

NSLHD

NORTHERN SYDNEY
LOCAL HEALTH DISTRICT

10 MAY 2019 | ISSUE 8

NEWS



QUALITY AND IMPROVEMENT AWARDS WRAP UP

The celebration of our nurses, clinicians, allied health professionals, support staff and researchers.

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NEW ARTWORK AT RYDE HOSPITAL

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Leaders in healthcare, partners in wellbeing



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Health
Northern Sydney
Local Health District



MESSAGE FROM THE CHIEF EXECUTIVE Deb Willcox

This week we have been celebrating our fantastic midwives and nurses.

International Day of the Midwife on May 5 and International Nurses' Day on May 12 are both important days of the year for our staff as we acknowledge their wonderful achievements.

With more than 5000 babies delivered in our district last year, our midwives have impacted the lives of literally thousands of women and their families at a profound time in their lives.

I would like to thank each of you for your incredible work, whether it is in our hospitals or within the community.

To our 4600 nurses across the District, I would also like to wish you a happy International Nurses' Day for this coming Sunday.

Whenever I walk through any of our hospitals, community health centres or services, I always find myself struck by the care and compassion you all show to our patients - sometimes in difficult circumstances.

Nursing has changed a lot since I was on the wards, but the one thing that has been constant is the very special relationship nurses have with their patient and families. What I see in our District is how our nurses respect and care about this relationship.

Celebrations and award ceremonies for IND and IDOTM are underway across our District, including a barbecue on Wednesday at Hornsby, the nursing triathlon at RNSH, daily showcases at Ryde and an awards ceremony and lunch at Mona Vale.

Our Mental Health, Drug and Alcohol teams will hold their celebrations next week from Monday.

Once again, thank you to all of our nurses and midwives for your excellent work.

Nominations are now open for the annual statewide Excellence in Nursing and Midwifery Awards. There are 12 categories ranging from excellence in practice to clinical leadership and innovation in research.

It would be fantastic to see our district well represented so I would encourage you to nominate your nursing and midwifery colleagues by visiting e-award.com.au/2019/einma/ by Friday June 28.

Last week also saw the NSLHD Quality and Improvement Awards, which was a huge success. Congratulations to all the winners and finalists, whom you can see on page 8-9.

I would like to thank award organisers Gyani Swift and Anna Giuffrida for all their hard work, including the tough job of organising the judging.

Having seen the quality of the entries myself, I have to say I am incredibly proud of all the excellent work our staff are doing, day in, and day out.

Also I give a special thank you to Anthony Dombkins for stepping in to MC the event after I was called away at late notice.

Lastly, thank you everyone for making sure you receive your flu shot. So far more than 3500 people have been vaccinated at our Staff Health clinics. Getting your flu shot does not just help to protect you, but also your family, friends, colleagues and our patients.

Deb Willcox
Chief Executive
Northern Sydney Local Health District



ARISE YOUNG ARCHIE ROYLE

When the Duke and Duchess of Sussex announced the name of the newest addition to the Royal family, Greenwich couple Steve Royle and Abigail Hatter (pictured left with Archie) couldn't believe their luck.

Half a world away, in the maternity department at Royal North Shore Hospital, they were sitting cuddling their first born, Archie, who is a Royle of a different kind.

Archie William Royle was born

on Tuesday May 7 and even though the real royal Archie was born first, Sydney Archie was named before the royal bub's moniker was announced.

Steve and Abigail decided their baby would be called Archie long before the Royal couple's announcement.

No matter what, their Archie was taking his new found fame in his stride, looking princely in a photo shoot with mum and dad for the North Shore Times.

BABY JORDAN MAKES IT HOME IN TIME FOR MOTHER'S DAY

A Cremorne family has an extra reason to celebrate this Mother's Day with their very preemie baby boy getting the all-clear to go home after more than three months in RNSH.

Little Jordan Cua's sudden arrival at just 24 weeks gestation on January 3 was preceded by Boxing Day stomach pain which his mum Esther suspected could potentially be post-Christmas food poisoning.

"The pain was sporadic but worsening and eventually I was diagnosed with appendicitis," Esther said.

"Suddenly I went into labour and it was terrifying. I tried to keep him in - I didn't want to have him at 24 weeks, but he came flying out and I heard a yelp.

"Then they put him on my chest and it was shocking as he was so tiny. You never expect to see a baby like that, let alone your own."

Esther and her husband Steve, 34, had just a few minutes with Jordan, who weighed just 732 grams, before he was whisked off to receive specialist medical treatment.

As if that wasn't dramatic enough, Esther's appendix burst and she needed emergency surgery.

"It was a very stressful and tense time at the beginning, with Esther being very sick and not knowing what was going to happen with Jordan after his surprise and sudden entry into the world," Steve said.

"All the caring, patient and loving staff at RNSH



helped and supported us tremendously and we feel extremely blessed."

Dr Stephanie Boyd (pictured above with the family), who cared for Jordan during his hospital stay, said she and her colleagues were delighted the new bub was finally able to go home.

"Jordan was born extremely pre-term but he's come such a long way and overcome so many obstacles throughout his stay in the NICU," Dr Boyd said.

"It has been a pleasure caring for and getting to know Jordan, Esther and Steve and their family over the past several months and we wish them all the very best for their future."

Jordan, whose due date was April 19, weighed in at just over three kilos when he finally went home.

CHANGES TO HORNSBY CAR PARK

From Monday, 13 May car parking fees will apply to anyone wishing to park on site at Hornsby Ku-ring-gai Hospital.

Following the opening of the 500-space multi-storey car park in December, parking on site has been free during final testing and building works.

The car parking fees will be gradually phased in over the course of this year.

Parking fees for members of the public, patients and visitors can be seen in the table to the right.

HKH's General Manager Lee Gregory said concessional parking rates would be available for eligible patients and visitors.

"Concessional rates will ease the burden on patients and their carers who need regular or long-term hospital treatment," he said.

"Holders of pensioner, veterans, health care and mobility parking scheme concessions cards will be eligible for reduced parking rates.

"Other patients and their carers eligible for reduced parking



Duration	13 May – 30 June 2019	1 July – 31 December 2019	From January 2020
First 15 minutes	FREE	FREE	FREE
15mins – 1 hr	\$1.70	\$3.30	\$6.70
1 hr – 2 hrs	\$2.50	\$4.90	\$9.90
2 hrs – 3 hrs	\$3.90	\$6.60	\$13.30
3 hrs – 4 hrs	\$4.40	\$7.70	\$15.50
4 hrs – 5 hrs	\$4.40	\$8.90	\$17.80
5 hrs+	\$5.00	\$9.90	\$19.90

fees include ongoing cancer treatment patients, cardiac rehabilitation education and exercise class attendees, daily dressing patients and patients attending health promotion education classes."

Parking pay machines are located near the chapel at the Lumby building, and levels 1 and 1A of the multi-storey car park, and card payments are accepted at the boom gates.

For further information check the Hornsby Ku-ring-gai Hospital website.

You are invited to the official launch of Northern Sydney Local Health District's Carer Strategy 2018-2023

Join us on Friday 24 May at 11.30am in the main foyer of Royal North Shore Hospital

RSVP not required



DONATION COMES FROM THE HEART TO HEART

When Lilly Susanna Jenke, 17, started the Heart2Heart project, the goal was simple – to spread love.

She partnered with RNSH dermatology admin officer Minerva Lebmeier and their church, Freshwater Seventh Day Adventist Community, to produce heart shaped pillows for patients.

Lilly’s passion for sewing was a driving force, while Minerva was able to use her role at the hospital and her contacts to see the project come to fruition.

More than 60 brightly coloured and patterned pillows have been sewn by the community, including 23 by Lilly herself.

“In school I learned to sew, I love it. My pastor’s family gave me a sewing machine for my birthday and surprised me with it. I almost started crying,” she said.

RNSH TEAM STARS IN NEW VIDEO

A new video has been launched supporting the Speaking Up For Safety initiative.

It showcases a host of staff discussing their hopes for the strategy to strengthen our culture of safe and high quality healthcare.

Speaking Up For Safety is being progressively introduced across NSLHD, with Royal North Shore the first hospital in the District to implement the program.

RNSH General Manager Alison Zecchin said hundreds of staff had already completed the one-hour training session, and all staff – clinical and non-clinical – are being encouraged to attend.

“Importantly, the training sessions are being conducted



McGrath Breast Care nurses Sam Moules (left) and Catrina Ross (right) with Lilly Susanna

After moving to Australia from Germany in early 2018, Lilly has settled in Narrabeen, where she attends Freshwater High School.

“I’m going to keep sewing more of the pillows so we can donate another batch to the patients here,” she said.

McGrath Breast Care nurse Sam Moules said although they weren’t supposed to start giving the cushions until Mothers’ Day on Sunday – she couldn’t resist.

“As soon as I saw the pillows, I had a lady in mind that I knew would love one and when I gave it to her, she was delighted,” she said.

Fellow breast care nurse Catrina Ross thanked Lilly and the group for her thoughtfulness and kindness.

“I know Lilly started this project with the goal of spreading love, and she has certainly achieved that,” she said.

by our staff, with intrinsic knowledge of our roles and a passion for improving the care we provide,” Alison said.

“The training offers techniques and skills to respectfully raise concerns, while encouraging an approach where concerns are welcomed.

“Speaking Up For Safety is a long-term initiative to consistently lift the reliability and safety of the care we offer.

“I look forward to all our teams completing the crucial training over the coming months,” Alison said.

The new video and information about the training sessions can be found on the Speaking Up For Safety intranet home page.



Staff supporting Speaking Up For Safety



RYDE'S ED AND CRITICAL CARE UNIT GET A SPLASH OF COLOUR

Ryde Hospital has acquired three colourful Aboriginal artworks by Queensland artist Jordan Roser.

Jordan is a proud Bigmanbul man who is a third-generation Aboriginal artist.

He aims to continue his family's legacy in the arts and promotion of his culture through contemporary designs and themes.

His work reflects the modern experience and emotions of the new generation of Australian Aboriginal people through colour and storylines.

Ryde Hospital acting general manager Matthew Noone said Ryde Hospital is delighted with artworks which have enhanced the environment in the ED and Critical Care Unit.

"These colourful and creative paintings are intended to make our clinical environment more cheery and comfortable, especially for patients and family members from an aboriginal background," Matthew said.

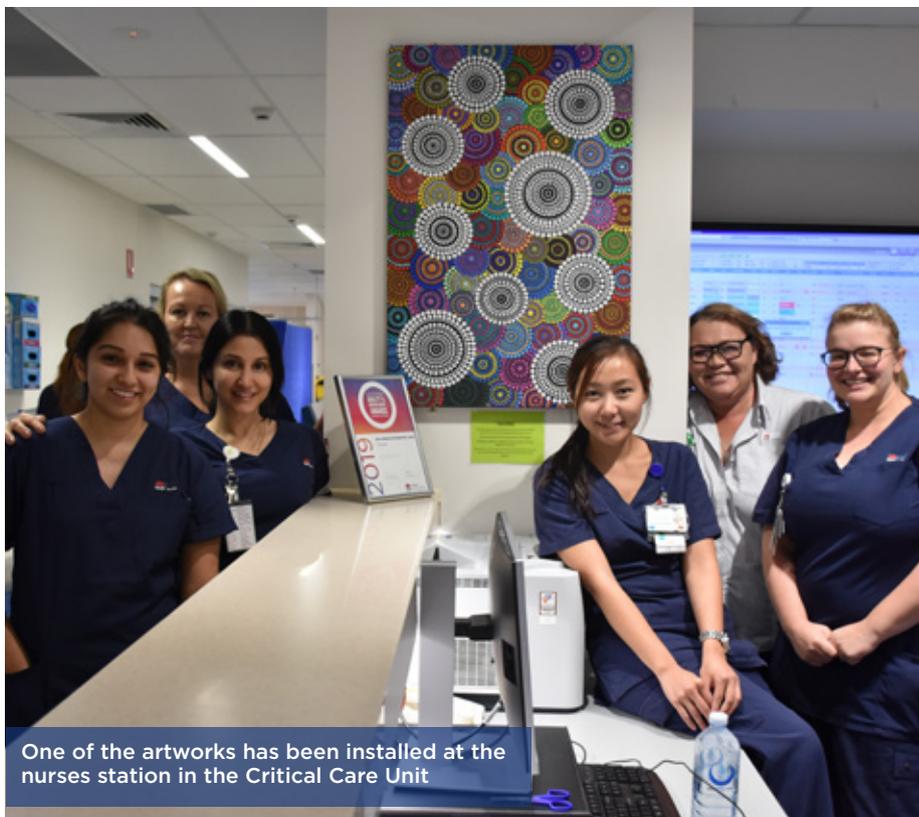


This artwork titled 'Crusader' was inspired by coastal Aboriginal people.



ED staff inspect new artwork in the ED family room where two of the three artworks have been installed.

This artwork titled 'The Dawn of Creation' represents the stirring of the Rainbow Serpent and the beginning of its journey of creation.



One of the artworks has been installed at the nurses station in the Critical Care Unit

This artwork titled 'One Mob' represents the coming together of the people. All Nations, traditions, languages and customs are proudly celebrated together in solidarity.

DISTRICT CELEBRATES INTERNATIONAL NURSES' DAY 2019



From downing pizza to competing in a 'triathlon', International Nurses Day celebrations across the district have had something for everyone.

While the actual day isn't until Sunday, our staff kicked off the celebrations early.

Starting on Monday, the brainboxes at Royal North Shore and Hornsby were put through their paces in the first of the daily quizzes.

On Tuesday, Ward 8D at RNS was the beneficiary of the drawing of the Donate a DONM raffle. Their prize was Director of Nursing Claire Harris donning the scrubs and working as an extra on the ward (see story page 11).

Later, the night shift was able to grab a slice of pizza which was delivered to them by senior nursing staff, before the big dance on Wednesday - the annual Nursing Triathlon at Royal North Shore Hospital.

Also on Wednesday, Hornsby staff enjoyed the special

occasion with a barbecue in the sunshine for nursing staff.

Meanwhile, Ryde staff have been holding daily showcases of some of the brilliant work at their hospital.

All hospitals will be having award ceremonies before the week is out. MHDA will be holding their

activities and awards next week.

Congratulations to all of our nurses and happy International Nurses Day.

To catch highlights of all the action, make sure you read the next edition of the NSLHD Newsletter.





The 2019 NSLHD Quality and Improvement Awards were held on Wednesday 1 May.

The District came together to celebrate the excellence of our nurses, clinicians, allied health professionals, support staff and researchers.

NSLHD Board Chair Trevor Danos and Director of Nursing and Midwifery Anthony Dombkins presented winners and finalists with certificates and trophies.

The awards celebrate and recognise staff who have devised and implemented initiatives which have been shown, through proper evaluation, to have made a difference to our community.

These District awards will also inform our entries into this year's NSW Premier's Awards and NSW Health Awards.

These new awards represent a fantastic opportunity to put the spotlight on our District's commitment to excellence and the delivery of programs and services which have made a real difference to the people for whom we care.

Congratulations to all the winners and finalists.

Collaboration Award



Redesigning Access to Rehabilitation Rehabilitation and Aged Care, Hornsby Hospital



Cutting Times for Pathology Service Improvement, RNS-Ryde Health Service

Delivering Integrated Care Award



Innovating to Avoid Hospitalisation Aged Care Rapid Response Team



Delivering Integrated Care Early Heart Failure Clinic Ryde Heart Failure Service

Diversity Award



Bungee Bidgel Clinic Success Hornsby Hospital GP Unit



Improving the Health of Tibetan Refugees Multicultural Health Service

Excellence in Supporting the Mental Health of Patients and Consumers Award



Preventing Falls, Improving Outcomes

Older Persons Mental Health, Greenwich



Intensive Rehabilitation Service

Specialist Rehabilitation Services, MHDA

Quality and Safety Award



Winner

Optimal Nutrition for Premature Infants, Neonatal Intensive Care, Royal North Shore Hospital



Finalist

Medication Management in ED Hornsby Ku-ring-gai Hospital Pharmacy and ED team

Original Endeavour Award



Winner

SPC Traffic Lights: Stop on Red and Go on Green, Clinical Governance Unit, Royal North Shore Hospital

Focus on Health Prevention and Promotion Award



Winner

Improving Physical Health Outcomes Ryde Acute Community Mental Health Service



Finalist

Improving Health through Physical Activity, NSLHD Health Promotion



Finalist

Centralised District-wide Casual Nursing Pool, NSLHD Casual Nurses Pool

Local Solutions Award



Winner

Managing Emergency Surgery Acute Surgical Unit, RNSH



Finalist

Increasing Access to Swallowing Assessment, Ryde Hospital Speech Pathology



Winner

Telephone Helpline for Cancer Patients, Meredith Oatley, Northern Sydney Cancer Centre



Finalist

New Pathway for Hip and Knee Replacement, Orthopedics Team Hornsby Hospital

STAFF CELEBRATE INTERNATIONAL DAY OF THE MIDWIFE

To celebrate International Day of the Midwife on 5 May, Royal North Shore's Birthing Unit staff raised \$600 to produce around 200 birthing kits to be donated overseas.

The kits are donated to women in developing countries through the Birthing Kit Foundation.

Containing soap, a plastic sheet, gloves, gauze, cord ties and a sterile blade, the kits provides the

essentials for birth in a low-resource setting.

"I feel it is imperative to raise awareness of women and cultures that are less fortunate," Midwifery Unit Manager Sarah Winter said.

"This event was a successful and rewarding experience which I would like to implement annually."



Birthing Unit staff next to some of the 200 birth kits they packed

VOLUNTEER APPRECIATION DAY

May is the month we celebrate our amazing NSLHD volunteers, with a range of events planned across the District.

Our events will co-incide with National Volunteer Week, May 20-26.

Volunteering Australia has declared this year's theme to be "Making a world of difference" – a perfect reflection of the hundreds of volunteers who help our staff and patients across NSLHD.

At RNSH, volunteers will be honoured at a

special event in the Kolling Auditorium on Monday May 20.

The guest speaker will be John Brogden, chairman of Lifeline Australia, which has around 13,000 volunteers across the nation.

At Ryde, vollies will enjoy a presentation and morning tea on Thursday May 23; Hornsby Ku-ring-gai Hospital will hold morning teas throughout the week for the vollies who will be joined by a member of the executive.



8D NUM Jacque Hextall with DONM Claire Harris and graduate nurses Lia Terizis and Adriana Kastropil

DONM WALKS THE WARDS AGAIN

For Royal North Shore Hospital Director of Nursing and Midwifery Claire Harris, returning to wards for a day was an enjoyable experience, even if her feet hurt by the end.

As part of the International Nurses' and Midwives' Week of celebrations at RNSH, 8D Ward NUM Jacque Hextall won big at the Donate a DONM raffle at the start of the week.

Her grand prize was Claire Harris digging out her scrubs to spend a day as an extra on the ward on Thursday - but it looks like she wasn't the only winner.

"Today has been absolutely fascinating and incredible enjoyable, although I'm very tired," she said.

"It's been a very long time since I've been on the wards, let's not mention years!

She said she was thrilled to see the next generation of nurses from the frontlines.

"I've worked with two new graduates today, Lia and Adriana, who have been

absolutely beyond impressive," Claire said.

"I'm really excited to see the quality of our nursing staff."

Claire said always felt proud to be a nurse, but that pride swelled after a day on the ward.

"It's made me remember why I chose to be a nurse in the first place, and that's a really vital thing for everyone one of us to do every now and again so I'm really glad I did it," she said.

"I already had a level of pride but now I've got tangible memories to tie that pride to in terms of what I've seen in the skills and expertise of the staff here today.

"They are providing beautiful patient care and I've met some lovely people, patients, their family members and friends.

"It's just a wonderful experience to be able to drop in and do this so I'll definitely do it again next year, if not before."



Claire Harris with 8D NUM Jacque Hextall

FIRST LOOK INSIDE HOSPITAL'S NEW SUPPORT SERVICES BUILDING

With the infrastructure program at Mona Vale Hospital moving ahead, staff were given the chance to inspect progress on the latest works – the new support services building.

Construction began last year and has been progressing quickly, with dozens of builders involved.

Hospital General Manager Jacqui Edgley said the large building will house new kitchens along with facilities for laundry, cleaning, waste, staff and engineering services.

“Staff were pleased to see inside the building where the works are reaching the final stages,” Jacqui said.

“The inspection gave us a clear picture of what the new facilities will be like and how these areas will support the operation of the hospital.

“It’s great to see the last stage of works underway with the builders installing electrical fittings, applying the final coats of paint and fitting-out new kitchen cabinetry and shelving,” Jacqui said.

External works, including preparations for paving, are also underway.

The construction is on track to be completed within weeks, with staff to move into the new building next month.

The support services building is part of a broader program of works establishing more modern, purpose-built facilities at Mona Vale Hospital.



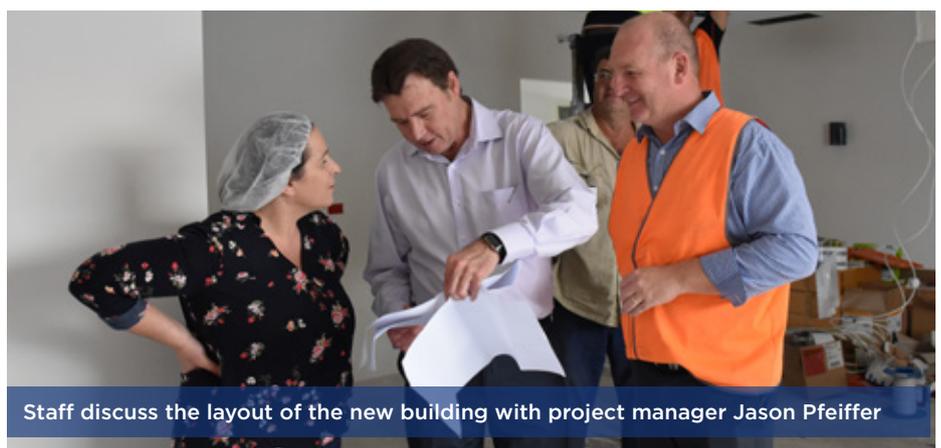
Staff enjoyed a tour of the new Mona Vale Hospital support services building



Work continues at Mona Vale Hospital



Workers completing the electrical fit-out of the new support services building



Staff discuss the layout of the new building with project manager Jason Pfeiffer

CLEAN HANDS APLENTY IN NSLHD

Staff across the district celebrated World Hand Hygiene Day last week, with displays, activities and challenges keeping everyone on their toes.

At Royal North Shore, staff were able to show off their hand hygiene skills for the chance to win a stethoscope, while at Ryde staff had a chance to win a hand hygiene pack.

This year's theme was 'clean care for all; it's in your hands'.



Acting general manager, Matthew Noone (pictured left) and project lead Mae Sia (pictured centre) from Infection Prevention and Control join staff at the hand hygiene stall in the main to promote hand hygiene



Christine Sommerville-Jones and Julia Carey from Infection Prevention and Control at the stall in the RNS foyer



RNSH's ICU team gets into the spirit for World Hand Hygiene Day

ABORIGINAL WOMEN'S HEALTH CHECKS

The Aboriginal and Torres Strait Islander Women's Health Check Day was held at RNSH with dozens of women coming together to socialise and receive health advice and some pampering.

The ladies were able to enjoy a catered lunch, massages, bra fittings and skin and breast checks.

Mary (Molly) Florance from the District's Aboriginal Health Service, said the event promoted conversation about good health in a culturally respectful and engaging way.



Cindy Johnson enjoying a relaxing massage

EXERCISE RIGHT WEEK

Exercise not only adds years to your life – it adds life to your years.

That's the theme of Exercise Right Week which kicks off on May 20 and will be marked at RNSH with an information stall in the main foyer from 9am to noon on Tuesday May 21.

RNSH exercise physiologist Christine Bruntsch (pictured leading an exercise class for cardiac patients) said regular physical activity was important for everyone, but was even more important as we age.

“Exercise is medicine and the benefits of physical activity are much more than weight loss,” Christine said.

“Around half our population suffer from a chronic disease



and a fifth of those people have two chronic diseases.

“Prescribed exercise is becoming increasingly important when dealing with the prevention and management of many conditions including diabetes, cardiovascular disease, cancer and mental health conditions.”

Christine, who works in the hospital's Cardiovascular Education Centre, said the skills and knowledge of her colleagues Jayne Roberts, Bronte Scheul, Kris Grainger, Peter Woollett, and Felix Cho allowed them to effectively assess patients and prescribe individual exercise interventions to achieve the best outcomes.

PRIVACY AWARENESS WEEK A REMINDER TO ALL STAFF

In the modern world, privacy has become a hot topic – and some might argue that it is one of the most important issues in healthcare.

May 13-19 is Privacy Awareness Week, and it's a great time for health professionals to remember not just their rights, but their responsibilities.

NSLHD Corporate Information and Privacy Manager Carol Parker said some issues were more common than others.

“Privacy is not about secrecy, it's about the right to control information and who has the right to access it,” she said.

“Our patients and consumers have the confidence in us to treat their health information with the utmost respect and we do it right almost all of the time.

“But it's important we all refresh our knowledge to avoid privacy breaches.”

Carol said while eMR has been an important technology addition, there were a number of things to consider.

“It's the simple things like remembering to log off of eMR, but also not accessing the eMR of a person unless you are taking care of them,” she said.

“We are doing spot checks now on who has accessed the record, and if you are found to have breached privacy law, you could receive a first and final warning or even be terminated.”

Other ways to avoid a breach include double checking mail and email addresses, not sending sensitive information to non-@health.nsw.gov.au emails and not engaging in gossip –

especially in public places or on social media.

“A lot of people forget that privacy extends outside of the work environment, and that includes social media like Facebook, Instagram and Twitter,” Carol said.

“It's important that we all continue to take responsibility and exercise good judgement to maintain our patients' and workforces' privacy but naturally there are going to be a few questions.

“If there is anything you are unsure about, it's best to ask someone like me or Health Information Services.”

For more information on Privacy Awareness Week, visit ipc.nsw.gov.au/privacy-awareness-week-nsw-2019

STARS TURN OUT TO SUPPORT KIDS WITH DIABETES

Kids living with type 1 diabetes crammed into Royal North Shore Hospital after school on Monday to meet some of their idols living with the condition.

GWS Giants' footballer Sam Reid, women's basketballer Lara McSpadden and TV and radio personality Rob Palmer, all type 1 diabetics, had a chat to the kids and their parents, telling them anything is possible while living with Type 1.

The event was organised by Tannya Stevens, who runs the RNSH Type 1 Diabetes Parent and Peer Support Group.

"Rob, Sam and Lara shared their stories of diagnosis and living with Type 1 day-to-day and how it doesn't stop you from doing what everything kids without diabetes can do," Tannya said.

"It's really important for kids to hear that, and parents as well - I think Rob's story about his mum waking him up in the middle of the night to check his blood sugar really resonated with a lot of us.

"The feedback has been really positive so it's definitely something we're hopeful of doing again into the future."



GWS Giant Sam Reid with Tannya Stevens, Lara McSpadden and Rob Palmer at the inaugural Kids in the Clinic day



Parents and kids turned out in large number for the presentation from the guest speakers



OUT AND ABOUT WITH RNSH'S WELLNESS AT WORK COMMITTEE

The RNSH Wellness at Work committee and Health and Wellbeing staff were out in the main foyer promoting the benefits of drinking tap water and using reusable water bottles.

More than 160 people came to the stand. 'Make Healthy Normal' reusable water bottles were given to staff who completed a short questionnaire.



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*The Nursing and Midwifery Directorate,
Northern Sydney Local Health District is pleased to present*

THE NURSING AND MIDWIFERY RESEARCH AND INNOVATIVE PRACTICE CONFERENCE

Thursday 23rd May 2019

All staff are invited to attend this one-day conference which will showcase nursing and midwifery research and innovative practice. This is to highlight contributions towards excellence in health care.

Venue: Level 5 Kolling Building, Royal North Shore Hospital
Registration desk opens at 8.00am

Cost: Registration Fee \$50 (*free for oral presenters*)
Morning tea, lunch and afternoon tea will be provided

Enquiries: Claire Dunn 9926 4685 claire.dunn@health.nsw.gov.au

Conference Registration

Opens: **Monday 4th February 2019**
Closes: **Friday 10th May 2019**

For further details, please visit the conference intranet page:
<http://intranet.nslhd.health.nsw.gov.au/ClinicalNet/Nursing/Research/Pages/ResearchandInnovativePracticeConference.aspx>

