



# Acting Chief Executive's Board Report

June 2023

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## NSLHD Overall Performance

Northern Sydney Local Health District (NSLHD) remains at Performance Level 0 – ‘No Performance Issues’.

This is the highest Performance Level attainable, in accordance with the NSW Health Performance Framework.

### Patient Flow and Access

#### Overall Performance (April 2023)

In April 2023, there were 19,268 presentations to NSLHD Emergency Departments, an increase of 0.63% (19,147 presentations) when compared to April 2022.

Emergency Treatment Performance (ETP) for NSLHD was 58% in April 2023 against the overall target of 81%. This demonstrates an increase of 5% when compared to April 2022 (53%).

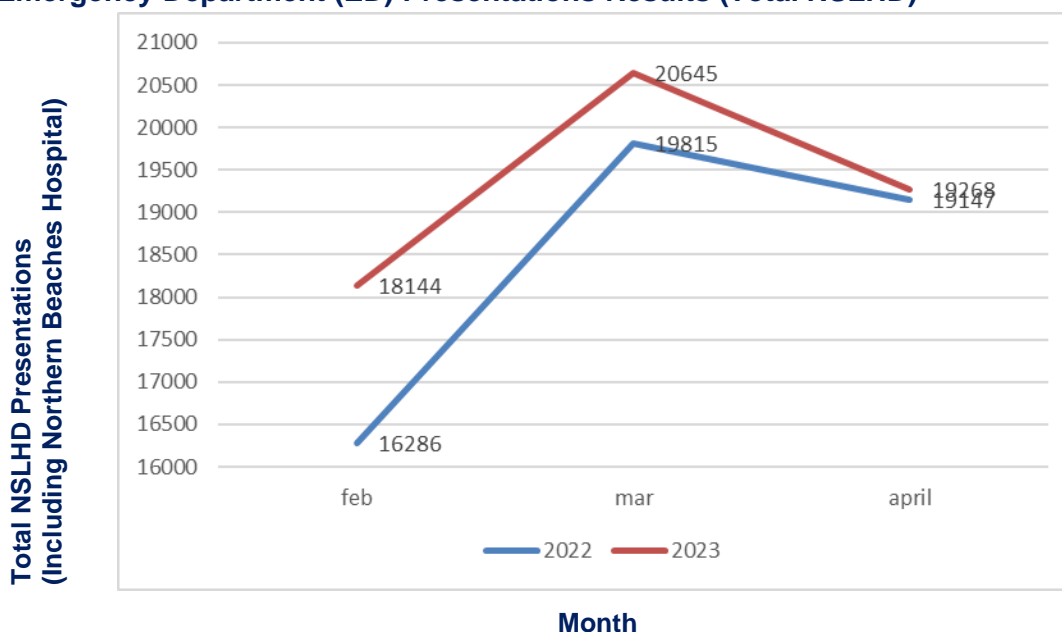
Overall Transfer of Care (ToC) for NSLHD was 90% in April 2023 against the target of 90%.

NSLHD has 612 patients overdue for elective surgery as at the end of April 2023.

#### Emergency Department (ED) Presentations Results (By Hospital)

Hospital	ED Presentations April 2023		Change from April 2022
RNSH	7,210 presentations	↑	3.08% (6,994)
HKH	4,084 presentations	↑	5.39% (3,875)
Ryde	2,443 presentations	↓	-0.77% (2,462)
NBH	5,531 presentations	↓	-4.9% (5,816)
TOTAL	19,268 presentations	↑	4.2 % (19,147)

#### Emergency Department (ED) Presentations Results (Total NSLHD)



**Transfer of Care (ToC) Results**

Hospital	ToC April 2023	Change from April 2022
RNSH	78	1% decrease
HKH	94	11% increase
Ryde	97	1% increase
NBH	98	No change

**ED Triage Results**

Triage Category Results					
Hospital	Category 1 (target 100%)	Category 2 (target 95%)	Category 3 (target 85%)	Category 4 (target 70%)	Category 5 (target 70%)
NSLHD	100%	85%	81%	81%	92%
RNSH	100%	79%	77%	84%	97%
HKH	100%	88%	83%	84%	94%
Ryde	100%	87%	89%	81%	89%
NBH	100%	85%	74%	76%	89%

**Average Length of Stay (ALOS) (Rolling 12 Months)**

Hospital	Target	April 2023
RNSH	5.62	5.34
HKH	4.52	4.50
Ryde	4.29	5.55

**Legend**

● Hospital on or above target

**Financial Performance****General Fund***Overview*

In May 2023, NSLHD recorded a Net Cost of Service (NCOS) of \$1.36m (-0.89%) unfavourable, and \$15.4m (-0.96%) unfavourable year to date. This includes the incremental costs related to the COVID-19 response.

After adjusting for the impact of the COVID-19 response, NSLHD recorded a NCOS of \$0.65m favourable for May 2023, and \$4.6m (-0.29%) unfavourable year to date. NSLHD and each Hospital and Service are working collaboratively on Efficiency Improvement Plans (EIPs) to ensure financial stability.

*Total Expenses*

In May 2023, NSLHD recorded \$0.52m (0.03%) favourable year to date after adjusting for the impact of the COVID-19 for expense.

Overall year to date COVID-19 expenses is \$42.5m, which is composed of COVID-19 clinics, testing, vaccinations and outsourced patient services activities.

### Revenue

In May 2023, NSLHD recorded 1.8m (-0.67%) unfavourable year to date for revenue. \$5.5M of revenue Efficiency Improvement Plans have been submitted with more being developed to improve our financial position.

### Other item/s

As at May 2023, the NSLHD general fund back account balance was \$2.961M. Under the Ministry of Health Cash Management Reform initiative, all Health Entity’s outgoing payments are paid centrally by Healthshare. The Ministry of Health sweep Health Entity’s general fund bank account to zero fortnightly.

## Safety and Quality Indicators

Safety and Quality (May 2023)	MONTH				YEAR TO DATE			
	T	Target	Actual	Var	T	Target	Actual	Var
SA-BSI <sup>1*</sup>		≤ 1.0	0.3	0.7		≤ 1.0	0.9	0.1
ICU CLAB Infection Rate <sup>1*</sup>		0.0	0.0	0.0		0.0	0.2	-0.2
Incorrect Procedures: OT		0	0.0	0.0		0	0.0	0.0
MH: Readmissions within 28 Days <sup>1</sup>		≤ 13.0%	13.6%	-0.6%		≤ 13.0%	11.0%	2.0%
MH: APDC Follow Up Within 7 days <sup>1</sup>		≥ 75%	88%	13.4%		≥ 75%	86%	11.2%
Unplanned Hospital Readmissions <sup>#</sup>		6.0%	6.5%	-0.5%		5.9%	6.0%	-0.1%

<sup>1</sup>Data 2 month delay

<sup>#</sup> Unplanned Hospital Readmissions targets are prior year actual.

## Clinical Care and Improvement

### Clinical Governance and Patient Experience

#### NSW State-wide Voluntary Assisted Dying (VAD) Care Navigator and Pharmacy Services

Planning for implementation of the state-wide VAD Care Navigator Service continues to progress against milestones. Models of care are in consultative development with the Principal VAD Governance Committee and other key stakeholders. The design and procurement of appropriate ICT systems and workspaces is underway. Onboarding of the first three VAD Visiting Medical Officers for the Care Navigator Service has been completed, with recruitment of other key roles underway to support the service.

Over the next few months, the District will see the roll-out of staff training and credentialling, psychological support programs, the development of service policy and protocol and business support processes.

#### Quality and Improvement Awards 2023

Finalists for the NSLHD Quality and Improvement Awards 2023 were announced on 24 May 2023. The winner and runner-up teams will be celebrated at an Awards ceremony on 29 June 2023, to acknowledge their work in improving the safety and quality of healthcare for our patients, consumers, families, and carers. Finalists will be considered for state and national quality award nominations by the District. The NSLHD Awards team are working

with relevant stakeholders to identify suitable NSLHD nominations for categories where gaps have been identified.

### **Consumer Engagement**

As a result of the NSLHD Consumer Forum held in 2022, a number of gaps were identified in relation to consumer engagement at NSLHD. It was identified that NSLHD needed to improve consumer engagement and increase the diversity of consumer advisers particularly in Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse (CALD), and Youth communities. As a result of this, NSLHD have recently developed a consumer engagement video to assist in the recruitment of diverse consumer advisors.

The Clinical Governance and Patient Experience directorate are co-designing the inaugural Consumer and Patient Safety Forum for NSLHD alongside consumer representatives. The forum will be open to consumers and clinical staff, and will include guest speakers from across the health sector.

## **Clinical Network Monthly Highlight**

### **NSLHD Acute and Critical Care Network**

The Acute and Critical Care Network have been involved in consultation for the development of the NSLHD Clinical Services Plan 2023 – 2028. The final plan will address the strategic priorities and adapting to the changing landscape within NSLHD with a strong focus on the value of collaboration and partnerships, to deliver care closer to home and increased opportunities for hospital avoidance. It will also focus on the importance of involving patients in their own care, helping them to make informed decisions about their care.

‘The Matrix’ was introduced in June 2005 and is determined using an algorithm within the Ambulance Services Computer Aided Dispatch system. The matrix was designed to recognise if a hospital is at threshold and therefore redirect ambulances to a site below their threshold. Last year saw the adjustment of the matrix to identify potential improved patient experiences by maintaining transportation to the facility nearest to their residential address with available capacity. This will identify whether it reduces the burden of non-tertiary activity at Royal North Shore Hospital. Enhancing the routine distribution of activity across NSLHD will benefit NSLHD Emergency Departments and facility capacity. A six-monthly evaluation is underway to understand the outcomes.

NSLHD have commenced the Emergency Care Assessment and Treatment Protocols (ECAT) in Emergency Departments. This is a state-wide project seeking to adapt and build on existing educational frameworks, guidelines, and Emergency Department nurse-initiated standing orders to create a state-wide approach to nurse initiated emergency care. The objective is to ensure consistent delivery of clinical care for patients across rural, regional, and metropolitan Emergency Departments, and standardise professional development pathways for emergency nursing staff. This will support recruitment and retention and facilitate transferability of a skilled workforce across NSW. The Ministry of Health have supported ECAT as an enabler of the Premiers Priority, ‘Improving Service Levels in Hospitals’.

## Integrated Care

### **Collaborative Commissioning and Urgent Care Services**

The Ministry of Health has identified two Urgent Care Services to fund in Northern Sydney. One service is a GP-led clinic that will enhance the capacity of the service to deliver urgent care to people in the community in Ryde. The other is linked to the Geriatric Rapid Outreach Service which will extend to seven days per week, 8am to 8pm for the next two years. Monitoring of the initiative’s success will continue under the Collaborative Commissioning governance structure.

Activity in the Collaborative Commissioning pathway remains mixed with enrolments from GPs into the program, and associated services (e.g. care coordination) remaining below target. Patients supported through Geriatrician Rapid Outreach and outreach to GPs remain at or well above the targets agreed with the Ministry of Health.

### **Long COVID Service**

The District’s Long COVID Service has welcomed its first patients within the first two weeks of opening. The service provides flexible support from care coordination, allied health, and access to a multidisciplinary care team for complex patients to optimise the management of their symptoms. Data is being collected to ensure monitoring and evaluation of the service’s impact and to support the evolution the model as the evidence treating Long COVID develops.

Discussions with St. Vincent’s Hospital regarding their existing Long COVID clinic identified many Northern Sydney residents on the wait list. NSLHD met with St. Vincent’s to understand their experience of delivering Long COVID care, and to ensure future referrals of Northern Sydney residents are redirected to NSLHD to help deliver patient care as close to home as possible.

### **Remote Patient Monitoring**

Work is ongoing with eHealth NSW to establish Telstra’s ‘My Care Manager’ platform for NSLHD and pathways for diabetes and heart failure. Committees have been established to develop the models of care and will continue to work in collaboration with eHealth NSW and Collaborative Commissioning to establish services for heart failure to align to frail and older patients. Implementation of the My Care Manager platform is expected to occur in November 2023.

## Service Updates

### Mental Health, Drug & Alcohol (MHDA)

The Youth Response Team is a crisis intervention service that works alongside other NSLHD Child and Youth Mental Health Services to support young people aged 12-17 experiencing an acute period of distress. The team, which operates from 2pm – 10.30pm seven days per week, has recently expanded to Mona Vale, increasing access to mental health care for young people living on the Northern Beaches.

MHDA recently celebrated International Nurses Day with an awards ceremony recognising a number of nurses and nursing teams for the work they do to ensure consumers are provided with the best care.

### Primary & Community Health (PACH)

The PACH Nursing and Midwifery Award nominees and winners for 2023 were announced virtually. Winners will receive a personal presentation of their award and were submitted to NSLHD Nursing & Midwifery Awards 2023. Ms Catherine Brennan from the Northern Sydney Home Nursing Service was awarded NSLHD Nurse of the Year 2023.

### Aboriginal and Torres Strait Islander Health Service

The NSLHD Aboriginal and Torres Strait Islander Health Service held a Smoking Day Ceremony on Friday, 26<sup>th</sup> May 2023. The event consisted of a smoking ceremony, Yidaki performance by Koomurri, and flag raising to acknowledge National Sorry Day. The ceremony was attended by NSLHD staff, members from the Aboriginal and Torres Strait Islander community and members of the Stolen Generation.

### Counter Disaster

The NSW Police Simulation Operations Unit are continuing to conduct Interactive Simulated Emergency Management Exercises for Hornsby, Ku-ring-gai and Hunters Hill areas. Recently, the Counter Disaster Unit participated in scenarios related to major transport accident and natural disaster. The health implications for this exercise focused on the initial process to receive disaster patients under a code brown activation and engagement with Public Health.

The Business Continuity program has now extended into completing the strategies and procedures for the division of surgery and anaesthetics. The top three business impact assessments will focus on provision of service, procurement, and workforce.

These activities are providing foundations for the Critical Infrastructure Risk Management Program. NSLHD are required to meet mitigation strategies under the Commonwealth Security of Critical Infrastructure Act 2018.



## Our Staff

### People and Culture

#### **People Matter Employee Survey (PMES) 2023: 21 August to 15 September**

People and Culture has commenced work on the 2023 NSW Public Sector PMES cycle. The 2023 survey will be open from 21 August to 15 September.

#### **Fitness Passport**

This month NSLHD has engaged with Fitness Passport for an additional five-year agreement. The “Fitness Passport” program allows eligible employees and their immediate family members a greatly discounted membership to Health & Fitness Facilities within the district.

#### **Diversity, Equity, Inclusion and Belonging (DEIB) – Employee Networks**

##### *Muru Dali Gili Gili (MDGG) Employee Network*

The MDGG network has established a collaboration with HealthShare NSW to offer Aboriginal and Torres Strait Islander employees at NSLHD an opportunity to participate in the ‘Jobs to Careers Program’. The program provides high-performing and high-potential employees with a chance to build their employment skills and obtain a Statement of Attainment in ‘Emerging Leaders’ online via TAFE NSW. Four Aboriginal and Torres Strait Islander employees from NSLHD enrolled in the ‘Jobs to Careers Program’.

##### *Employee Resource Network on Disability (ERNoD)*

People and Culture are supporting four members to attend the Australian Network on Disability annual conference on 6 June 2023.

##### *Cultural and Linguistically Diverse (CALD) Employee Network*

The CALD Network have commenced working on a scholarship programme. The aim of the scholarship is to support NSLHD employees to convert their existing qualifications attained in other countries into qualifications that are recognised in Australia.

##### *Pride+ Employee Network*

Previously named the LGBTIQ+ Network, the newly named Pride+ Employee Network continues to work on ways to support the delivery of the NSW Health LGBTIQ+ Health Strategy 2022-2027. A report from the NSLHD LGBTIQ+ Health Symposium, held 10 March, is currently being prepared to be tabled at the NSLHD DEIB Council.

##### *Advancing Women in Medical Leadership Conference – 19 May*

The NSLHD Advancing Women in Medical Leadership Conference was held on 19 May 2023. The event hosted approximately 80 face to face attendees on the day, as well as over 70 virtual attendees.

The conference content and discussions illuminated the importance of addressing gender equity, as well as the impact of intersectionality for women in clinical, in particular medical, leadership roles. Attendees gained insight and inspiration on robustly reflecting on behaviours, systems and processes. In particular, the topic of recruitment, selection and promotion was highlighted as a key area to ensure we address bias and support equity in opportunity for talented female doctors taking their place alongside their male colleagues.

## Nursing and Midwifery

### **Nursing and Midwifery Operations**

The inaugural NSLHD Nurse Manager Professional Development Day was held in May 2023 with 36 Nurse Managers from across the District in attendance. This developmental day was a joint venture with the Australian College of Nursing and facilitated by Dr Bernie Eather, Fellow of the Australian College of Nursing. Dr Eather spoke on Increasing Staff Engagement, mastery, purpose and Culture Change. Plans to repeat the day in 2024 are in development.

The NSLHD International Nurses and Midwives Day Awards Ceremony was held in late May 2023. The winners of these awards came from the pool of facility-level winners and were selected based on their nominations and further information on engagement, performance and professionalism. All winners have been awarded scholarships to attend this year’s Australian College of Nursing Annual Forum in Adelaide and the Midwife of the Year has received a scholarship to attend the Annual Australian Midwifery Conference on the Gold Coast.

### **Clinical Practice, Quality & Safety Team**

Since the launch of the Nursing and Midwifery Leadership Academy in April 2023 as a strategy to retain, restore and grow our workforce, referrals for support and development to the Practice Development, Quality and Safety Team have steadily increased.

Twenty midwifery leaders have successfully completed the Mentoring in Midwifery workshop at Hornsby Ku-ring-gai and Royal North Shore Hospitals, enabling increased access to evidenced based and high-quality supervision for new graduates and early career midwives.

### **Patient Access and Logistic Service (PALS)**

PALS has partnered with the NSLHD Trauma Service and the NSLHD Musculoskeletal, Integumentary and Trauma Network to address challenges experienced by the trauma service in referring patients from Royal North Shore Hospital to other care centres to continue the next phase of required care in a facility closer to home. It was resolved to utilise the “Waiting for What” feature on the Patient Flow Portal to develop an objective data set that would enable enhanced articulation of the challenges being experienced and the scale of these challenges. This data will inform opportunities, strategies and solutions to resolve any barriers.

### **Smoking and Vaping in Pregnancy**

NSLHD has convened a working party to implement the new Policy Directive - Reducing the effects of smoking and vaping on pregnancy and newborn outcomes. Membership of the group includes midwives and Substance Use in Pregnancy counsellors. All midwives will be required to attend additional education to support women to quit smoking and vaping. Midwives will be trained in the Ask, Advise, Help (AAH) brief intervention model and routine carbon monoxide (CO) monitoring.

### **Hyperemesis Gravidarum**

The new NSLHD model of care was endorsed at the district Hyperemesis Gravidarum (HG) Steering Committee on 8 May 2023. The project is now in the implementation phase. The new Clinical Midwifery Educator commenced on Monday 15 May and is working to role out education with local GPs, pharmacies, emergency departments and other NSLHD services.

## Medical Services

In collaboration with University of Sydney and Macquarie University, the Assistants in Medicine Program (AiMS) has led to the placement of 36 medical students in the first half of 2023 at Royal North Shore, Ryde and Mona Vale Hospitals. The Medical Services directorate is currently in the process of managing and allocating AiMS placements for the second half of 2023.

The first three monthly JMO Wellbeing Assessment template were called for in May and will be discussed at the NSLHD Director Medical Services meeting. The first NSLHD Board JMO Wellbeing Committee meeting for 2023 has been scheduled for June.

Finally, planning is well underway for The Royal North Shore Alumni Event which will be held in late July 2023. The Alumni event recognises and celebrates the service and significant contribution of previous Senior Medical Staff to Royal North Shore Hospital.

## Allied Health

The NSLHD Disability Inclusion Action Plan (DIAP) 2023-2026 (Accessible Version) was launched on 10 May 2023 by the NSLHD DIAP Committee. The plan reflects successive improvements since the NSLHD DIAP 2018-2022, in the practice of making disability-related adjustments for people who use or work in our health services.

This plan has four focus areas: positive attitudes and behaviours; creating liveable communities; supporting access to meaningful employment; and improving access to NSLHD services through better systems and processes. Key references are Australia’s Disability Strategy 2021-2031 (especially supportive decision making; reasonable adjustments; accessibility of documents and facilities; and governance documents); and reports from the Disability Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability (especially on healthcare for people with cognitive impairment, and health services for people with autism). This plan is informed by and will support NSLHD’s commitment to the training and education of our workforce.

Actions target change at all levels of strategic development, service management, and patient care. These will be led by directorate and service managers with the expectation that all staff will adapt to the improved practices. Progress is reported at NSLHD DIAP Committee meetings, and an annual summary is provided to the NSLHD Board and to NSW Ministry of Health.

## Research and Innovation

### Service Improvement and Innovation

#### **Hospital in The Home (HiTH)**

The HiTH service has led a quality assurance intervention for antibiotic infusion devices used widely by HiTH services across the nation. This quality assurance intervention demonstrates the importance of standardised local monitoring processes for medication administration via elastomeric infusion devices to ensure safe and effective patient care and treatment.

The HiTH service has commenced administering the first dose of intravenous Remdesivir in the community to patients diagnosed with COVID and who are at high risk of progressing to severe COVID-19. This procedure also includes performing diagnostics investigations such as undertaking an electrocardiogram and monitoring oxygen saturation in the community.

The NSLHD Hyperemesis Gravidarum Steering Committee has endorsed the HiTH service as a pathway for pregnant patients to receive intravenous fluid replacement as an alternative to receiving care in emergency departments. The HiTH service currently provides this type of treatment on an ad-hoc basis and hopes that this endorsement will streamline accessibility for this cohort of patients in collaboration with the NSLHD Virtual Care Service.

The Agency for Clinical Innovation have requested the HiTH service in collaboration with RNSH Orthopaedics share ‘success factors’ in the implementation of same day hip and knee joint replacement webinar. This initiative was recently documented in the NSW Health Joint Pathway Framework.

#### **PARVAN Services**

As of 1 June 2023, the District integrated psychosocial medical and forensic response to children who have experienced a recent sexual assault (in the last seven days). The service is being expanded from Monday to Thursday in business hours to include Wednesday evenings from 5.00pm – 8.30am Thursday. Work is underway to provide service coverage of business hours on a Friday and to expand the out of hour’s response further.

Recruitment to the newly funded part-time NSLHD PARVAN Pregnancy Family Conferencing Coordinator is underway with applications closing 2 June 2023.

Funding allocation for Adult Survivor Program is expected to be received from the Ministry of Health in the coming week with expenditure in the 2022/2023 financial year and ongoing. This program is for adults who were sexually assaulted as children and who have complex mental health and drug and alcohol issues. Partnership opportunities with Mental Health and Drug and Alcohol and the Aboriginal and Torres Strait Islander Health Services will be explored.

All PARVAN Services staff and managers have commenced monthly group Cultural Supervision in line with the PARVAN Services Aboriginal and Torres Strait Islander Action Plan.

The Domestic Violence for Managers Training Pilot was run with feedback being sought on the reduction from 3 to 2 hours and from face to face to online.

## Research

NSLHD held celebrations for International Clinical Trials Day on 22 and 23 May 2023. The event was predominately consumer-facing, held in the Royal North Shore Hospital Foyer, in which leaflets, brochures, videos and other information was available about clinical trials. This was well attended by consumers and staff. The celebrations also included an information and networking session aimed at NSLHD staff. A sample of the clinical trials underway at NSLHD were showcased.

## Kolling Institute

The Kolling Academic Director provided a talk to over 100 Rotarians, representing members from Lane Cove, Crows Nest, and Northbridge Rotary Clubs, at the Northbridge Golf Club on 23 May. Specifically, the Kolling Academic Director informed participants about the 2024 Road Safety colloquium, the Kolling Institute, and support of the District’s specific research programs around traumatic injuries. Rotary has pledged to support various fund-raising efforts and in-kind contributions towards the Kolling to realise the full-impact of our local, state, National and International outputs.

The Kolling Academic Director wrote to the new State Health Minister, Mr. Ryan Park, Minister for Health, Member for Keira; Mr. David Harris, Minister for Aboriginal Affairs and Treaty, Member for Wyong; and the Hon Mark Butler MP, Minister for Health and Aged Care regarding the Kolling and its achievements. An invitation to visit the Kolling and meet with researchers has been extended to all three.

On Friday 26 May Kolling researcher Professor David Hunter appeared on Channel 9 Evening News discussing the demand for injectable medications for knee osteoarthritis despite research indicating most are not effective. The story was broadcast nationally.

## Digital Health and Communications

### Information, Communication & Technology (ICT)

#### **Rollout of eMeds at Manly Adolescent and Young Adult Hospice (AYAH)**

The eMR electronic Medications Management solution was implemented successfully at the AYAH facility in May 2023. This allows the site to transition from paper medication charts to electronic prescribing, aligning with other NSLHD facilities and services.

#### **Discharge summaries and engagement with Primary Health Network (PHN)**

To improve the delivery of discharge summaries to GPs, ICT is working in collaboration with eHealth NSW and the PHN to establish processes to ensure accurate and up to date GP details are stored in eMR. The NSLHD ICT Team have expressed an interest to pilot this initiative. Work is progressing with administration teams to streamline existing processes and provide further education as required.

#### **State-wide Proxy Solution (zscaler)**

eHealth's new State-wide Proxy solution, zscaler will provide improved, centrally managed security and control over all NSW Health’s internet traffic. This service will improve the LHD’s compliance with State-wide service offerings and provide consistent end user experience throughout NSW.

ICT has commenced the migration of NSLHD devices to the new service in May 2023, with a target completion of August 2023. Migrations will be monitored over the coming weeks, to detect and address any associated issues.

#### **State-wide Mobile Device Management (MDM) Solution (InTune)**

eHealth NSW has developed a State-wide MDM solution, built on Microsoft’s InTune platform. The new MDM solution offers a simplified onboarding process, ongoing improvements to user experience and technical support from eHealth. ICT are working with eHealth to migrate select devices from the current MDM (AirWatch) to the new MDM platform. eHealth and ICT are aiming to complete the MDM migration by June 2023.

### NSLHD Communications

#### **Internal Media**

- Chief Executive update on planetary health progress across the District.
- Chief Executive video broadcast launching the NSLHD Diversity, Equity, Inclusion and Belonging Strategy 2023 – 2028.
- Chief Executive announcement of Quality and Improvement Awards 2023 finalists.
- Chief Executive update on implementation of Voluntary Assisted Dying legislation.
- Chief Executive message on National Sorry Day and Reconciliation Week.
- Chief Executive message on flu vaccination.
- All staff broadcast video by Kolling Institute Academic Director Jim Elliott.
- Two NSLHD newsletters were published in this period.
- The quarterly Kolling Institute newsletter was published in this period.

#### **External Media**

- NSLHD worked with The Sunday Telegraph on a feature of the Adolescent and Young Adults Hospice (AYAH) in Manly.
- NSLHD drafted media releases on the Bureau of Health Information’s Hospital Quarterly Performance results.

- Nature Reviews Rheumatology interviewed Professor David Hunter on the discord between osteoarthritis research findings and the uptake of evidence-based recommendations.
- NSLHD co-ordinated a media for print media story featuring A/Professor Sarah Glastras on innovation in diabetes medication.
- Professors Manuela Ferreira and Lyn March were interviewed by multiple media outlets including, Australia Associated press, Epoch Times, ABC Drive with Richard Glover, 2GB afternoon with Chris O’Keefe, 2GB news bulletin, Australian Doctor, BBC (UK) and multiple international publications, for a publication to highlight a trend which will see more than 800 million people (globally) living with back pain by 2050.
- Channel 9 news featured Prof David Hunter discussing the demand for injectable medications for knee osteoarthritis despite research indicating most are not effective.

## Social Media

Platform	May 2023	% Change from April 2023
Facebook	41,129 followers	↑ 0.2% (41,057 followers)
LinkedIn	13,575 followers	↑ 2.6% (13,230 followers)
Instagram	1,211 followers	↑ 2% (1,187 followers)
Twitter	2,250 followers	↑ 0% (2,251 followers)

## Projects

- Assisted the SERT Institute with the Harry Cumberland Travelling Scholarship and the Ray Hollings Surgical Excellence Awards night at RNSH.
- Produced promotional material, including videos, for International Nurses Day and International Day of the Midwife.
- Assisted Clinical and Quality team with Quality and Improvement Awards planning.
- Planned the Kolling Institute Year in Review.
- Assisted RNSH volunteers with communications plan for recruitment.
- Organised the Advancing Women in Medical Leadership conference and promotional material.
- Worked with NSLHD Medical Director on Royal North Shore Hospital Alumni event.
- Worked with Prevention and Response to Violence Abuse and Neglect (PARVAN) team on marketing materials.
- Worked with Child Youth and Family team on relocation of services and marketing material.
- Progressed intranet redesign launch.
- Continued development of website pages as part of the NSLHD internet redesign.

## Events

- Mabo Day (3 June 2023)
- Quality and Improvement Awards (29 June 2023)

## Philanthropy

### NORTH Foundation Update

#### **Tax Appeal 2023**

The NORTH Foundation have seen an increase of 175 donations, raising more than double the amount of funds from the previous financial year’s tax appeal.

#### **Board Room lunches**

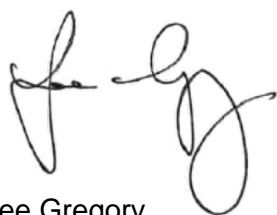
Leading up to the end of the financial year, the NORTH Foundation has hosted a variety of lunches, targeting established donors. The Foundation are also currently following-up commitments to support INR, infectious diseases, renal and ICU.

#### **Website**

The NORTH Foundation are currently updating their website, with the project being led by the Foundation’s digital specialist. In June, the Foundation will select a vendor and commence the development process in consultation with donors, staff and the community.

#### **St Leonards Health, Research and Education Precinct**

The Foundation are currently reviewing options to commence work on capital campaigns to support the St Leonards Health, Research and Education Precinct, with a fundraising drive planned for FY 2023/24.



Lee Gregory  
**Acting Chief Executive**

**Date:** 14 June 2023