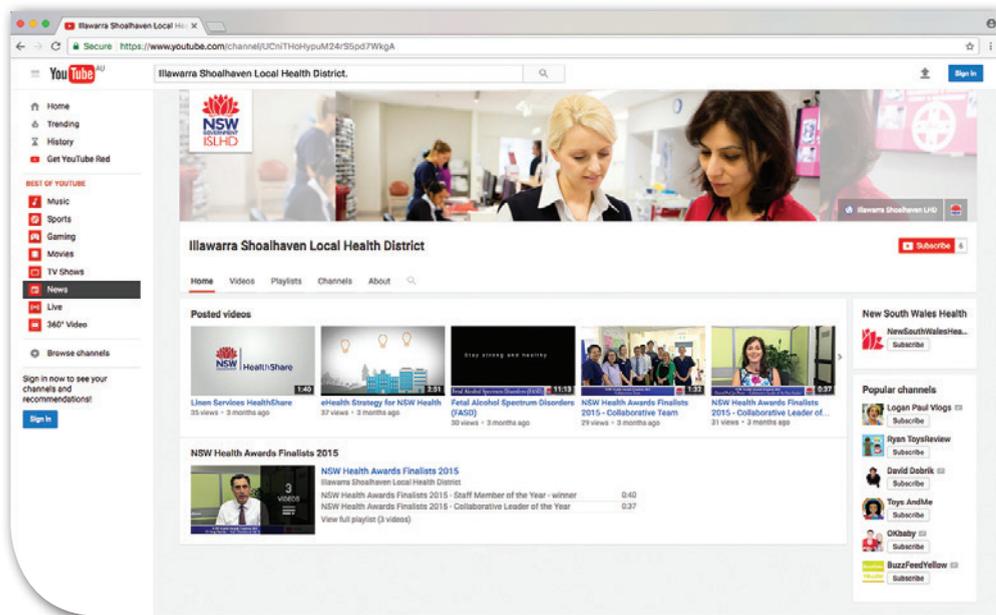


Children aged six months to under five years will be offered free flu shots

For more information visit health.nsw.gov.au

ISLHD YouTube CHANNEL

Visit or subscribe to the ISLHD YouTube channel and find out more about what's happening in your District.



We use our YouTube channel as a way to share video resources and stories with the community and engage in a new, interactive way. YouTube provides us with a fresh approach to informing and educating our patients and their family and carers, as well as an opportunity to promote positive health behaviours and other health initiatives to the wider community.

We will be working throughout the year to build up our YouTube channel and add new videos as they become available. In the meantime, check out the videos we already have on our channel by visiting youtube.com and searching: Illawarra Shoalhaven Local Health District.

If there's something you'd like to see on our Channel you can send us a suggestion at ISLHD-Communications@health.nsw.gov.au

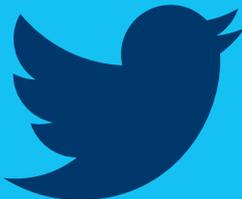
Give us your feedback

We'd love to hear your thoughts on our magazine, Health In Focus.

The survey should take approximately 5 to 10 minutes to complete.

Your responses will help shape the direction of the magazine.

Here is the link: surveymonkey.com/r/ISLHD_HIF

TWITTER

Did you know you can follow us on Twitter? @IllShoalHealth

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

Read me online



You can read or download the current edition of Health in Focus online at islhd.health.nsw.gov.au. You can also read past editions of Health in Focus online.

KIDS CAN DROWN WITHOUT A SOUND

Drowning is a leading cause of death for children under the age of five years.

In NSW an average of 13 drowning deaths and 84 non-fatal drowning incidents occurred in children aged 0-17 years in the period 2002 to 2015.

Non-fatal incidents can cause permanent damage to the child's brain, heart and lungs.

Most parents think they will be able to hear if their child is drowning, but in fact it is very silent and quick.

The 'Kids Can Drown Without a Sound' campaign from Kids Health at The Sydney Children's Hospitals Network aims to raise water safety awareness and encourage families to take appropriate precautions when children are in or near water.

Recent research reveals that across all ages, people of culturally and linguistically diverse backgrounds and newly arrived to Australia are at higher risk of drowning incidents. This is likely to be due to lack of familiarity with water activity and swimming ability in some people.

For more information: kidshealth.org.au

A free online *CPR Training for Parents* is available to teach parents and carers the skills needed to perform basic CPR on a baby or child. It can be accessed via kidshealth.org.au/cpr



Over a quarter of all drowning deaths among children in backyard swimming pools occur in inflatable or portable pools

To help prevent child drowning:

1. Have a compliant pool barrier that is used correctly and maintained regularly
2. Adult supervision of children (within arm's reach) in and around water is essential
3. Teach children water familiarisation and swimming skills
4. Learn CPR and remember that any attempt is better than none at all



WORK WITH US

The Illawarra Shoalhaven Local Health District is part of NSW Health servicing more than 400,000 residents, with a workforce of more than 7,300 employees across eight hospital sites and community health services.

We offer a variety of career opportunities including:

- Nursing
- Medical
- Allied Health
- Clinical support
- Administration
- Corporate Support
- Education and many more

Our locations:

- ✓ Wollongong is located an hour south of Sydney and is nestled between the mountains and the sea offering the best of city living with the relaxation of the coast
- ✓ Shellharbour is a growing area in NSW and continues to attract young families with popular new land releases
- ✓ Shoalhaven offers a natural environment that offers a great balance between city and rural living.



Health
Illawarra Shoalhaven
Local Health District

**HEALTHIER
TOGETHER**

