Message from the Chief Executive

Welcome to the March edition of the Far West In Focus.

For this edition I would like to concentrate my column on our staff and the work that you are doing to provide care for our communities, or in support of those who are providing direct care for our communities.

I attend the corporate induction for our new staff and it is an enjoyable experience meeting people who have chosen to work for us in the Far West. It is always interesting to hear the stories of our staff, their previous experiences, the things that interest them, the reason that they have come to work with us and the positions that they will have in our organisation.

Our organisation is in the health care industry, with an overriding emphasis on the importance of the word care. The decisions that we make daily in our working lives must be grounded in the care for the people of our communities and the recognition that this care is delivered through our staff.

With this in mind I asked an external consultant to do a review of both our human resources processes and the workplace culture at the Broken Hill Health Service. Thank you to those staff who were able to participate in both of these activities. I am hoping to get this information back in the next month and will hold staff forums to discuss the outcome of both reviews and the plan going forward.

Eleanore bids farewell to health service after 62 years

Eleanore Williamson (centre) is leaving the health service after an amazing 62 years of service — turn to page 2.
Eleanore Williamson has celebrated an amazing 62 years as a nurse working in the field of women’s health in the Far West LHD and is leaving the health service for a period of extended leave, with the intention to retire.

Her colleagues joined together to farewell her on her last day (Friday, 29 March 2019) with a special afternoon tea and presentation of flowers and gifts. Nursing and Midwifery Director Dale Sutton said Eleanore’s career with the health service was an ‘amazing record’ and on behalf of the Chief Executive and LHD, wished her all the best.

Eleanore said she ‘loved every minute of her time working for health and loved working with everyone – I never dreaded coming to work!’

She started nursing at Broken Hill Base and District Hospital as a trainee on 7 May 1956 and lived in the nurse’s quarters during her four years of nurse training. After graduating, she worked for three years in the hospital in emergency, men’s and women’s ward, surgical and the blood bank. Eleanore then married and raised three children.

She came back to work at the Broken Hill Community Health Centre, which was set up in the 1970s housing a school doctor, school nurses, domiciliary and baby health and social worker. Eleanore worked as a family planning nurse housed in a cottage with a picket fence which was known as the Baby Health Centre in Sulphide Street. When the building was demolished to make way for the State Office Block in 1976, the team was transferred to St Anne which was the girl’s home run by the Catholic nuns (now St Anne’s Nursing Home).

Eleanore said community health evolved over the years to include extra health disciplines, and be managed by the Health Commission from Dubbo. Team members met with Dubbo colleagues for educational courses and team meetings. It was during Gough Whitlam’s government that Women’s Health Clinics were established throughout NSW and Eleanore and Judy Thomson gained their Certificates in Women’s Health and Reproductive Health. They set up Well Women’s Clinics which were very successful and greatly appreciated by the women in Broken Hill and surrounding areas.

When the new hospital was built, the Community Health Team transferred there and changed its name to Primary Health. Eleanore worked there 16 years providing a women’s health clinic, and supported the on call roster for sexual assault and supporting gynaecologist.

More recently, Women’s Health returned to the Child and Family Health Service centre and Eleanore worked with Early Childhood Services, moving in the last to the BH Community Health Centre. Eleanore said during her nursing career of over 50 years she has made many wonderful friends and colleagues, who she will never forget. “I’ve had a wonderful nursing career and enjoyed every minute and received great job satisfaction. I have felt so appreciated by my clients over the years.”

Eleanore said she has seen many changes over the years and lots of water has gone under the bridge but it was time to say goodbye.

We wish you all the very best Eleanore!

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Message from the Chief Executive

Continued from front page

forward for the Far West Local Health District. This should happen in May and June which would then lead into the annual People Matters survey which is to be held in June this year. I will get in early and encourage you to participate in the survey when it opens in June. The responses from staff are listened to by all levels of management, the Governing Board and the Ministry of Health with the results informing our actions in support of our staff over the next twelve months.

Congratulations to Indiana Shamroze-Tumes who is the 2019 recipient of the David Bowler Memorial Award. It is pleasing that the LHD continues to support a scholarship aimed at encouraging locals to pursue a health career and moreso that Indiana (including many past award recipients) look towards giving back to their community by working here in their chosen fields.

Women’s Health nurse Eleanore Williams is leaving the LHD and it is rare when a health employee can lay claim to such a lengthy time of dedicated service in her profession, such as Eleanore has.

Eleanore is leaving with the intention to retire and on behalf of the Far West LHD Board and Executive and all staff, I thank her wholeheartedly for her contribution to health over 62 years! We wish Eleanore all the best on her well deserved retirement.

— Stephen Rodwell, Chief Executive.
Indiana Shamroze-Tumes recipient of 2019 David Bowler Memorial Award

The 2019 David Bowler Memorial Award $5,000 scholarship has been awarded to a nursing student with a passion for paediatric nursing who hopes to pursue midwifery training in Broken Hill after she graduates.

Indiana Shamroze-Tumes (21) has just started her third year in her Bachelor of Nursing external course at the University of South Australia. She has worked as an Assistant Nurse at the Broken Hill Hospital for three years and hopes on graduation to work as a Paediatric Registered Nurse with Far West LHD.

“I want to give back to the local community and work to improve the health outcomes for children living in Broken Hill and the Far West region,” she said of her career aspirations.

Indiana said she is extremely passionate about paediatrics. “I love the complexity and challenges of working with infants and children and the joy on their faces after they have been nursed back to good health.”

She is specialising in paediatrics in her course and hopes to undertake additional studies in neonatal nursing. “After working as a registered nurse for a few years, my goal is to complete my midwifery training and work as both in Broken Hill.”

The David Bowler Memorial Award, sponsored by the Far West Local Health District and Broken Hill City Council, is an annual grant that commemorates the name and work of the late Dr Bowler, who was a highly-respected paediatrician at Broken Hill Health Service. The Award is a $5,000 lump sum payment to a student pursuing a course in a health-related discipline at a recognised tertiary institution. It is designed to provide financial support to a local student by helping pay for the costs associated with that study.

Indiana said she was very excited to be this year’s successful application for the scholarship. “It’s a big relief and will take a lot of financial pressure off.” Indiana said the scholarship will help with the costs to complete 8 weeks of clinical placement in Adelaide, which the university stipulated she had to attend.

Indiana said she was extremely grateful to the family of the late Dr David Bowler, the Far West Local Health District and BH City Council for making the scholarship possible.

Broken Hill Health Service General Manager, Mr Ken Barnett, congratulated Indiana on winning this year’s scholarship.

“On behalf of the health service, we wish Indiana well in her studies. It is pleasing to hear that her career goals include expanding on her skills base to work in both paediatrics and midwifery at Broken Hill Hospital.”

Broken Hill Mayor Darriea Turley also congratulated Indiana on winning the scholarship.

“It’s great to see this award going to a young woman who cares so much about our youngest patients, and is driven to use her talents to improve outcomes for children in the region,” said Mayor Turley.

“I have no doubt Indiana will excel in her studies and will go on to make a substantial contribution to the region’s future by providing specialist care for our future generations.”

“On behalf of Council and the community I would like to congratulate Indiana on winning the scholarship, and wish her every success with her studies,” said Mayor Turley.
Everyone can be involved in Work, Health & Safety

The BHHS Work Health & Safety (WHS) committee have been on a mission seeking safety conscious staff to become hands on in helping spread the most important knowledge, Safety! Cameron Kaye (pictured) is one of the committee’s newest members coming on board in December 2018. As an active member of the WHS committee Cameron has put his workplace safety knowledge out on display by updating the Sub Acute Rehabilitation WHS notice board. Cameron has done a wonderful and creative job ensuring the most relevant WHS information is up for all staff and visitors to see.

There are multiple notice boards around BHHS displaying safety information relevant to our health service including Committee contact details, Employee Assistance Program information and SafeWork and Risk management flowcharts.

Being a member of the committee is a rewarding job, however, it is also one that is above and beyond normal duties. The committee members try their best to ensure that each board is well maintained and up to date with the latest information.

The next time you are free and walking past one of the WHS notice boards, take a minute to check out what we are sharing with you. All information is both important and necessary in keeping a safe workplace for all. If you happen to see outdated information on a WHS notice board please inform your Manager so they can contact the WHS committee, or contact a committee member yourself if able.

Work Health & Safety is everyone’s responsibility!

Clinical Excellence Commission Leadership graduate

Congratulations to our Director MHDA, Susan Daly on graduating from the Clinical Excellence Commission’s Executive Clinical Leadership Program on Thursday, February 28 2019. As part of the program, each graduate identifies an area where they feel healthcare improvements could be achieved and presents a clinical improvement project as part of their final work.

Susan’s CEC project was: ‘The complete treatment: Improving Care in a Rural Community Mental Health and Drug & Alcohol Service’.

Susan is pictured with her project poster at the graduation ceremony held in Sydney.
The Corporate Induction session held in March for new employees consisted of a small group including nurses, midwives, a doctor, a psychologist and Aboriginal MHDA trainees.

The session included meeting the Chief Executive who welcomed everyone to the LHD and spoke about the LHD’s philosophy.

This was followed by presentations on our culture, our partners (volunteers and consumers), My Health Record expansion, accountability, wellbeing, privacy and confidentiality, fire safety, Standard 1 — Governance for Safety and Quality; and all the HR tools needed to work in the LHD.

The Induction Group were (from left) Back: Jarrah Seager, Psychologist; Corey Paulson, Aboriginal MHDA Trainee and Dr Shakawan Ismaeel, Specialist General Physician. Front: Nicole Stenson, Registered Midwife; Denise Keeler, Registered Midwife; Shari Stubbins, Registered Midwife and Lauren Nye, Registered Nurse. Absent: Zac Henderson, Aboriginal MHDA Trainee.

Internal Emergency phone number at BH Health Service is now 2222

The internal emergency phone number at Broken Hill Health Service has been changed to 2222.

NSW Health has committed to standardising the in hospital emergency number across NSW hospitals. A range of different emergency numbers have been used across the State and in Broken Hill the emergency number has been 77.

The agreed new in hospital emergency number across the State will be 2222. The technical work to activate this number has now been completed and the 2222 number is now active. The 77 number will also remain active for approximately 12 months to ensure a smooth transition to the new number.

Existing documents and procedures to capture the new 2222 emergency number will be updated, including the Emergency Procedures flip chart.

You may commence using the 2222 emergency number immediately. For more information contact the BHHS General Manager on 08 80801472.

My NSW Health ICT Experience Survey

NSW Health and eHealth NSW invite you to give feedback on the ICT systems, programs and devices you use via the ‘My NSW Health ICT Experience’ survey! Don’t miss your chance to tell us what you think – what’s working and what we can improve.

Open until 12th April, the new survey for 2019 is faster than ever – now with clearer language, fewer questions and multi-device access to make it easier for you to share your views and tell us what matters to you.

Your responses will underpin NSW Health and eHealth NSW service improvement efforts over the next two years, so don’t miss your chance to help shape this change.

Click on the link below to access the survey: www.ehealth.nsw.gov.au/MyNSWHealthICTExperience
It’s been 15 years since the red dust of the outback settled on his shoes and Dr Chris Bourne last visited Broken Hill as a Sexual Health Physician. He and Hugh Burke, now at Maari Ma Health Corporation, were pivotal in setting up the Sexual Health Service Model still in use across the Far West today, which is a testament to their vision.

Now the Head of the NSW Sexually Transmissible Infections Programs Unit (STIPU) NSW Health, Chris and Senior Program Manager Aboriginal Sexual Health, Heather McCormack, made a two-day trip to Broken Hill on 4-5 March 2019. As well as welcoming rain, dust and sunshine, the trip brought back many wonderful memories to Chris as he reflected on the changing environment since his last visit.

Monday morning it was off the plane to meet with local CNC Sexual health Jo Lenton before heading to the RFDS base to discuss with their Primary Health Care Manager sexual health and blood borne virus (BBV) screening in their new Primary Health Model. It was a very productive meet and greet with a further commitment from STIPU and Broken Hill Sexual Health Team to provide support, education and strengthen capacity.

A quick cup of coffee before Chris and Heather spent the afternoon at Maari Ma Health Corporation with clinical and medical staff. Chris and Heather attended presentations, group work, and were particularly interested in highlighting STI screening in an Aboriginal medical setting.

An early evening visit to the Broken Hill sculptures bought three seasons in one with a stunning shower over the sandstone sculptures and the beautiful aroma of the red dust mixing with a stiff breeze making a nice addition to the trip.

An early start on Tuesday commenced with an update to Acting CE FWLHD Dale Sutton and Medical Director Andre Nell, on STIs, BBVs and Hepatitis C services, where cross border challenges were highlighted in particular. It was then off to present an update on STIs, particularly syphilis, to the Midwifery Unit at the Broken Hill Health Service.

From here Chris and Heather discussed STI screening with the doctors in Accident and Emergency and Fast Track Clinic. It was here the medical staff in Accident and Emergency named us the Sexual Health SWAT Team, which while fun also acknowledges the need to respond quickly to STIs increases in our communities. It was then over to the GP Super Clinic to present to clinical and medical staff on STIs. Both sessions were well supported by clinicians and medical staff.

After the GP Super Clinic, we attended our last meeting at the BH Community Health Centre to meet with Donna Cruikshank, Director Aboriginal Health and Planning to identify training and competency development opportunities for AHW positions around STI screening and updates. A quick dash down the Airport Road in the afternoon had Chris and Heather flying off into the sunset in a dust storm after a very successful two-day visit.

We look forward to seeing Chris and Heather soon back in the Far West. Watch this space!

— Jo Lenton, CNC Sexual Health FWLHD.
Innovation and Staff Recognition Awards nominations open

Nominations are open for the 2019 Far West Innovation and Staff Recognition Awards.

You can find the nomination forms and other information about the Far West LHD awards on our intranet (Directorates/Clinical Governance/Innovation Awards).

If you would like to nominate your improvement activities in this year’s awards and would like to discuss this with someone first, please contact Melissa Welsh on 8080 1549 or email Melissa.Welsh@health.nsw.gov.au

Thinking of entering a project?

We want you to enter a project! If you’ve never done this before, don’t sweat it – we’re here to assist and guide you through a relatively easy nomination process.

To show you how easy it all is, we spoke to past entrants about their experience at the awards and the process of entering a project. As well as saying what a great time they had, they also offer advice and tips if you’re considering joining the club.

Watch the first of our videos HERE and be inspired to be part of the 2019 Health Innovation Awards!

Hepatitis C in Primary Care and Drug and Alcohol Settings

The Australasian Society for HIV, Viral Hepatitis and Sexual Health Medicine (ASHM) will be running a series of 1-day education workshops, titled Hepatitis C in Primary Care and Drug and Alcohol Settings in Broken Hill.

The program is designed to strengthen the capacity of health care professionals to test for, treat and manage hepatitis C in their setting, with a focus on prescribing the new direct acting antivirals.

Target audience: The target audience for this program include addiction doctors, general practitioners, nurse practitioners or other clinical staff working with clients who inject drugs. The program has a focus on prescribing, so is most suited to clinical staff who can prescribe medications. Other health professionals are however welcome to attend.

Program overview:

Part 1: 2-hour online learning component introducing the learner to topics related to the assessment, management and treatment of hepatitis C. You can access the modules here: https://lms.ashm.org.au/enrol/index.php?id=1124 (*you will need to create an account to gain full access into the modules, however, it is free to do so!)

Part 2: 6 hr interactive face-to-face workshop, delivered by experts in the field. The workshop builds on the knowledge and skills gained in Part 1 by enabling practical and collaborative application through case discussions, simulation-based models and expert presentations. Each session of the workshop will be delivered by qualified senior clinicians who practise in hepatitis C, hepatology or other relevant areas.

Part 3: Take home capacity strengthening toolkit for all participants. The toolkit will be tailored to the Broken Hill context and will include: a checklist for the assessment and treatment of HCV in drug and alcohol settings; local referral pathways; FibroScan® access forms; an assessment pro forma; and quick reference guides.

ASHM is an authorised provider of Accredited Activities under the RACGP QI&CPD Program. This activity has been approved by the RACGP QI&CPD Program for 40 Category 1 CPD points.

The tentative date is 22 June 2019 and the course is free. Lunch and refreshments will be provided.

For further information contact Anne Lechner on 02 8204 0782 or email Anne.Lechner@ashm.org.au
International Happiness Day

The Broken Hill Hospital recently celebrated International Happiness Day with a series of events in the foyer.

Organised by Garry Halliday, the Counsellor with the Cancer Service, the day reflected celebrations held in # countries around the world.

The annual International Happiness Day was mandated by the United Nations in 2012 in an effort to make individuals and government more aware of the need to increase the feeling of wellbeing throughout the world and provide information on how to do this.

It is important to note that happiness is defined as a ‘general feeling of wellbeing over time’ not to be confused with a perpetual bland smile as signified by the yellow ‘happy’ face.

The 2019 World Happiness Report was released on the 20th March. Professor Jeffery Sachs, the chair of the editorial committee said: “The World Happiness Report offers the world’s governments and individuals the opportunity to rethink public policies as well as individual life choices, to raise happiness and wellbeing. We are in an era of rising tensions and negative emotions and these findings point to underlying challenges that need to be addressed”.

Headline findings from this report shows that Finland topped the ranking as the happiest country once again with Denmark, Norway, Iceland and Netherlands completing the top five. Australia is rated at 11 with New Zealand coming in at 8 and the United States at 19.

The report, which is available online, warns Governments that they should take happiness more seriously if they want to stay in power. It also shows that social media is making young people unhappy.

Garry Halliday said that the Broken Hill event tried to highlight steps that individuals could take to improve their feeling of wellbeing. Based upon a huge amount of research these included:

- Maintaining contact with your family and the community;
- Challenge yourself by trying new things;
- Say thank you;
- Commit acts of kindness;
- Eat well and exercise;
- Bad things do happen, if you can’t change them, remember you can change how you think about them;
- Take time out for yourself;
- Set smart goals.

Thank you to Mia Vaux, Marian Halliday, Gail Turner and YMCA for leading activities during the day.

ABOVE: Amanda Fox and Mia Vaux taking some hospital visitors through some Happiness Day events.
BELOW: Garry Halliday talking to TV reporter Patrick Reincke with Amanda, Mia and Taryn Banks preparing for Happiness Day at their stall.
On March 21, we launched the new FWLHD Skin Integrity Leaders Team.

**Our Skin Integrity Leaders**

**Broken Hill:**
- Timothy O’Neill: Manager Nursing Leadership & Workforce Development.
- Megan Jordan: CNS2 Wound Management.
- Jill Lord: Palliative Care team.
- Bronwyn Vine: Theatre.
- Shirley Victory: Community Nursing.
- Karen Paul: Specialist Clinic.
- Airlie Smith: ICU.
- Jill Keft: ED.
- Georgia Bartley: ED.
- Sue Thomas: ED.
- Nicola Byrne: Mental Health.
- Kirsty Westley: Medical.
- Stacey Cameron: Medical.
- Paula Williams: CNE.
- Sarah Burns: Paediatrics.
- Brianna Smith: Occupational Therapist.
- Kristy Murch: Occupational Therapist.
- Dr Matthew Lui: Intern.

**District facilities:**
- Kathleen Leo: LSW Reliever.
- Jane Smith: Dareton Palliative Care team.
- Jacinta Carter: Wilcannia.
- Elizabeth Buffon: Dareton Primary Health.
- Brenda Brennan: Ivanhoe.
- Vivienne Fazulla: Tibooburra.
- Thomas Cashion: Ivanhoe.
- Leah Gilbee: Balranald.
- Dimity Kelly: Menindee.
- Karen Gleeson: Wentworth

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**New HIU Reporting Portal**

The Health Intelligence Unit (HIU) is pleased to announce an upgrade of the [HIU Reporting Portal](http://fwnswbi.nswhealth.net) for employees of Far West LHD. The changes occurred on Thursday, 28 February which incorporated:

- New interactive reporting for Admitted Patients and Emergency Department;
- News banner at the top of the page
- Introductory user help guides for new interactive reports
- Pop-up Key Activity dashboard
- Search option for all reports currently available on the HIU Reporting Portal

The HIU Reporting Portal can be found at: [http://fwnswbi.nswhealth.net](http://fwnswbi.nswhealth.net)

**Do I need access to the HIU Reporting Portal?**

If you currently review monthly performance reporting, require data to make informed business decisions then you require access.

The HIU Reporting Portal provides a range of dashboards and reports for Admitted Patients, Emergency Department, Surgical, and Quality and Safety.

If you are not sure if you have access or not, please click on following link: [http://fwnswbi.nswhealth.net](http://fwnswbi.nswhealth.net), if you don’t have access the system will prompt you to provide details such as name, employee id number and manager’s name. Please complete the online form and you will be notified once your request has been processed.

**New Interactive Reporting**

The HIU has adopted PowerBI which is a data analytics and reporting solution from Microsoft that enables users to visualise and analyse data much faster and more efficiently, as well as presenting dashboard and reports in a modern format. It allows us to create powerful, engaging, interactive dashboard-style reports, much more quickly than the current reporting solutions of PerformancePoint, Excel and PDF.

PowerBI visualisations make it much easier for users to focus on the data that is most important to them, and gain valuable insights into their data in ways that weren’t possible before.

**How do I use Power BI, request assistance**

Training and support material are available on the HIU Reporting Portal. The new dashboards, reports, report pages and visualisations are easy to use and highly interactive. We encourage all users to explore – click around and see what happens!

Some basics to help you find your way around PowerBI can be found at: [http://wnswbi.nswhealth.net/sitePages/power-bi-intro.aspx](http://wnswbi.nswhealth.net/sitePages/power-bi-intro.aspx)

HIU can provide introductory Power BI training for those staff who would benefit. Individualised training can be provided via videoconference, teleconference, or remote access, at a time to suit you. Additionally, face-to-face group training sessions can be organized if sufficient demand exists. To enquire about training options, or book a training session, please get in touch with us via our helpdesk; [WNSWLHD-HIU-Helpdesk@health.nsw.gov.au](mailto:WNSWLHD-HIU-Helpdesk@health.nsw.gov.au).

Please note: It is recommended to use these links in a Chrome browser, however they do also work using Internet Explorer.
DVRS training workshops delivered across the LHD

The Integrated Violence Prevention Response Service (IVPRS) is working closely with the Education Centre Against Violence (ECAV) to roll out Domestic Violence Routine Screening (DVRS) for all NSW Health staff. DVRS continues to be implemented across NSW Health in the specific target areas of ED, MHDA, Maternity, Obstetrics, C&F & CMH&DA in addition to being extended to ED and other services.

The 4-hour face-to-face workshop aims to increase employees’ knowledge, skills, behaviours and confidence in implementing DVRS within the LHD. Staff will learn to:

- Define domestic and family violence according to NSW Health policy
- Identify the health impacts of domestic and family violence
- Identify who and when to screen
- Document the outcomes of the screening process appropriately
- Provide support with regards to assessing risk and safety planning
- Provide referral pathway options within the LHD

It is a responsibility of NSW Staff in the target areas (right) to be confident in DVRS. It is also a recommended prerequisite that staff complete My Health Learning Recognising domestic and family violence (30 mins) and Domestic and family violence screening (30 mins). Please enrol via My Health Learning.

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<tr>
<th>When:</th>
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<tbody>
<tr>
<td>April 17th 2019 9am - 1pm</td>
<td>Dareton/Wentworth</td>
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<tr>
<td>June 20th 2019 9am – 1pm</td>
<td>Broken Hill Community Health Centre, Sulphide St Group room 1A</td>
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<tr>
<td>July 18th 9am 2019 – 1pm</td>
<td>Wilcannia Health Service Conference room</td>
</tr>
<tr>
<td>August 22nd 9am 2019 - 1pm</td>
<td>Broken Hill Community Health Centre, Sulphide St Group room 1A</td>
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<tr>
<td>September 19th 9am 2019 – 1pm</td>
<td>Balranald – Location TBA</td>
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<tr>
<td>October 24th 2019 9am – 1pm</td>
<td>Broken Hill Community Health Centre, Sulphide St Group room 1A</td>
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<tr>
<td>November 21st 2019 9am – 1pm</td>
<td>Broken Hill Community Health Centre, Sulphide St Group room 1A</td>
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<tr>
<td>December 19th 2019 9am – 1pm</td>
<td>Broken Hill Community Health Centre, Sulphide St Group room 1A</td>
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Domestic Violence Routine Screening Facilitators Face to Face Workshop – 8 Hours

There will also be a DVRS facilitator’s course offered. There is an expectation that Health staff who attend this training will be able to deliver training to staff in their area that supports the implementation of DVRS. Upon completion of this one-day course, employees will be able to:

- Understand NSW Health policy in relation to DVRS
- Understand the role of NSW Health services and research outcomes in the screening process
- Demonstrate knowledge of the DVRS training program including implementation processes and appropriate responses
- Outline reporting requirements to Police and FaCS
- Document the outcomes of the screening process
- Develop training for staff in their area which supports implementation of DVRS
- Customise the training program to ensure that the program content fits for the learners

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<tbody>
<tr>
<td>17th October 2019 9am – 4:30pm</td>
<td>Broken Hill University Department of Rural Health Auditorium 1.</td>
</tr>
<tr>
<td>15th October 2019 9am – 4:30pm</td>
<td>Dareton – Location TBA</td>
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If you have any questions, do not hesitate to contact the IVPRS team on 8080 1643
Improving Patient Safety and Care

The Annual Far West LHD Innovation and Staff Recognition Awards aims to celebrate achievements in improving patient safety as well as recognising staff excellence. 15 projects were nominated for the 2018 awards, and each month we will be celebrating the achievements of these project teams. This month we are celebrating:

The smallest things can make the biggest difference
— submitted by submitted by Eureka van der Merwe (Essentials of Care Coordinator)

Patient, carer and staff feedback revealed the need to develop stronger partnerships to connect people through improved communication. Staff have been actively seeking ways to improve consumer engagement with a person-centred approach.

The sunflower person-centred communication tool was identified as a highly effective and meaningful way for staff to connect with patients and their loved ones. This tool was initially introduced for confused older people through the Confused Hospitalised Older Persons (CHOPs) program. Staff training was undertaken on how to complete the tool with patients and how to use it to start meaningful conversations. These conversations were held during staff handover, hourly patient rounding and the five patient communication behaviours: Acknowledge, Introduce, Duration, Explanation and Thank You (AIDET).

Communication and connecting with people matters. What we say and how we say it impacts on our patients, carers, their families and the people we work with. The use of the sunflower communication tool provides patient-centred care for the hospitalised patient. It improves the experience of staff, patients and carers and sparks meaningful conversations and personal connections. The tool makes the carers feel valued and ensures they are included in discussions.

This project shows that talking with our patients and their loved ones can improve the overall experience of care.

ICU Model of Care Project: Nursing Governance and Care
— submitted by Nick Minns (Critical Care CNC)

Investigations into patient care incidents in the Broken Hill ICU identified a number of issues including recognition and management of the deteriorating patient; multi-disciplinary ward rounds; admission processes for ICU and documentation of care plans. Another issue was that the categories of ICU units had changed, eliminating level 3 ICU’s, which meant that BHHS ICU needed to upgrade to a level 4 unit to ensure adequate role delineation services for the hospital.

We partnered with the Agency for Clinical Innovation (ACI) to standardise service delivery, governance, care provision and management of critically ill patients within the Far West LHD under a Closed Collaborative Level 4 ICU Service Model.

In the nursing directorate, the following have been implemented to improve safety and governance of critical care in BHHS ICU: policy and procedure dashboard to list needs identified around documents needing to support medical and nurses in management of critically ill patients; nursing education dashboard to monitor staff progression through the skills pathways and achievement of specific education requirements; recruitment/staff dashboard to monitor FTE of staff and agency requirements.

The self assessment against the required standards showed the greatest amount of improvement to date has occurred in the nursing education and policy areas.

This project shows that the systems and processes that sit behind direct patient care are vitally important for ensuring consistent minimum standards of care are delivered to maintain patient safety.

The 2019 awards will be held on 2 August. If you have an improvement project you would like to do, speak to your line manager and then contact the Clinical Governance Unit on 8080 1549 if you want assistance with what to do next.
Projects for Improvement intranet page updated

The Projects for Improvement page on the intranet has been updated. You will find useful templates and links to help you plan a project and apply practice improvement tools on the Projects for Improvement Page. You will also find the Health Awards nomination forms on the Innovation Awards page [HERE].

If you have an improvement project idea, or some improvement work underway, please contact CGU (8080 1549) so we can provide support and celebrate the work you are doing to improve services in Far West LHD.

We will also be offering Improvement skills workshops in coming months, so keep an eye out for dates for these sessions.

Quality Board: Cardiopulmonary Rehabilitation

Cardiopulmonary Rehabilitation is a program that involves a team of health professionals working to help patients manage their heart and/or lung conditions.

The eight week acute program involves multidisciplinary education on risk factor reduction, safe levels of exercise, self-management and monitoring strategies.

Rehabilitation programs for chronic conditions have been shown to improve quality of life, improve mood and emotional health, functional exercise capacity and decrease the need for the use of acute healthcare facilities.

The program is co-ordinator by the Clinical Nurse Consultant (CNC) of ICPCC, Kathryn Wallace, in conjunction with the Physiotherapy Department. A referral from a GP or Medical Specialist (Cardiologist) is required to attend the sessions.

Education sessions are facilitated throughout 2019 by the CNC, and involve a multidisciplinary team providing education on exercise, diet, stress and anxiety, diabetes, HTN, Heart failure, the “Get Healthy Program” and other community based program.

A community based maintenance program is offered at the conclusion of the acute program, by an Exercise Physiologist based at Uniting Care Services. Registration will be attended by CNC if client consents to attending maintenance program. For further information contact: Kathryn Wallace, ICPCC CNC on 08 8080 1596 or 0438 051 132.
New HIV policy information

A new HIV Policy Directive and Information Bulletin is available on the NSW Health Website. They are:

**Information Bulletin NSW Health Guide to Managing HIV Information [IB2019_004]**

The Information Bulletin sets out the new rules for management of HIV information in NSW following 2017 amendments to the Public Health Act 2010. It provides NSW Health Services with the necessary resources to appropriately manage HIV information in accordance with NSW legislation. The focus of the IB is:

- To provide HIV patients with information that all information relating to their HIV is available to their treating care team. The IB provides a "Privacy Leaflet for HIV Patients" in Appendix 2.
- To educate LHD staff, in particular staff working directly with HIV patients, of the importance of informing patients living with HIV of the change to the way their health information is managed


It sets out roles, responsibilities and communication pathways for service providers in managing people with HIV who risk infecting others. It provides a management framework which recognises that education, support and access to HIV antiretroviral treatment are effective interventions sustainable over the long term. The PD provides for escalation to more directive measures when warranted.

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**International Women’s Day**

Staff from Dareton Primary Health were special guests at the Coomealla Club’s International Women’s Day Lunch on Sunday 10th March.

Women’s Health CNS Anita Erlandsen (pictured below) was among the guest speakers for the day which attracted some 70 women from the region. Anita spoke about the importance of maintaining health and health screening for women.

The theme for this event was “Balance or Better” and other speakers included the local Mayor, Melissa Hederics, Coomealla Club Director Marg Sprague, McGrath Breast Cancer Nurse Louise James, and Jess Dorman and Elly Davison who spoke about empowerment and leadership.

There was also a Brazilian Dance display and some self-defence demonstrations designed for women.

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**Dareton farewell a colleague and friend**

Dareton Primary Health staff said goodbye to their Clinical Support Officer/Cleaner in March. Tanyia Brown (pictured) has gone on to work at the Wentworth Shire Council after just over seven years at Dareton. Prior to her starting permanent work at Dareton in 2012, Tanyia was on the staff at Wentworth Health Service.

We wish Tanyia all the best in her new endeavours.
Palliative Care Volunteers are Dementia Aware

Palliative Care Volunteers enjoyed a most interesting presentation by Jenny Roberts, educator from Dementia Australia on ‘Dementia Awareness for Volunteers’.

The workshop provided fundamental information about dementia and its impact on the person, as well as providing strategies for communication and engagement. An additional session on creating dementia friendly communities was discussed in a person centred manner.

Ongoing training ensures confidence and support for volunteers in return for their commitment. If you believe you have good communication skills (specifically excellent listening skills), are warm, empathetic and compassionate and would like to discuss volunteering with Palliative Care either in the hospital or the community please contact Janet Pearce, Palliative Care Volunteer Coordinator on 8080 1733 or email janet.pearce@health.nsw.gov.au

Pictured are Faye Weinert, Tracey Dolamore, Dorothy Henderson, Deborah Higgs, Julie Matthews, Susan Lukoschek, Jenny Roberts and Diane Whetters. These ladies give their time to visit patients in the hospital as Delirium, Dementia, Palliative Care Volunteers, or to visit patients in their own home as Community Palliative Care Volunteers.

Farewell to Emma

Friends and colleagues wished Emma Clynch (Workforce Officer in HR) farewell on 8 March with a morning tea at the CHC.

Emma has taken on a planning role with Southern NSW LHD. We wish her the very best in her new endeavours.
Staffing news

We are pleased to announce the commencement of Mary Hoy as the new Chief Pharmacist for Far West LHD.

Mary is very experienced and has previously occupied the position of Chief Pharmacist in Mildura and Warragul Hospitals.

Mary’s contact details are: phone 80801607 and email Mary.Hoy@health.nsw.gov.au

We are also pleased to announce the commencement of Dr Shakawan Ismaeel, General Physician at Broken Hill Health Service.

Dr Ismaeel is experienced in acute medicine and has worked in the NHS in the United Kingdom for some years.

We are pleased to announce that Mrs Kate Williams has been appointed as Executive Assistant to the Chief Executive, following the retirement of Ms Annette Vartuli. Kate has experience in advanced level clerical support and as an Executive Assistant having previously worked for the Director of Nursing and Midwifery at Broken Hill Health Service.

The LHD welcomes Kathryn Mitchell to the role of Nurse Practitioner within the Integrated Care for People with Chronic Conditions Team. Kathryn comes with 6 years experience as a Nurse Practitioner.

Kathryn will be working from the Integrated Care for People with Chronic Conditions Office at BHHS and is contactable from today on: Mobile: 0455 288 025 or email Kathryn.Mitchell1@health.nsw.gov.au

Please join us in welcoming these staff members to the LHD or their new roles.

Sticky Stuff Training will be held in Broken Hill and Balranald this year with tips, tools and topics for people who work with young people.

If you work with youth, the Sticky Stuff one-day training session is ideal to upskill and increase your knowledge and confidence working with young people around the topic of sexual health.

The Sticky Stuff training includes games, tools and resources, up to date information, local info on testing and treatment and tips for program development and more!

The free training is being held:

- Broken Hill — 29 April 2019 at the BH Community Health Centre (2-4 Sulphide St) in meeting room 1A/1B from 9am to 4pm. Lunch is provided. To attend, you can register at this site: https://bit.ly/2U29iAF
- Balranald — 1 May 2019 at the Balranald MPS (41-43 Court St) from 9am to 4pm. Lunch is provided. To attend, you can register at this site: https://bit.ly/2OsNXtR

For more information contact Jo Lenton on 08 8080 1632.

Broken Hill Hospital Laundry Staff were pleased to hear that their efforts at embroidery on the hospital’s linen was able to give some cheer to a patient in Adelaide last year.

The person contacted the LHD saying they were in an Adelaide Hospital and after their sheets were changed one day, noticed the ‘beautiful’ embroidery. She contacted the LHD to find out who did the work and to pass on her special thanks, as “...it made me feel special at the time, when I was quite worried”. We passed on the Laundry Staff’s appreciation to our well wisher for her kind thoughts.
Delirium Awareness Week

To help promote awareness of Delirium for health staff and visitors to the health service, the Far West LHD Aged Care team held a display from 11-15 March for Delirium Awareness Week in the Broken Hill Hospital foyer.

Information was presented on what delirium is and some of the causes and strategies to prevent it. Delirium is a medical emergency especially for older people and the earlier it is recognised and treated, the better the outcomes for the person involved.

It is very important for health professionals and the community to be informed about delirium and how it can be prevented and managed.

The Australian Commission on Safety and Quality in Health Care have developed a Delirium Clinical Care Standard (July 2016) which is a very useful document with 7 principles in the assessment and management of delirium.


Far West LHD have a Delirium Management Policy FW_PD201_021 which incorporates the Dementia Management Clinical Pathway that enables staff to effectively assess, manage and where possible, prevent delirium.

The Pressure Injury, Falls and Bariatric Equipment Expo

The Pressure Injury, Falls and Bariatric Equipment Expo occurred in the SARU day room on 21 March. Reps from Arjo Huntleigh, Country Care, Regency MediQuip and Pegasus displayed equipment which focused on patient care needs around pressure injury prevention, falls prevention and management of bariatric patients.

It was a successful day with over 40 staff from many disciplines, including Nursing, Allied Health, Biomed, Porters & PSA’s from Broken Hill attending in person; and staff from Tibooburra, Ivanhoe, Balranald and Wentworth attending via videoconference.

All staff enjoyed being able to look and tryout the equipment and ask the company reps for information.

The lucky door prizes were drawn by the Pegasus and Arjo Huntleigh Reps; the winners were Mitchell Henderson from Biomed and Pattie Holtze from Allied Health.

If you want more information regarding the equipment please contact Megan Jordan (Megan.Jordan@health.nsw.gov.au), Linda Sutherland (Linda.Sutherland@health.nsw.gov.au) or Janet Masters.
The BHHS Mental Health Inpatient Unit is going Tobacco free

Do you know?
Compared to the general community, people with a mental illness are more likely to smoke and experience disproportionate levels of smoking-related morbidity and mortality, such as cardiovascular disease, complications of diabetes, cancers and respiratory illnesses. They are also less likely to be treated for their physical health conditions, leading to a poorer quality and shortened length of life.

International and Australian studies among people with psychotic illness such as schizophrenia, have found rates of smoking are as high as 60% and 73%. Research also supports the fact tobacco use can directly impact psychiatric treatment by increasing the metabolism of many psychotropic medications, resulting in the need for higher medication dosages.

Do you also know?
Smoking not only affects the health of the smoker; it also affects the health of those around them including babies and children.

Second hand smoke: (also called environmental tobacco smoke or passive smoking)
Is made up of the smoke that is exhaled by the smoker and the smoke that comes from the burning end of a cigarette or other tobacco products such as pipes and cigars.
Non-smoker’s health can also be adversely affected by exposure to environmental tobacco smoke.
Some of the toxins in second-hand smoke are smaller than those being inhaled by the smoker. This means the smoke can go deeper into the lungs and is more toxic.

Second hand smoke causes 600 000 premature deaths per year.

Third-hand smoke:
Is the toxin from tobacco smoke trapped in hair, skin, clothing, carpet, furniture, dust and toys.
Third-hand smoke has the same toxic chemicals as second-hand smoke and it can build up over time. The damage to your health from third-hand smoke is the same as second-hand smoke.
Smoking outside decreases exposure to third-hand smoke, but friends and family members will still be exposed to Third Hand Smoke on the skin, hair, and clothes of smokers.

So why are we going tobacco free?
The reasons people with a mental illness smoke are complex. However, contrary to popular belief many people seriously want to quit and are capable of doing so with the right support.
Health care providers are in the unique position in helping tobacco users to quit. Counselling and NRT (nicotine replacement therapy) can more than double the chance that a smoker who tries to quit will succeed.
Evidence shows if a health care provider routinely asks about tobacco use and advisers tobacco users to stop, they have the potential to reach more than 80% of all tobacco users per year; trigger 40% of cases to make a quit attempt; and help 2-3% of those receiving brief advice quit successfully.
By having a smoke free facility, health professionals can encourage patients to live in a smoke free home and work in a smoke free environment.

Health professionals should promote smoke-free policies, particularly where services are delivered so that patients, visitors and staff will not be exposed to second or third hand smoke in the health facilities.

There are immediate and long-term health benefits of quitting for people with a mental illness:

A healthier and longer life: Improved quality of life. Lower psychotropic medication doses.

Improved income: Smokers with a mental illness spend a large proportion of their income on cigarettes. Quitting smoking means more money for necessities such as rent and bills and ordinary treats such as eating out and movies.

Breaking down barriers to socialising: With most public and work places now smoke free, being a smoker can increase barriers to socialising or getting work.

Less stress, better coping: Smokers have more stress because they are constantly dealing with the anxiety that cravings cause. Research has shown that three to six months after quitting, ex-smokers have less stress and anxiety than before they quit.

How are we going to do this?
All consumers will be asked about their smoking status on admission to the unit.

All consumers who smoke will be given smoking cessation support during their admission, including free nicotine replacement therapy (NRT), a referral to Quitline and 1 month supply of NRT at discharge from the unit, with follow up smoking cessation support with their case worker.
Staff and visitors will be encouraged not to smoke before entering the unit.
There will be no tobacco products kept in the Mental Health Inpatient Unit.

When are we going Tobacco Free?
Friday 31st May - ‘World No Tobacco Day’

Please support us and join us for our launch to be ‘A Tobacco Free Ward’ for the health of our patients, visitors and staff.
CODE BLACK

Code Black. We all know the codes on our Emergency flip charts but do we know what to do if they are called?

Each year we do our Code Red Fire training, and our Code Blue Medical Emergency training so our reactions have become an automatic response and we know what to do when we hear those words.

As part of our Emergency preparedness and the Security Audit we are starting work on Code Black.

Recently we held table top exercises at Tibooburra and Menindee to test staff knowledge of this code and to walk them through a scenario.

The day was facilitated by Brendan Hedger, District Disaster Manager and Janet Masters, Safety Culture Coordinator.

All staff involved did very well and enjoyed the experience. Staff feedback included: “Security is everyone’s business, so you all need to know what’s happening… it’s a priority”; “With limited resources, security needs to be at the forefront of our mind…”

These exercises will occur in all facilities in the next few months! Come along and have some fun and remember that your safety and security is everyone’s business!

Privacy – Frequently Asked Questions

Enquiries about hospital patients

Question: Can staff inform a person on the phone if a client is in the hospital but not give any details about their presentation? For example, a neighbour of client has rang the emergency department and requested to know if Mrs X is in ED or the hospital? Can the staff member say yes or no, or is this a breach of confidentiality or privacy?

Answer: A health service may neither confirm nor deny that current or past presence of a person, unless the enquirer already knows that the patient is present.

Where staff are satisfied the enquirer knows the patient is present they may indicate ward details provided they believe that to do so would not be contrary to the interests of the patient.

If in doubt, or where there is evidence the patient may be at risk, the patient should be consulted prior to details being provided to a third party.

If the enquirer is requesting information about the patient, the staff member should make reasonable attempts to contact the patient and transfer the telephone call to a patient, or to request that the patient returns the call.

Where a patient requests that no information be released, or that information be released only in certain circumstances, such as in an immediate post-operative period, this request should be complied with and any patient lists used by the enquiry section may be modified accordingly.

Privacy Refresher Training

Diana Ferry (Privacy Contact Officer) and Marg Hoey (Health Information Manager) are happy to answer any questions and provide a 45 minute privacy refresher for staff to help you understand your privacy obligations.

Further information about Privacy can be found on the NSW Health website at: [http://www.health.nsw.gov.au/patients/privacy/Pages/default.aspx](http://www.health.nsw.gov.au/patients/privacy/Pages/default.aspx) or you can contact the Far West LHD Privacy Contact Officer Diana Ferry, Executive Officer, on (08) 8880 1121 or diana.ferry@health.nsw.gov.au
Security Audit Fact Sheet — No 2

Security Audit — What is it?  
In 2013 the Ministry of Health released a guideline called Protecting People and Property. In 2018 the Security Audit Assessment tool PD2018_038 was released. This is the audit tool for Protecting People and Property.

Who will be audited?  
The audit is about protecting you, the patients and the health system from harm. All areas will be audited in all facilities. All staff will be involved. Make sure you read the fact sheets & know the answers.

What do I need to know? What do I need to do?

MAPA Training
- Have you attended MAPA training?
- If not make sure you have booked it in!
- Do you undertake regular practice sessions on the management of aggression and de-escalation as taught at MAPA?

Code Black Scenarios
- What do you do in a Code Black?
- What is your role?
- Where do you evacuate to?
- How would you evacuate?
- Where would you seek shelter for safety?
- When was the last Code Black practice session for your area?

As the manager, what do I need to do?

Ensure
- You are aware of the requirements of Protecting People and Property and the Security Audit.
- You are gathering your evidence and putting it in the appropriate folders.
- You are supporting staff to undertake the training they need.
- You investigate and manage all incidents in consultation with staff.
- If you manage staff with Security in their job description that they are compliant.

I have Security in my job description — What do I need to do?

- Is your First Aid Certificate current?
- Is your Security Licence current?
- Does your manager have copies of both these certificates?
- Can you discuss the security roles and responsibilities within your current role?
- Have you undertaken the My Health Learning Security Officer Training?
- How do you report incidents?

Need more information? Chat to your manager?

Remember — Security is everybody’s business!
Policy Watch — PDs available on MOH internet

The following documents have been published on the NSW Ministry of Health internet site http://www.health.nsw.gov.au/policies. These documents are official NSW Health policy. Compliance with Policy Directives is mandatory.

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<td>Accreditation of Community Prescribers - s100 Highly Specialised Drugs for HIV and Hepatitis B</td>
<td>PD2019_005</td>
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<td>Employment and Management of Locum Medical Officers by NSW Public Health Organisations</td>
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<td>NSW Nurses and Midwives' Association Annual Conference and Professional Day 2019</td>
<td>IB2019_005</td>
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Far West Health Library, BH UDRH

Open Mon to Fri 8:30am – 5pm  Ph. 8080 1210

Library Services and Facilities

- Literature searches
- Research support
- Borrowing privileges
- CIAP & Endnote training
- Reference interviews
- Inter-library loan
- Library’s Student Hub
- Referencing support
- Online database support 24/7 Computer lab access
- Internet access (incl wireless)
- Access to electronic databases
- Photocopying (no fees)
- Printing (Col & B&W) (no fees)
- Individual study desks
- Scanning to email
- After-hours access
- Document Delivery

**DVDs available**

- Last cab to Darwin
- Mad Max Trilogy
- Outback ER
- Priscilla, Queen of the desert
- Red dog
- The Castle
- The Sapphires

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The FWHL is located at Corrindah Court, situated at the back of the Broken Hill Health Service

Western NSW & Far West Local Health Districts Library Network Catalogue

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Submissions can be sent to Branko.Licul@health.nsw.gov.au. The newsletter can be found on the Far West LHD website at www.fwldh.health.nsw.gov.au