



Chief Executive's Board Report

October 2022

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NSLHD Overall Performance

Northern Sydney Local Health District (NSLHD) remains at Performance Level 0 – ‘No Performance Issues’.

This is the highest Performance Level attainable, in accordance with the NSW Health Performance Framework.

Patient Flow and Access

Overall Performance (August 2022)

In August 2022, there were 18,515 presentations to NSLHD Emergency Departments, an increase of 6.5% (1,173 presentations) when compared to August 2021.

Emergency Treatment Performance (ETP) for NSLHD was 60% in August 2022 against the overall target of 81%. This demonstrates a decrease of 9% when compared to August 2021 (69%). This reflects the continuing impact of the COVID-19 pandemic in form of modified models of care in the Emergency Department and staff furloughing.

Overall Transfer of Care (ToC) for NSLHD was 91% in August 2022 against the target of 90%.

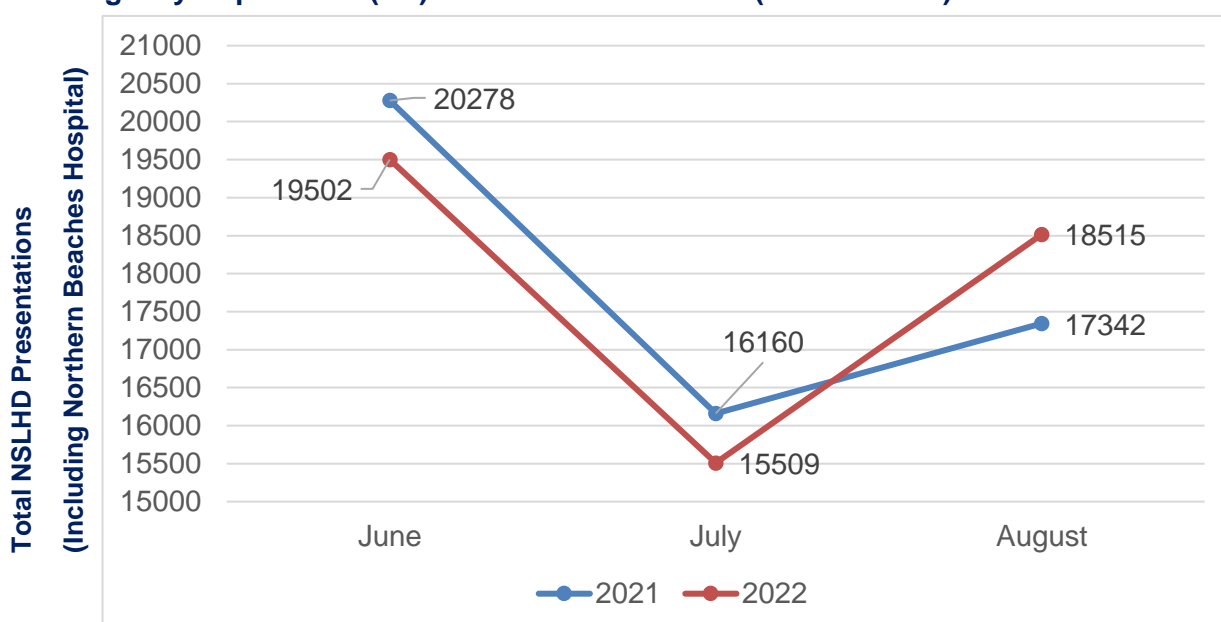
NSLHD had 592 patients overdue for elective surgery as at the end of August 2022. This is a reflection of the impact of the COVID-19 pandemic and Ministry of Health (MoH) directive to temporarily suspend all non-urgent elective surgery.

Emergency Department (ED) Presentations Results (By Hospital)

Hospital	ED Presentations August 2022		Change from August 2021
RNSH	6,754 presentations	↑	11% increase
HKH	3,882 presentations	↕	16% increase
Ryde	2,389 presentations	↓	0.04 decrease
NBH	5,490 presentations*	↓	1% decrease

*NBH ED data excludes COVID-19 presentations

Emergency Department (ED) Presentations Results (Total NSLHD)



Month

Transfer of Care (ToC) Results

Overall ToC for NSLHD was 91% in May 2022 against the target of 90%.

Hospital	ToC August 2022		Change from August 2021
RNSH	79%	↓	10% decrease
HKH	93%	↑	1% increase
Ryde	99%	↑	4% increase
NBH	98%	↓	1% decrease

ED Triage Results

Hospital	Triage Category Results				
	Category 1 (target 100%)	Category 2 (target 95%)	Category 3 (target 85%)	Category 4 (target 70%)	Category 5 (target 70%)
NSLHD	100%	80%	74%	78%	92%
RNSH	100%	67%	63%	73%	89%
HKH	100%	83%	73%	76%	94%
Ryde	100%	89%	88%	86%	91%
NBH	100%	83%	75%	77%	94%

Elective Surgery Access Performance (ESAP) Combined NSLHD Results

	Target	May 2022
Category 1	100%	100%
Category 2	97%	80%
Category 3	97%	61%

NSLHD ESAP results (excluding NBH) are a direct reflection of the COVID-19 pandemic. Temporary measures have been introduced across NSLHD to ensure patients continue to receive timely access to elective surgery. This includes centralisation of all NSLHD elective surgery bookings and clinical prioritisation of all Category 1 surgery cases.

Average Length of Stay (ALOS) (Rolling 12 Months)

Hospital	Target	May 2022
RNSH	5.50	5.41
HKH	4.20	4.95
Ryde	4.00	5.65

Legend

● Hospital on or above target

Financial Performance

September General Fund Update

Overview

In September 2022, NSLHD recorded a Net Cost of Service (NCOS) of \$7.8M (-5.6%) unfavourable, resulting in \$19.06M (-4.5%) unfavourability year to date. This includes the incremental costs related to the COVID-19 response which includes the vaccination rollout.

After adjusting for the impact of the COVID-19 response, NSLHD recorded a NCOS of \$3.7M (-0.88%) unfavourable for September 2022.

NSLHD and each Hospital and Service are working collaboratively to monitor their financial performance and to develop Efficiency Improvement Plans (EIPs) to ensure financial sustainability. NSLHD Finance is continuously monitoring our COVID-19 response and are working closely with the NSW Ministry of Health to assess the impact on financial results for financial year 2022-2023.

Total Expenses

In September 2022, NSLHD recorded \$2.5M (-0.52%) unfavourable year to date, after adjusting for COVID-19. Overall year to date COVID-19 expenses were \$14.9M.

Revenue

In September 2022, NSLHD recorded \$1.1M (-1.5%) unfavourable against revenue targets year to date.

Other item/s

As at September 2022, the NSLHD general fund bank account balance was \$4.6M.

Safety and Quality Indicators

Safety and Quality (September 2022)	MONTH				Year to Date			
	T	Target	Actual	Var	T	Target	Actual	Var
SA-BSI ^{1*}		≤ 1.0	0.6	0.4		≤ 1.0	0.9	0.1
ICU CLAB Infection Rate ^{1*}		= 0.0	0.0	0.0		= 0.0	0.2	(0.2)
Incorrect Procedures: OT		= 0	0.0	0.0		= 0	0.0	0.0
MH: Readmissions within 28 Days ¹		≤ 13.0%	14.4%	(1.4%)		≤ 13.0%	14.4%	(1.4%)
MH: APDC Follow Up Within 7 days ¹		≥ 75%	84%	9.0%		≥ 75%	84%	9.0%
Unplanned Hospital Readmissions [#]		≤6.4%	5.8%	≤ 0.6%		≤6.6%	5.8%	0.8%

¹Data 2 month delay

[#] Unplanned Hospital Readmissions targets are prior year actual.

Clinical Care and Improvement

Clinical Governance and Patient Experience

National Standards Accreditation

The Primary and Community Health (PACH) successfully completed and met all the requirements of the National Safety and Quality Health Service Standards in August 2022. PACH is awaiting the final Australian Council on Healthcare Standards Assessment Report.

Consumer Forum 2022

The NSLHD Consumer Forum was held on 21 September 2022. Twenty-two of the accredited NSLHD Consumer Advisors attended the event which was held in the Kolling Building at Royal North Shore Hospital. The feedback from consumer advisors, presenters and Clinical Governance facilitators was very positive. The Consumer Forum feedback will be evaluated and the results shared with the attendees, the Consumer Board Committee and the NSLHD Executive.

Wound Care Application (Tissue Analytics)

The Tissue Analytics trial has commenced. As previously noted, the application will be linked to the electronic medical record and uses artificial intelligence and smartphone technology to measure, analyse and treat patient wounds. The application tracks the progress of wound healing, giving capacity for remote treatment, advice and planning. The trial forms part of the Virtual Care Strategy across NSLHD.

Clinical Network Monthly Highlight

Children and Young People Network

The Children and Young People clinical network continues to bring together community and hospital-based services to improve the health and wellbeing of infants, children, young people, and their families in Northern Sydney. Some of the innovative highlights over the past year has included the COVID-19 Virtual Hospital for Children and Families. The established Paediatric HITH service provided the foundation of the first virtual hospital service for children and families with COVID-19 in NSW, which became an essential part of NSW and NSLHD COVID-19 management response.

Herbie, the therapy dog was introduced to child protection and child and family team to support therapy and or assessments. Herbie has been a wonderful addition to support patient and staff wellbeing.

Focus on New Fathers (FONF) was a project funded by NSW Health to trial SMS4DADS in NSLHD and other local health districts. The program was designed to provide ongoing support and information for fathers to be and new fathers, as well as to identify potential post-natal depression in fathers. NSLHD achieved outstanding results in recruitment to the program and provided state-wide leadership for the project, supporting other districts to reach the same high results. An additional benefit of the project was the improved collaboration with private maternity units in NSLHD.

Child and Family Health Nursing (CFHN) partnered with Sydney North Primary Health Network to successfully pilot a shared-care arrangement with five local General Practices. The project aimed to increase child health and developmental screening during routine immunisation appointments with their general practitioner, and facilitate children's access to more specialist developmental assessments and early intervention therapy. This is to optimise their learning before they start school and while their brain is still actively developing. Of the 60 children referred to CFHN during the pilot, approximately 65% of children were from Culturally and Linguistically Diverse (CALD) backgrounds.

Dr Helen Goodwin, Paediatrician at Royal North Shore Hospital has been leading the network and building on network achievements whilst A/Prof Elisabeth Murphy is on extended leave.

Integrated Care

HealthPathways

HealthPathways portal has seen a significant increase and in part due to the COVID-19 pandemic.

As of August 2022, there are 801 users (a 45% increase from August 2021) and 13,391 page visits (a 79% increase from August 2021). The team is looking at ways to capitalise on the increase in an effort to sustain greater use by GPs across the NSLHD. A user survey has been developed and distributed to understand how to continue to develop HealthPathways to meet the evolving needs of GPs across NSLHD.

Testing has commenced on a single referral line for NSW Ambulance to utilise for Rapid Response to boost referrals from paramedics. Once testing and recruitment is finalised, the initiative will go live with NSW Ambulance and feature in promotional material with other providers.

Service Updates

Mental Health, Drug & Alcohol (MHDA)

A rights and responsibilities video animation was launched in September 2022 and is available on the NSLHD Internet. The video informs consumers and carers about their rights as defined by the *National Charter of Healthcare Rights*, the *NSW Mental Health Act (2007)* and *NSW Drug and Alcohol Treatment Act (2007)*.

A mid-point review of the 10 year *Drug and Alcohol and Mental Health Service Plans* has been undertaken. The review sought input about new and reviewed priorities, including alignment with the new *NSLHD Strategic Plan 2022 – 2027*. Appendices will be developed to include new priorities, and a new operational plan will be developed to commence in 2023.

MHDA underwent an accreditation assessment by the Royal Australian and New Zealand College of Psychiatry for the Psychiatry Training Program from 26 – 28 September 2022.

Primary and Community Health

The Oral Health Service is currently reviewing the referral pathway for Aboriginal and Torres Strait Islander consumers. This work aims to streamline and standardise the process to ensure equitable access to comprehensive course of oral health care and will be undertaken in collaboration with the NSLHD Aboriginal and Torres Strait Islander Health Service.

Aboriginal and Torres Strait Islander Health Service

Sydney Metropolitan Local Aboriginal Health Partnership meeting handover was held on 16 September 2022, co-chaired by the former Chief Executive NSLHD, Ms Deb Willcox and the Chief Executive Officer of the Aboriginal Medical Service (AMS) Redfern. This meeting was attended by the Acting Chief Executive NSLHD, Mr Lee Gregory and the Director NSLHD Aboriginal and Torres Strait Islander Health Service, Adjunct Associate Professor Peter Shine.

Health Services Planning

Preliminary work is being undertaken to prepare for the development of the new Clinical Services Plan for NSLHD. The new Clinical Services Plan, which is due for completion in 2023, will have a 5 year planning horizon and will be informed by the recently endorsed NSLHD

Strategic Plan 2022 - 2027. A project plan outlining key areas of focus, stakeholder engagement strategy, and timeframe is currently being developed.

Counter Disaster

Across NSLHD, preparations for bushfire and flood response is underway, focusing on displaced persons and supporting vulnerable community members. Some of these strategies were implemented due to the ruptured water pipe on Epping Road, which led to a prolonged water outage.

Planning is underway for a multiagency exercise with ANZAC Village Narrabeen which will focus on exercising the bushfire management plan for the aged care facility.

Our Staff

People and Culture

2022 People Matter Employee Survey (PMES)

The 2022 PMES closed on 16 September 2022. NSLHD achieved its highest ever participation rate of 41.32%, which is an increase of 10.19% on the 2021 participation rate of 31.13%. The results are anticipated to be released 11 October 2022.

September 2022

NSLHD participated in 2022 Steptember under the NSW Health banner. In total, NSW Health participants raised \$165,395, for the Cerebral Palsy Alliance – the second highest amount in Australia; and NSLHD representatives raised \$37,381 – the highest amount of any local health district.

RU OK? Day – 8 September

NSLHD acknowledged R U OK? Day on 8 September 2022. On this day, staff were provided with various resources that help ‘ask the question’ and were encouraged to check in with the people around them. The Health and Wellbeing team has coordinated RU OK? ID badge cards which are currently being distributed to all staff as a conversation starter tool.

Mental Health Month

October is Mental Health Month. The 2022 theme is *Tune In*. A Chief Executive message was distributed to all staff on 30 September 2022, in recognition of the event, which included various Mental Health Month awareness and *Tune In* resources for promoting mental wellbeing in the workplace.

Additionally, following a lot of positive feedback, four new *Managing for Team Wellbeing workshops* from October 2022 and March 2023 were promoted, with the next session scheduled for 26 October 2022.

Administrative Professional Development

A working group was established in the first half of 2022 to progress the creation and implementation of a formal administration development pathway for the administrative workforce across NSLHD.

A virtually delivered *Administration Masterclass Program* will be launched in October 2022, available to all staff working in administrative functions. Fortnightly topics will be delivered through this program, with a focus on administration skills relevant to NSLHD and career development guidance.

The Continuing Professional Development Day for administrative staff program has been revised. The first day of the revised program will be held in October 2022.

People and Culture for Future Health Project – Ministry of Health

The Ministry of Health have commenced the People and Culture for Future Health Project which is a review of capability, functions and structures of the People and Culture teams and workforces across the cluster in NSW Health. A consulting company has been engaged to partner with a small internal team to lead consultation across the system and make recommendations on future-fit capabilities, structures, and functions.

NSLHD are providing input on local team structures as required to assist with this project.

Nursing and Midwifery

COVID-19

The Nursing and Midwifery Directorate continue to maintain COVID-19 screening clinics at Royal North Shore, Hornsby Ku-ring-gai, Ryde and Mona Vale Hospitals. Demand for PCR testing has decreased over the past few weeks indicative of decreased cases within the community. In September 2022, conducting RATs for Hornsby Ku-ring-gai and Ryde Outpatient Clinics was ceased. The COVID-19 Community Response Team continues to provide an essential service to the vulnerable population within the community along with the Virtual Hospital. In October 2022, the NSLHD will assist Royal North Shore Hospital in transportation of vulnerable population post-care in emergency department.

Clinical Practice, Quality and Safety

The Clinical Practice Quality and Safety team commenced working with facility Directors of Nursing & Midwifery with their identified Hospital Acquired Complications to provide support and education as required.

The Bespoke Nursing Leadership program continues at Hornsby Ku-ring-gai Hospital with two workshops to go before the conclusion of the program. Work is underway on an evaluation report.

The current Clinical Supervision Program concludes in October 2022 and an evaluation report will be completed to explore alternative models of delivery across NSLHD. Clinical Supervision is an underpinning concept of an Nursing and Midwifery Directorate Framework that is in development.

Patient Access and Logistic Unit (PALS)

The service continues to respond to the needs of all Hospitals. PALS continues to work closely with fixed wing to ensure that commercial flights are used when appropriate for Inter Hospital transfers instead of private flight providers. Work is being undertaken to identify strategies to aid reducing the fiscal output in transporting patients across all mediums.

Casual Pool Development Day

The Casual Pool Development Day was held virtually on 15 September 2022. 54 casual Nursing and Midwifery staff attended the event in response to survey feedback.

Medical Services

A significant amount of work has been undertaken by the Medical Services team, in collaboration with the Director Legal and Professional Standards, and the NSLHD’s Executive Medical Director to finalise and publish the NSLHD procedure for approval and claiming of unrostered overtime for Junior Medical Officers. This work was discussed at the monthly NSLHD Director Medical Services meeting, with an implementation and education plan being developed in consultation with the Directors and relevant stakeholders.

The recruitment process for Assistants in Medicine has now been completed by the Medical Services team, and several Assistants have commenced work within the district hospitals.

Allied Health

The Allied Health Professionals Day was celebrated across NSLHD on 14 October 2022.

The NSLHD Allied Health Recognition Awards were awarded to outstanding allied health clinicians and teams who exemplified kind and compassionate patient and consumer care, lead innovation and demonstrate the NSW Health CORE values.

NSLHD Aboriginal / Torres Strait Islander Allied Health Professional of the Year

Awarded to Ms Michelle Lawrence, Clinical Lead, NSLHD Aboriginal Mental Health Drug & Alcohol Team. Michelle has made an exceptional contribution to advocacy, positive culture, and clinical excellence with utmost professionalism. Michelle was instrumental in the development of the innovative 'Ask the Question' project. Michelle and the team continue to lead ground-breaking work on promoting culturally appropriate practice within the workplace having worked effectively to make mental health services such as the Coral Tree Family Service Inpatient Unit and other units across Macquarie Hospital a welcoming place for indigenous consumers.

NSLHD Allied Health Team of the Year

Awarded to NSLHD Exercise Physiology Team. This team exemplify teamwork and demonstrate exceptional leadership, working collaboratively across NSLHD, within multidisciplinary teams and with colleagues across the state to provide the best outcomes for their consumers, their families and carers. The team is passionate, forward-thinking and innovative, having implemented patient-centred and data driven projects, particularly during COVID-19 to support the physical health of consumers.

NSLHD Allied Health Team of the Year – Highly Commended

- Hornsby Hospital High Risk Foot Team
- Royal North Shore Hospital Emergency Department Pharmacy Team
- Mona Vale Hospital Speech Pathology Team
- Ryde Hospital Occupational Therapy Team

NSLHD Allied Health Assistant / Technician of the Year

Awarded to Sophie Logan, Physiotherapy Allied Health Assistant, Hornsby-Ku-ring-gai Hospital for caring for patients, their families and carers across a variety of clinical areas. Sophie’s flexibility, innovation and adaptability in both clinical and non-clinical roles, makes her a standout team player for Hornsby Allied Health.

NSLHD Early Career Allied Health Professional of the Year

Awarded to Ilana Krug, Social Worker, Royal North Shore Hospital. Ilana demonstrates excellence as a powerful patient advocate and in her work with diverse patient groups. Through advanced communication skills, problem-solving, collaboration with the multidisciplinary team, decision-making and safe discharge planning. Ilana’s natural ability to build trust allows her to support and provide outstanding care to her patients, well beyond her experience level.

NSLHD Allied Health Educator of the Year

Awarded to Katrina Travassaros, Student Unit Supervisor Occupational Therapy Department, Royal North Shore Hospital. Katrina promotes a holistic and person-centred approach to patient care, as well as clinician and student development. Katrina has encouraged and supported students on placement to developing skills and confidence in early career occupational therapists to challenging established occupational therapists to innovate and improve on a systems level.

NSLHD Allied Health Leader of the Year

Awarded to Tracey Cragg, Women’s Health Physiotherapy Team Leader, Royal North Shore Hospital. Tracey provides evidence-based, connected, person-centred care and leads an engaged and empowered team of Women’s Health Physiotherapists. Tracey inspires her staff through leading by example and continuously improving in her own work, supporting team members to fulfil their potential, and enhancing service delivery through innovations.

NSLHD Allied Health Researcher of the Year:

Awarded to Louise Hansell, Senior Physiotherapist, Royal North Shore Hospital. Louise is currently completing her PhD thesis in ‘Physiotherapists using lung ultrasound as a non-invasive diagnostic tool to assess the respiratory function of patients.’ Louise has published four peer reviewed papers since 2021 and is committed to supporting and upskilling staff within the department in both clinical and research skills.

NSLHD Allied Health Professional of the Year:

Awarded to Leigh Ambrose, Senior Radiation Therapist, Northern Sydney Cancer Centre. Leigh’s outstanding ability to work as part of a multidisciplinary team is exemplified by her lead role in the successful implementation of innovative technology in on-line adaptive processes, a program that requires an understanding of the use of Artificial Intelligence (AI) in the creation and delivery of radiation therapy. Leigh demonstrates an ever-consistent passion to work effectively to provide safe, quality and evidence-based care, and lead teams that exemplify these values.

Research and Innovation

Service Improvement and Innovation

eReferral

In August 2022, Royal North Shore Hospital successfully went live with the electronic general practitioner referrals to 14 medical and surgical outpatient services, Hospital in the Home and in the Emergency Department.

September 2022, data indicates eReferral uptake is increasing with 279 eReferrals sent from 62 different general practitioners practices during the month.

In November 2022, an additional 8 areas will be released for general practitioners eReferral. This will include access to Women’s Health clinics along with several additional medical outpatient clinics including Renal and Allergy/Immunology.

Research

NSLHD Research Strategy

The incoming Chair of Research Professor Bruce Robinson led a focused group workshop to determine the best way forward for a refresh of the NSLHD Research Strategy. The meeting was well attended, and plans are in place to begin a consultation for this work.

Research Passport

In conjunction with Sydney Health Partners, NSLHD has led the beginning of work towards the establishment of a Research Passport. The Ministry has been engaged to determine the best support for this.

Clinical Trials Accreditation

My Research Hub welcomes the appointment of Dr Sadia Mahboob as the NSLHD Quality Manager, Clinical Trials Accreditation. This role is an important step towards meeting the requirements of the Australian Commission on Safety and Quality in Health Care’s National Clinical Trials Governance Framework. Dr Mahboob will be responsible for oversight and

maintenance of monitoring quality and patient safety in relation to clinical trials at all sites across NSLHD. This will ensure all our sites and facilities comply with the new standards.

Collaboration meeting with UTS

Several of the NSLHD Executive team, including the Acting Chief Executive Mr Lee Gregory, Executive Medical Director, A/Prof. Chris Dennis and the NSLHD Board Chair, Mr Trevor Danos AM, met with senior UTS leaders to discuss future collaborations between the organisations. Many opportunities were identified in the productive meeting, and NSLHD looks forward to developing these further.

Kolling Institute

On 12 September 2022, the Kolling Institute joint venture officially launched the Kolling Orthopaedic Biomechanics Robotic Arm (KOBRA). It is the largest robot of its kind in Australia and is able to simulate complex human movements such as hip flexion, squatting, walking and throwing, on joints. This new technology delivers an advanced testing facility and may hold the key to significant improvements in joint replacements.

The KOBRA was made possible through collaboration between the NSLHD, University of Sydney, the Kolling Institute, the NSW Investment Boosting Business Innovation program and the Royal North Shore Hospital Staff Specialist Trust Fund. The robot is set to lead new collaborations with industry and other health partners.

Digital Health and Communications

Information, Communication & Technology (ICT)

eMR Comprehensive Care

The project evaluation for the Comprehensive Care solution has commenced and interim findings have been presented to the Implementation Advisory Group (IAG). The final report is currently under review and expected to be available by mid-October 2022. Work is underway by eHealth to implement the technical enhancements that address majority of the high priority issues. Additional education material is being prepared in collaboration with the Clinical Excellence Commission to support clinical change management across NSLHD.

Planning for phase 2 of the pilot Comprehensive Care Plan implementation is underway. It is expected that the rollout of this solution will assist in greater adoption of the Risk Screening and Assessment (phase 1 of the pilot).

eMR Fluid and Infusion Management

The eMR Fluid and Infusion Management module is an enhancement to the existing electronic medications management (eMeds) capability. The solution was successfully implemented at Hornsby Ku-ring-gai and Mona Vale Hospitals in August 2022 and at Ryde Hospital in September 2022. Change management and training activities are underway at Royal North Shore Hospital where the solution will be implemented in November 2022.

Medical Handover Tool

Work continues to develop a medical handover tool within the eMR to improve communication and documentation required for handover between various clinical teams. The proposed solution will allow for a rapid medical handover and task management within eMR, streamlining into a one-screen solution as opposed to the current system. The tool will comply with NSW Health Policy Directive *Clinical Handover*.

Microsoft 365 Digital Workspaces Project

NSLHD Modern Intranet Upgrade

The User Focus Group planning and eHealth Human Centred Design (HCD) team

engagement is in progress. The pilot team engagement strategy has been developed and initial pilot teams have been engaged. Current NSLHD Intranet site usage analytics have successfully been extracted from SharePoint. A user survey has been developed and ready for distribution.

Microsoft Teams

The Project now focusses on supporting the adoption of Microsoft Teams as the organisation’s core collaboration space with activity for this period:

- Change planning to support the State-wide MedApp launch in October 2022
- Encourage end users to attend available training and education opportunities
- Develop Organisational Teams Adoption pilot approach
- Continuing engagement of Nursing and Midwifery Directorates to support a pilot of Teams adoption

Modern Meeting Spaces

For the Kolling Building upgrades project, technical and change and adoption working groups have commenced. The auditorium design technical walkthrough is complete. Request for quote and tender evaluation plan for remaining scope are complete.

State-wide Data Centre Reform (SwDCR)

The aim of the SwDCR project is to migrate 25% of on-premises IT applications and servers to Cloud infrastructure operated as part of the NSW Government Data Centres by 30 June 2023, in compliance with government mandates. NSLHD is on track to achieve this objective, with 33% of applications and 16% of servers successfully migrated to the Cloud.

Cyber Security

As part of the NSLHD Cyber Security Strategy, the following initiatives have been recently implemented to further protect district resources:

- Migration of new antivirus software across 15,000 workstations.
- Subscribed applications on district workstations to a Software Inventory Management System (SNOW).

Upcoming planned Cyber Security activities:

- Continue to grow the Cyber Culture through cyber awareness training, communications, and executive tabletop exercises.
- Further development of the Cyber Security Communications Plan focused on the importance of cyber security in our everyday lives as well as in the workplace.
- The 2022 Cyber Security Attestation for NSLHD was completed in July 2022 and ICT is actively working to review and rate all applications in use across NSLHD to mature the list of Crown Jewels to be included in the 2023 Cyber Security Attestation.

NSLHD Communications

Internal Media

- Chief Executive email broadcasts distributed:
 - R U OK initiative
 - Announcement of NSLHD Allied Health Awards
 - Update on Child Protection Week
 - Announcement on Her Majesty Queen Elizabeth’s passing
 - Welcome message from NSLHD A/Chief Executive, Lee Gregory
 - Update on NSLHD Exceptional People Awards
- Development of the Northern Health Precinct communications plan

Social Media

- Promotion of the Kolling researchers present at international congress
- Promotion of the new treatment helping Parkinson’s patients at Hornsby Ku-ring-gai Hospital
- Promotion of the NSLHD Aboriginal and Torres Strait Islander Health Service Australian Charter of Health Care Rights, the first of its kind in NSW.

Platform	October 2022	% Change from August 2022
Facebook	40,745 followers	↑ 0.2% (40,667 followers)
LinkedIn	12,146 followers	↑ 2.6% (11,832 followers)
Instagram	793 followers	↑ 3.3% (767 followers)
Twitter	2,248 followers	↑ 0.6% (2,234 followers)

External Media

- Channel 9 news reported on Kolling Institute’s orthopaedic biomechanics robot launch. The story ran nationally across the Nine network.
- The Financial Review profiled Professor Sarah Hilmer on the benefits of reducing polypharmacy for older people.
- Pharma News featured Professor Carol Pollock discussing the importance of new medication for chronic kidney disease.
- Peninsula Living and North Shore Living featured on clinical trials at Royal North Shore Hospital, describing the hospital as a leader and profiling five current trials, including a stem cell trial for those with knee osteoarthritis. The magazines also profiled Professor Paul Glare and Associate Professor Sarah Glastras in their feature on innovative medical change markers in health in Northern Sydney.
- The Association of Australian Medical Research Institute (AAMRI) highlighted a research project involving Kolling researchers and RNSH clinicians investigating the link between cardiovascular disease and obstructive sleep apnoea.

Projects

- Commenced planning for an event at Adolescent and Young Adult Hospital, Manly
- Developed a prospectus on mental health research
- Co-ordinated corporate photography for maternity services website

- Planned communication support for Royal North Shore Hospital radiology/oncology services
- Supported the launch of Mental Health Drug and Alcohol’s Rights and responsibilities video
- Supported Clinical Governance’s inaugural NSLHD Consumers’ Forum
- Development of promotional work for the NSLHD Virtual Hospital
- Ongoing website design and updates
- Worked with orthotics on potential media story on initiative for burns
- Explored media opportunities with Royal North Shore Hospital medical imaging and surgery
- Continuing communication support for the Ryde Hospital Redevelopment project
- Development of the NSLHD Year in Review
- Supporting the communication and promotion of Child Protection Week, including filming
- Assisted with the promotion of STEPtember across NSLHD
- Worked with Kolling Institute to organise surgical robot launch and media story
- Worked with Northern Sydney Clinical School on NSLHD Research Showcase
- Continued work with stakeholders on NSW Government rebranding on new framework requirements
- Progress on NSLHD intranet homepage redesign and communication plan
- Progress on the NSLHD Year in Review and Annual Public Meeting
- Progress on new websites for Maternity, Cancer, MHDA and Northern Sydney Virtual Hospital Service

Philanthropy

NORTH Foundation Update

Staffing

The Foundation is currently recruiting up to 4 positions. In the meantime, all enquires are being managed by Foundation Chief Executive Gilbert Lorquet and Marketing and Communications Manager, Amelia Seeto.

NSLHD-NORTH Foundation Reboot Workshop

The NSLHD-NORTH Foundation Reboot Workshop was held on 6 September 2022 with the following outcomes:

Project 1: Identifying a limited set of strategic funding requirements for corporate giving / trusts and foundations giving

- NORTH Foundation will establish a ‘themes’ meeting and will hold future meetings with the NSLHD Executive, in November 2022, February 2023, and quarterly thereafter. Attendees will include NSLHD A/Chief Executive, NORTH Foundation Chief Executive, NSLHD, NSLHD General Managers, Service Directors, Nursing Directors, Consumer Representatives and Network Director Representatives.
- NSLHD Capital Alignment Meetings will also be established. The aim of these meetings is to be ‘Aspirational’. These meetings will be preceded by an opportunity for the broader NSLHD staff to create a ‘wish list’, which will then be incorporated.

Project 2: Improve positioning of NORTH Foundation with various facilities, including staff and clinicians

- The NORTH Foundation are aiming to conduct a re-branding of the Foundation to better align it with the individual hospitals, and leverage its strong patient relationships. The Foundation is also exploring ways to make ‘success stories’ more accessible for patients, as well as including the Foundation in the induction process for new clinicians at NSLHD.



Lee Gregory
Acting Chief Executive

Date: 12/10/2022