As the construction of Northern Beaches Hospital progresses ahead of schedule, I’d like to assure all Northern Beaches staff there will be good opportunities for employment at the new hospital. With a workforce of approximately 1,300 people required, there will be a broad range of positions available.

All permanent staff will move to the new hospital on their existing award terms and conditions - a NSW Government commitment to protect the awards and entitlements for at least two years.

Existing superannuation arrangements will continue and all leave entitlements will be honoured, including annual, long service and sick leave. This gives staff certainty that they will be moving to the new hospital under the same employment arrangements.

Working at Northern Beaches Hospital will give our teams the chance to work in a world-class facility, close to home for most people. It will be a modern facility, equipped with the latest resources and technology. Importantly, it will offer broad training experiences and long-term career progression for its workforce.

There is a great deal of planning required before Northern Beaches Hospital opens late next year. One part of that involves consultation around the matching principles. This will begin shortly, giving staff and the unions a direct input into the steps ahead.

Our staff across the district have a proud history of service to the community and I expect that will continue.

The quality of our healthcare services is highlighted by the results of the latest BHI report. New South Wales performs consistently well when aspects of our healthcare system are measured against those in comparator countries. The report finds that no country had lower spending and better health than NSW.

The district always has its sights on improvement and the latest results form the People Matter Survey give us great insight into where we are excelling and where we could make improvements.

People Matter Engagement Survey (PMES) is now run annually by NSW Public Service Commission, and has replaced the Your Say Survey (YSS) previously run by NSW Health.

It’s generally good news with some marked improvements on last year in some specific areas. As always, there are areas that we could improve. They will form the basis of projects and strategies in coming months.

You can see some specific results on the back page of this newsletter and look out in future editions for some of the initiatives we have in place to improve our working environment.

Recognising and celebrating the great work our staff do on a daily basis is important - that’s why we’ve created the first annual Exceptional People Awards.

This program gives staff the opportunity to nominate colleagues who contribute their best every day, bringing new ideas and innovation to how we deliver better care.

There are six award categories based on the themes in the NSLHD Strategic Plan 2017-2022: Healthy Communities, Connected Person-Centred Care, Evidence-Based Decision Making, Responsive & Adaptable Organisation, Engaged & Empowered Workforce, and CORE Values & Behaviours.

Nominations are open until October 4, so there’s still time!

For more information, visit the Staff Engagement page on the Workforce intranet page, or email NSLHD-COREValues@health.nsw.gov.au.

Graeme Loy
Acting CE
Northern Sydney Local Health District
ROB is coming

A new Recruitment and Onboarding system (ROB) will replace eRecruit for NSW Health recruitment. The new system is due to be rolled out across NSLHD in early October.

ROB will deliver a much simpler and more engaging recruitment and onboarding process, with user-friendly tools and improved workforce reporting. The solution will take users through all phases of general recruitment – from attracting candidates through to offering positions and bringing candidates on board. More information and training session dates can be found on the workforce section of the intranet.

Hornsby Ku-ring-gai multi-storey car park: start of construction

Construction of the new approximately 520 space multi-storey Hornsby Ku-ring-gai Hospital car park will begin late September 2017.

During the construction of the new car park, it will be business as usual at the hospital. Car parking spaces available on campus will change over the course of the project due to the phasing of construction works.

Construction will be carefully managed but there may be some inconvenience from time to time. Changes to parking will be clearly communicated ahead of time to all staff and visitors via site signage.

Construction on the car park is expected to be complete in late 2018.

BOARD BREAKFAST CLUB

The boardroom table became the breakfast table earlier this month as part of the inaugural breakfast with the board meeting in Manly.

NBHS GM Frank Bazik gave the project a ringing endorsement.

“Staff were keen to hear from the board chair Trevor Danos on the latest developments across NSLHD and the extent of work underway preparing for the transition towards the Northern Beaches Hospital,” he said.

“Staff really appreciated the opportunity to ask questions directly to the board members.”

SPREAD THE GOOD NEWS

We know our staff do amazing things and we want to hear about it.

Share your news, achievements, events with NSLHD colleagues.

Contact Corporate Communications on 9463 1722 or email NSLHD-media@health.nsw.gov.au to submit your news.

Publication is at the discretion of the editor and items may be edited for length, style and quality.
APAC team pump iron for risk management award

Northern Sydney LHD’s innovative and hard-working Acute Post-Acute Care (APAC) team pumped iron to take home gold from the recent annual iCare/TMF Awards which acknowledge and reward risk management across the NSW public sector.

They weren’t weight-lifting … but they did do the heavy lifting of introducing a better way to pump iron into anaemic patients without the need for them to come into hospital.

APAC’s entry – called Pumping Iron – won the innovation process category, beating out other very strong finalists from Health, as well as entries from the departments of family and community services, planning and the environment, and even the Taronga Conservation Society.

The entry detailed how APAC had worked with local GPs and specialists to treat more than 2000 iron-deficient patients with ferric carboxymaltose out-of-hospital since 2014.

Among the many benefits of treating patients intravenously at home are:
- improved patient outcomes
- transport to and from hospital by ambulance for patients in aged care was no longer required
- pressure was eased in the ED, outpatient and clinic areas

APAC manager Jairo Herrera said the award was a fantastic team effort.

“Many people played a role in making this program a success,” Jairo said.

“Ultimately, this program has been a fantastic win-win – it delivers a better, safer and less stressful result for patients, and reduces pressure on our hospitals.”

David Lewis, APAC GP liaison registered nurse, said patients were the winners.

“Our willingness and ability to establish a new option of care for people with iron deficient anaemia by managing the risks associated with treatment has helped to address an identified gap in service delivery,” David said.

The APAC victory wasn’t the only NSLHD gong received in the awards – Associate Professor Michael Nicholl, clinical director of the LHD’s Maternal, Neonatal and Women’s Health Network, won the award for risk leadership for his work as the obstetric...
John Alexander MP witnesses first hand benefits of pulmonary rehabilitation.

John Alexander OAM, Federal Member for Bennelong, paid a visit to his local pulmonary rehabilitation program at Ryde Hospital on September 21 to gain insight into the benefit of pulmonary rehabilitation for people living with a chronic lung condition.

Local Carlingford resident, Christopher Cross, lives with Chronic Obstructive Pulmonary Disease (COPD) and knows first-hand the benefits of pulmonary rehabilitation.

"Simple daily tasks such as doing the gardening or going for a walk can take your breath away which is very scary, Christopher said. "It’s amazing to see the benefits of pulmonary rehabilitation - just 12 months ago, I wouldn’t have been able to do the gardening, but now I can get out there do quite a few jobs I could not do previously”, Christopher said.

"I’m also able to walk up to 10,000 steps a day, something I definitely couldn’t do before hand.

Lung Foundation Australia CEO Heather Allan said pulmonary rehabilitation, a program of exercise and education, has been life-changing for those with lung disease by teaching them the skills they need to manage their breathlessness, to stay well and out of hospital.

"By giving patients access to these programs, we give them the power to regain some control over what can be a very daunting and debilitating condition,” she said.
As the new Brookvale Community Health Centre nears completion, there’s an opportunity to contribute to the centre’s permanent art collection.

NSW Health staff and the broader community are being asked to submit photos of the natural beauty of the Northern Beaches and its community.

Northern Beaches Health Service redevelopment community lead Heather Gough said: “We’d like to see what you find inspiring about living on the Northern Beaches.

“Our new five-storey purpose built centre will need some creative flair, and we thought it was a great chance for our staff and residents to be involved with the finishing touches.

“We hope to see a range of unique images of the Northern Beaches. It’s such a beautiful place to live and work. We are also hoping those involved with a range of community groups including Headspace, Bushlink and Cerebral Palsy Alliance will take part.

“To help our budding photographers, two free workshops will be presented by multi award winning photographer Steve Turner.”

Steve is a veteran professional photographer, known for capturing stunning coastal landscapes.

For more information on Steve, or to see some of his work, be sure to visit his website at steveturnerphotography.com.au

Photographic images suitable for large scale printing must be emailed to Karen@kbart.com.au by November 5, 2017.

To secure your place at one of the workshops (details right), email Patricia.Norton@health.nsw.gov.au

FREE WORKSHOP

October 11, 4pm-6pm
Queenscliff Community Health Centre
Corner of Lakeside Crescent and Pittwater Road, North Manly.
RSVP: October 3

ABOUT STEVE TURNER

Steve has been working as a professional photographer for around 25 years.

His Sydney-based business, STP, offers full in house retouching and design, video production and editing.

He has won dozens of national and international awards and recently sold six pieces of his seascape work to the band U2.
RNSH SPECIALISTS TACKLE ANAESTHESIA ALLERGIES

A group of specialists at Royal North Shore Hospital is having success investigating suspected allergic reactions related to anaesthesia during surgery, preventing future life threatening reactions in patients who have been allergic to one of the substances given during an anaesthetic.

The RNS Anaesthetic Allergy Clinic is the busiest clinic of its type in Australia, treating close to 300 patients each year. Clients travel from across the state for the specialised service, with some patients coming from as far as Broken Hill.

Clinic deputy director Dr Sarah Green points out the vast majority of people will undergo an anaesthetic during surgery without any complications. However, a small proportion of patients will experience an allergic reaction ranging from a rash or swelling to asthma-like symptoms or a life threatening drop in blood pressure.

“Our job at the clinic is to identify what agent caused the adverse reaction and what drugs will be safe to use with any future surgeries. This valuable information will generally lead to better patient outcomes during surgery and in some cases, save lives. We initially discuss a patient’s individual experiences before conducting an extensive range of blood and skin tests. Armed with the results of these tests, the majority of patients will go on to have complication-free surgery,” she said.

Clinic director Dr Mike Rose says one trigger for an anaphylactic reaction is a single ingredient in cough mixture called pholcodine. He says there is good international evidence to indicate this ingredient puts patients at a greater risk of an adverse reaction during surgery.

“We will continue to work towards reducing all risk factors during surgeries and increasing awareness of potentially harmful agents,” he said.

“It’s very rewarding to be involved in this field of medicine and I’m pleased our team is cementing the reputation of the RNS Anaesthetic Allergy Clinic as a centre for excellence in Australia.”

Clinic patient Sebastian Hoare suffered convulsions and his skin broke out in hives during an operation to remove his wisdom teeth. He’s hoping the blood and skin tests undertaken at the RNS Anaesthetic Allergy Clinic will identify what triggered his reaction.

“We don’t know why my body reacted the way it did during surgery, so it would be great to isolate the trigger before any further operations,” he said.

“It would be good to have a clear result, removing much of the speculation about what happened.”

L-R: Patient Sebastian Hoare with clinic director Dr Mike Rose and clinic deputy director Dr Sarah Green
**MY PAST LIFE**

The backgrounds of our colleagues are sometimes a mystery. In our series My Past Life, we are winding back the clock and hearing about some of the weird and wonderful jobs we had before health. It is hard to imagine that the porter we just passed in a hall was once a ringmaster at a circus, or that the veteran nurse queuing for lunch was once a ski instructor – but as this interview with NSLHD Mental Health Drug and Alcohol director Andrea Taylor shows, we are full of interesting stories.

**What would staff of NSLHD most be surprised to learn about you?**

People are always surprised to learn I once managed a Sydney Harbour cruise company, and even more surprised to learn I am a qualified diamond grader.

The cruise business was a lesson for life – as well as being the manager, I did the accounts, served the drinks, recruited staff, organised catering, took bookings, deckhanded and unblocked the toilets. Whatever was required to keep us afloat.

Of all those responsibilities, it was probably being the deckhand which called for the most people skills – and speed! Untying the ropes as footballers who had possibly imbibed too much tried to run alongside to board the boat really tested my verbal and manual dexterity skills. At the time I managed the harbour cruise company in the late 80s, I also did midweek night shifts in a drug and alcohol detox unit. It was a pretty busy time in my life.

**What else have you done prior to your employment with NSLHD?**

Well, I have been employed to dispatch shipping containers all over the world, worked in administration and reception, sold carpet, been a telex operator, waitressed, nursed, been a qualified masseuse and like many people in their later teens been the cheery face behind a number of bars serving drinks … just to mention a few of the diverse jobs I have had.

**Is there something you would liked to have done?**

The one thing for which I qualified but didn’t actually do for a job was diamond grading.

My father was a mining engineer who worked in West Africa. I qualified as a diamond grader to join him and his business but the internal conflict in Sierra Leone meant I never got to put my training to use as it was too unsafe to travel in West Africa at the time.

For those of you who may be wondering … I don’t have a diamond collection!

All the work experiences I have had have prepared me very well for the role I now hold.

**Your favourite job (aside from your current one, of course)?**

Setting aside my current responsibilities, my favourite job was working in the women’s refuge in Kings Cross full-time for three years whilst I finished my social work degree.

The women I worked with on a daily basis were colourful, had complex and rich lives and offered pearls of wisdom – working with them was extremely rewarding.

I saw women grow and blossom and it was a privilege to walk alongside very vulnerable women whose lives were a struggle.

**Do you have advice to yourself as a teenager?**

Now, after all I have done, and all I have seen, this is the advice I would give to my teenage self: “Embrace everything life has to offer”.

Do you or a colleague have an interesting past life?
Email us at NSLHD-media@health.nsw.gov.au

---

All aboard: Andrea Taylor (left) in her ‘deckie’ days sporting a rather trendy haircut.
Photo right: Andrea today
A new joint campaign to assist the community with decision-making and remind them to keep hospital emergency departments for emergencies has been launched by the Northern Sydney Local Health District (NSLHD) and the Sydney North Primary Health Network (SNPHN).

Each year, the five hospital Emergency Departments (EDs) in NSLHD see more than 200,000 patients – many of whom could have been treated in the community, either by their family GP, at their local medical centre, or through a GP home visit service.

In response, NSLHD and SNPHN have joined forces to highlight the important role GPs can play in dealing with many medical issues which do not need attention in a busy hospital emergency department ED.

A key component of the campaign is a new video featuring the deputy director of Royal North Shore Hospital’s ED, Dr Liz Swinburn, and Sydney North Primary Health Network chair Dr Magdalen Campbell. The video message is delivered in Mandarin and Korean as well as English.

Dr Swinburn said the instinct to rush to the ED was a powerful one, but urged people to stop and think about the best place to get treatment.

“When you or someone you love is sick or in pain it’s only natural you want to get help quickly,” Dr Swinburn said.

“If you’re in too much pain, or if you’re not sure if the situation is life-threatening, you should come to the ED or call Triple Zero straight away.

“But if the illness or injury isn’t an emergency then the hospital’s ED isn’t the best place to go.

“In the ED, as you would expect, we see the most serious cases first, so if your case is not an emergency you could experience a longer waiting time than you were anticipating.”

“At these times, your after-hours GP or medical centre is a much better option.”

Dr Campbell encouraged people to be prepared and check their family doctor’s after-hours arrangements at their next visit.

“Lots of GPs and medical centres now have longer opening hours and these should be your first stop when you are sick or injured,” Dr Campbell said.

If you need advice, Healthdirect Australia (1800 022 222) offers a 24 hour hotline staffed by registered nurses; and the National Home Doctor Service (137425) and the Home GP Service (1300 466 347) offer home visits after hours.

“The Emergency Department is your best option if you experience a serious injury or illness, breathing problems, or need urgent medical attention, however for everything else, visit your local GP, medical centre, pharmacist or pick up the phone,” Dr Campbell said.

Northern Sydney Local Health District includes hospital emergency departments at Royal North Shore (around 84,000 ED presentations each year), Ryde (27,000), Hornsby (39,000), Manly (25,000) and Mona Vale (35,000) hospitals. Sydney North Primary Health Network is one of 31 across the nation established by the Australian Government to increase the efficiency and effectiveness of medical services for the community.
Binders to binary: Scanners ready to meet tall order

They have to scan almost 10 million pages of medical records before the opening of the Northern Beaches Hospital next year, but the document imaging team at Manly is confident it will deliver.

Project manager Terese White and her team are making steady progress with the mammoth task.

“We are trying to digitalise seven years of information from the Northern Beaches Hospital, from 2012 to 2018,” she said.

“So far, 8000 records have been transferred from physical form to digital since they started in May, equating to close to one million pages.

Ms White said the team would need to average 5500 documents a month to keep the pace, and that’s with late nights and early starts.

“The project started small and now we’ve got our methodologies in place, we’re hoping to ramp it up,” she said.

“At the moment, we’re working from 6am to 5pm and as of this week we’re doing an afternoon swift so we’ll be opening from 6am to 9pm, six days a week.

“It’s a repetitive process but you have to have attention to detail to make sure you’ve got the right medical record for the right patient for the correct facility.”

One of those dedicated team members with an eye for detail is Maria Gabris.

“I have to check each page, make sure they’re in order or see if they need to be improved, and then I come to the scanner,” she said.

“I did some scanning because my background is as a library technician but never on this big of a scale - I really enjoy it though.

“We are doing our best, all the girls are working hard and I think we will reach the goal.”
Lifetime achievement

How exciting to see not one but two finalists from our district on stage at the Excellence in Nursing and Midwifery Awards ceremony at Parliament House last month.

Royal North Shore Hospital’s Martin Ward was one of the finalists for the Judith Meppem Lifetime Achievement Award and Manishaben Panchal from Macquarie Hospital a finalist for the Assistant in Nursing Award.

Martin is a clinical nurse consultant in the emergency department at Royal North Shore Hospital and his career spans 33 years. He is an inspiring nursing leader and has been significantly involved in the development of the emergency management preparedness for the NSLHD.

Martin shares his knowledge through lecturing, research and publications and collaborates regularly with multiple specialties and agencies within NSW and internationally.

Assistant in nursing Manishaben was nominated for her willingness to step up to make improvements and encourage other team members to engage with client care.

WE WON!

We are thrilled that our district’s health promotion service team has won a 2017 Multicultural Health Communication Award. The award was presented by the NSW Multicultural Health Communication Service for our “You Just Don’t Smoke Around Hospitals” multilingual poster and took out the “government under $5000” – poster category. The winning design presents information for hospital staff, patients and visitors about the smoke-free health care policy in English Chinese (traditional and simplified), Korean and Arabic. Well done, team!

Pictured: Darryn Piper from the health promotion team with the award.
The People Matter Engagement Survey (PMES) results are some exciting improvements from last year. As always we’ll keep you up-to-date with projects and initiatives that happen from this data. The below infographic shows some highlights from the survey results for the district. For the full report go to www.psc.nsw.gov.au.

WHERE WE EXCELLED
- 73% feel motivated to contribute more than what is normally required at work
- 92% agree they know what is expected to do well in their roles
- 71% are proud to tell others they work for NSLHD
- 81% agree that people in their work group treat each other with respect
- 80% agree their team works collaboratively to achieve its objectives
- 73% agree that NSLHD respects individual differences (e.g. cultures, working styles, backgrounds, ideas)
- 78% agree their job gives them a sense of personal accomplishment
- 63% agree their work stress is at an acceptable level
- 87% per cent agree their team strives to achieve customer satisfaction
- 69% agree we are focussed on improving the work we do

WHERE WE COULD IMPROVE
- 35% believe action would be taken on the results of the survey
- 40% have confidence in the way recruitment decisions are made
- 41% agree that senior managers keep employees informed about what’s going on
- 41% feel that senior managers effectively lead and manage change
- 52% agree that the organisation is committed to developing its employees
- 40% have confidence in the way the organisation resolves grievances

This is just a small selection of results from the survey. See the full report at www.psc.nsw.gov.au