Dear all,

It has been a privilege to lead the board over the past year – a significant and eventful year in the history of our District.

In just one week, we celebrated the 130th birthday of our oldest hospital – Royal North Shore; said goodbye to Manly Hospital; and welcomed Northern Beaches Hospital into the fold.

These were the big, highly-visible events of our year, but it’s what goes on every day – thanks to you – that makes our District so special.

Firstly, I want to place on record my appreciation to CE Deb Willcox who has displayed outstanding leadership and resilience over the past year.

That appreciation extends to the District executive and staff who have provided fantastic support to the board.

I would also like to thank my fellow board members for their efforts to lead our great health district into the future.

Our continuing program of visits to our hospitals and services has been a great help in shaping our direction because it means we have direct, unfiltered contact with clinicians and other staff. Thank you all for your feedback and engagement.

This year I was delighted to attend the second Exceptional People Staff Awards which recognise and reflect our values of collaboration, openness, respect and empowerment.

I also attended the Innovation Program events and want to congratulate all the finalists who put so much work, knowledge and energy into their presentations over the year.

This program will run again next year and I encourage you to attend one of the interesting and energetic events. It is very exciting to hear and see the great ideas of your colleagues.

It is always important to take time out from busy schedules to reflect on and celebrate success and innovation.

It is also important to learn from our successes, and that philosophy has underpinned a transformational change in the way we approach clinical safety and quality.

To achieve constant improvement, we have begun to shift the focus to learn more from when we perform well, rather than focusing only on what we can learn when things go wrong.

I have a keen interest in science so I was particularly pleased with the District’s focus on research.

The Kolling is going from strength to strength – this year saw the appointment of prestigious researchers Professor Mark Molloy, who is the Lawrence Penn Chair of Bowel Cancer Research, Professor Bill Walter as Chair of Orthopaedic Surgery and Professor Jim Elliott as our first Professor of Allied Health.

Lastly, it is my privilege to thank you for all your efforts throughout the year to ensure NSLHD maintains its great reputation in our community.

Trevor Danos AM
NSLHD Board Chairman
Dear all,

As we approach the end of the year I would like to thank staff for your steadfast commitment to high quality patient care and for the role each of you have played in making our District proudly a leading health service. As I move around the District I am continually struck by the care you give to your patients and their families and by the sense of pride you have in your work.

2018 has been an historic year for Northern Sydney Local Health District with the reconfiguration of health services on the Northern Beaches. In a major logistical exercise our staff safely transferred 105 patients from Manly and Mona Vale Hospitals into the hands of colleagues at the new Northern Beaches Hospital. It was the end of an era for the staff and community of Manly. For Mona Vale, it marks a fresh era providing urgent care, rehabilitation, aged care and palliative care services. It was a true privilege to observe the care, camaraderie, laughter and tears over those historic days. Over 700 of our staff transitioned to the new Northern Beaches Hospital enabling them to take their values and commitment to patient care to a much deserved new and beautiful hospital.

As part of the changes to our District, the $50 million Brookvale Community Health Centre was opened and works are well underway on Hornsby Hospital’s $200 million Stage 2 redevelopment due for completion in late 2020. Along with the significant capital investment, there has been major investment in enhancing the electronic medical record systems, including eMeds, the oncology management information system and most recently eRIC – the eMR for our Intensive Care Units. These enhancements will make a significant contribution to safer, seamless care for patients across the District. You are all to be commended for the enthusiasm and diligence you have applied to the rollout of these complex systems and because of you our District is being held out as leader in this area.

This and more was achieved while the District continued to provide excellent health care services. We provided care to more than 200,000 patients in our Emergency Departments, performed over 30,000 surgical procedures, delivered 5,000 babies, provided more than 850,000 outpatient services and delivered almost 85,000 community health services. Many more of our achievements are highlighted in this Year in Review. You have provided this care at an exceptionally high level and continued to innovate and find ways to improve the care of your patients. The Innovation Program provides a window into your collective efforts to keep on improving on what you do.

You should all take great pride in the achievements of Northern Sydney Local Health District, but even more so in those moments in the day when with a patient, no matter what your role, knowing the difference you will have made to them. It is important we pause and celebrate what each of you do every day.

As the year closes, I hope you will have some down time with family and friends and I would like to thank those staff who will continue to be working over the holiday period and providing care to our community.

Finally, to all staff, volunteers, patients and friends of NSLHD, I would like to wish you a happy holiday season and a safe and healthy New Year.

Deb Willcox
NSLHD Chief Executive
Sixteen gifted primary students had their works hung in the permanent art collection at Royal North Shore Hospital as part of Operation Art. Now in its 24th year, Operation Art is a competition open to NSW kindergarten to Year 10 students, inviting them to express themselves through art with the aim of motivating and soothing patients in hospital.

A group of the students, their parents, teachers and siblings visited the hospital for a celebratory afternoon tea.

NSLHD Chief Executive Deb Willcox said the standard of the young artists’ work was amazing. “We are so lucky to have these fantastic artworks in our hospital,” Ms Willcox said. “We’re very grateful to receive these works from Operation Art and absolutely delighted to be able to share them with patients, families, visitors and staff.”

Operation Art is an initiative of The Children’s Hospital at Westmead in association with the NSW Department of Education and the Sydney Olympic Park Authority. It’s made possible by the generous support of the Australian Nuclear Science and Technology Organisation (ANSTO).

The works are hung at the CSB-end of the CSB-ASB corridor on level 3.

Sunrise host Samantha Armytage swung by BreastScreen St Leonards as part of the program’s health checks series. Sam was 41 when she had her first mammogram with the St Leonards team. She was welcomed by Director of BreastScreen NSW Northern Sydney and Central Coast Meredith Kay. Meredith said it was great to see Sam setting an example and being “breast aware”. “Breast cancer is the most common cancer affecting women in NSW, with 1 in 8 developing the disease during their lifetime,” she said. BreastScreen encourages all women aged 50 to 74 to get regular mammograms, and to be ‘breast aware’ from the age of 40. If you would like to book an appointment today, call 13 20 50.
ROYAL NORTH SHORE CELEBRATES NAIDOC WEEK 2018

Royal North Shore Hospital celebrated NAIDOC Week with performances from Pindarri dancer Kyle Freeman, Kiris An Taran Dance Troupe and special guest Christina Anu.

The event attracted a large crowd of staff, patients, visitors and children from the childcare centre as this year’s NAIDOC Week honours Aboriginal and Torres Strait Islander women with the theme of “Because of Her, We Can.”

The Aboriginal Health Service organised the event, with Director Peter Shine also jumping up on stage with the rest of his team and delivering a great performance.

Every July, events are held around the country to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people.

This year marked the launch of the NSLHD Aboriginal Health Hall of Fame, with Alison White, Jessica Birk, Susie Broughton and Sue Pinckham the first inductees.

The celebrations kicked off with the raising of the Aboriginal and Torres Strait Islander flag on the Kolling forecourt.

EXCEPTIONAL CARE AT MANLY ACKNOWLEDGED

Earlier this year, the maternity, oncology and emergency teams at Manly Hospital were recognised for the outstanding care provided to a young Freshwater couple.

Thirty-five-year-old Matt Penny was receiving treatment for bowel cancer when at the same time his wife Sam as being supported by Manly’s midwifery team for the birth of Freya.

Matt said the professional care and kindness they received helped them during a very challenging six months.

He said Dr Tatiana Lowe from the Emergency Department provided wonderful care, along with the oncology team and midwifery specialist Jacky Evans.

Maternity unit manager Tanya Panetta said Jacky certainly went the extra mile to provide exceptional support.

“It’s been a true example of patient centred care, with our services adapting to meet the individual needs of the couple. This flexible approach made a tremendous difference,” Tanya said.

Picture: Matt Penny with wife Sam and newborn daughter Freya at Manly Hospital.
RNSH leading the way in hand surgery

Royal North Shore Hospital hosted surgeons from across NSW, interstate and overseas for specialised training on brachial plexus dissection.

As the only hospital in NSW to specialise in the surgery, RNSH - in collaboration with the Australian Hand Surgery Society - held the course which had 20 eager participants learning the skills.

The brachial plexus is a network of intertwined nerves that control movement and sensation in the arm and hand. A traumatic brachial plexus injury involves sudden damage to these nerves, and may cause weakness, loss of feeling, or loss of movement in the shoulder, arm, or hand.

More than 90 per cent of patients with this type of injury are young men, usually involved in motorbike accidents.

It can take between six and 18 months for patients to recover from such an injury with extensive rehabilitation needed.

Dr Richard Lawson, Head of the Department of Hand and Peripheral Nerve Surgery as well as the Lincoln Director of Hand Surgery Research at RNSH, said the course was in high demand and had a waiting list established.

“This is the first time we have held this course here,” he said.

“In a worst case scenario, all the nerves need to be pulled out and the hand can still work, but it will have limited function. It is best to repair the nerves as soon as possible.”

NSLHD Chief Executive Deb Willcox visited the surgeons during their course and praised the department of hand surgery for being a leader in this field.

“It is fantastic to see RNSH host such a course that has people from Victoria and even Singapore attending,” Deb said.

“I am very proud that our district is known for specialised care, such that is being offered by the department of hand surgery at RNSH.”

ALISON ZECCHIN APPOINTED RNSH GM

This year Alison Zecchin was appointed General Manager of Royal North Shore Hospital in May.

Alison is well known to many of you – having held senior nursing positions in the District for over 14 years, most recently as Director of Nursing at RNSH.

Alison has an unwavering commitment to the public health system, as well as patients and their families.

Congratulations Alison!
Historic photos and memorabilia from Manly Hospital dating back to the early 1900s were donated to Manly Library, ensuring the collection and the many stories behind it are available to future generations.

The collection includes photos of the original Manly Cottage Hospital, the Manly Nurses Home and some of the hospital’s first nursing groups. Images of surf carnivals from the early 1900s, the community wishing well along with a nursing graduation certificate from 1941 were also part of the historic memorabilia.

The transformation of uniforms over the decades can also be seen in a priceless album from the 1960s. It includes photos of some nursing teams proudly wearing their big white hats and formal black capes.

The now-retired Northern Beaches Health Service General Manager Frank Bazik said it was an important day for the hospital, with former staff joining members of the Historical Memorabilia Committee for the presentation.

“We are really pleased this large collection of photos and memorabilia will be preserved and available to the wider community for years to come. It means the many remarkable people who have been part of this hospital will be remembered and recognised.

“There are many wonderful stories behind this historic memorabilia and we’re grateful it will be kept locally within Manly Library and available to future generations,” Frank said.
INTERNATIONAL NURSES’ AND DAY OF THE MIDWIFE CELEBRATIONS

International Day of the Midwife and International Nurses Day are big events on the NSLHD calendar. Celebrations were held across the district in honour of the amazing work done by our nurses and midwives. The hard work and compassion they bring to the workplace and to patients is something that deserves some pomp and ceremony.

Ryde Hospital’s International Nurses’ Day award winners

Genevieve McKinnon and Anne Chiu at Manly Hospital.

Role Model Nurse of the Year, Suzie Russell, with Deputy Director of Nursing at RNS Fiona Carmichael and Divisional Nurse Manager for Surgery and Anaesthaesia Susan Henderson.

Matt Tinker is presented with his District Nurse of the Year award by NSLHD Nursing and Midwifery director Anthony Dombkins.

Manly Hospital staff showed their culinary skills with a bake off to celebrate International Nurses’ Day.
Lili Middleton had a birthday to remember celebrating her 100th in ward 6D with therapy dog Alfie on May 17.

To top it all off, after a rendition of happy birthday from the 6D staff, Lili was the star of filming for a Channel 7 House of Wellness story.

The Mosman local shared her secrets to long life, citing positive thinking, fresh food, mahjong and games of bridge with her daughters as the key.

Nutrition Services launched its Nutrition Talks video series, aimed at preventing and treating malnutrition in cancer patients.

In March alone, more than 3000 people accessed Northern Sydney Cancer Centre for chemotherapy or outpatient appointments and another 3275 people received radiotherapy.

Due to the high volume of patients, the dietitians had to be innovative about how they reached patients to help them during their treatment.

“This idea was really in the works from when I joined RNSH six years ago as a junior dietitian,” said Melissa Scattergood, senior dietitian.

“Nutrition is so important when you’re well, let alone when you’re sick, and we were seeing so many cancer patients with malnutrition that just weren’t reaching all the appropriate services.”

The five videos arm cancer patients with information and advice on managing some common side effects of cancer treatment such as taste changes, fatigue and loss of appetite which can affect food intake and quality of life through treatment. They feature patients Warren Gray, Jenny Reynolds and Sharon Frazer.

“The videos give practical advice and strategies, using real patient stories, to overcome these problems,” Melissa said.

The video series was the first project funded under NSLHD’s Innovation Program pilot in 2017. The program is now in its second year.

“As far as we are aware this is the first Australian-based online nutrition education platform for cancer patients,” Melissa said.

“It was amazing to see some of the patients who starred in the series at the launch.

“It was a great opportunity to formally thank them; however, they were more thankful they could help other patients through the videos.”

You can view the Nutrition Talks series at nslhd.health.nsw.gov.au/nutrition-talks
**“REVOLUTION ON THE WAY”: NEW CHAIR**

Bowel cancer treatment is set to be transformed by technology, says Professor Mark Molloy, the University of Sydney’s first chair to specialise in the disease.

The biochemist is the inaugural appointee to the University of Sydney’s Lawrence Penn Chair of Bowel Cancer Research, based at the Kolling Institute. The chair was established thanks to $6.4 million in funding from Bowel Cancer Australia, plus an additional $4 million in support from the university.

Mark’s focus is on molecular analysis, which can improve understanding of tumour biology and help clinicians make decisions about treatment.

“There is no doubt that technology is driving a big revolution in clinical care,” he said.

One example of this technological transformation is the use of mass spectrometers – sophisticated weighing devices that allow researchers to determine the molecular make-up of various substances. With the help of two new mass spectrometers at the Kolling Institute, Mark and his team will be able to analyse the molecular features of proteins and metabolites in individual tumours, in order to tailor treatment pathways according to the needs of each patient.

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**EMEDS GOES LIVE AT HKH**

After weeks of preparation, electronic medication management (eMeds) phase 2 went live at Hornsby Ku-ring-gai Hospital.

Clinicians have put in hundreds of hours of training to be ready for the implementation of the new system which ensures safety and effective medication management. eMeds enables doctors, nurses and pharmacists to prescribe, order, check, reconcile, dispense and record the administration of medicines, and provides access to patient information and clinical decision support in real time.

The emergency department, perioperative services, surgical and medical wards, maternity/birth unit and child and adolescent are now using eMeds.

Sally Duncan, eMR CONNECT business lead, NSLHD, said there had been no major issues, allowing a smooth transition to electronic medications management.

“Patients now admitted via emergency, perioperative services, maternity and any direct admissions will start on eMeds,” Sally said.

“I am very proud of our team and the wonderful Hornsby Ku-ring-gai Hospital clinicians.”

Throughout the implementation, staff embraced the new system by hosting celebrations with cakes and are well connected to the “pink people” who have been supporting teams through the transition.

EMeds is also available at Ryde and RNS.
North Shore residents living better for longer

The population of Sydney’s north shore and northern suburbs is leading the way in life expectancy Australia-wide. Royal North Shore Hospital staff specialist geriatrician Dr James Hardy recently spoke to North Shore Living about why he thinks our patients are living longer and stronger...

The average life expectancy on Sydney’s north shore is 85. Does this figure surprise you?

No, the average life expectancy across Australia has been increasing for some time. Very often we see people in our service who are much older and maybe relatively healthy at that age. We have known for some time that the lower north shore has some of the oldest residents in the country.

To what do you attribute the longevity of north shore residents to?

A lot of the likely reasons would be linked to higher socioeconomic status, with the attendant improved health status that brings, along with lower smoking rates and possibly better nutrition and higher rates of exercise. All of these things are known factors in successful ageing.

What makes us different to the rest of Sydney?

It is a more affluent, highly educated population with access to good healthcare services.

What percentage of this amazing longevity is genetics, what percentage good management and what percentage luck?

Some studies in twins suggest it may be around 30 per cent genetics and 70 per cent contribution of the environment to the chance of reaching an age of mid to late 80s. Some of that 70 per cent would be modifiable by the individual, but some would be luck or due to general changes in society over time, such as improved sanitation and water supply or the decline of certain infectious diseases.

Do we have any specific health problems on the north shore you don’t see elsewhere?

No, but given we have an older population, we see a lot of people with conditions that are more common with ageing, such as falls, osteoporosis and cognitive impairment.

Does this longevity mean we cost Medicare less as we don’t have as many health issues - or more as we last longer?

It is likely that a larger amount of healthcare costs in a person’s life occur in the last few years of their lives. However, the ideal is rather than living for a long time with disability, impairments only occur right at the end of life.

Celebrating 150 years of the Granny Smith Apple

In October, Ryde Hospital staff joined the annual Granny Smith Festival to mark 150 years of the Granny Smith apple. The team held an information stall at the festival.

The festival celebrates the life and legacy of one of the Ryde area’s most famous citizens, Maria Ann Smith - aka Granny Smith - who, back in 1868, ‘accidentally’ grew the first batch of little green apples that are now grown all over the world, and bear her name.

Thank you to everyone who stopped by the Ryde Hospital stall. The highlights at the stall were free blood pressure checks and hand hygiene demonstrations. A huge thank you to all our staff who volunteered on the day.
2018 HFMA Health Finance Awards

Congratulations to RNSH’s Philip Hoyle (pictured left) who was awarded the ‘Working with Finance - Clinician of the Year Award’ at the 2018 HFMA Health Finance Awards.

The award recognises clinicians who have taken financial responsibility for their services, led efficiency or improvement programs, or provided an example for other clinicians by engaging with the financial management agenda.

REHAB AND AGED CARE SERVICES’ GOLDEN CELEBRATION

Celebrating its golden anniversary, the Rehabilitation and Aged Care Service (RACS) at Hornsby Ku-ring-gai Hospital held a party with past and present staff and clients to commemorate the special occasion.

The 50th anniversary was attended by four of RACS’ directors, including Dr Richard Geeves, who established the service in a humble cottage in Burdett St in 1968.

Now located in the Palmerton Building, RACS has undergone some significant milestones, including the addition of Leighton Lodge in 1976, which was built as a convalescent care and respite centre, but now accommodates many of the clinical staff and research units.

Hornsby Hospital was one of the first four pilot sites nationally for the federally-funded Geriatric Assessment Teams in 1987 and has welcomed 1500 Japanese visitors annually to learn about aged care services.

On hand to provide an insight during their tenure were past directors – Dr Richard Geeves (1968-1988), Professor Ian Cameron (1989-1997), Professor Susan Kurrle (1997-2013) and Dr Cesar Uy (current director from 2013).

“The celebration will leave a lasting memory for all the staff, past and present, who attended,” Cesar said.

“We have been very fortunate to have had visionary leaders and dedicated staff. The event was also a good opportunity to acknowledge the generous support of the Bernard Curran Foundation and the Curran family over the years.

“I feel very proud to be part of a service that has improved the way we look after our older patients.”
CRAZY SOCKS FOR DOCS DAY

When working in health services treating patients, it can sometimes be easy to forget that health care workers also need looking after. That’s why the #crazysocks4docs campaign was created - to raise awareness of the importance of health and wellbeing, particularly mental health, of everyone working in the health care industry.

Bringing some brightness to the wards, staff in the children’s ward at Hornsby Ku-ring-gai hospital wore crazy socks on 1 June, joining their peers across the District and other states.

The campaign, now in its second year, was founded by Melbourne cardiologist, Dr Geoff Toogood, after his own battle with mental illness. The crazy sock motif stemmed from a conversation between two people who knew of Dr Toogood’s mental health history and were concerned when he turned up to work wearing odd socks.

The odd socks were simply a result of Dr Toogood’s dog mauling his washing, but it started a conversation that needed to happen.

If you or someone you know is struggling, there is help available

- Speak to your manager
- Speak to your GP
- Lifeline: 13 11 14
- Beyond Blue: 1300 22 4636
- Employee Assistance Program (EAP): accesseap.com.au
- Doctors Health Advisory Services: dhas.org.au

CENTRE FOR HEALTHCARE REDESIGN IS DELIVERING

A new initiative through the Centre for Healthcare Redesign is delivering in spades for Mental Health, Drug and Alcohol.

The project, led by Macquarie Hospital mental health clinical nurse consultant Michael O’Connor, has delivered a number of benefits.

“In June 2017, we launched the project to address transitions between acute and non-acute mental health inpatient care as part of a range of initiatives to improve patient flow across NSLHD,” Michael said.

“As part of the project, we liaised with a broad range of stakeholders across the network and developed some short and long term changes in how patient flow is managed in MHDA.”

The Centre for Healthcare Redesign (CHR) provides capability development for the NSW Health workforce, enabling frontline staff to successfully redesign and improve service delivery across all aspects of the patient’s journey.

Some of the changes Michael has introduced have led to improved support to acute teams in making referrals and transfers, reduced amount of time waiting for assessments, reduced amount of paperwork generated in making a referral to non-acute services and the standardisation and utilisation of the electronic patient journey boards.

The pilot site for these changes is the RNSH acute inpatient unit.

“These strategies have seen a reduction in assessment waiting times of 66 per cent, an increase in the number of transfers of 31 per cent and a measurable increase in staff and patient satisfaction with the overall process,” Michael said.

Before the end of 2018 the project aims to deliver even greater engagement between acute and non-acute mental health inpatient services and a greater flow of patients from acute units.
We now have a clearer idea of the upcoming infrastructure program for Mona Vale Hospital, with the release of architectural images for the next building works on the hospital campus.

A video fly through of the new services gave us a bird’s eye view of what the hospital will look like.

Northern Beaches Health Service general manager Frank Bazik said the purpose-built facility is set to go next to the existing Beachside Rehab Unit building and will include the construction of the dedicated inpatient Palliative Care Unit and the specialist Geriatric Evaluation and Management Unit.

“The program also involves the refurbishment of the existing emergency building for the Urgent Care Centre, the relocation of the helipad and the construction of a new support services building,” Frank said.

“It’s pleasing to see the plans for these important new services move forward. We anticipate early works will commence soon ahead of major construction later this year.”

You can view the fly through on the new Mona Vale Hospital Facebook page @MonaValeHospitalNSW.
More than 20 years after plans were first mooted, the new Northern Beaches Hospital has welcomed its first patients.

The nine-storey, world-class hospital has treated hundreds of patients in its first days of operation.

Many of the patients were transferred from Manly and Mona Vale hospitals in a two-day exercise, involving hundreds of staff, ambulance crews and transition co- ordinators. It was an extraordinary team effort to safely transfer more than 100 patients.

Staff from Manly and Mona Vale hospitals are now working in their brand new building, with the latest equipment and resources.

NSLHD Chief Executive Deb Willcox thanked staff for their wonderful dedication.

“I am tremendously proud of you and would like to acknowledge the invaluable part you’ve played providing care to our local community,” Deb said.

“Your commitment has been remarkable, not only in these recent months, but over many years.”

“I wish you every success for the next chapter in your working life.”
For Dr Bill Walter, his appointment as Professor of Orthopaedics and Traumatic Surgery at the University of Sydney sees him follow in the footsteps of his mentor. As a medical student, Dr Walter was taken under the wing of Dr Tom Taylor, a pioneer in orthopaedics in Australia and the establishing chair of the position. Now, Dr Walter is ready to make his own mark in this role, and he’s raring to get started.

“Here at Royal North Shore Hospital, we have world class orthopaedic surgeons who improve and change the lives of patients every single day, and in the Kolling Institute right next door, we have a world class research facility with three orthopaedic research labs,” he said.

As well as the clinical work, teaching and administration aspects of the role, research appears to be a keen focus for Dr Walter.

“I’ve always been very interested in research – I’m a scientist at heart and science is about discovering the truth,” he said.

“I’m really excited about developing the biomechanics research here. I think in this technological era, we’re rapidly accelerating in capabilities… and that has implications. There are opportunities to make healthcare cheaper and better - and I’d like to see us make a greater mark on the world with our work.

“I see myself making vital connections between the hospital and the university; bridging the gap between the engineers who are dealing with new technology in their laboratories at the university, and the clinicians who are delivering the care at Royal North Shore.”

With his workload increasing after his appointment, Dr Walter, a self-confessed outdoors and sports lover, already has an outlet lined up.

“I’ve always enjoyed skiing, but at the moment I’m working on surfing,” he said. “I’ve got three boys and they’re always interested in surfing and skiing, so we try to get in a few adventures.”

RNSH NURSE TAKES OUT NSW NURSING AWARD

Hard-working neurology nurse Jacqueline Holden from RNSH was honoured at the Excellence in Nursing/Midwifery Awards. Jacqueline won the prize for Excellence in Nursing/Midwifery – Assistant in Nursing/Midwifery during a ceremony at NSW Parliament House.

Jacqueline was nominated by her peers for her collaboration with others to ensure patients receive person-centred care and are provided with enrichment activities to assist with cognitive recovery.

NSLHD CE Deb Willcox congratulated Jacqueline and said she was a great example of the calibre of staff working not only at Royal North Shore, but across the District.

“Jacqueline’s enthusiasm for her work is inspirational. This is a fabulous achievement,” Deb said.
This colourful image is more than just red and green lines: it depicts a specialised form of brain cells that has earned its photographer a national award.

The image “Neurons that Fire Together Wire Together!” shows a specialised form of brain cells, referred to as cortical neurons, grown in the laboratory for 18 months from a patient suffering a neurodegenerative disorder. Neurons are cells that form a network and pass signals from one neuron to another. While the red fluorescence identifies cortical neurons, the green fluorescence identifies their network, confirming they are functional neurons.

The image earned Dr Gautam Wali, post-doctoral researcher, Department of Neurogenetics, Kolling Institute, one of the top voted images at the International Society for Stem Cell Research conference in June.

“There are limited platforms for scientists to share their work with lay people,” Gautam said.

“Research outcomes of scientists are often presented in scientific journals and at conferences, where the audience is largely scientists. The Australasian Society for Stem Cell Research society conducted the stem cell image competition that was open to lay people for viewing and voting.

“This was a great opportunity to share a glimpse of my research work with others.”

Although the imaging technique itself - confocal microscopy - is a fairly routine procedure in a laboratory, the procedure to produce these brain cells (seen in red) is highly sophisticated.

“It took me about 18 months to produce these brain cells from the patient,” Gautam said.

“We use these cells to understand the disease better and discover new drug therapeutics. We have this technology established here at Professor Carolyn Sue’s neurogenetics laboratory at the Kolling Institute.”

To view the other images, visit www.assrcr.org/stem-cell-image-contest-gallery/

eMeds success

A big thank you and to the team at RNSH for the successful rollout of eMeds across the hospital. The implementation team celebrated their success with cake and smiles. The eMeds system means clinicians have access to patient information and clinical decision support in real time.
SUCCESS FOR NSLHD AT TOP 50 WOMEN IN PUBLIC SERVICE AWARDS

Four women from NSLHD were named in the 2018 Top 50 Public Sector Women.

Deb Willcox and Associate Professor Elisabeth Murphy, both based at Royal North Shore, were joined by Hornsby’s Dr Clare Skinner and Mona Vale’s Jacqui Edgley at the ceremony at NSW Parliament House.

This year was the first instalment of the NSW Top 50, following on from the program’s launch in Victoria last year.

The objectives of the awards are to raise the profile of female leaders in the NSW Public Sector, shine a light on their achievements and provide a platform to support and encourage other women in the sector.

COMMUNICATING CONSISTENTLY: BOARDS ROLLED OUT AT HORNSBY

To improve communications with patients and staff, Hornsby Ku-ring-gai Health Service adopted a new approach to provide consistency across all departments.

New communication boards are being trialled in the Intensive Care Unit, Environmental Services, Physiotherapy Department, Lumby Level 1 and Geraghty with the aim of introducing them to all departments at the hospital.

Each department has three boards which state the name of the department, a brief description, the hospital’s vision “Excellence: Every Person, Every Day” and goals of the improvement plan.

Clinical redesign and innovation manager Deb Stewart said the idea came from a suggestion by accreditation surveyors to improve the consistency of communication to staff, patients and carers at the hospital.

“The General Manager, Lee Gregory and the executive wanted a consistent approach and we wanted the departments to own the information of the improvement work they were undertaking in the different wards and departments,” she said.

“Communication boards are a way of demonstrating what is going well, identify opportunities for improvement and show agreed actions, progress and outcomes.”

Some existing notice boards were taken down, but staff-only notices are still displayed in tea rooms and staff rooms.

Feedback will be sought from patients and staff before they are implemented across the whole health service.
THE SURGICAL TEAM HUDDLE

Chief Executive Deb Willcox joined an early morning surgical huddle in the operating theatre. The pre-operative huddle (briefing) is a quick meeting held inside the theatre to share important information prior to the commencement of the surgical list. These huddles are led by the senior operating surgeon and can be done in person or via teleconference.

A huddle provides the team with an opportunity to introduce themselves and their roles, look at an entire day’s worth of cases, identify potential problems, and set expectations prior to beginning the day’s cases. Huddles can lead to better team cohesiveness, which can increase satisfaction, lead to less interruptions and optimise patient safety.

RNSH theatre staff have also started to wear their names and roles on their scrub hats. This great patient safety initiative allows easy recognition of staff in their full theatre scrubs and can prevent the possibility of mix-ups, particularly when you need to act quickly in emergency situations. This simple practice is also very reassuring for our patients, as they know the names and roles of the staff looking after them.

MOSAIQ IS NOW LIVE AT NORTHERN SYDNEY CANCER CENTRE

After months of preparation, phase one of MOSAIQ is live at Northern Sydney Cancer Centre (NSCC).

MOSAIQ is an oncology/hematology information system which assists in the provision of efficient care management for patients undergoing systemic therapy.

As part of phase one staff were:

- Electronically prescribing and documenting administration for two systemic therapy protocols
- Recording haematology and medical oncology vital signs, nursing assessments and patient progress notes in MOSAIQ
- Scanning patient paper documents into the new system
- Exporting into eMR patient treatment summaries on a daily basis, for all MOSAIQ patients

The benefits are:

- Updating the paper documentation practices into a purpose built electronic oncology information system
- Improved patient flow through the NSCC and communicating their care to NSLHD facilities
A SPLASH OF COLOUR

Member for Hornsby Matt Kean officially unveiled a specially-designed mural created for Bungee Bidgel Aboriginal Health Clinic, located at the Hornsby GP Unit.

The mural was designed by Aboriginal artist, Jessica Johnson, who explained to Matt the significant meaning of the painting, which was brought to life through the assistance of a grant from the NSW Government’s Health and the Arts program.

The brightly-coloured painting adorns the wall that is the entrance to the GP Unit and signifies the many pathways people take to an Aboriginal health service, featuring an Aboriginal flag and a dingo offering protection.

The GP Unit’s Director, Dr Elizabeth Marles, and Clinical Nurse Consultant, Mary (Molly) Florance, of the Aboriginal Health Service, gave Matt a tour of Bungee Bidgel, which opened in mid-2015 following consultation between the NSLHD Aboriginal Health Service, the Aboriginal and Torres Strait Islander people of Northern Sydney, Hornsby Ku-ring-gai Hospital GP Unit, Community Health, Northern Sydney Primary Health Network (formerly Medicare Local).

Speaking at the event, NSLHD Chief Executive Deb Willcox said it was important for the local Aboriginal community to know they had a safe place where they could access health care and services without fear or prejudice.

“Bungee Bidgel is a great example of what we are trying to achieve,” Deb said.

“The work that our Aboriginal Health Service does in its endeavour to address social determinants and provide health services.”

The name, Bungee Bidgel, means “I’m better” in the two Aboriginal languages local to the area. Patients attending the clinic have access to GP services six days a week through the GP Unit, as well as access to dental health, mental health and allied health services within the LHD, and Legal Aid advice.
**Communication Access is Communication for All**

For 20 years Peter Lea (pictured), 58, from the Mid North Coast worked in the mines as an on-call power linesman: the commands he shouted would sometimes save the lives of his co-workers who were potentially in danger.

“I said ‘wow, I can’t believe I sound just like me.’”

Surgeons put a hole in the back of Peter’s airway to let air through a valve into his oesophagus, allowing vibrations in tissues by using his mouth and tongue as normal.

The operation has not only returned Peter’s voice but also helped him with his swallowing difficulties.

Speech Pathology Week seeks to promote the speech pathology profession and the work done by speech pathologists with more than 1.1 million Australians who have a communication or swallowing disorder that impacts on their daily life.

NSLHD speech pathologist, Fiona Anderson said: “people with communication difficulties often experience barriers to their full participation in community life.”

“Ensuring communication accessibility for these Australians means they are treated with dignity and respect,” she said.

For information about Speech Pathology Week visit www.speechpathologyaustralia.org.au/week

**Did You Know?**

- Humans swallow at least 900 times a day. Around three times an hour during sleep, once per minute while awake and even more often during meals.
- 13,000 Australians use electronic communication aids to get their message across
- Swallowing uses 26 muscles
- More than 1 million Australians have difficulty swallowing

**Complex Care for Chronic Pain**

Patients suffering from chronic pain and who frequently present at emergency departments are set to benefit from a program being developed at RNSH, which is designed to be used across the state.

While programs for people presenting frequently to ED have been developed, these have mostly focused on specific conditions such as heart disease, lung disease, diabetes and hypertension.

But Associate Professor Paul Wrigley of the Pain Management Research Institute at the Kolling said often those who suffered chronic pain, such as Crohn’s Disease sufferers, missed out on the targeted approach.

“We are just targeting the disease or condition - often the people who need this most are missed out,” he said.

“The Ministry of Health has expressed a desire to change this approach and look at the person’s needs rather than their disease or condition.”

With the help of a large team including three statewide networks within the Agency for Clinical Innovation, Paul is developing the program with a person-centred focus. The program will be designed to be rolled out across the state, following the evaluation of the pilot at RNSH. Case coordination will be offered to those in need to help improve management in the community and reduced the need for urgent care.

Still in its infancy, Paul said he hoped the program would be developed by next year and implemented in the hospital.

There are two ways a person will be identified for the program; via direct referral (ED, GP or specialist) or via a computer algorithm currently being trialled.

“This is an unmet need but offers benefits at many levels. At an individual level, improved quality of care, and from the health systems point of view, fewer unnecessary medical interventions and hospital use”.

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He used his voice to lull his kids to sleep when they were babies, to train his dogs and to train youth workers without giving his voice’s ability a second thought.

All that changed in March 2018, when Peter begun to lose his voice – which was turning croaky and occasionally would be just a whisper – following radiation therapy he underwent in 2015 for laryngeal cancer.

As speech pathologists across the Northern Sydney Local Health District celebrated Speech Pathology Week (August 19 - 25), Peter shared his experience on losing and regaining his voice.

After trying alternative methods of communication, with the support of speech pathologists, Peter recently underwent an operation at RNSH to regain his voice.

“It was wonderful. I couldn’t believe how good it was and felt great to say nice things to my wife, Jaqui,” he said, using his voice again for the first time.
Congratulations to all the nominees and winners of the NSLHD Exceptional People Awards 2018. You are all truly exceptional and it’s great to see you recognised for the difference you make in people’s lives every day.

The glittering event at Roseville Golf Course was held to formally recognise and thank staff for the incredible work they do every day. The awards were created to identify and celebrate staff who have demonstrated the meaning of the CORE Values and Behaviour Charter.

For more information about the nominees and winners visit: https://bit.ly/2QIWOs9

**Connected Person-Centred Care**  
Presented by Trevor Danos, NSLHD Chairman

**Individual Award**  
Daisy Bentley, Environmental Services, Coral Tree Family Service  
Mental Health Drug and Alcohol

**Team Award**  
**Joint Winner:** Mental Health Intensive Care Unit, Hornsby, Mental Health Drug and Alcohol

**Joint Winner:** Stoke Acute Rehabilitation Team, Royal North Shore Hospital

**Patient or Consumer Nominate Award**  
Cardiac Rehabilitation Program Team  
Royal North Shore Hospital

**Healthy Communities**  
Presented by Kim Field, Director of Primary and Community Health

**Individual Award**  
Vivienne Thompson, Clinical Nurse Specialist, Koala Family Care Centre, Hornsby Hospital

**Team Award**  
Sexual Health Clinic Team  
Clinic 16, Primary and Community Health
Evidence-Based Decision Making
Frank Bazik, General Manager, Northern Beaches Health Service

Engaged and Empowered Workforce
Presented by Lee Gregory, General Manager, Hornsby Ku-ring-gai Hospital

CORE Vales and Behaviours
Presented by Heather Gough General Manager, Ryde Hospital

Responsive and Adaptable Organisation
Presented by Andrea Taylor, Director of Mental Health Drug and Alcohol

Individual Award
Matthew Williams, senior physiotherapist and coordinator, Osteoarthritis Chronic Care Program

Individual Award
Joyce Yuet-Han Liew
Deputy Director of Pharmacy, Northern Beaches, Manly and Mona Vale Hospitals

Individual Award
Hollie Mahlberg, Security Supervisor, Hornsby Hospital

Volunteer and Consumer Advocate Award
The Emergency Department Volunteer Research Assistant Team, Royal North Shore Hospital

Chief Executive Award
Presented by Deb Willcox, Chief Executive

Team Award
Antimicrobial Stewardship Team Northern Sydney Local Health District

Individual Award
Esther Ng, Nurse Unit Manager, Graythwaite Rehabilitation Centre, Ryde Hospital

Individual Award
Joint Winner: Joyce Yuet-Han Liew
Deputy Director of Pharmacy, Northern Beaches, Manly and Mona Vale Hospitals

Individual Award
Joint Winner: Esther Ng, Nurse Unit Manager, Graythwaite Rehabilitation Centre, Ryde Hospital

Individual Award
Matthew Williams, senior physiotherapist and coordinator, Osteoarthritis Chronic Care Program

Individual Award
Joyce Yuet-Han Liew
Deputy Director of Pharmacy, Northern Beaches, Manly and Mona Vale Hospitals

Individual Award
Hollie Mahlberg, Security Supervisor, Hornsby Hospital

Volunteer and Consumer Advocate Award
The Emergency Department Volunteer Research Assistant Team, Royal North Shore Hospital

Chief Executive Award
Presented by Deb Willcox, Chief Executive

Team Award
Employee Services Team, Workforce and Culture

Team Award
Tracey Taylor, Manager Employee Services, Workforce and Culture

Team Award
Hornsby Mental Health Service Assertive Outreach Team, Mental Health Drug and Alcohol

A big thank you to our 2018 sponsors

WWW.NSLHD.HEALTH.NSW.GOV.AU 23
CHILD WELLBEING AND PROTECTION AWARDS

The inaugural NSLHD Child Wellbeing and Protection Awards were held on 4 September during National Child Protection week (2-8 September).

The awards celebrated the achievements of NSLHD services and individuals whose child-focused practice supports the safety and well-being of children and young people across the District.

These individuals and services put children/young people at the centre of their work, building stronger relationships with the families and communities they support.

The award ceremony featured distinguished guests including NSLHD CE Deb Willcox, Jordan Hardy from the CREATE Foundation, and Dorothy Ryan, president of the Cornucopia Committee which supports the Northern Sydney Child Protection Service.

Individual category winner
Kerry Griffiths, Social Work Manager
Northern Beaches Health Service with
NSLHD CE Deb Willcox

Service category highly commended
NSLHD Oral Health Service
Bronwyn Johnston, oral health
promotion coordinator, with NSLHD CE
Deb Willcox

Service category winner and overall
winner of the Child Wellbeing and
Child Protection Award 2018
Dalwood Spilstead Service - manager
Kerry Gwynne

Individual category highly commended
joint winner Ian Cappleman, team leader, senior
paediatric occupational therapist, RNSH (represented by Amanda
Maunder, OT), and Philippa
Greathead, acting service director
and team leader, North Shore/Ryde
Child and Family Health

VALE BETTY JOHNSON AO

Early this year, we reported with great sadness the passing of our friend and former Board member Betty Johnson AO.

Many will remember Betty for the contribution and effort she put into ensuring the voice of the consumer was heard in NSW Health services.

She was an inspiration to everyone. Betty will be remembered for her energetic and tireless efforts to ensuring the patient is at the centre of care and consumers and their families are involved in their care and treatment.

Betty was appointed in 2010 as chair of Health Consumers NSW and she was instrumental in the creation of Health Consumers NSW. Betty joined the NSLHD Board in 2011 where she was a valued member for more than five years.

Betty was committed to ensuring the fair and equitable treatment of Aboriginal people and for this she was recognised as an Honorary Aboriginal Elder.
RNSH TURNS 130

RNSH’s 130th birthday went off a treat with touching speeches, fascinating historic displays, and an incredible birthday cake made by a very talented staff member.

The week of celebrations kicked off on 29 October with an open day and the launch of the commemorative photographic book which is now on sale at the ASB front desk, the volunteers’ shops, and at Dymocks at Chatwood.

The next day saw honorary archivist Dr Cate Storey explain the genesis of RNSH’s Foundation Day – 30 October – before the hospital choir and the crowd gave a rousing rendition of Happy Birthday.

Then it was time for the star of the show – the amazing hospital-replica cake made by RNSH executive unit staffer Nompumelelo (Nom) Mpande.

Brilliant cake maker and staff member Nom with her work.

Let them eat cake! The birthday treats were a hit.

Alison and Amanda Harriss, who heads the Arts and Heritage Committee, cut the cake.

RNSH GM Alison Zecchin, our longest-serving vollie Graham Whittaker, former patients Sharon Frazer and Daphne Dunne, NSLHD CE Deb Willcox, Trent Zimmerman MP and Felicity Wilson MP at the book launch.
Electronic Record for Intensive Care Officially Landed at RNSH

Royal North Shore Hospital improved ICU patient care with new clinical information system

The Electronic Record for Intensive Care (eRIC) officially landed at Royal North Shore Hospital.

eRIC is clinical information system which improves patient care and safety and is part of the ongoing digital transformation of NSW Health.

The system was introduced across all 58 beds of the hospital’s Intensive Care Units, meaning the wards are now paper-free with eRIC digitally integrating patient data from bedside monitors, ventilators and other specialised equipment every minute.

ICU clinical nurse educator Nicholas Adam said a significant benefit of eRIC is its graphical representation of thousands of data points on a single screen, supporting rapid decision-making by providing a trend analysis of a patient’s condition.

“Changing workflows from smaller individual tasks to bigger picture analysis and confirmation of data is a major benefit that eRIC brings to the clinicians,” he said.

Registered nurse Hollie-Anne Morris said eRIC enables multiple clinicians to view a patient’s data at once, reducing the risk of paper transcription errors.

“ICU nurses spend significant time documenting each and every hour on paper, and eRIC will take some of this pressure away and give us more time for patients and their families,” she said.

eRIC is now enhancing patient care in 326 ICU beds across 15 NSW public hospitals, including Royal North Shore.
Mona Vale’s Medical Assessment Unit won a trophy for its performance over the last year, recognising the team’s outstanding contribution to the community.

NSW Health assessed the operation of medical assessment units across the state, and found the Mona Vale unit was the only one in NSW to meet all the benchmarks. This included discharging 80 per cent of patients home within 48 hours and supporting the Emergency Department so that patients were in emergency for less than four hours.

Nurse Unit Manager Majella McFarlane said it was really satisfying to pick up the award, as it demonstrates the MAU has a great model of care and provides wonderful care for its patients.

“The result reflects our team work and the good relationships we have with other departments,” Majella said.

“It also shows the integrity of our team and that we’re focused and passionate about what we do.”

2018 NSW Health Award Finalists

This month the finalists for this year’s NSW Health Awards were announced. There was strong competition with 180 entries, an eight per cent increase on last year. All entries demonstrated a depth of commitment and should be congratulated for their contribution to NSW Health.

The NSW Health Awards provide a unique opportunity to recognise and reward innovative programs, behaviours and services provided by the organisations that comprise NSW Health.

The categories are based on NSW Health’s Strategic Priorities and CORE values.

Northern Sydney Local Health District has three finalists in the running.

Team Awards
Specialist Rehabilitation Service Evaluation Project

Individual Awards
Volunteer of the Year
Chris Oberle for her commitment to improving patient experience through empathy and connection.

Staff Member of the Year
Matthew Williams for his role leading the innovative Osteoarthritis Chronic

Congratulations again to all of our finalists. Further information can be found on the NSW Health website: www.health.nsw.gov.au/innovation/2018awards/Pages/finalists.aspx
2018 PREMIER’S AWARDS FINALISTS

Our District’s run of stellar results continued with three nominations in the upcoming Premier’s Awards.

The Osteoarthritis Chronic Care Program and the Back and Neck Pain Triage Physiotherapist Service were both nominated in the improving service levels in hospitals category, as was the Big Red Kidney Bus, a joint project between Royal North Shore Hospital’s Renal Department and Kidney Health Australia.

Recipients of the 2018 Premier’s Awards were announced on 7 November.


NSLHD finalists

Big Red Kidney Bus

Matthew Williams - Osteoarthritis Chronic Care Program

Trish Schlotfeldt - Back and Neck Pain Triage Physiotherapist Service

JACQUI EDGLEY APPOINTED GM OF MONA VALE SERVICES

Mona Vale Hospital’s Director of Nursing and Midwifery Jacqui Edgley was appointed the hospital’s General Manager.

Jacqui has been at Mona Vale Hospital for 11 years and the Director of Nursing and Midwifery for the past six.

Jacqui previously worked in the Emergency Department at Westmead Hospital and at Bulli Hospital on the South Coast.

Jacqui said she was excited about her new role, where she will lead a team of more than 250 staff across the hospital campus.

Jacqui will also be responsible for the site management of the community health centres at Mona Vale, Brookvale and Seaforth, where 400 staff work across more than 30 services, including child and family health, community nursing, mental health, and Breastscreen NSW.

RYDE HOSPITAL CLEANING IT UP IN AUDIT

Hard work and determination paid off for the cleaning team at Ryde Hospital which is celebrating fantastic results in the March cleaning audit.

Ryde Hospital achieved a 100 per cent audit pass in March, exceeding NSW Health cleaning benchmarks in every department. Ryde Hospital led the district in March, followed closely by Royal North Shore Hospital.

Ryde Hospital’s site operations manager, Matthew Noone, said it was a wonderful achievement for the staff and the hospital.

“The staff have worked really hard to achieve this result and its great to see their efforts recognised,” he said.
**NEW CANCER PATIENT HOTLINE LAUNCHED AT ROYAL NORTH SHORE**

A dedicated hotline for cancer patients was introduced at Royal North Shore Hospital after a six-month trial showed it dramatically reduced stressful trips to the Emergency Department (ED).

The hotline, the brainchild of medical oncology nurse practitioner Meredith Oatley (pictured) from the hospital’s Northern Sydney Cancer Centre, is the first of its type in NSW and has been a hit with patients.

During the six-month trial, the hotline took 323 calls from concerned cancer patients who needed advice and/or assistance. In some cases, the service was used by the sons and daughters of non-English speaking patients.

During the trial:
- 111 patients who would have otherwise had to go to the ED were able to avoid a trip to hospital because they were given instant expert advice; and
- 35 patients were admitted directly to hospital (bypassing the ED) because of the seriousness of their symptoms.

Prostate cancer patient Graham Kelly of North Epping said the hotline had made all the difference as he underwent chemotherapy.

“It’s made a huge difference because Meredith responds so quickly,” Mr Kelly said.

“I’ve had a few issues going through chemo – including ending up back in hospital – and Meredith has been able to arrange the extra tests I needed.

“I’ve made use of the hotline at least three or four times. It’s a great relief to be able to speak to someone quickly and get the right advice.

“Before this hotline was established, you’d have no choice but to go to the ED when something went wrong, but this gives you a fair better alternative.”

Breast cancer patient Simone Rousseau of St Ives said the hotline had made all the difference as she worked her way through six months of chemotherapy.

“It’s vital to a patient’s journey to be able to get support and information without going through a plethora of receptionists and other staff,” she said.

“To be able to immediately contact the right person, and get the information you need when something is not right, is essential.

“Undergoing cancer treatment can be very overwhelming and it’s such a relief to have help at the end of a phone call.

“Before this hotline, the only option when things seemed to be going wrong was a trip to the Emergency Department – and that’s not a place anyone wants to go if it can be avoided.”

NSLHD CE Deb Willcox said Meredith’s initiative had made a tangible difference to patients when they were at their lowest ebb.

“Like so many great ideas, this is a simple solution to a pretty obvious problem - cancer patients do it tough enough without having to make extra trips to hospital. “This hotline gives them peace of mind, and quick action if that’s required. I’m delighted we have been able to make it a permanent feature at Royal North Shore,” Deb said.

**LIVING KIDNEY DONOR RECOGNITION CEREMONY**

The biannual Living Kidney Donor Recognition Ceremony was held in the Kolling Auditorium building. This year RNSH and the renal unit took the opportunity to thank all the kidney donors from 2016 and 2017.

Around 90 recipients, family and friends were in attendance, along with the staff and surgeons/physicians.

Speeches were given by Dr Bruce Cooper and Dr Stella McGinn (pictured with other attendees).

Donors and recipients shared heartfelt and moving stories about their kidney transplant and donation journeys. Thank you gifts such as flowers, certificates and a pin were presented to the donors by RNSH General Manager, Alison Zecchin.
RNSH’s Elayne Forbes awarded the Buchanan Prize

Royal North Shore and Hornsby hospital ED doctor Elayne Forbes (above) claimed the Buchanan Prize for her performance in the Fellowship Clinical Examination.

The Buchanan Prize is awarded to the candidate achieving the highest score in the objective structured clinical examination.

Dr Forbes not only achieved the top marks for this exam but has done so with a toddler at home and all while pregnant with her second child.

When asked about any advice she would have to those in a similar position to herself she said that “it is all possible”.

“Just know that it is possible and it doesn’t stop you,” she said.

“I think we’re very lucky, certainly with the hospitals I work in that they’re very supportive of both new mums and expectant mums, and I think that helps a lot.”

She was initially surprised to hear that she had received the prize but was ecstatic with the news.

“I was a bit shocked when I got the email to be honest with you, absolutely delighted but a bit shocked,” she said.

“I think anyone sitting this exam just wants to get through it. It’s the mountain at the end of your career.”

She credits her success to a lot of practise, hard work and dedication, as well as an invaluable support system around her.

Insurance Award Triumph

Royal North Shore Hospital claimed a top gong at the iCare awards.

The project, SPC Traffic Lights, won the Risk Reporting and Intelligence category at the 2018 Insurance for NSW Awards.

The submission came from data scientist Helen Ganley (RNSH), medical director Dr Philip Hoyle (RNSH), clinical analytics information manager Angie Pang (NSLHD) and clinical reliability and effectiveness manager Janine Carragher (NSLHD).

SPC Traffic Lights: Stop on Green and Go on Red integrates and applies statistics, risk management, and quality improvement processes to any performance measure.

“Our systems are usually very variable, and SPC makes it easy to work out what is expected, versus unexpected by analysing and comparing data against targets, and gauging process stability or reliability,” Helen said.

“The reports we produce use concise, graphic and easy-to-understand reports and combine dashboard or ‘traffic light’ approaches and trend analysis.”

If you are interested in learning more about the Statistical Process Control (SPC) and SPC Traffic Lights, please email Helen Ganley (Tues to Thur) at helen.ganley@health.nsw.gov.au to register for an introductory session for your team/department/committee.
Invisible beams which sound an alarm when they detect movement are the latest addition to wards to prevent patient falls.

Nursing teams at Hornsby Ku-ring-gai Hospital were given the machines, known as Invisabeams, as the hospital aims to further reduce its rate of falls.

The Invisabeam works by sounding an alarm if the patient breaks the beam, prompting a nurse to check the patient and to assist with any mobility requirements.

Following a successful trial at the hospital, nine machines were purchased with the help of Professor Sue Kurrle, Clinical Director, Rehabilitation and Aged Care, Hornsby Ku-ring-gai Hospital and a grant from the Clinical Excellence Commission.

Nurse Unit Manager Cindy Ko trialled the Invisabeam in her ward and said: “It’s really great to have this in addition to our floor beds and falls mats as it gives nurses more options and allows for falls prevention strategies to be customised to suit individual patients.

“The other day we used it on a patient at risk ... the Invisabeam is very useful for increasing surveillance of these patients.”

The Invisabeams were distributed after the company rep gave an education session on how to use them. This was followed up by the keynote speaker, Prof Sue Kurrle, who spoke on the topic of frailty and sarcopenia – the loss of muscle mass and strength - and how the combination of the two can contribute to falls.

Hornsby Ku-ring-gai Hospital General Manager Lee Gregory praised hospital staff for their efforts in reducing the number of falls.

``There has been a tremendous amount of work in falls and we need to keep going,” Lee said.

``The level of commitment by the hospital to reduce falls should be commended.”

Thank you to our wonderful Pink Ladies for their generous donation which went towards the purchase of two low-low beds for the Graythwaite Rehabilitation Centre at Ryde Hospital.

The beds can be lowered to ground level which ensures the safety of patients at high risk of falls. The beds can also be raised to a height that allows staff to undertake their duties in a way that will minimise risk of injury, due to repetitive bending and stretching. Other benefits of the bed include the ability to raise the head or legs of the patients to ensure best blood flow.

Thinking of becoming a volunteer? If so, please email nslhd-volunteers@health.nsw.gov.au or phone the co-ordinator on 9462 9936.

The Pink Ladies sitting on one of the new low-low beds, surrounded by Graythwaite Rehabilitation Centre staff and Judith Hogan-Wright, acting Volunteer Coordinator.

Hornsby’s Registered Nurse Natalie Grima with the Invisabeam.

The Pink Ladies sitting on one of the new low-low beds, surrounded by Graythwaite Rehabilitation Centre staff and Judith Hogan-Wright, acting Volunteer Coordinator.
NSLHD FY 2017/18 HIGHLIGHTS

- Provided care to the more than 200,000 people who came to our emergency departments
- Cared for the more than 5,000 babies born in our hospitals
- Fully immunised 94% of non-Aboriginal children and 96.4% of Aboriginal children at 1 year of age
- Supported 3,720 patients completing treatment through hospital in the home
- Performed 34,565 operations
- Delivered almost 85,000 community health services
- Achieved 55 enrollments through GO4FUN Healthy Children's Initiative with 91% completing the program
- Delivered more than 600,000 outpatient services

A workforce of over 11,000 (8,800 FTE) staff delivering care to our community

People matter engagement score across NSLHD: 65% in 2017 to 69% in 2018 (NSW: 65%)

People matter participation rates across NSLHD: 23% in 2017 to 37% in 2018 (NSW: 46%)