

Mental Health Drug & Alcohol Newsletter

MHDA Staff Awards

Directors Report

20th September 2016

Andrea Taylor

Yesterday we launched our statement on Recovery Oriented Language at our whole of service Recovery Oriented Practice Forum. The launch included postcard reminders and coffee mugs for participants. A memo was issued to all staff, supported by posts on our Facebook page and Instagram. Language is really important, and carries different meaning for different people. It has challenged us across Mental Health Drug & Alcohol (MHDA) for a number of years, and to have a formal position and statement is a positive step forward in ensuring consistency and empowering recovery-orientation in our communication. The memo is, of course, just one active step towards our service prioritising the use of recovery oriented language. The broader message is around all of our communication—verbal, non-verbal and written—to encourage everyone to think about the story they are telling and whether it is truly supporting hope, identity, meaning and personal responsibility. I'd like to acknowledge the energy and passion Lyndal Sherwin has put into this process, along with the Recovery Oriented Practice Steering Committee members, under the Executive sponsorship of Dr Michael Paton.



On the horizon we have Mental Health Month fast approaching in October—many interesting activities and events are scheduled for throughout the month and throughout the District. Event information is included with the newsletter and I encourage everyone to get involved.

Celebrating our staff

Matt Russell, Chair, MHDA Recognition & Reward Program Committee

The culmination of the 2016 NSLHD MHDA Reward and Recognition Program occurred on 25th August with a presentation ceremony held at the Chatswood Golf Club. Winners were announced and all winners and nominees received gift cards and certificates. The event was opened by Andrea Taylor, Director NSLHD MHDA, with the wonderful Julie McCrossin as our fabulous Master of Ceremonies.

Seventy staff from MHDA attended the event and were treated to canapés and an afternoon tea to celebrate the outstanding contributions that both individuals and teams have made to the service over the last year. The Golf Club was a beautiful setting for awards with kookaburra's and golf course views as the backdrop to the ceremony.

While the aim of the ceremony was to present the awards and announce the winners, it also provided an opportunity for staff to catch up with members of other teams and connect with friends and colleagues who they may not have seen for some time.

This year the Awards Committee received over 120 nominations from across the NSLHD MHDA service across all eight categories.

Continued ►

If you have any comments, ideas or suggestions, we'd love to hear from you.

Please contact:

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Category One – Staff Member of the Year (non-management)

This award recognises a member of staff working in a non-management role that is an exemplary role model, possesses integrity, upholds NSW Health values and behaviours, upholds human rights, demonstrates best practice, is a coach/mentor and has made an outstanding contribution to MHDA.

The finalists were:

Henry Zhao, Clinical Nurse Consultant, Emergency Department at Hornsby Hospital

Kristine Grainger, Senior Exercise Physiologist at Macquarie Hospital

Valencia Taljaard, Occupational Therapist at Manly Hospital

Winner: Kristine Grainger (pictured with Mark Joyce, Director of Nursing MHDA). An outstanding contribution highlighted was Kristine's development of Exercise Physiology and the Wellbeing Unit at Macquarie Hospital. Kristine is a tireless promoter of the importance of physical health and wellbeing for people living with mental health difficulties.



Category Two - Staff Member of the Year – Consumer or Carer Nominated

This award recognises a member of staff who upholds NSW Health values and behaviour, particularly collaboration, openness, respect and empowerment, and upholds human rights. The nominees for this award can only be nominated by a consumer or carer engaged with the service.

The finalists were:

Diem Yong, Recreation Therapist at Mental Health Inpatient Unit at Royal North Shore Hospital

Kathryn Tiver, Acting Nursing Unit Manager, Hamilton Hostel at Macquarie Hospital

Mental Health Intensive Care Unit team (MHICU) at Hornsby Hospital

Winner: Diem Yong (pictured with Mark Joyce, DON MHDA). Diem was nominated for the positive energy she brings to her work environment, putting patients at the centre of her work to the degree that she changed her working days so that she could support patients who were in hospital at the weekend. She is currently in the process of organising pet therapy for the unit.



Category three - Manager of the Year

This award recognises a manager that is an exemplary role model, possesses integrity, upholds NSW Health values and behaviours, upholds human rights, is visionary, is a coach/mentor and has made an outstanding contribution to the MHDA service.

The finalists were:

Elisabeth Manning, Community Services Manager at Hornsby Ku-ring-gai Mental Health Service

Nerida Edwards, Nursing Unit Manager at Manly Psychiatric Emergency Care Centre (PECC)

Yvette Liaromatis, Business Manager at Hornsby Ku-ring-gai Mental Health Service



Winner: Yvette Liaromatis (pictured on page 2 with Mark Joyce, DON MHDA). Yvette exemplifies NSW Health values and behaviours, in particular honesty, fairness and integrity. Yvette is described as being an excellent mentor who regularly goes above and beyond her normal duties.

Category 4 – Unsung Hero

This award recognises the efforts and/or achievements of a staff member who may go unrecognised for their contribution to NSLHD MHDA.

The finalists (and winners!) were:

Dianne Baker, Ward Clerk in Adult Mental Health Inpatient Unit at Hornsby Hospital

Richard Davies, Nursing Unit Manager, Parkview Unit, Macquarie Hospital

Feleena Emerton, Acting Team Leader, Lower North Shore Acute and Early Intervention Service

The committee were unable to pick a winner from this group, so in the spirit of Oprah made them all winners.

Dianne (not pictured) won for being a great role model, getting the job done and nothing being too hard for her. **Richard** won for developing the patient journey folder to improve consumers' knowledge and empowerment, break down barriers in communication and improve handover practices. **Feleena** won for instilling a culture of professional accountability and reflective practice both in her acting and substantive roles. Under her leadership at Ryde the team has met KPIs for Post Discharge Community Care, client related time and implementation of all recommendations from SEEIT.

Pictured, left to right: Mark Joyce, (Director of Nursing (DON) MHDA), Richard Davies, Feleena Emerton, and Andrea Taylor (Director, MHDA).



Category 5 – Support Service

This award recognises the support service teams who provide exceptional customer service and/or have made a significant contribution to improving people, premises, processes, the environment or services.

The finalists were:

Manly Hospital Maintenance Team

Macquarie Hospital Fundraising Team

Macquarie Hospital Maintenance Team

Winner: Macquarie Hospital Maintenance Team, who won for being a small team who successfully achieves the mammoth task of maintaining 42 hectares of grounds and over 50 operational buildings. Particular mention was made of their heroic work to maintain electrical supply to the Macquarie Hospital site during a power outage that lasted over 24 hours. Pictured is their manager, Ron Kruk, being interviewed by Julie McCrossin.



Category 6 – Diversity

This award recognises a team, program or initiative that has made a significant contribution to improving the health and well-being of a diverse group.

This year there was one finalist and one **winner, Marianna Wong**. Marianna won for embracing the CALD committee and relevant responsibilities. She has advocated for the continuation of diversity



programs and has successfully convinced one service to employ a Chinese speaking Mental Health worker. We also learnt that Marianna speaks four languages and is learning another!

Category 7 – Collaborative Team

This award recognises teams who demonstrate effective consultation, collaboration and partnerships within and/or external to MHDA, resulting in a significant contribution to operations and/or service provision.

The finalists were:

Mental Health Intensive Care Unit, Hornsby Hospital
Royal North Shore Mental Health Emergency
Department CNC Team
Ryde Assertive Outreach Team



Winner: RNS Mental Health Emergency Department CNC Team (Colleen Olmstead, Jan Dass, Lesley Miller and Melina Stepanian) who won for 100% collaboration in a difficult and complex clinical setting, high level of expertise and providing support and advice to PECC nursing staff, despite busy work loads and competing demands. The team are pictured above with Anthony Dombkins, Director of Nursing, NSLHD.

Category 8 – Quality Improvement and Innovation

This category recognises a team, program or initiative that applies innovative and/or quality approaches to significantly improve a system, process, tasks, service or practice, research that makes a significant contribution to theoretical or practice knowledge or evaluation of a program/initiative for the associated field/discipline.

The finalists were:

Hornsby Assertive Outreach & Residential Service
Suzanne Glover and Jane Millar
Mental Health Intensive Care Unit

Winner: Suzanne Glover and Jane Millar who won for making significant contributions to developing and providing a framework for supporting and providing a Transitional Program across MHDA services for Registered Nurses, Enrolled Nurses and Assistants in Nursing, leading to improved quality of care and safety within the Workforce. The initiative has made a significant contribution towards developing a locally grown workforce within the speciality of MHDA services. Pictured, left to right: Anthony Dombkins (DON NSLHD), Suzanne Glover and Jane Millar.



The Awards will be back, even bigger and better next year. Nominations will be open during March, April and May, 2017. Please start now to think about a team or individual who you think should be recognised for making an outstanding contributing to NLSHD MHDA services.

Nominations for membership of the Awards Committee are currently open. Any staff interested in participating in this committee are invited to contact Matthew Russell with their Expression of Interest on: matthew.russell@health.nsw.gov.au

Giving feedback

Lyn Longfoot, MHDA Compliments, Complaints and Issues Manager, attended the Carer Network meeting on 16th August to talk with members about their experiences of the complaints process, and her role in MHDA in managing complaints, feedback and compliments from consumers, carers and the community. Lyn explained that complaints, compliments and feedback are all welcomed and that MHDA are keen to work with people to find a solution towards the problem. The process for making a complaint was outlined, so that issues can be resolved quickly.

Here are the steps in making a complaint:

Step 1 – let the nurse, doctor or mental health professional know that you have a concern

Step 2 – contact the Service Director of the local sector Mental Health Service

Step 3 – contact Lyn Longfoot or Andrea Taylor, Director, MHDA

You can also go to the NSLHD website page called “Have Your Say” to provide feedback or make a complaint via the website or click on the following link:

<http://www.nslhd.health.nsw.gov.au/AboutUs/Pages/Haveyoursay.aspx>

Pictured, L-R: Suzy Glover, Lyn Longfoot, Peter Heggie, Liz Shevlane, Lyn Anderson, Diana Sidney, Kathy Pritchard.



Brolga Adolescent Mental Health Unit—RSPCA Cup Cake Fundraiser

The young people and staff of Brolga Unit, Child and Youth Mental Health Services, wish to extend a huge thank you to all who visited and helped with our cupcake stall in August. We are so pleased to announce that we raised \$200 and sold out of cupcakes in 2 hours! Wow! We were overwhelmed with the generosity and kind words we had from everyone who visited us. It was such a lovely morning of sharing in the goodwill of working together and helping to prevent cruelty to our beloved four legged friends! Thank you!

The young people of Brolga put in a huge effort baking all day Monday and decorating Tuesday morning, even making special Pup cakes for dogs. We had lots of discussion about how holding events like this makes us feel good and that we hope to do more, with the suggestion that we may hold another stall for Mental Health Month.



Afternoon Tea with Andrea

Join us to share our last afternoon tea event for 2016, hear about what's happening across our services, let us know what's happening in yours and have a chat with our teams.

Hornsby Ku-ring-gai, Monday 31st October, 2.30—4pm, Hornsby RSL

For details or to RSVP, please contact Dee Milton on 9887 5635 or at Dorcas.milton@health.nsw.gov.au

Fast News

“Sharing Your Family and Carer Stories - an invitation to a different kind of conversation”

We are inviting families and carers of someone with a lived experience of mental illness to share their stories of caring for a loved one. We are hoping to hear your experiences of mental illness and health. We want to find out more about what it's been like for family and carers to work with service providers and mental health clinicians; understand your thoughts about recovery and hope, and learn about the experiences that have been meaningful and transformative for you.

You will be working with the Family and Carer Mental Health Program team as well as students from the Macquarie University PACE program. All students will be working under supervision and will assist you to tell your story. These stories will help clinicians at Northern Sydney Local Health District to learn and better understand what has happened for you and for other families like yours. These conversations will take place in September and October 2016.

Perhaps you would like your story to be anonymous, or you would like to record your story or write it down? We are open to hearing from you in whatever way suits you.

Please call Penny Feillafe on 0408960049 or email at Penny.feillafe@health.nsw.gov.au if you would like to hear more about this opportunity and register your interest.

NSLHD Strategic Plan: we are currently preparing a new Strategic Plan for 2017—2022, which will outline the vision from our agreed common goals and priorities. The Strategic Plan sets the agenda for what the District will become by 2022.

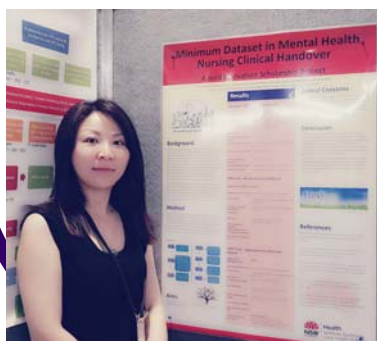
Throughout September 2016, managers will be talking and listening to staff, community members, consumers and carers across the District, to ensure they gain a broad perspective of our achievements and successes and how we build on those and address our challenges and risks into the future.

Managers have been provided with toolkits to ensure a consistent approach to sourcing this feedback and ensure that the Strategic Plan receives input from all stakeholders. It is important that team managers take the opportunity to voice the thoughts of their staff and the consumers they work with. The strategic goals of the District will impact everyone.

After the consultation period closes a draft plan is expected to be produced by mid-November 2016, which will be shared with you for your feedback and comments.

International Mental Health Conference: Suzanne Glover and Jane Millar presented at the 17th annual International Mental Health Conference on 10th—12th August. They presented on the MHDA Transition to Specialty Practice Program, focusing on the benefits of nurturing young clinicians. Their presentation included an outline of the comprehensive program we offer new graduate nurses, and the exciting developments planned for the program, including opening into diverse clinical areas and the inclusion of Allied Health clinicians.

Two posters were also presented by MHDA staff at the conference: Clara Luo, Clinical Nurse Consultant—Practice Development, presented a poster on Clinical Handover (pictured left); and Pat Zafaris, Xue Zhang and Alice Jiang, Nursing Unit Managers, Macquarie Hospital, presented a poster on the Productive Ward Program (pictured centre).



Email Management training for Staff: Would you like to better manage your emails and increase your productivity? If so, consider enrolling yourself into HETI's "Outlook 2010 – Tools iplus" online course. This short comprehensive course details many short cuts and management tools that can help you stay on top of your workload and more effectively utilise Outlook. The pathway to find it: **log into HETI online > Catalogue > Search > type "Outlook 2010" > enrol in "Outlook 2010 – Tools iplus"**.



Building Bridges & Pathways

Improving Service Access for Young People

This Clinical Redesign Project is a partnership between NSLHD Early Psychosis services and headspace Brookvale & Chatswood, in collaboration with Manly Drug Education & Counselling Centre (MDECC)

Our goal: To provide coordinated, timely and efficient assessment and referral pathways for young people that optimise their experience and ensure that they receive the best possible mental health care in a timely manner

The project is now moving into the **Implementation** phase in the coming months. One of our objectives was to ensure that clinicians in early psychosis services and headspace completed training together on assessment tools and interventions. We have achieved that – 90% of clinicians attended workshops in July, and an extra one has been scheduled for October. We have also mapped pathways between services to trial as young people come into our services. The aim is to eliminate duplication and minimise delay, so that young people receive the help they need as quickly and smoothly as possible, and the feedback so far has been positive.

As part of the project we are looking at our assessment processes in the early psychosis services when young people are referred and do not have a clear diagnosis. We are also mapping options for psychology services, improving our data collection and thinking about how we will capture feedback from young people as part of the evaluation.

If you would like to know more about the project, contact the Project Lead, Bev Moss, at Beverley.moss@health.nsw.gov.au

FAMILY DRUG SUPPORT

Support group for families, carers and friends affected by someone's drug use

This group provides a free, confidential and safe place for anyone who may be supporting someone with a drug or alcohol issue. Family Drug Support has been providing specialist support and care for over 18 years to families coping with isolation, helplessness, shame and stigma.

FAMILY DRUG SUPPORT—DEE WHY SUPPORT GROUP

WHEN: Last Monday of every month, 6pm—8pm. The first group meets on Monday 26th September.

VENUE: 28 / 22–26 Fisher Rd, Dee Why (Northern Beaches)

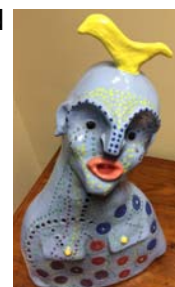
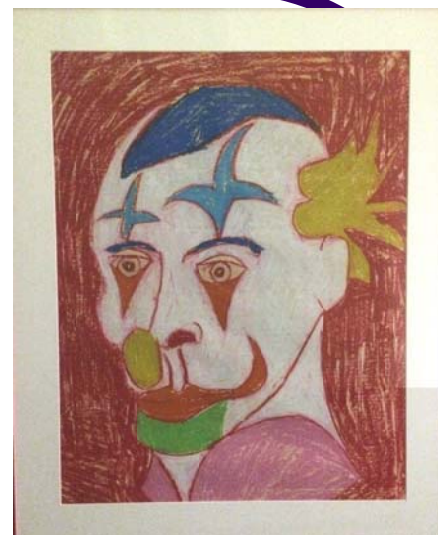
The entrance is outside the building, via the staircase on the right. Car parking available on the street or in the Salvation Army car park opposite. For more information contact Julie on 0400 113 422.

www.fds.org.au

"To know that someone understands what I'm going through is such a comfort to me, I feel stronger and more able to cope with the journey" - Attendee

The Red Dot Collection by Lyn Longfoot

One of the Red Dot Art collection's early purchases is the late David Excalibur's depiction of a clown, bought by MHDA in 2007 (top, right). We don't know the name David might have given this pastel drawing, which we call "The Clown". Our clown is hung in the entrance way to the West Wing corridor in Cameron Building and interacts with the ceramic clown who stands nearby on the table and was purchased by MHDA around the same time (below, right). David passed away in 2008, so this drawing would have been amongst his later creative works, which over his lifetime, was very prolific. We understand a number of David's art works were hung in the Anti-Discrimination Board's office, in Sydney. Our clown is a noble figure, with a piercing gaze and is portrayed as a figure of strength displaying the complexities of the nature of a clown. We value the two special clowns in our art collection.



Compliments ~ July & August

Child & Youth Mental Health Service: NSW Health award for nil use of seclusion and restraint was received by staff of the *Brolga Unit*, and thanks to the *Hornsby Community* team from family members for the care and support provided; thanks from a parent to a clinician in the *Northern Beaches* team, acknowledging the relationship and trust the clinician build with a young person.

Drug & Alcohol Services and North Shore Ryde Mental Health Service: received thanks from the Australian Catholic University for professionalism, willingness to teach, guide & support students and positive learning experiences during clinical nursing placements.

North Shore Ryde Mental Health Service: A heartfelt and detailed letter from a family to the Mental Health Review Tribunal, acknowledging the clinical team at *RNS Mental Health Inpatient Unit*, citing the teams compassion, respect and patience; the personal and warm interactions with staff and the positive impact it had on the families experience; they noticed that the staff enjoy working with each other, communicating with carers, and caring for consumers; they witnessed and experienced an overall positive culture of competence and compassion; finally they note that since discharge from the inpatient unit the follow up care has been impressive and highly comforting. To the *Manager of the Lower North Shore Acute Community Team*, for attending the North Shore Support Group, and providing information about services and mental health, making the lives of families and carers that little bit easier. Thanks to one of the experienced clinicians from the team who provided an informative and engaging education session for carers and support worker staff on Borderline Personality Disorder at Chatswood recently. Thank you to the *RNS Mental Health Inpatient Unit* from a consumer for the care and compassion shown during a recent admission. Thank you to the *RNS PECC* team from carers for the kindness and support shown to their daughter during her admission.

Hornsby Ku-ring-gai Mental Health Service: A big thank you to the staff in the *Adult Inpatient Unit* for a fabulous clinical placement from 3 nursing students. Thank you from a carer to the *Adult Inpatient Unit* for the care provided during an admission. Thank you from the Service Director HKMHS to the *Health Information Service Team at Hornsby* for their extraordinary support provided to the Mental Health team. To Steve in the *Adult Inpatient Unit* for spending time with a group of nursing students on a general health placement, introducing to them to mental health.

Mental Health Line

The Mental Health Line is a single point of entry for mental health referrals within NSLHD. We offer a standardised service across NSLHD, and are committed to reducing the previous variance across Northern Sydney sectors to access mental health services. The service is advertised across NSW as the 'Mental Health Line', however within services is referred to as the 'Mental Health Telephone Access Line' (MHTAL).



In NSLHD our Mental Health Line service was previously provided by the Central Coast, however has been operating locally as a standalone service since November 2015. The service is regulated and monitored by the MHTAL Steering Committee.

The NSLHD MHTAL team comprises of a Manager, Administration Officer, five full time clinical positions, and is supported by a number of casual multidisciplinary mental health clinicians. The clinicians on the team have between 3 and 30 years of experience working in mental health services.

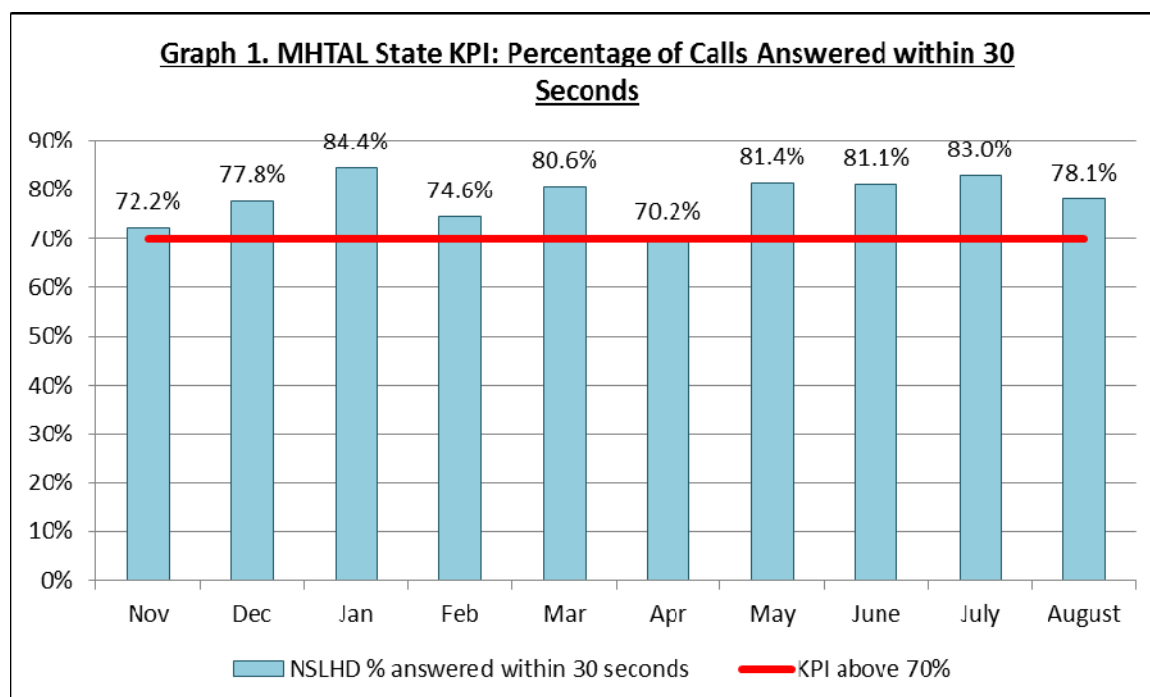
Among our achievements, we are proud to say that over the last 10 months NSLHD MHTAL has consistently met the Key Performance Indicator (KPI) of the NSW telephony standards for percentage of calls answered within 30 seconds (Graph 1). We have also been progressing towards meeting the KPI for percentage of abandoned calls (those not answered within 2 minutes), which in November 2015 was 22%, and has reduced to being 10% in August 2016. Our target KPI is 5%.

A recent initiative negotiated with Hornsby Ku-ring-gai Hospital, Royal North Shore Hospital and Manly Hospital has resulted in liaising with the mental health units in these hospitals in order to process calls at night time. This move to extended hours will support resources being allocated around peak call times, and increase the services ability to meet KPIs.

We have been working with the Ministry of Health to compile a more accurate suburb list in order to appropriately transfer calls that originate from other Health Districts. The number of out of area calls has been an added demand for our service, comprising around 3-5% of our monthly calls received.

If you have any queries about operational issues and access to the NSLHD MHTAL, please contact the MHTAL Manager, Alec Gisbert, on (02) 8877 5189 or via email

Aleksander.Gisbert@health.nsw.gov.au



7 rights in 7 days project

The “7 Rights in 7 Days” was an innovative project undertaken by the Hornsby Adult Mental Health Unit (AMHU) team in conjunction with the Mental Health Pharmacist, from 1st to 7th August 2016. This project was initiated by the AMH team following an acknowledgement that there had been medication errors over the past 12 months, and a commitment to improve services and minimise medication errors on the 35 bed unit.

Psychotropic medication is an important component of treatment used in mental health care and contributes to significant improvement in the mental health of consumers. The medication management cycle comprises of four domains, which are prescribing, transcribing, dispensing and administration. An investigation into these domains in the incident reports found that the errors were originating in the administration domain. Staff distraction during dispensing and administration of medications, and issues in the delivery of medication to the consumers rooms were found as key factors across the incident data.

The “7 Rights in 7 Days” project aimed to target these issues and reduce medication errors. The “7 Rights” represented here are Right Patient, Right Drug, Right Dose, Right Time, Right Route, Right Allergies and Right Documentation.

The project included implementing a new process for delivery of medication to consumers, with consumers being encouraged to come and receive their medications from the treatment room. This shift in practice is in line with the philosophy of recovery-oriented service provision, and supports consumers to actively participate and take responsibility for their medications. It has also reduced distractions encountered by staff. Sessions for consumers in the unit have also been added to the group program, providing education with regard to medication and treatment options. The project also included an education component for clinical staff, with a focus on identifying the 7 rights and signing medication charts. Staff were engaged in suggesting strategies to prevent medication errors. The project was supported by a marketing program of posters, balloons, banners and cards attached to staff ID badges.

Initial review of incident data shows that reported medication errors have reduced since the project was introduced. A full evaluation is planned in October. For more information, contact Bonny Makoni, Clinical Nurse Consultant, Hornsby Adult Mental Health Inpatient Unit, on 9485 6183.



Body Image & Eating Disorders Awareness Week

We were proud to collaborate with The Butterfly Foundation, Centre for Eating & Dieting Disorders (CEDD), headspace, and the National Eating Disorders Collaboration (NEDC) to present a forum on 7th September. It was an important and exciting opportunity for staff, consumers and carers to hear from eating disorder experts on the rise in the presentation of eating disorders in males, the increasing impact of social media on body image, how to develop positive body image and how they can make a difference. Presenters included Scott Griffiths, from University of Sydney, speaking on his research into male eating disorders ‘Get big or die trying’; Danni Rowlands, Education Manager from the Butterfly Foundation, speaking on supporting people in developing positive body image; and service updates and developments from Monique van Leeuwen (NSLHD), Christine Morgan (Butterfly Foundation CEO), and Kate Tolley (headspace).

