



Chief Executive's Board Report

August 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 (June 2022)

In June 2022, there were 19,502 presentations to NSLHD Emergency Departments, a decrease of 4% (776 presentations) when compared to June 2021.

Emergency Treatment Performance (ETP) for NSLHD was 58% in June 2022 against the overall target of 81%. This demonstrates a decrease of 5% when compared to June 2021 (63%).

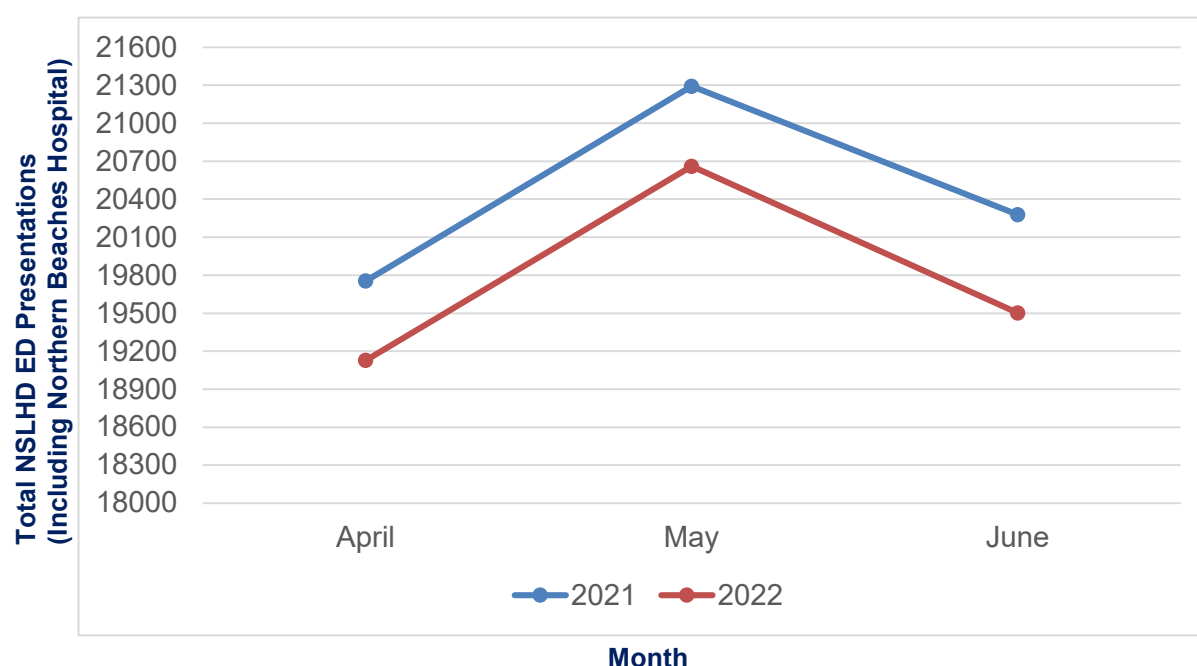
Overall Transfer of Care (ToC) for NSLHD was 86% in June 2022 against the target of 90%.

NSLHD had 651 patients overdue for elective surgery as at the end of June 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 Presentations Results (By Hospital)

Hospital	ED Presentations June 2022	Change from June 2021	
RNSH	7,216 presentations	↓	3% decrease
HKH	4,055 presentations	↑	6% increase
Ryde	2,424 presentations	↓	3% decrease
NBH	5,807 presentations	↓	10% decrease

Emergency Department (ED) Presentations Results (Total NSLHD)



Transfer of Care (ToC) Results

Overall ToC for NSLHD was 86% in June 2022 against the target of 90%.

Hospital	ToC June 2022	Change from June 2021	
RNSH	75%	-	No change
HKH	82%	↓	4% decrease
Ryde	97%	↑	3% increase
NBH	97%	↓	2% decrease

ED Triage Results

Triage Category Results					
Hospital	Category 1 (target 100%)	Category 2 (target 95%)	Category 3 (target 85%)	Category 4 (target 70%)	Category 5 (target 70%)
NSLHD	100%	73%	68%	73%	91%
RNSH	100%	67%	61%	69%	88%
HKH	100%	81%	67%	69%	92%
Ryde	100%	90%	86%	83%	96%
NBH	100%	73%	67%	76%	92%

Elective Surgery Access Performance (ESAP) Combined NSLHD Results

	Target	June 2022
Category 1	100%	99%
Category 2	97%	87%
Category 3	97%	72%

NSLHD ESAP results 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	June 2022
RNSH	5.50	5.36
HKH	4.20	4.34
Ryde	4.00	5.25

Legend

● Hospital on or above target

Financial Performance

NSLHD’s Net Cost of Service for July is not reported. Budgets for Financial Year 2022/23 will not be uploaded to the system until the end of August 2022.

June General Fund 2022 Update *(reported one month late due to end of financial year reporting timelines)*

Overview

In June 2022, NSLHD recorded a Net Cost of Service (NCOS) of \$4.9M (2.54%) favourable and \$24.0M (-1.35%) unfavourable to budget for the full year. This includes the incremental costs related to the COVID-19 response.

After adjusting for the impact of the COVID-19 response, NSLHD recorded a NCOS of \$23.4M (-1.4 %) unfavourable for June 2022.

NSLHD and each Hospital and Service are working collaboratively on Efficiency Improvement Plans (EIPs) to ensure financial sustainability. As at June 2022, \$6.5M worth of EIPs have been submitted to the MoH.

Total Expenses

In June 2022, NSLHD recorded \$2.9M unfavourable and \$2.8M (-0.14%) unfavourable for the Full Year. The Full Year COVID-19 incremental expense was \$129.0M.

Revenue

In June 2022, NSLHD recorded \$17.9M (-6.4%) unfavourable Year to Date for own sources revenue. This is primarily driven by a reduction in private inpatient, DVA, MAA and outpatient activity due to previous COVID-19 lockdowns.

Other item/s

As at June 2022, the NSLHD general fund bank account balance was \$474K.

Safety and Quality Indicators

Safety and Quality (July 2022)	Month				Year to Date			
	T	Target	Actual	Var	T	Target	Actual	Var
SA-BSI ^{1*}		≤ 1.0	0.5	0.5		≤ 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%	10.9%	2.1%		≤ 13.0%	12.3%	0.7%
MH: APDC Follow Up Within 7 days ¹		≥ 75%	86%	11.4%		≥ 75%	87%	12.0%
Unplanned Hospital Readmissions [#]		≤ 6.4%	6.1%	0.3%		≤ 6.6%	5.9%	0.7%

¹Data 2 month delay

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

Clinical Care and Improvement

Clinical Governance and Patient Experience

National Standards Accreditation

Australian Council on Healthcare Standards (ACHS) Accreditation Assessments

Preparation is well underway for the Primary and Community Health ACHS Accreditation Assessment scheduled for 22 to 26 August 2022 and the Accreditation Assessment for Mona Vale Hospital has been scheduled for June 2023.

Australian Charter of Health Care Rights

The Consumer and Patient Experience Unit have partnered with the NSLHD Aboriginal and Torres Strait Islander Health Service to create a unique and first ever culturally appropriate and tailored version of the Australian Charter of Health Care Rights (the Charter). The NSLHD version of the Charter has been designed using artwork created by highly respected members of the NSLHD Aboriginal and Torres Strait Islander Community and language adapted to make meaning of the Charter for Aboriginal and Torres Strait Island people in our community. The Australian Commission on Safety and Quality in Health Care (the Commission) have endorsed the adapted version of the Charter and with support from the NSLHD Aboriginal and Torres Strait Islander Health Service, the Commission will use the adaptation as a template for other districts and states to guide them in developing local adaptations of the Charter.

Complaint Management

In January 2022, the NSLHD Internal Audit Unit published their final report on Complaints Management in NSLHD. The objective of the review was to gain reasonable assurance that NSLHD has the effective systems in place to facilitate the timely recording, actioning and response to patient related complaints including reporting and objective investigation of all material complaints.

New online learning modules have been made available to staff across NSLHD to support them in responding effectively and confidently to complaints from patients, consumers, and carers. The training focuses on interpersonal skills including empathy, active listening and solution focussed communication.

Implementation of new NSW Health Formulary and new NSLHD Drug and Therapeutic Committee

The NSW Ministry of Health is leading a medicines reform to create and maintain a state-wide medicines formulary. The NSW State-wide Formulary will create better patient outcomes and enable better value healthcare through:

- Consistency of medicines use while maintaining appropriate clinical choice
- Equity of access to medicines for all patients
- Improved medication safety and ability to monitor medication use and outcomes
- Use state-wide purchasing to obtain best value.

The Formulary is scheduled to be implemented in late 2022. To complement the introduction of the State Formulary, NSLHD has appointed a specialist advisory group that will provide oversight and governance for implementation and will establish a NSLHD Drug and Therapeutics Committee. The Committee will strengthen medication governance in NSLHD, increase standardisation of practice in NSLHD and align to hospital and service level Medication Safety Committees.

The first stage of implementation requires all hospitals to conduct a gap analysis comparing the medicine listings in the NSW Medicines Formulary and restrictions with existing local formulary’s to inform the impact of change.

Clinical Network Monthly Highlight

Supportive and Palliative Care Network

On 9 June 2022, the NSW Government announced a \$743 million funding boost for palliative care services over the next 5 years, with the aim to significantly enhance the palliative care workforce and care provision in NSW. A \$600,000 enhancement for *Enhancing End of Life Care* was provided in the 2022-23 Service Agreement between NSLHD and the Ministry of Health. The Supportive and Palliative Care Network are working towards a plan to allocate this funding enhancement based on patient needs across NSLHD.

NSLHD’s partnership with HammondCare continues to strengthen. A Palliative Care Workshop will be convened on 30 August 2022 to further develop the integrated model of care and renew the governance framework underpinning the organisational partnership. The Service Level Agreement for 2022-2023 between NSLHD and HammondCare is currently under review.

A revised model of care for bereavement services in NSLHD has developed based on a 2021 bereavement services review. This will establish a systematic and consistent approach to bereavement care across NSLHD. A new Bereavement Coordinator position will be recruited to in the coming months, with the goal to drive implementation of the redesigned bereavement model and to appropriately guide bereaved people to access the right level of information and support when required. This will ensure various levels of bereavement intervention are readily available and integrated as routine practice and culture.

All palliative care inpatient and community teams across NSLHD are now participating in Palliative Care Outcomes Collaboration (PCOC), a nation-wide voluntary program, to measure and report palliative care outcomes to drive high-quality care. The Supportive and Palliative Care Network have worked closely with the NSLHD Analytics and Performance Unit to develop a PCOC Dashboard solution, providing clinicians and health service managers with fast and easy access to PCOC outcome data to support evidence-based decision making about service improvement opportunities.

Integrated Care

Emergency Department to Community Initiative

NSLHD is currently working closely with our Emergency Departments and other services to develop standardised guidelines for identifying and managing frequent presenters. Local governance will be established to provide oversight of the nearly 300 frequent presenters each year to ensure optimal strategies are in place to manage their needs in the community.

Collaborative Commissioning

NSLHD and the Sydney North Health Network have jointly agreed on the priority of rapid care for frail and older people as part of the Collaborative Commissioning Partnership and the NSLHD Geriatric Outreach Service is a key component of this Partnership.

The Geriatric Outreach Service treats patients experiencing an acute decline which may necessitate a transfer to the emergency department if not medically reviewed within 48 hours. In July 2022, Geriatrician outreach reached over 1200 referrals and engaged a number of new General Practitioners to the program.

Service Updates

Mental Health, Drug and Alcohol (MHDA)

National Mental Health Commission Visit

In July 2022, NSLHD welcomed the National Mental Health Commission for a Community Forum focused on Australia’s mental health and suicide prevention system. The Forum was

one of 34 community visits across Australia by the Commission to inform the development of a National Outcomes-Based Framework.

Northern Beaches Youth Mental Health Service Enhancements

MHDA is currently developing plans to expand child and youth mental health and drug and alcohol community services, and is working closely with Northern Beaches Hospital in planning new hospital services. This is following on from the June 2022 NSW Government announcement related to the \$11.4M investment in mental health services for children and young people on the Northern Beaches.

Primary and Community Health (PACH)

NSLHD Happy Healthy Tibetan Children Refugee Project

As part of the Happy Healthy Tibetan Children Refugee Project, the Northern Beaches Child and Family Health (CFH) Paediatric Medical Team have completed a review of Tibetan participation rates in child health and development screening and attendance at Nursing clinics. The review found that children born to Tibetan parents in Australia, who received a 1 - 4 week check with a CFH Nurse had an average of three subsequent appointments with a CFH Nurse, compared to Tibetan children born overseas who were referred to a community paediatrician before they were five years old. These findings will inform the CFH Service Model Development being undertaken as part of the Project.

Aboriginal and Torres Strait Islander Health Service

NAIDOC Week 2022

The NSLHD Aboriginal and Torres Strait Islander Health Service celebrated NAIDOC 2022 week at Royal North Shore, Hornsby Ku-ring-gai and Ryde Hospital from 4 July to 8 July 2022. NAIDOC Week was celebrated with Smoking Ceremonies, a Yidaki performance and Kris and Tharan group performances.

Stepping Into Internship Program

The Stepping Into program offers practical paid work experience for successful students with disability who may face significant obstacles in gaining employment. The Aboriginal and Torres Strait Islander Health Service recently announced the successful applicant who will be commencing an internship with the Service as part of the winter 2022 program.

Bungee Bidgel

The Bungee Bidgel Aboriginal and Torres Strait Islander Health Clinic based at Hornsby Ku-ring-gai Hospital has increased operational days from one day per week to five days per week.

Health Services Planning

NSLHD Strategic Plan 2022-2027

The consultation phase on the draft NSLHD Strategic Plan (the Plan) concluded in mid-July 2022. The Plan has been updated to incorporate feedback and will be submitted to the NSLHD Board for final endorsement. Subject to NSLHD Board endorsement, a virtual launch of Plan will be scheduled for late August 2022.

Counter Disaster

Deployment Capability

Rebuilding deployment capability and expanding the toolkits of employees who undertake emergency response roles remains a priority. Training programs have been delivered for local/state deployments including the Major Incident Medial Management System and Psychological First Aid courses.

Bushfire Season

The Counter Disaster Unit will now begin to focus on developing a liaison role and evacuation management along with the summer preparedness exercise program as we move into Bushfire Season.

Our Staff

People and Culture

Recruitment, Retention and Recovery

Recruitment and retention initiatives remain a priority for NSLHD as we continue to focus on overcoming recruitment market challenges, which are being experienced globally. A range of staffing strategies are being deployed including a targeted recruitment process and various improvement and talent acquisition initiatives.

NSLHD Security Services

The 2022 Security Improvement Audit Tool (SIAT) assessments have commenced, with the initial audits occurring at Hornsby Ku-ring-gai Hospital and Pennant Hills Community Health Centre during the last week of June. The NSLHD Security Service is currently awaiting the preliminary reports from these initial audits.

The SIAT is expected to be conducted at Ryde Hospital in August, followed by Mona Vale Hospital, Macquarie Hospital and Royal North Shore Hospital, between September-October 2022.

September 2022

Registrations have opened for the 2022 Steptember challenge. NSLHD will be participating again this year to raise funds for the Cerebral Palsy Alliance. The Steptember challenge will be promoted to NSLHD staff during August to encourage healthy activity and staff connectedness.

NSW Health Talent Strategy 2022-2023

The NSW Health Talent Strategy was launched in July 2022. The Strategy provides a whole of system commitment to growing talent, encouraging greater internal talent mobility and attracting exceptional external talent in NSW Health. A supporting Implementation Plan has also been developed to provide more information on areas of focus for the first three years. The Strategy has been published on the NSW Health Talent Hub which is accessible by all NSW Health staff providing access to talent resources across the State. NSLHD is working closely with the NSW Ministry of Health on implementation of the Strategy.

Nursing and Midwifery

Nursing and Midwifery COVID-19 Screening Clinics/Community Response Teams/Vaccination Hub

Testing numbers have increased by 30% over the past month due to an increase in positive COVID-19 cases in the community. The COVID-19 Nursing and Midwifery team have also experienced an increased demand in community assistance and have provided services such as venepuncture, delivery of Rapid Antigen Test kits, pulse oximeters and necessary anti-viral medication.

The Royal North Shore Hospital Vaccination Hub remains open to support staff in receiving COVID-19 and Influenza vaccinations. Pop up clinics have also been held for staff at HKH, Ryde, Mona Vale and Macquarie Hospitals. Macquarie Hospital has also been provided with an in-reach vaccination service for their long term consumers.

Clinical Practice, Quality and Safety Team

Delivery of the HKH Bespoke Nursing Unit Manager Leadership Program continues with positive feedback has been received from participants and presenters. Attendees have also completed individual 360 feedback surveys and will begin feedback/coaching sessions in August. All participants have identified a quality improvement project and will be supported by the Nursing and Midwifery Clinical Practice, Quality Safety Team and Hospital Clinical Governance team.

MidStart 2023 Campaign

Interviews have been attended and 9 applicants will be recommended for positions at RNSH and HKH in 2023.

GradStart 2022 Campaign

The July intake of 44 new graduate nurses have commenced across the District. There were a few new graduate nurses who withdrew just prior to commencement and replacements are currently being sourced.

GradStart 2023 Campaign

Interviews for the GradStart 2023 campaign will commence on 8 August 2022 at RNSH. Following participation in the recent careers expos with NSLHD university partners, NSLHD received 418 nursing applications and 12 midwifery applications.

The GradStart Handbook is currently being revised in conjunction with NSLHD Organisational Development and Capability team. This handbook will provide new starters with an overview of nursing and midwifery information and resources ahead of commencement in a clinical environment.

NSLHD Nursing and Midwifery Casual Pool

Recruitment to the Casual Pool continues and opportunities to advertise with university partners including the University of Sydney and the University of Technology, Sydney, being explored.

A Nursing and Midwifery Casual Pool Development Day will be held in mid-September 2022 and a database is being developed in conjunction with NSLHD Workforce Systems Informatics to improve communication and engagement with the Casual Pool and agency nursing and midwifery workforce.

Maternity Services

Maternity services across NSLHD will launch a new model of care in August 2022. The Maternity Antenatal Postnatal Service (MAPS) is a model of care that provides woman-centred care by a known midwife throughout the antenatal and postpartum period of a woman’s journey. The continuity of care model will commence at RNSH and HKH maternity services providing:

- Antenatal care with a known midwife for the duration of the woman’s pregnancy;
- Postnatal care in the home, after discharge from the maternity unit, with the same known midwife;
- Collaboration with the multidisciplinary team as needed and co-ordination by the known midwife;
- All inpatient care, including labour and birth care is provided by maternity staff.

The NSLHD Maternal, Neonatal and Women’s Health Network will be co-ordinating the data collection for this model of care, and will provide updates as required.

Patient and Logistic Services (PALS)

PALS are commencing work with Mona Vale Hospital to review and refresh how patient referrals to inpatient rehabilitation are articulated on the Patient Flow Portal . This will provide

greater transparency/communication around the progress of referrals for inpatient medical and surgical units within NSLHD and improved planning for transfer.

PALS are partnering with Patient Transport Service (PTS) to test and feedback on a customer data dashboard. This dashboard will provide easy access to monitor both Hospital and ward based PTS booking data and review this activity in tandem with costs.

Medical Services

Assistant in Medicine Positions

In July 2022, the NSW Ministry of Health advised that they will continue the Assistant in Medicine (AiM) positions to support the recovery from COVID-19 activities across NSW Health. The Ministry is providing funding to LHDs and Specialty Networks to support the employment of the AiM workforce from 1 July 2022 to January 2023.

Allied Health

HETI Allied Health Assistant and Pharmacy Technician Scholarship Program

The Scholarship Program provides funding for Allied Health Assistants and Pharmacy Technicians/Assistants to undertake training in the Certificate IV Allied Health Assistance or Certificate IV Hospital Health Services Pharmacy Support. There is also funding available for Allied Health Assistants who have already completed their qualification, but who wish to diversify their skills by studying additional units within other disciplines. NSLHD have had many successful participants in the program over the years and this year scholarships have been awarded 3 Pharmacy Technicians, 1 Allied Health Assistant in Physiotherapy and 1 Allied Health Assistant in Physiotherapy/Occupational Therapy.

Allied Health Wellness Activities

During August and September 2022, Allied Health clinicians have been invited to participate in a range of wellness activities including an online presentation from Associate Professor Caryl Barnes, Senior Staff Specialist Consultation Liaison Psychiatry on *Staff wellbeing during COVID-19 times and beyond*, virtual team trivia, September promotion and other specific wellness resources for teams to access.

Research and Innovation

Service Improvement and Innovation

Healthlink

The Hospital in the Home Service has become the first service in NSLHD to launch electronic referrals using Healthlink. HealthLink provides electronic referral forms that are integrated with the majority of GP practice software systems and 97 per cent of GPs in the LHD will have access to them. The integration with the GP’s practice software makes it easier for GPs to provide demographic and clinical information from their own system to deliver clinically relevant information to our services that will enhance the transfer of patient care. A further rollout of HealthLink eReferrals will occur on 10 August 2022 when 14 medical and surgical outpatient clinics at Royal North Shore Hospital launch electronic forms. The adoption of eReferrals has supported NSLHD’s bid to be the first LHD for the rollout of eHealth’s Engage Outpatients system in 2023. This will continue the digital transformation of outpatient services to improve management and timeliness of patient care and reduce the risks created by manual workload of faxed referrals.

Virtual Care

The majority of Medicare item numbers for Telehealth and telephone were extended by the Australian Government from 1 July 2022. This has been an important factor in supporting the sustainability of telehealth and telephone consultations for a number of specialist-led outpatient clinics beyond 30 June 2022.

The pilot for remote patient monitoring for chronic diseases has been delayed. The team will continue to engage with clinicians to develop models of care for heart failure and diabetes and develop the non-clinical aspects such as enrolment and on-boarding of patients and clinicians to use new technology to manage care, as well as develop an evaluation framework to monitor outcomes.

Research

My Research Hub

The NSLHD My Research Hub has recently appointed a Research Data Manager. This role will support a number of important research projects including the Kolling Institute Tumour Bank and the Tick Borne Diseases project.

Clinical Trials Accreditation

The National Clinical Trials Governance Framework has been released, and will commence in January 2023 with clinical trials being assessed as part of hospital accreditation. Recruitment is underway to the Quality Manager, Clinical Trials, NSLHD, who will have responsibility for oversight and maintenance of quality and patient safety in relation to clinical trials including identifying risks to quality and compliance in line with the new National Clinical Trials Governance Framework and assisting clinical trials groups across NSLHD to prepare for and adopt the new Framework.

Clinical Trial Management System

Clinical Trial Management System (CTMS) training commenced in July, with more than 80 users attending the sessions. Several Clinical Trial Units have engaged with the Change Manager to commence their transition into the system. It is anticipated that the state-wide rollout of the CTMS should be complete by early 2023.

Chair of Research, NSLHD

Recruitment to the position of Chair of Research, NSLHD, is underway.

Kolling Institute

Appointment of Kolling Institute Academic Director

Professor Jim Elliott has been appointed as the new Academic Director of the Kolling Institute. Jim brings a wealth of experience to the position including a research career spanning more than two decades. Jim is recognised as a global expert in neck pain and whiplash injuries and leads large scale, multi-centre projects involving collaborators from across Australia and the globe. As a Professor of Allied Health in the Faculty of Medicine and Health at the University of Sydney and Northern Sydney Local Health District, Jim is highly respected across the national and international research community. Jim is well known to NSLHD and during a period as the Kolling’s Acting Executive Director in 2021, he led the development of the institute’s new research plan and provided key leadership for the research team.

Digital Health and Communications

Information, Communication & Technology (ICT)

eMR Comprehensive Care and Smoking Cessation Projects

The Project Team, in partnership with eHealth NSW, continues to resolve several minor defects and enhancement requests that have been logged since the implementation. The Project evaluation for the Comprehensive Care solution has commenced and a report is expected to be available by end August. Initial feedback and reports suggest there are some issues with adoption of the new solution, possibly due to staffing shortages during the winter season. The Project Team are looking at ways to improve the uptake of the system.

eMR Fluid and Infusion Management

The new eMR Fluid and Infusion Management module will enhance the existing electronic medications management (eMeds) capability. Change management and training activities are underway.

Medical Handover Tool

Work is underway 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 where staff need to branch across the eMR to complete documentation. The tool will comply to NSW Health Policy Directive *Clinical Handover* (PD2019_020).

Microsoft 365 Digital Workspaces Project

NSLHD Modern Intranet Upgrade

Design workshops have been held with NSLHD Media and Communications, ICT Digital Services, and eHealth Solutions Delivery teams, focusing on standard template development and planning for end user focus groups. The NSLHD intranet homepage design will be presented to the NSLHD Digital Health Steering Committee for endorsement in August 2022 following wider consultation (focus groups).

Microsoft Teams

Migration from Skype to Teams is now complete, user training continued throughout July with the focus now turning to adoption of collaboration features and functions. A Microsoft Teams Governance Hub and Insights tool launched in July 2022. This tool is designed to help protect files and information on Microsoft Teams as the volume of information and users accessing it increases.

State-wide Data Centre Reform

The migration of application servers from on-premise to Cloud continues with the support of the eHealth project team. The aim of the project is to migrate 25% of on-premise servers to the Cloud. NSLHD are well on the way to achieving this target by the 30 June 2023.

Cyber Security

The Annual Cyber Security Attestation was completed and submitted during July 2022. Implementation of the Cyber Security Roadmap continues with the following upcoming planned priorities:

- Continue to grow Cyber Culture through cyber awareness training, communications, and executive tabletop exercises.
- Complete of the Defence in Depth technology uplift included web access, firewall, network access and hardening.
- Respond to and implement the recommendations from the October 2021 NSLHD Internal Audit review.

- Develop of the Cyber Security Communications Plan focusing on the importance of cyber security in our everyday lives as well as in the workplace.
- Working with eHealth, to upgrade our End Point Security systems.

NSLHD Communications

Internal Media

- Three NSLHD newsletters published.
- Chief Executive email broadcasts distributed:
 - Announcement of NORTH Foundation Grants Program
 - Announcement of the NSLHD Senior Leadership Development Program
 - Update on COVID-19 new visitor restrictions
 - Update on COVID-19 Omicron.

Social Media

Platform	July 2022	% Change from June 2022
Facebook	40,563 followers	↑ 0.2% (40,472 followers)
LinkedIn	11,409 followers	↑ 2.3% (11,151 followers)
Instagram	740 followers	↑ 3.3% (716 followers)
Twitter	2,222 followers	↑ 0.6% (2,208 followers)

External Media

- Media statement issued to Peninsula Living Magazine on mental health services on the Northern Beaches.
- Media statement issued to ABC TV on Hornsby Ku-ring-gai Hospital nurses and midwives protesting over staffing in ICU.
- Media statement issued to North Shore Living on the RNSH Concussion Clinic.
- Channel 9 News featured RNSH’s rheumatologist Professor David Hunter from the Kolling’s Osteoarthritis Research Group who discussed a large-scale clinical trial pioneering the use of stem cells to treat and potentially cure osteoarthritis.
- Content collated for upcoming North Shore and Peninsula Living feature on leading clinical trials on RNSH campus.

Upcoming Events

- Official opening of Hornsby Ku-ring-gai Hospital Stage 2 Redevelopment – 9 August 2022.
- Hospital in the Home launch – 2 August 2022.
- NSLHD Aboriginal Health and Torres Strait Islander Tiny Feet launch – 4 August 2022.
- NSLHD Mental Health Drug and Alcohol services launch of Let’s Talk about Voices – 29 August 2022.

Projects

- Developed NSLHD/Ryde Maternity Service Brochure.
- Assisted NSLHD Finance with design and development of patient leaflet.
- Preparations for Hospital in the Home with renaming launch.
- Assisted with promotion of DonateLife Week.
- Assisted the Aboriginal and Torres Strait Islander Health Service with promotion of NAIDOC Week.
- Assisted NSLHD People and Culture with staff recognition videos.

- Prepared NSLHD Nursing and Midwifery Awards event.
- Assisted HKH with planning for Annual Public Meeting and community open day.
- Assisted NSLHD Operations with GP engagement communication pathway.
- Continued work with stakeholders on NSW Government rebranding on new framework requirements
- Progress on NSLHD intranet homepage redesign and communication plan.
- Promotion of NORTH Foundation Grants program.
- Preparation of promotional material for Quality and Improvement Awards.
- Assisted Health Promotion with Go4Fun Health and Active for Life initiatives.
- Promotion of the Ramsay study, travel and equipment grant program to support researchers based on the RNSH campus.
- Commenced planning of the NSLHD Year in Review and Annual Public Meeting.
- Preparation of Employee Value Proposition work with People and Culture.
- Progress on new websites for Maternity, Cancer, MHDA and development of a clinician finder web search.

Philanthropy

NORTH Foundation Update

Tax Appeal

The 2021/22 Tax Appeal generated support from over 600 donors. These generous contributions will help support and enhance our healthcare services and outreach programs in delivering care to our community.

Foundation for the Accreditation of Cellular Therapies (FACT)

FACT is an internationally recognised accrediting body responsible for the audit procedure that Hospitals and medical institutions must undergo before they are able to offer stem cell transplants on site. The FACT program also audits all aspects of cellular therapy patient care from diagnosis through to long-term survivorship. The NORTH Foundation have recently launched a funding campaign to support FACT accreditation for RNSH which would enable RNSH to participate in clinical trials and offer cancer patients the latest treatment options available.



Deb Willcox
Chief Executive

Date: 8 August 2022