

Message from the Chief Executive

Welcome to the first edition of the Far West in Focus for 2018.

I hope that you had the opportunity to spend time with your families and friends over the Christmas and New Year break and to take some time to recharge your energies for the year ahead. Over the coming year there are many milestones to look forward to.

From a clinical perspective we are focussing on developing and resourcing the Broken Hill Health Service Intensive Care project which involves a clinical network being formed with St. George Hospital in Sydney to support our local staff in delivering care to our community to the standard of a Level 4 Intensive Care Unit. This has been a major undertaking on developing the model of clinical support that will come to fruition in 2018.

Also this year we look forward to the completion of the Crystal Street development which is progressing right on schedule. It has been interesting to see how quickly the various component parts have arrived and been placed in position. Initial planning work has commenced on the HealthOne facility for Buronga/Gol Gol and the refurbishment of the Tibooburra Health Service.

While it is good to see twelve new starters at the recent orientation day and welcome them into the Far West Local Health District, we have recently had resignations from long term staff members who will be missed by us all with Margaret Graham, Marissa Zaknich and Verina Crawford either retiring or continuing their careers with other organisations, I wish them all well for their futures.



Mr Stephen Rodwell



Community Engagement Manager, Darriea Turley, was awarded an AM in the 2018 Australia Day Honours to her contribution to health, social welfare, education and social inclusion.

Following the Australia Day honours being announced, our own Darriea Turley (Manager Community Engagement for the Local Health District and the Mayor of Broken Hill) has been recognised with the awarding of a Member (AM) in the General Division of the Order of Australia for her contribution to health, social welfare, education and social inclusion.

This is fantastic recognition for the years of community based work that Darriea has been responsible for, on behalf of your colleagues in the Far West Local Health District, well done.

— **Stephen Rodwell,**
Chief Executive

New Community Health Centre comes together on site

The construction of the new Community Health Centre in Crystal Street (Broken Hill) continues following the erection on site of all 42 modules that make up the new building.

The installation of the modules from when they arrived in Broken Hill from Toowoomba (starting 15 January) took under two weeks to complete.

Following the removal of protective coverings and various supports for the modules, work will start on the internal spaces. Electrical, mechanical and plumbing contractors will be on site carrying out the connection of services to the building.



Annual Public Meeting

The LHD held it's Annual Public Meeting on 18 December in which a snapshot of the District's past year was presented by the Board Chair, Dr Andrew Refshauge, and the CE Stephen Rodwell. The "Year In Review 2016-17" was also presented and can be found on the LHD intranet.



Understanding AIDET and the Sunflower Tool

At Far West Local Health District as a part of Yamirri Nharatji we are looking for employees who share our AIDET philosophy of making an active commitment to the five fundamentals of service and who share our dedication of providing excellent care to our patients, their carers and families.

AIDET (Acknowledge, Introduce, Duration, Explanation and Thank you) is a framework for our staff to communicate with patients, families and as well as with each other. It is an acronym that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable.

It can also be used as we communicate with other staff and colleagues, especially when we are providing an internal service.

The purpose of the sunflower tool is a great way to get to know a person and supports the provision of person centred care for the hospitalised patient as part of Essentials of Care (EOC) and the Confused Hospitalised Older Persons (CHOPs) programs. The sunflower can be completed with the person by staff, their family and/or carers.

With more new staff on board and also to refresh our trained staff, AIDET & Sunflower tool training sessions were conducted on 27, 28, 29 Nov and 1 Dec 2017. Sixty two staff from Broken Hill Health Service participated and were trained in using the best practise communication tools: AIDET and Sunflower. The sessions were highly interactive while using appreciative inquiry training tools. The reflections of the participants were also really positive and constructive.

Aravind Krishnamurthy, Yamirri Nharatji Coach, along with Eureka Van Der Merwe, Essentials of Care and Project Coordinator, would like to express their heartfelt thanks to all the Staff members, Managers and the Executives for sparing the staff to attend the AIDET and Sunflower tool training.

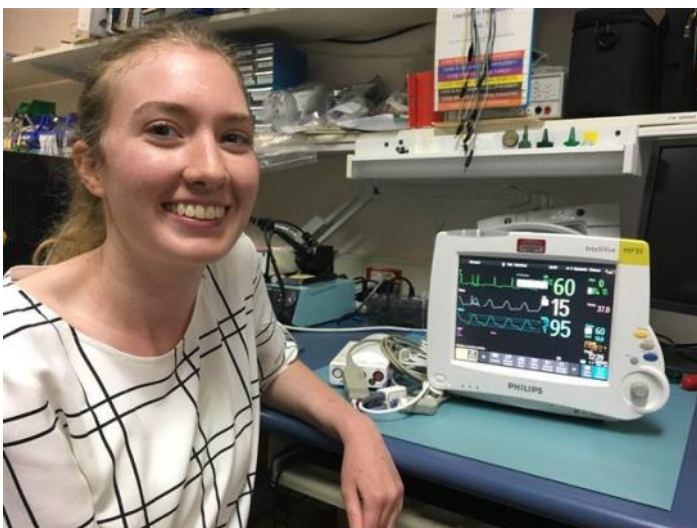




The December Corporate Induction group (from left) Sitting — Natasha Van Gorp (Child & Family Social Worker), Tara Wellings (Endorsed Enrolled Nurse) and Kate Vandenheuvel (Physiotherapist). Standing — Sandra Coote (Hospital Assistant), Vicki McCormack (Hospital Assistant), Julie McClure (Relieving Health Service Manager), Michael Gleeson (Musculoskeletal Project Coordinator), Brendan Martin (Maintenance Team), Kahlua Hickey (Registered Nurse, ED) and Kevin O'Neill (Team Leader MHDA Dareton).

Corporate Induction welcomes new staff to Far West

Twelve staff attended the last Corporate Induction session for 2017. The day went extremely well with a lot of group discussions and interactions with our attendees. The presenters on the day commented what a wonderful group of staff we had at the Induction and would like to thank you all for your contributions and openness.



Biomedical student on placement

Philippa Byrnes is a 3rd year Biomedical Engineering student from Sydney University. Philippa (pictured) is completing a six week work placement in the Biomedical Services Department as part of her engineering degree.

Philippa said she chose Broken Hill to do her placement because she wanted to learn the working behind a biomedical engineering department in a rural setting.

“I wanted a more hands-on experience and to know the difference in medical devices used as well as the problems encountered in a rural hospital compared to those in the big cities.

“I have enjoyed learning how my mentors resolve engineering issues in such a remote setting where niche biomedical company technicians are over 1000km away,” she said.

Broken Hill Intensive Care Unit is now networked

For the past two years, the Broken Hill ICU has been gradually improving practices and processes to better align with the Level 4 Intensive Care Service Model. In 2015, a decision was made to no longer have level 3 Intensive care services in NSW, and those services either needed to upgrade to meet the standards outlined in the level 4 service model, or become a Close Observation Unit. In order for Broken Hill Health Service to retain its role delineation, for example offering surgery, we needed to start working towards the Level 4 Intensive Care Service model standards.

One of the Level 4 Intensive Care Service Standards requires that the level 4 ICU be formally networked with a level 6 ICU (an ICU in a big tertiary hospital).

In November 2017, a Memorandum of Understanding was signed between Broken Hill Health Service and St George Hospital in Sydney. This will mean that our local ICU can officially link with St George and share resources. This is a major milestone for the Broken Hill Health Service ICU and will ensure that we continue to develop towards a level 4 ICU.

In March 2018, Dr Swapnil Pawar (pictured left, with colleagues from St George ICU) will be visiting Broken Hill Health service for a week to both work as an Intensivist in our local ICU as well as to start developing the processes needed for the network to function well. We look forward to commencing this relationship with St George.



Quit for New Life video launch

Media resources created with the help of local Aboriginal residents were premiered at the Broken Hill Aboriginal Community Working Party Christmas function in Sturt Park on 7 December.

Those attending got the first look at resources which have been designed to help reduce smoking amongst the region's Aboriginal population and particularly women smoking during pregnancy.

The BH Aboriginal Community Working Party had been included in all stages of the consultation process for the project and their endorsement was an important aspect of community engagement.

The resources – a video clip, video/song and audio grabs - will be used for the 'Quit for New Life' smoking cessation program in the Far West LHD. Its primary aim is to reduce the incidence of Aboriginal women smoking during pregnancy.

The short video clip and video/song were created earlier this year for Far West LHD by Desert Pea Media (DPM) at community workshops held in Broken Hill and Wilcannia involving Aboriginal residents.

It was a great night for the Working Party and those who attended.



Privacy Audits

The Far West LHD conducts routine audits of patient records, eMR and other systems to monitor staff compliance with privacy and confidentiality obligations.

If we find unusual activity on a patient record that might point to possible inappropriate and unauthorised access to medical records, you may be approached by your manager and/or receive a letter asking you to explain why you accessed a particular patient record.

It is NOT ok to look through patient records, including those of family members or friends, out of curiosity.

Privacy reminder:

- Keep confidential all personal information and records, including not discussing or providing information on social media that could identify patients or divulge patient information.
- Do not use or release official information or records without proper authority.
- Maintain the security of confidential and/or sensitive information, including that stored on communication devices.
- Do not disclose, use or take advantage of information obtained in the course of official duties, including when you cease to work in NSW Health.
- Only access patient and employee personal or health information where this is required in the course of your employment and your primary duties.
- Health facilities have an audit capacity in our electronic health records and other systems to investigate who has accessed health records.
- Disciplinary action may be imposed if staff are found to be in breach of patient privacy, or the personal and health information of any staff member.



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 web site at: <http://www.health.nsw.gov.au/patients/privacy/Pages/default.aspx> or you can contact the Far West LHD Privacy Contact Officer (below):

Diana Ferry
Executive Officer, Chief Executive Unit
Far West Local Health District
Kincumber House – Level 2,
Morgan Street, Broken Hill NSW 2880
Phone (08) 8080 1121
Email diana.ferry@health.nsw.gov.au

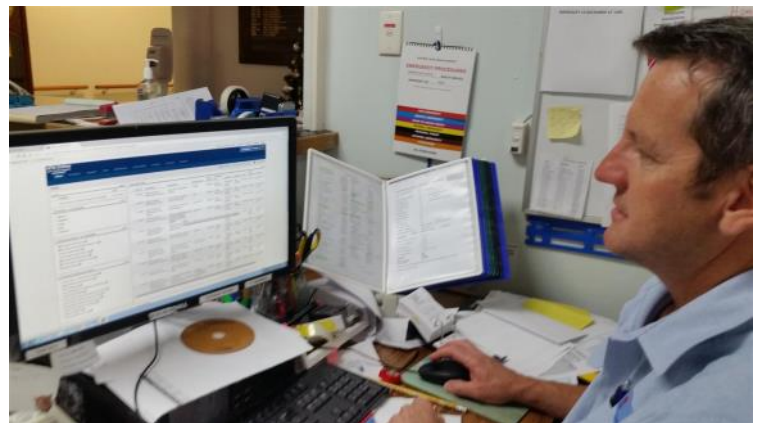
A new way to manage assets and facilities has arrived in Far West

At the end of 2017, Wentworth and Dareton Hospitals were visited by Michael Weinert and Rodney Lynott (FWLHD), Paul Rutten (MOH) and David Viviers (MOH) to assist in going live with a digital, state-wide assets and facilities management system – AFM Online. Transitioning to this system, allows us to streamline and simplify the way we manage our assets and improves our ability to lodge and action service requests.

Supporting our primary goal of optimal patient care in NSW, AFM Online makes it easier for our district to ensure the right asset, is in the right place, at the right time, in the right condition.

For the first stage, our focus has been on transitioning all of the corrective maintenance O&M and Biomedical requests into the system. Following this, the scope will expand to include preventative maintenance, as well as remaining FWLHD locations. Our goal is to be using AFM Online for corrective and preventative maintenance across all hospitals in Far West by the **end of 2018**.

Thanks to the Staff at Wentworth and Dareton for their time and input to the program.



Brendan Pettitt, Wentworth/Dareton Assistant Engineer

Change of the guard at BHHS catering

Former BHHS Catering Manager, Margaret Graham, has retired after 42 years of service in the BH Hospital.

Margaret started in the old BH hospital on 2 February 1976 as a kitchen assistant. She worked her way into leading hand when the position became available and in 1988 Marg became catering manager up until her retirement on Friday 15 December 2017.

Her colleagues and friends attended a farewell held for her where Margaret thanked everyone and wished them well.

All the best Margaret on your well-deserved retirement!



Margaret Graham was farewell on her retirement by friends, colleagues and BHHS Executive.



New Manager

Greg Conway has taken over as Catering Manager for BHHS.

He has worked in the hospitality industry for 17 years including in a wide range of food businesses and head roles in kitchens.

He was formerly at St Anne's Nursing home (six and a half years) where he was Head Chef/Assistant Manager of the kitchen/laundry and cleaning operations. He has his Commercial Cookery Certificate (fully qualified chef) and is very passionate about the industry he works in, with an extensive knowledge in all areas.

"I'm enjoying the job," said Greg. "I've got a really good team in the kitchen and looking forward to the year ahead."

Greg is pictured in the BHHS kitchen with Margaret on the day of her retirement.

Finance and Corporate Services new initiative

Finance and Corporate Services in conjunction with Broken Hill Health Service (BHHS) are actively seeking to improve communication and collaboration between directorates.

The initiative involves six Corporate Services staff rotating on a weekly basis through BHHS.

The Corporate Services staff will assist managers in a number of areas including Finance, Clinical Costings and Activity Based Management, Recruitment, Payroll and Salary Packaging.

The project commenced on 15 January and will continue for three months. The staff will be located in Executive Corridor in the BHHS, so please pop in or call extension 414 to see how Corporate Services can assist you.

Farewell Marissa

Sometimes it feels like you can't get much further west than Broken Hill, but Marissa Zaknich has found a way.

After seven years as Nursing Unit Manager in the Mental Health Inpatient Unit,



Marissa Zaknich

and many more as an RN, Marissa will be moving to a beachside town in Western Australia in February.

Marissa has managed a complex ward with an ever-changing workforce.

She has always been a strong advocate for her service, her team and the consumers that trust us with their care.

Her greatest achievement is the high level of consumer satisfaction on in the MHIPU. In 2016/17, the Broken Hill MHIPU had the highest levels of consumer satisfaction in any Mental Health Unit in NSW.

Best wishes Marissa in all your future endeavours.

Best wishes Verina

Verina Crawford (pictured), Clinical Leader Aboriginal Mental Health, moved on in January after 18 years working in the various incarnations of the Far West Local Health District. Verina started as an Aboriginal Mental Health Trainee, practiced as a Mental Health Professional and went on to lead the Trainee Program for many years.

Over the years, Verina has had a strong leadership role in the Far West and in NSW. She has been a valued member of the NSW Aboriginal Drug & Alcohol Network (ADAN) and the NSW Aboriginal Mental Health Workforce Program.

The many highlights of her career have included participation in the team that developed 'walk together, learn together, work together: A Practical Guide for the Training of Aboriginal Mental Health Professionals in NSW'; acting as Regional Manager Mental Health and Drug & Alcohol; developing and implementing an Aboriginal Mental Health Cultural Competency training course; and leading Ngarpa, the Aboriginal MHDA staff network.

Most recently, the Chief Executive nominated Verina for the NSW Aboriginal Career and Leadership Development Program, which she successfully completed in late 2017.

But perhaps Verina's most important legacy has been the positive impact she's had on the lives of many Aboriginal mental health consumers in Broken Hill and Wilcannia. We thank Verina for her passion and staunch advocacy and wish her every success for her future.



Kathy Judd (left) with Anita Erlandsen, Continence Nurse Advisor from Dareton.

Trained Continence Nurse for Wentworth Hospital

In a show of collaboration between Wentworth Hospital and Dareton Primary Health, Kathy Judd EEN at the hospital now holds a Certificate II in Continence Promotion and Care.

Kathy sought the assistance of Dareton's Continence Nurse Advisor, Anita Erlandsen, as a mentor during the course, which was undertaken with the help of the Lions and Nurses Scholarship Foundation. The scholarship paid for the course, which was able to be done by distance education and saw Kathy spend time with Anita on outreach clinics and in the office seeing how a continence clinic can run, and gaining a foundation in continence care.

Kathy is now able to use the knowledge gained undertaking this course to assist patients in the Wentworth Hospital with their continence needs.

Noni embarks on Senior Executive Development Program



Noni Inglis

Noni Inglis, A/Director of Finance & Corporate Services, has been selected to participate in the NSW Health Senior Executive Development Program. She is the first person from Far West LHD to be selected for the program.

The program is designed to develop NSW Health senior executives who are motivated and ready to take on a more senior leadership role within NSW Health.

The ten month Program aims to build a cadre of NSW Health senior executives and general managers with the capability to operate effectively in a broader range of senior roles within the complex and adaptive NSW Health system. The program will build a pool of executives who may be considered suitable for future senior executive and Chief Executive positions within NSW Health.

The overarching program objectives are to build capabilities in the following key areas:

- Strategic leadership and leadership style
- Whole of health approach

- Navigating the broader health system and other Government/partnering agencies
- Complexity and change
- Collaboration across boundaries
- Adaptive leadership challenges
- Authority and accountability
- Coaching and mentoring
- Corporate governance
- Political intelligence
- Decision making.

Noni started her program in October last year and joined 21 other participants from across NSW Health. The Chief Executive, Stephen Rodwell, completed the same program in early 2017 while he held the Director of Workforce and Nursing portfolio at Mid North Coast LHD.

If you are interested in the program, for more information contact

HETI-SeniorExecutiveProgram@health.nsw.gov.au

ABM Working Party

The Far West LHD Activity Based Management (ABM) Working Party held its first meeting on 25 January 2018.

The ABM Working Party will work to ensure district business rules align with Activity Based Management policy based on National and State standards, and to ensure standardisation of documentation, support implementation and assist with monitoring of district-wide Activity Based Management policies, procedures and reporting.

The ABM Working Party will see management, corporate service staff and clinicians work collaboratively to share information and ensure business rules, policies and guidelines supporting ABM are being adhered to across all data streams, and to monitor and manage identified risks and issues affecting Activity Based Funding.

ABM working Party will meet bi-monthly to ensure appropriate governance for Activity Based Funding and the best practice in provision of services.

Yarning About Quitting

The LHD is increasing its focus on assisting pregnant Aboriginal women to give up smoking. We are also extending our Broken Hill 'GUS' (Give Up Smoking in Pregnancy) Program to increase its focus on Aboriginal women, as well as non-Aboriginal women who currently access the GUS Service.

As such, we are offering four hour training in Yarning About Quitting provided by the Quit for New Life Team Western NSW Local Health District.

The course will be run over 4 hours and repeated over two days to allow as many staff to attend as possible. The course is free to attend.

Dates are Monday 5 and Tuesday 6 March 2018. Details of venue and times will be provided at a later date. Numbers are limited to approximately 16 people per session.

If you wish to attend the training, please email Rebecca Crawford Health Promotion Officer Rebecca.crawford@health.nsw.gov.au and indicate which day you prefer (5th or 6th).

For any further information, please contact Karen Lloyd on (02) 6809 8971 or Gabriella Barrett on (02) 6809 8968.



Margaret returns from Samoa adventure

Our Senior Epidemiologist, Margaret Lesjak, has returned from Samoa after 18 months taking part in the Australian Volunteers for International Development (AVID) program, an Australian Government initiative.

Margaret worked as Epidemiology Advisor in the Samoan Ministry of Health's National Surveillance and International Health Regulation Division in Apia. As she told the MoH staff at her farewell there wasn't a day she dragged her feet coming to work.

She said daily work covered all manner of communicable and non communicable diseases. "Samoans are among the most overweight nations, google 'Obesity in Paradise', with high rates of diabetes, cardiovascular and respiratory diseases and injuries compounded by smoking, poor diets, sepsis and antimicrobial drug resistance. The MoH supported staff to practice what the ministry preached by offering zumba three times a week and healthy options at MoH activities and there were always at hand were smiles and laughter," she said.



Margaret (centre, front) with NDS and IHR staff for Pinktober.



One of the recreational highlights in Samoa enjoyed by Margaret during her 18 months working with the Samoa Ministry of Health.

American Samoa had more great walking and water activities. In fact Margaret came back fitter and healthier, she said.

Margaret became immersed into Samoan culture during her time there. "Fa'aSamoa is the Samoan way and very important for all Samoans," she said. "It revolves around the village matais (chiefs), Sa (curfew) and fa'alavelave (family, community and church obligations). To stand for parliament a candidate must have a matai title. While a conservative society there is an estimated 30,000 fa'afafine (transgender males). In 2016 the MoH was a main sponsor for the Miss Fa'afafine Samoa contest."

As Epidemiology Advisor, Margaret's efforts focused on mosquito borne diseases which included the dengue outbreak that began late August 2017 and the WHO lymphatic filariasis elimination program, involving assessing transmission assessment through a fingerprick survey of primary school students.

Eradicating mosquitoes and avoiding being bitten was complicated by the abundance of water, gardens with bromeliads and pandanus close to homes and the traditional Samoan homes (fales) being completely open. She also participated in disaster response exercises, climate change response planning and, as a presenter (after some quick learning) on the recently updated International Health Regulations workshops.

On weekends there were activities at beaches, rivers and waterfalls; the chance to cycle around Savai'i the larger of Samoa's main islands and she participated twice in the Upolu island perimeter run as a member of the Apia Hash night walkers. Nearby

First Mental Health and Drug & Alcohol Nurse Practitioner



After many years in a number of roles, including the MH CNC/Academic, Liz Martin will be the first Mental Health and Drug & Alcohol Nurse Practitioner in Far West LHD.

Liz (pictured) will be working on her scope of practice over the coming months, but will be holding clinics, prescribing medication, ordering tests and enhancing her strong clinical leadership role in the Broken Hill Community MHDA team as the role develops.

Congratulations Liz on this achievement – we look forward to seeing this wonderful new nursing role develop.

Attention: Kincumber House residents



Please bring your surplus stationery to the Stationery Room 1st floor next to the stairwell.

- Boxes of envelopes
- Reams of letterhead paper
- Empty folders
- Binding supplies
- Folder dividers
- Boxes of pens/textas
- Post it notes bundles



For more information contact: Bronte McDonald (ext. 526 or Bronte.McDonald@health.nsw.gov.au) or Helen Hayes (ext. 580 or Helen.Hayes@health.nsw.gov.au).

Happy New Year! The Quality Board Communication will continue in 2018, hoping to raise awareness about the different programs and projects that we offer at FWLHD to support our patients.

Quality Board Communication

December: Falls Prevention... Even Santa Prefers Red Socks

In NSW each year, falls lead to approximately 27,000 hospitalisations and more than 400 deaths.

More than one in three people aged 65 years or over fall at least once a year and many fall more often.

One strategy FWLHD utilises is the Ruby Red Socks Falls Prevention Program. The program's aim is to help prevent falls and the severity of falls by ensuring that all FWLHD patients that are assessed to be a high falls risk, be supplied with non-slip socks as an alternate, if the patient does not have, or cannot wear safe non-slip footwear.

The Red Socks can also be purchased from the BHBH Kiosk.



January: Taking Care of Our Patients

The balloons depict a range of programs that are utilised by our staff to provide better care for our patients.

Barbara's Story – Staff have access on My Health to view a person living with dementia and her hospital journey.

CHOPs - Caring for the Confused Hospitalised Older Persons program promotes strategies to support staff caring for a client with dementia and/or delirium.

Delirium - My Health has an education session on dementia vs delirium...a must see for all staff.

Sunflower Communication Tool – Get to Know Your Patient

Ruby Red Socks Program – Preventing falls in hospital

CEC Falls Network – Website to access resources and tools to prevent falls in hospital and the community.



Aged Care team welcome Liz and Linda to its ranks



The FWLHD Aged Care team has seen its numbers boosted recently with the addition of a CNC2 Aged Care and CNS2 Aged Care/Dementia/Falls to the ranks.

Elizabeth (Liz) Perrie (pictured left) joins FWLHD as the CNC 2 Aged Care and Linda Sutherland as the CNS 2 Aged Care/Dementia/Falls.

Both Liz and Linda have a wealth of knowledge and experience in the aged care field, having both recently worked in the Residential Aged Care sector.

They have started an aged care educational needs analysis across FWLHD, with a view to mapping a calendar for 2018. If you have an identified area you would like more aged care knowledge on please let Liz or Linda know so that we can add it to our calendar. They are also working on development of an aged care page on the FWLHD intranet and education packages which will also be available on the intranet.

Liz can be contacted on 08 8080 1731 and Linda on 08 80801285.

Maternity Christmas Raffle

The Christmas Raffle was another huge success raising \$1,935 over the ten week period. The Fundraising Team, of Margaret, Eileen and Catherine did a sterling job and said that as always the community, patients and staff have been very generous in supporting the raffles they run throughout the year.

The winners were drawn on 15 December are: First Prize: David Tonkin and Second Prize: Heather Miller.

Beautiful music and Christmas Carols in hospital foyer

Margaret Tonkin took a few minutes away from the raffle fundraising to tell Frank how much his beautiful rendition of Christmas carols was appreciated by everyone travelling through the Hospital Foyer.

Many people stopped to say hello to Frank and to thank him for bringing the feeling of Christmas to the Foyer. Staff, visitors, patients and consumers occupying the tables in the foyer enjoyed the bonus of festive music along with their lunch.

Sue Tonkin, DDPC volunteer (pictured in the background) also made a point of stopping to compliment Frank and although she and Margaret resisted singing a few carols there were a few people humming and enjoying the Christmas atmosphere that Frank's playing evoked.



Corporate gym membership offer

Corporate membership of YMCA Broken Hill is available for staff.

Discounted membership rates for all health service staff is available for the YMCA in Broken Hill to make keeping fit easier.

Did you know that the most common New Year's resolution includes: 'Exercise more' at 38% and 'Losing weight' at 33%. However, sadly 63% give up before meeting their goal. The corporate membership discount with the YMCA can help you!

Corporate Multi-Site Gym Membership with the YMCA provides:

- Access to YMCA on Oxide Street (temporary premises during refurbishment of YMCA Chloride Street premises).
- Access to Broken Hill Regional Aquatic Centre Health Club
- Pool access
- Unlimited access to over 52 Group Fitness Classes each week
- 2 x 1 hour free member gym induction
- \$0 Joining Fee
- No lock in contract
- All for just \$15.50 per week for 1 person or \$23.00 per week for

To be eligible for membership, employees must provide evidence of their employment to the YMCA staff at either the BH Aquatic Centre or YMCA Health and Fitness Centre. YMCA staff will ask you to complete a membership agreement form, getting you started form and direct debit form (the standard procedure for all new members). Staff will issue you with a membership card and this is to be presented/scanned each time you visit.

For more information about the corporate membership rate contact the YMCA on 8080 3510.



a family membership.

New to CCC team

The Chronic and Complex Care (CCC) team wishes to introduce our new Musculoskeletal Project Coordinator, Mick Gleeson.

Mick (pictured) took up the Musculoskeletal Coordinator role with the CCC team in early December. In this role, Mick collaborates with a large variety of multidisciplinary teams to provide holistic care for patients with acute and chronic musculoskeletal conditions, mainly in the community.

With the Leading Better Value Care (LBVC) initiatives implemented by the Far West LHD, Mick will be involved in aspects of the planning, development and delivery of musculoskeletal health care at the Broken Hill Health Service, the community and our Lower Western Sector sites to deliver the highest standards of care to patients.

Mick has over 30 years of experience working in health, social services, education, private practice and research as a physiotherapist. His previous roles included Research Project Manager for the Work Injury Screening and Early Intervention study (WISE), Orientation and Mobility Instructor for Guide Dogs NSW/ACT and Acting Head of Children's Physiotherapy for the Royal Free NHS Trust in Camden, North West London.

Welcome to the Far West!



Aqua Christmas Morning Tea

The Aqua volunteers and participants celebrated the end of a successful 2017 with a festive morning tea. Shirley Barnett once again baked and made a selection of delicious Christmas fare, which everyone enjoyed. Speeches were made and thank you gifts handed out including flowers for Ann Millstead and Shirley. Eleanor Blows was sadly missed, but thank you gifts and cards were hand delivered to Eleanor. FWLHD Health Promotion Officer, Rebecca Crawford, gave each participant a water bottle, a timely reminder to keep hydrated during the coming summer months.

Ann and Shirley thanked Shane and Jacinta Simmons and presented Shane with a thank you Certificate acknowledging the Management and Staff of the YMCA Aquatic Centre for their continued support of the twice weekly Aqua classes.



The Annual Far West LHD Innovation and Staff Recognition Awards



Get Started

Awards ceremony is on the 10th August 2018



The nomination period for service improvement projects and staff recognition awards are open. Nomination forms and instructions are on our intranet



You will need to have your improvement projects and staff recognition nominations submitted by **29 June 2018**.

[FWLHD Innovation Awards 2018](#)



2018 Workshop — How to and tips for improvement projects
2018 Workshop — Writing a submission for the Health Awards

We'll let you know about dates for these workshops soon

Share your HealthShare NSW experience

From 19 February to 9 March 2018, you can have your say on payroll, patient transport, food, linen, EnableNSW and other support services provided to Far West LHD.

HealthShare NSW will be asking NSW Health employees to 'share their experience' for a period of three weeks via an online survey to capture as much feedback as possible on its range of services.

In a change from previous HealthShare NSW customer surveys, there will be fewer questions and clearer language – with respondents able to submit feedback via their mobiles, tablets or computers.

While the survey takes an average of eight minutes to complete if done all at once, respondents will also have the option of completing in stages, by saving their answers and coming back to them later.

The responses received will underpin HealthShare NSW's service improvement efforts over the next two years, so don't miss your chance to help shape this change.

Visit www.healthshare.nsw.gov.au/myexperience and partner with HealthShare NSW to make a difference.





Health workers have a high rate of recovery from substance misuse

According to National Coronial data, there are about 40 drug related deaths amongst health professionals in Australia every year. Although relatively rare, the statistics are consistent.

Substance use in health workers is hard to detect until it's a big problem. For example, of the 404 people who died in the past 10 years, all were employed at the time of death and only six were under review.

Two thirds of these deaths were intentional – most commonly involving psychologists, psychiatrists, GPs, pharmacists and nurses. Physiotherapists and dentists have the highest rate on unintentional overdoses.

The risk of harm is amplified by alcohol use, depression and access to drugs. Drug access depends a lot on work location, for example, doctors (especially anaesthetists) and theatre nurses tend to misuse anaesthetics like propofol; nurses, dentists and pharmacists tend to misuse opioids; and psychiatrists and psychologists misuse antidepressants, antipsychotics and benzodiazepines.

Treatment works

Health workers who misuse substances don't seek help. Because of either stigma or fear of the consequences, they either try to treat themselves or have no treatment at all.

The good news is, health workers have a high rate of recovery after treatment. They are invested in their careers, so their motivation to work on their issues is high.

Where to get help

If you would like to talk to someone about substance misuse, you have quite a few options. You can talk to your GP, to your local Mental Health and Drug & Alcohol Service, to the Drug & Alcohol workers in the Royal Flying Doctor Service, Lifeline or at your local Aboriginal health service.

For something more anonymous, try the Alcohol and Drug Foundation's Help and Support Services page: <https://adf.org.au/help-support/support-services-directory/>.

Taking the first step is often hard, but your chances of success are high. Don't be afraid to get help. Your privacy will be respected and protected.

Aboriginal Staff Network Forum

The second Forum for the Aboriginal Staff Network of the Far West LHD will be held Monday 26 March and Tuesday 27 March 2018 in Broken Hill.



The Aboriginal Staff Network brings together our staff members to provide opportunities for networking, supporting and encouraging each other in their varying roles. It also allows the local health district to seek advice to ensure our services are culturally responsive and respectful. This forum will focus on the *Respecting the Difference* and appropriate processes for developing localised programs across our communities.

Aboriginal staff members are encouraged to attend and should speak with their managers if roster changes or travel/accommodation are required.

For further details email: FWLHD-HumanResources@health.nsw.gov.au

Salary Packaging update

Do you have a Westpac Meal Entertainment Card or Employee Benefit Card?

Just a reminder to those who have these cards that the deductions are only set up till the end of February each year, the money needs to be spent by the end of March each year. If there is money on the card at the time of renewal this will impact on your deductions for the new Salary Packaging year.

It's that time of year again, Salary Packaging Renewal Time

Renewal letters are currently being processed, if you have your statements ready for the Salary Packaging Unit, please email them to FWLHD-SalaryPackaging@health.nsw.gov.au

What is Salary Packaging

Salary Packaging is an Australian Tax Office approved entitlement to employees. Far West LHD employees are eligible to package \$9009 year or if you are living in a remote area you can package up to \$18018. Salary Packaging money is deducted from your salary – pre tax and you are then taxed on the remainder of your salary, thus you are not paying tax on the salary packaging portion of your salary.

For more information, contact **Karen Winter**, Salary Packaging/Recruitment Officer on (08) 8080 1498 or email Karen.Winter1@health.nsw.gov.au



Volunteer News

Welcome back for Kiosk

The Broken Hill Hospital Kiosk Volunteers started another year, opening on 15 January.

They enjoyed seeing many happy faces, both from staff and consumers, who were pleased to see them and to welcome them back.

The Kiosk Executive and Volunteers are looking forward to another successful year; although they have voiced concerns on the implementation of the new NSW Government Healthy Food & Drink Framework and how that may affect their bottom line.

Many of their concerns were somewhat eased by the Allied Health Dietetics staff and Volunteer Manager who met with Kiosk President Betty Sammut and Secretary Dennis Roach to discuss the Framework.

At the meeting Tracy and Heidi advised that they along with two Dietetics Students will be working with the Kiosk volunteers to assist them with this transition.



Dietitian Heidi Drenkhahn, Team Leader of Dietetics Tracy Herlihy and Betty Sammut Kiosk President

Broken Hill Citizen of the Year Awards

The day started with a celebration barbecue breakfast and once the official welcome and new citizenship ceremony to welcome our newest Australian Citizen was completed, proceedings turned to acknowledged the nominees for the Citizen of the Year Awards. Far West LHD was again proud to have several of their volunteers nominated for their hard work and dedication, including:

- Margaret Grillett – Tai Chi Leader
- Elaine Johns – Broken Hill Hospital Kiosk Auxiliary
- Pamela Lord – RFDS Hospital Visitor
- Timothy O’Neill – PFS Staff Volunteer
- Gail Turner – Tai Chi Leader

There were many deserving nominees and the competition was extremely tough this year and congratulations are extended to all of them.

Family, friends and colleagues congratulated the worthy nominees and winners and joined in the morning tea to celebrate their success.



Elaine Johns (left) was the inaugural winner of the Broken Hill Senior Citizen of the Year Award (shared with Christine Adams) and Margaret Grillett (below) received a Broken Hill Citizenship Award .



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	Document Number	Date Issued
Junior Medical Officer (JMO) - Clinical Year and Term Dates 2018 - 2026	IB2017_048	23/11/2017
Additional Public Holiday during Christmas closedown 2017-2018	IB2017_049	30/11/2017
Violence Prevention and Management Training Framework for NSW Health Organisations	PD2017_043	01/12/2017
Overtime Meal Allowances	IB2017_050	14/12/2017
NSW Older People’s Mental Health Services SERVICE PLAN 2017-2027	GL2017_022	13/12/2017
Pharmaceutical Charges for Hospital Outpatients and Safety Net Thresholds	IB2017_051	19/12/2017
Interpreters – Standard Procedures for Working with Health Care Interpreters	PD2017_044	19/12/2017
Fees Payable to Lecturers in Respect of In-Service Courses	IB2017_052	20/12/2017
Community Sharps Management	GL2017_023	20/12/2017
NSW Needle and Syringe Program	GL2017_024	20/12/2017
Infants and Children: Acute Management of Bronchiolitis 3rd Edition	GL2018_001	10/01/2018

Cabling work on BHHS campus continues

Trenching works continue at the rear of the BH Health Service campus near Kincumber House.

The work involves the installation of underground cabling conduit for the health service’s information technology services. This is part of the \$30 million redevelopment project currently underway and revolves around the planned demolition of Kincumber House sometime next year.

The work will be done in stages. The driveway and parking will be disrupted for a number of weeks until the work is complete.



Feedback sought for Telehealth Service Framework draft

The Final Draft of the **Telehealth Service Framework** is now available for all staff to provide feedback. If you have any comments please send to the Manager Planning and Service Development at donna.cruickshank@health.nsw.gov.au by 27 February 2018. Thanks to all who have supported the development of the Framework.