



Update from the Chief Executive

Over the past month I've been lucky enough to have some time to visit most of the facilities across the LHD with Bob Davis from Maari Ma. Alas, we had to postpone our visit to Menindee and Ivanhoe.

The morning tea at Wilcannia is great; the Health Advisory Council at Balranald is enthusiastic; the staff at Dareton were jovial as always; White Cliffs opened my eyes to the breadth of work a remote nursing service undertakes; Judy and her team have a cat in Wentworth and Trish in Tibooburra seems too have settled into the community.

This month saw Dr Ron Wilkinson retire after many years service in Broken Hill. I'm sure his good humour and dedication will be missed. I'd heard about his film nights and regret not having been around to enjoy one. On the other side of the ledger, I'd like to welcome Linda Sorum who has joined the Clinical Governance Unit.

A quick thumb through the proofs for this edition of the newsletter highlighted the breadth of activity occurring. It was great to see the camaraderie and collaboration between Allied Health teams to promote April Falls Day.

I'd noticed a number of staff were starting to show some signs of wear. It's worth noting that for most staff within the LHD the transition from being a cluster within GWAHS to standing alone has increased the things we need to do. Hopefully everyone is also noticing that decisions are being made closer to the ground.

Looking back over the last 16 month a lot of things have been achieved and even more positive changes have been initiated. Unfortunately with everyone being under pressure, we often overlook achievements. If you get the chance to stop and think of things in your own area over the next month, it would be good if you could share the achievements you can see with each other.

- Stuart Riley, Chief Executive



Chief Executive Stuart Riley visiting Tibooburra with Bob Davis (centre) and Patricia Johnson, HSM.

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Far West in Focus

New Patient and Clinical Safety Officer appointed

Linda Sorum has been appointed Patient & Clinical Quality Officer, CGU for the District.

Linda has been nursing since 1979, in a variety of clinical and management roles, including metropolitan and rural experience both in Australia and Norway. She was most recently the site manager at Braidwood Multipurpose Health Service (2 years) and then Patient Safety and Quality Manager with the Southern NSW LHD. Linda has a Masters of Nursing (midwifery).

Linda comes from Batemans Bay, where for the last 16 years she raised 3 children, Rebecca 26, Tim 25 and Jacob 18. Prior to that she lived and worked in the south of Norway for 12 years. Her partner Greg and golden retriever Bess and cat Honey will be joining her here in July. They look forward to exploring the city and region and becoming a part of the community.

Linda said she had come to a point in her life and career when she was ready for a change. She was keen to have a significant change in terms of location and to further enhance her skills and knowledge in clinical governance, for which she has a particularly strong interest.

Having never been to BH before, Linda had heard so many positive things about the place and the people and was excited to be coming here to work in the Clinical Governance Unit. "I look forward to working with everyone within the health service."

Linda's role with CGU as PSCQO includes responsibility for the implementation of the Patient Safety and Clinical Quality Program, managing and overseeing of incident and complaints management; providing support to clinicians and managers for clinical quality improvement strategies and clinician performance review; developing LHD policies relating to patient safety and clinical quality; and reporting to the Far West LHD Health Care Quality Committee on the effectiveness of these initiatives.

"Clinical Governance is a framework through which health organisations are accountable for continually improving the quality of their services and safeguarding high standards of care by creating an environment in which excellence in clinical care will flourish," said Linda.



Linda Sorum

New WHS Legislation

BHHS staff recently attended training on the WHS Legislation conducted by Kylie Morton, Risk Management Consultant.

The training covered what is arguably the biggest overhaul of national OHS laws in 30 years and is aimed at all staff and managers.

It provided an understanding of the new legislation and what everyone's responsibilities are to provide a safer work place under this legislation.





Colleagues and friends joined to wish Dr Ron Wilkinson the best.

Farewell to Dr Ron Wilkinson

Dr Ron Wilkinson was farewelled by his BHHS colleagues after 11 years service to the community.

Dr Wilkinson's commitment in providing guidance, training and advice to numerous surgical students, JMOs and support to new surgical doctors at BHHS was a hallmark of his time here.

It was highlighted that he was a very integral part of the teamwork that makes BHHS function so successfully.

Dr Wilkinson was presented an original Pro Hart painting, an engraved pewter mug and a framed photo of an iconic outback storm by his colleagues and the Health Service. The use of Kinguard as wrapping paper was deemed appropriate!

Dr Wilkinson thanked everyone at his farewell. "I would like to thank you all, my time here has been very special and different to working in Sydney hospitals, it's just been an experience, thank you." Best wishes on your retirement, Dr Wilkinson.



An original Pro Hart painting was presented to Dr Wilkinson at his farewell.

Locum dental team visiting Maari Ma

Maari Ma have been hosting a visiting locum dental team from Sydney Dental Hospital — Dentist Linda Nguyen and Dental Assistant Debbie McCranor.

Last year, Maari Ma responded to a call for expressions of interest from Sydney Dental Hospital for a dental team to visit the region to help to improve access for Aboriginal people to dental services as part of a Commonwealth-funded Closing the Gap initiative.

Various managers from SDH came out to talk about how the visit might work, and Maari Ma found out it was successful in early April with the locum team commencing on 16 April.

Debbie and Linda will be providing services in Broken Hill — at the Maari Ma Primary Health Care Service — Wilcannia and possibly Menindee Health Services for approximately 12 weeks, to the end of July.

Aboriginal community members are encouraged to contact administration staff at either the Maari Ma PHCS in Broken Hill (8082 9777) and at Wilcannia Health Service (8083 8706). Transport is available.



Dentist Linda Nguyen (left) and Dental Assistant Debbie McCranor.



Far West in Focus

A big morning tea thanks for volunteers!



Table service with a smile!



Our many volunteers enjoyed a special Morning Tea this month as a small gesture in recognition of their continued contribution to the Health Service.

The important roles they take on greatly helps to make the services we provide the community all that stronger. Well done!



Staff contributed to a great spread put on for our volunteers at the morning tea



We even took the opportunity to catch up some volunteers with a flu shot!





Mental Health staff seek out ideas to enhance services

Staff from the Broken Hill Mental Health Inpatient Unit recently visited Sydney to tour health care centres of excellence.

Sites visited included St Vincent's Private Hospital Young Adult Mental Health Service, the first of its kind in NSW. St Vincent's Private Hospital Sydney is a recognised Magnet Hospital. Magnet recognition is a highly regarded status for hospitals that have demonstrated strong nursing leadership and exceptional quality frameworks to maintain best practice in patient care.

Staff also visited the Centre for Research and Understanding Anxiety and Depression, Gorman Drug and Alcohol Rehabilitation, Caritas Mental Health Unit, St Vincents Public Hospital Psychiatric Emergency Care Centre and Sutherland Mental Health Rehabilitation Centre.

Staff shared experiences, advice and laughter during the visit and returned to Broken Hill armed with great ideas to enhance patient care and staff development in our mental health service.



From left: Kate Harel Nursing Unit Manager St Vincents Private Young Adult Mental Health Service, Broken Hill staff Kelly Nelder Nursing Management Advisor, Marissa Zaknich Nursing Unit Manger Mental Health Unit and Cath Lehmann Registered Nurse Mental Health Unit.

Aboriginal Health Worker Palliative Care Forum

PEPA (Program of Experience in the Palliative Approach) in conjunction with the FWLHD is hosting a Palliative Care forum for Aboriginal Health Workers on Thursday, May 31st at UDRH in Broken Hill from 9am-4pm. Morning tea and lunch are provided.

The day is aimed at all Aboriginal Health professionals, but other staff working with Aboriginal palliative care patients and their families are welcome to attend. Guest speakers include Mick Adams, PEPA National Indigenous Consultant and Clarke Scott, CEO AHW Association. Local speakers will also talk about palliative care and cancer services in the FWLHD. The day is non-clinical but aims to improve awareness about palliative care and discuss the palliative care needs within the Aboriginal community.

The forum is fully funded by PEPA (auspiced by Department of Health and Ageing). Registration is essential. Accommodation costs for AHW if required to stay overnight in Broken Hill can be discussed with PEPA.

For a registration forms or more information please contact Melissa Cumming, CNC Cancer & Palliative Care at mcumming@gwahs.health.nsw.gov.au or 08 8080 1452 or pepansw@sswahs.nsw.gov.au or 02 9515 6424.



Gail Purtil has been awarded one of Horizon Committee's Oncology Nursing Scholarships. The scholarship will cover the \$4,200 course costs and Gail commenced her studies this year online with Latrobe University.

Gail is a Balranald local who completed her studies to become a Registered Nurse in 2008. She started employment as an RN at Balranald Health Service in April 2009.

The scholarship will enable Gail to undertake study to develop specialized knowledge about prostate cancer, which will enable her to support and educate both staff and patients in this condition.



Gail Purtil



More comfort for day surgery patients

Patients recovering from day surgery at the Broken Hill Hospital will do so in more comfort following a generous donation by the Musicians Club.

The club donated almost \$7,000 to buy four remote-controlled electric recliners for use by patients. They replace old manual recliners.

The new recliners also come with their own table, replacing old bed tables previously used.

I'm sure everyone — both patients and staff — will appreciate the new chairs.

LEFT: The Musician Club's Marie Gelmi, David Brennan and Michael Huff pictured with NUM Sue Beahl.

Stroke Support Group helping other survivors

The BH Stroke Support Group has continued its support of the community by donating a shower chair to the hospital.

The shower chair was donated in memory of the late Robert Williams and Robert Slater. Both were stroke survivors and members of the Stroke Support Group.

The shower chair will benefit incapacitated patients — especially people with stroke — and provide more comfort and make it easier for patient transfers.

The BH Stroke Support Group meets on the last Friday of each month at 10.30am at the Centre for Community.

For more information about the BH Stroke Support Group phone Josie Hill on 0488 447 875.



RN Meenu Thomas with Stroke Support Group members Darryl and Josie Hill



Everyone has a stake in the Risk Register

All staff should be aware of the Enterprise Risk Register and motivated to contribute to the process because solving problems together and sharing information benefits everyone in the organisation.

It's about being proactive in generating risk assessments to make our daily working environment safer and a more rewarding place.

What is a risk assessment?

The risk assessment process requires everyone to participate in the Identification, Assessment, Control, Monitoring and Review of risks present in the workplace.

A risk assessment is a process that allows us to identify potential risks and plan actions. Ideally, this process assists us to eliminate or reduce the likelihood harm or an undesired outcome. In fact, it is both good clinical practice and a requirement under the Workplace Health and Safety Act to be aware of potential risks and plan to avoid them.

The Risk Registers

Once risks are identified, they entered into a local risk register. This allows us to compare them with risks from other departments and see if there are any similarities. This enables management to compare existing known risks and common occurrences and prioritise resources to those risks requiring urgent action.

Where there are similar risks evident across services within FWLHD, these risks are also entered into an enterprise risk register. These risks are reviewed from an area perspective. Valuable information gained from this process can be distributed area wide providing solutions to many sites. Sharing this valuable information assists staff in make decisions affecting the safe delivery of health care service.

Why conduct a risk assessment

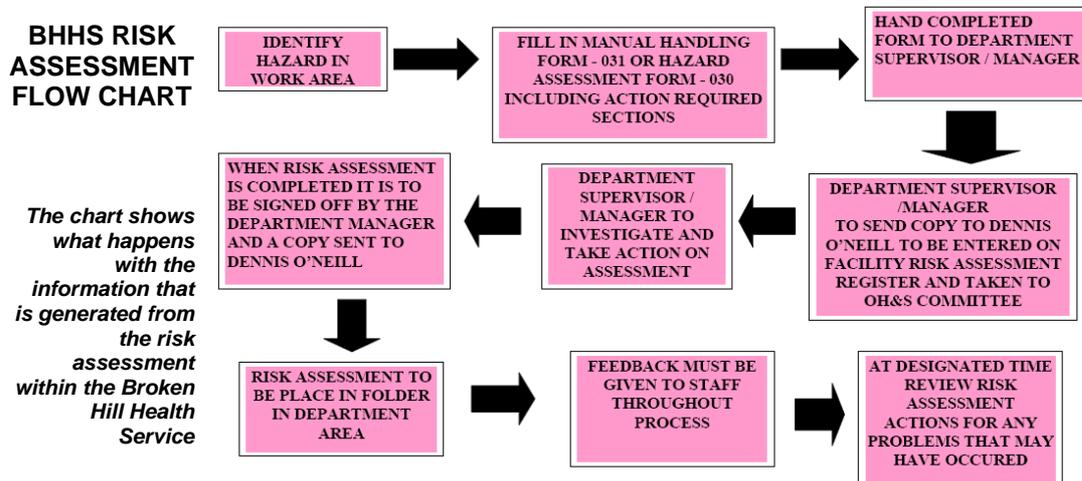
A single risk assessment can change the amount of attention a particular risk receives. Without risk assessments being completed, we are unable identify individual points of failure, common adverse practices or harmful trends in health service delivery.

The lack of ability to identify risk leads us to ultimately realise those risks in the form of accidents and incidents. Apart from the harm to staff and patients, there is a substantial amount of effort required to investigate and manage the impact of incidents. In many cases, it costs much more in time and effort to investigate an incident than it does to prevent the risk being realised.

Being proactive by actioning risk assessments can make peoples daily working lives safer and more rewarding. Your risk assessment can change the potential outcome for both patients and staff.

If you require any assistance completing a risk assessment, contact your Department Manager or Health and Safety representative who can help you.

Safety information is available on the H Drive at <H:\common\B.H WHS Registers & Info>





EMPLOYEE PROFILE: *Patricia Johnson*

Who are you? Patricia Johnson, Health Service Manager at Tibooburra Health Service

What does this involve? As the sole practitioner in Tibooburra, I have both a management and clinical role. I am also on call after hours and a volunteer ambulance officer.

How does your role interact with others in the organisation? I work closely with the RFDS with weekly clinics and also with emergency patients and often retrievals. I also work closely with the NSW Ambulance as the health service provides the ambulance service for Tibooburra.

What is your background in health? I have been nursing for 38 years and most of this time has been in Emergency. I have also worked for Careflight as their Senior Flight Nurse doing international retrievals in a fixed wing Lear jet, as well as international repatriations on commercial aircraft all over the world.



Patricia Johnson

And on a lighter note...

What makes you laugh out loud? Some great sayings my grandchildren come out with...such as when Tyi was about 4, he was comparing me to my mother and he said "Grandma, you're just a little bit old and Nan is a big bit old." That really cracked me up!

What household chore do you dislike the most? Washing up. That's what they made dishwashers for.

What's the most amusing thing you have had to deal with at work? Being an Emergency nurse, I probably shouldn't put it in print.

What TV Game Show would you win?

Why? Millionaire Hot Seat because I am really good at answering the questions from my lounge chair.

Are you on Twitter or a Facebook tragic? Facebook (occasionally) but I could hardly be classed as a tragic.

Star Wars or Star Trek? Neither, give me The Big Bang Theory or Dr Who any day.

Your favourite cartoon character — why? I love all the characters from the Ice Age movie. It's the best kid's movie ever!

On a lifestyle note...

What do you think about when you consider your own health?

Eating healthy and regular exercise, everything in moderation.

What is the most successful thing you've done for your health?

How would you like to build on that?

Started walking regularly few years ago. I would like to make sure that I continue as I get older so that I can stay reasonably fit.

How would you encourage others to get physically active?

At first you make all the excuses under the sun why you shouldn't exercise but once you get started, you feel so much better and actually look forward to it. The thing is you should do something you enjoy and don't set the bar too high or you won't keep at it.

What do you like to celebrate most? Christmas as the whole family are together.

What's your perfect weekend? A long one!

Do you have a sporting ambition? I would love to improve my golf game, not an easy task in Tibooburra.

Your most successful recipe? Oh! I'm not a very good cook but I can do an easy fruit cake which everyone loves. Soak 750gm mixed fruit in 2 cups fruit juice overnight, mix in 2 cups SR flour and tablespoon of mixed spice and cook for about 50 mins. Really easy and very moist.

If you could buy a rock band, which one and why? Forget the rock band, just give me Rod Stewart please!!!

Three things (only 3) you would like to have if stranded on a desert island? My husband, my new ipad3 and enough food so that I didn't have to hunt.

Where would you like to be in 5 years time? That's easy! On the road as a grey nomad in our motor home YEH!!!



Balranald MPS recently had a visit from travelling singers, Mr and Mrs Bartel. They entertained our residents for a couple of hours and everyone thoroughly enjoyed the afternoon and even got up and danced. Songs enjoyed included Idle Vice and Stardust.



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**.

Title and Summary	Doc No.	Date Issued
Destruction of Drugs of Addiction in Public Hospital Pharmacy Departments Expired, unusable or otherwise unwanted Schedule 8 drugs in a public hospital pharmacy department can now be destroyed by the Director of Pharmacy of the hospital, or a pharmacist whom he/she has authorised in writing to destroy drugs of addiction at the hospital's pharmacy department; but only in the presence of another pharmacist, a medical practitioner, or a registered nurse or midwife who is in charge of a ward at the hospital or who is authorised by the hospital's Director of Nursing for this purpose.	IB2012_009	02/04/2012
Blood - Management of Fresh Blood Components This Policy Directive applies to clinicians (medical practitioners, nurses and midwives), hospital transfusion service staff, staff of hospital blood banks, pathology providers and health service managers who are involved with the collection, storage and transfusion of fresh blood and fresh blood components and provides guidance in areas central to the provision of transfusion therapy.	PD2012_016	28/03/2012
VMOs in Rural Doctors Settlement Package Hospitals Indexation of Fees from 1 August 2011 Indexation of fees - Visiting Medical Officers in Rural Doctors Settlement Package Hospitals	PD2012_017	28/03/2012
Code of Conduct The Code of Conduct sets standards of ethical and professional conduct in NSW Health	PD2012_018	29/03/2012
Reporting the loss or theft of accountable drugs under Poisons and Therapeutic Goods legislation Requirements for reporting the loss or theft of accountable drugs to the Director-General of Health as required under the Poisons and Therapeutic Goods Regulation 2008.	IB2012_008	26/03/2012
Area of Need Program The Area of Need Program assists employers in NSW who are experiencing difficulty recruiting medical practitioners with specialist registration (including General Practitioners), to recruit suitably qualified international medical graduates to vacant positions that have been approved by the NSW Ministry of Health as an Area of Need.	PD2012_015	16/03/2012

Submissions for Far West In Focus can be sent to blicul@gwahs.health.nsw.gov.au. Note that the newsletter can be found on the Far West LHD website at www.fwlhn.health.nsw.gov.au