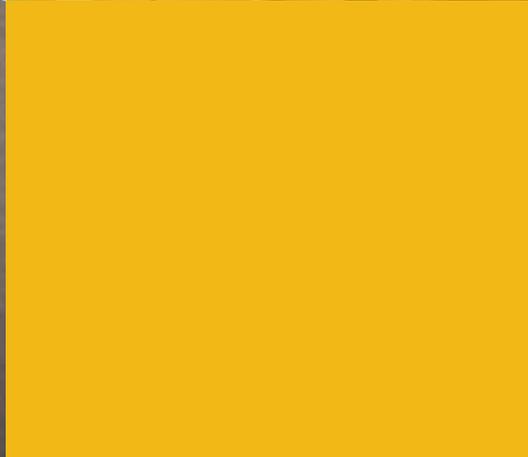




**Health**  
Nepean Blue Mountains  
Local Health District

# 2020-2021 Year in Review

- + Blue Mountains
- + Hawkesbury
- + Lithgow
- + Penrith



# 2020 -2021

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### Acknowledgement of Country

The Nepean Blue Mountains Local Health District would like to acknowledge the Darug, Gundungurra and Wiradjuri people as the traditional custodians of the land that the Local Health District services. We would also like to pay our respects to all Elders both past and present from the many nations we journey through, and communicate with, on a daily basis as employees of the Local Health District.

Nepean Blue Mountains Local Health District is committed to providing culturally appropriate, accessible services that will improve the health status of Aboriginal and Torres Strait Islander people in our communities. We recognise that increasing our own cultural competency is a priority in order to achieve this commitment.

### Disclaimer

COVID-safe infection prevention and control measures were followed at the time all photographs were taken. These measures have varied as we have responded to the COVID-19 pandemic.

# Chair's message

Staff are at the cornerstone of everything we do and this year, the outstanding care that has continued to be delivered while meeting the demands of floods and the ongoing battle against the COVID-19 pandemic is nothing short of heroic.

Despite these challenges, the District also continues to innovate – refining services and conducting research and clinical trials – always with a focus on improving the experience and outcomes for our patients.



**The District also continues to innovate – refining services and conducting research and clinical trials – always with a focus on improving the experience and outcomes for our patients**

As the year ends we are very close to the completion of the tallest and most significant health facility the Nepean Blue Mountains region has seen. Stage 1 of our \$1 billion Nepean Redevelopment will have world-class neonatal and birthing facilities, new operating theatres and additional overnight beds, as well as an expanded Emergency Department to provide our community with responsive and compassionate care when they need it most.

The work that has occurred this past year has seen the building nearing completion with the interior fit-out well advanced. Test landings have occurred on the roof top helipad.

Extensive consultation and planning continued throughout the year to ensure the best design outcomes for Stage 2 of the Redevelopment. Concept designs for the \$450 million project were unveiled by the NSW Premier highlighting the much needed expansion and upgrade of essential clinical services, including an Intensive Care Unit, cardiology services, in-centre Renal Dialysis Unit and medical imaging services.

There are several initiatives in our region set to impact on population growth and models of service delivery, now and into the future. This includes Western Sydney Aerotropolis, Sydney Science Park and The Quarter. The establishment of the Western Parkland City, part of the Western Sydney City Deal, will also improve infrastructure and liveability in the region.

Nepean Blue Mountains Local Health District is well placed to cater to the health and wellbeing needs of our fast-growing area.

*Peter Collins*

The Hon. Peter Collins, AM QC  
Chair  
Nepean Blue Mountains Local Health District Board

# Chief Executive's Year in Review

Our commitment to keeping our community safe and healthy has not wavered despite a difficult year in our fight against COVID-19.

In March we welcomed the opening of the Nepean COVID-19 Vaccination Clinic where, in the first three months, more than 15,000 people were vaccinated locally, ensuring our community remains protected and safe as the pandemic continues.

With extreme weather continuing to affect our region, we supported residents in the Hawkesbury and Nepean area when a 1 in 30 year devastating flood cut essential services. Our response ensured continued access to medical assistance and medicine and safe transfer to hospital.

The District's strong relationship with the local Aboriginal community was highlighted with 35 Darug and Gundungurra soldier's names now taking pride of place on a new dedicated WWI memorial at Blue Mountains District ANZAC Memorial Hospital.



**We've also employed a dedicated Specialist Intellectual Disability Clinician to provide care, support and advice to people with intellectual disability.**

Our participation in the Maternal Transfer Redesign Initiative has meant regional families can access obstetric and neonatal expertise when experiencing complications during pregnancy. We've also employed a dedicated Specialist Intellectual Disability Clinician to provide care, support and advice to people with intellectual disability.

Digital technology continues to be embraced with 214,488 telehealth occasions of service throughout the period. Our new online surgery booking system has also improved information flow across the whole elective surgery journey for our patients.

A redesign of our care models has helped Nepean Hospital's Ear, Nose and Throat service, reduce wait times by 60 per cent. Now in 90 per cent of cases, patients are being referred, screened and triaged in five days.

We've also recognised the important role creative arts can play in wellbeing and healing with our renal dialysis and palliative care teams introducing art and music therapy programs.

Our committed and hardworking staff, volunteers, consumers, advocates and community have our heartfelt thanks for making these achievements possible.

*Kay Hyman*

Kay Hyman  
Chief Executive  
Nepean Blue Mountains Local Health District

# District Highlights

Nepean Blue Mountains Local Health District has continued to improve health outcomes for our community.



**This year we:**

- ✔ Supported the Public Health response to localised flooding incidents in the Hawkesbury and Nepean region. The 1 in 30 year flood restricted access for residents and health professionals particularly in the Hawkesbury area. The Health response included the provision of pathology, palliative care, pharmaceuticals, and essential supplies for Residential Aged Care Facilities, safe transfer of patients, and deployment of mental health staff.
- ✔ Opened the Nepean Vaccination Clinic to implement a safe and effective COVID-19 vaccination program for our staff and the community. Since the clinic opened almost 15,000 vaccinations were administered to June 2021.
- ✔ Acknowledged the important role of Aboriginal and Torres Strait Islander community members with a special memorial at Blue Mountains District ANZAC Memorial Hospital featuring the names of 35 Darug and Gundungurra soldiers who fought in WWI.
- ✔ Streamlined support for complex pregnancies with the Maternal Transfer Redesign Initiative which provides access to specialised obstetric and neonatal expertise for our own and Western NSW hospitals.
- ✔ Developed an arts program in the renal and dialysis centre and a music healing program in palliative care to cultivate wellbeing and encourage patients to take charge of their care through creative expression.
- ✔ Commenced an initiative to jointly manage mental health emergencies as part of a \$6.1 million investment by NSW Government to establish Police Ambulance Clinical Early Response (PACER) teams across NSW.
- ✔ Introduced a Specialist Intellectual Disability Clinician to provide care to people with an intellectual disability across the LHD. One of only nine roles across NSW.
- ✔ Supported better connectivity between patients and clinicians with 214,488 telehealth occasions of service throughout the period.
- ✔ Introduced an online surgery booking system to enable better decision-making and information flow across the whole elective surgery journey. 2,915 requests for admission have been entered into the online booking system since its introduction.
- ✔ Implemented a comprehensive redesign of the Nepean Hospital Ear, Nose and Throat (ENT) clinic to improve access for patients. The service achieved a 60 per cent reduction in wait list times and in 90 per cent of cases, patients were referred, screened and triaged within five days.



**Clockwise from Top Left:** Acknowledging the contribution of Aboriginal and Torres Strait Islander WWI soldiers; introduced a Specialist Intellectual Disability Clinician at the District; supporting the 1 in 30 year flood of the Hawkesbury and Nepean region; establishing the PACER team to help manage mental health emergencies; opened the COVID-19 Nepean Vaccination Clinic for staff and the community.



# About our Community

We provide health services across the region through our hospitals and health facilities.

+ Our hospitals are Nepean (Penrith tertiary referral hospital and teaching hospital of The University of Sydney), Blue Mountains District ANZAC Memorial (Katoomba), Springwood and Lithgow. We also operate a public/private partnership with St John of God Health Care at Hawkesbury District Health Service in Windsor.

+ We have Community Health Centres across the region that provide a range of vital services to people of all ages, those with chronic and complex health conditions, families and older people.

+ Oral Health and Mental Health services are provided at multiple locations across the District.

+ Portland Tabulam Health Service includes a Residential Aged Care Facility.

+ Several initiatives in our region will impact population growth and models of service delivery, now and into the future. This includes Western Sydney Aerotropolis, Sydney Science Park and The Quarter. The establishment of the Western Parkland City, part of the Western Sydney City Deal, will also improve infrastructure and liveability in the region.

Over **384,000**

residents across 9,179km<sup>2</sup>



**10%**

of the population is over 70 years of age



**11%**

of the population speak a language other than English

**4.4%**

of the Local Health District population identify as Aboriginal and Torres Strait Islander



**24%**

were born overseas



**21%**

The projected population growth in the District to 2031

## Top Five Health Issues

1. Cancer
2. Circulatory Disease
3. Respiratory Disease
4. Injury and Poisoning
5. Mental Disorders

Sources: Australian Bureau of Statistics, Estimated Resident Population for Year 2019 and 2020; NSW Department of Planning, Industry and Environment, 2019 Population Projections; Australian Bureau of Statistics Estimated Resident Population for Aboriginal or Torres Strait Islander; Social Health Atlas of Australia, June 2021; Australian Bureau of Statistics, Census of Population and Housing, 2016; HealthStats: Deaths by Leading Cause

# Reaching new heights

## Nepean Redevelopment

Our world-class infrastructure is looking more complete as the \$1 billion expansion and upgrade of Nepean Hospital progressed significantly this year.



### Opening in 2022



More than 2000 rooms



A new neonatal intensive care unit with additional cots



18 new birthing suites, an increase of ten



More than 12 new operating theatres



A new and expanded Emergency Department



More than 200 additional overnight beds

### Redevelopment Milestones



October 2020

+ Premier announces Stage 2 of the project will be brought forward by two years



October 2020

+ Celebrated Topping Out of Stage 1 Tower



November 2020

+ Aboriginal wayfinding signage unveiled



December 2020

+ Community invited to participate in Stage 2 design



May 2021

+ Helipad installed

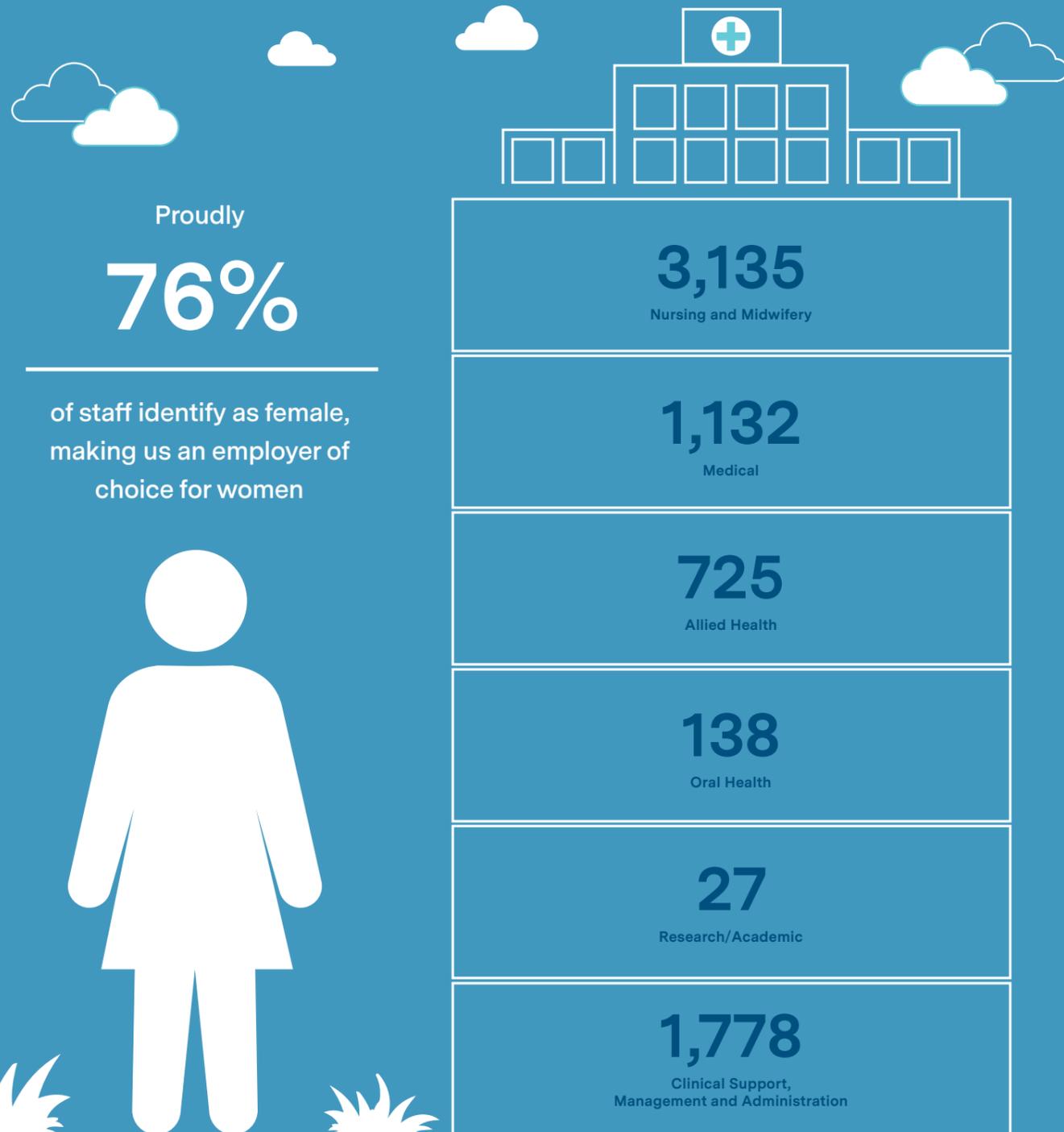


June 2021

+ Cranes and scaffolding removed

# Our staff

Sixty-nine per cent of our 6,935 strong staff reside locally, either within the Nepean Blue Mountains Local Health District or surrounding postcodes.



Source: Estimates downloaded from Stafflink for period 01/07/2020 – 30/06/2021. Data includes contingent, casual, and staff on extended or unpaid leave.

# Board Members

The Nepean Blue Mountains Local Health District Board is responsible for overseeing the work of the District and is chaired by The Hon. Peter Collins, AM QC. The Board Members bring a wealth of experience and local knowledge to the management of our LHD.



Peter Collins (Chair)



Gregory Allchin



Murray Austin



Stephen Fuller



Joseph Grassi



Robert Lagaida



Linda McQueen



Nhi Nguyen



Clarke Scott



Peta Seaton



Ian Seppelt



Kath Skinner



Gary Smith

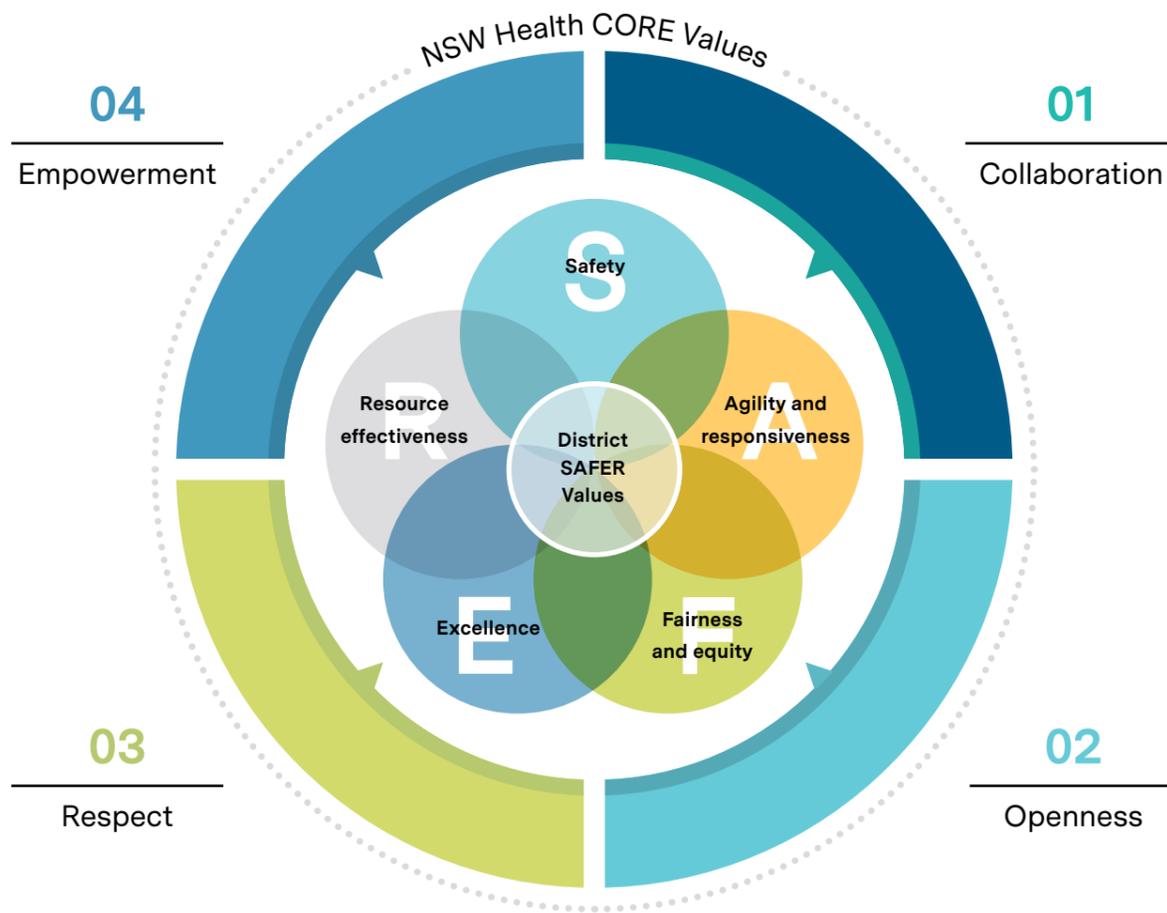
# Our vision

Together  
Achieving  
Better Health

We will drive innovation and excellence in health service delivery and provide safe, equitable, high quality, accessible, timely and efficient services that are responsive to the needs of patients and the community.

# Our values

Our values support our vision, shape our culture and reflect our principles and beliefs.



# A Year of Activity

In 2020-2021 the Local Health District continued to deliver services to meet a growing population while responding to the COVID-19 pandemic.



132,410

Presentations to Emergency Department

⬆️ 7.9%

9,625

Emergency surgical procedures

⬆️ 8.5%



50,075

Admissions to hospital

⬇️ 37.1%



326

Research proposals

⬆️ 18.9%



1,391,271

Community and outpatient occasions of service

⬆️ 39.9%

11,679

Elective surgeries

⬆️ 24.8%



5,055

Babies born

⬆️ 7.1%



# A SHOT IN THE ARM

News

**I'm taking this vaccine for my patients, my family and my friends. As a health care worker I want to protect people from getting seriously ill and by getting vaccinated I'm helping fight this deadly disease**



**In 2020 the world tackled a virus that knew no bounds. Affecting the lives of millions, COVID-19 changed the way we lived, worked and socialised with others.**

We fought the virus by following the health advice. Physical distancing, hand hygiene etiquette and mask wearing became normal parts of everyone's lives to keep us all safe.

In 2021, after research and trials, vaccination became the best defence against COVID-19.

In March, frontline health care workers from Nepean Blue Mountains Local Health District were among the first to receive the vaccine, beginning a long journey to get life back to the way it was.

Virginia from Nepean Hospital's Emergency Department was one of our first staff to be vaccinated.

"I'm taking this vaccine for my patients, my family and my

friends. As a health care worker I want to protect people from getting seriously ill and by getting vaccinated I'm helping fight this deadly disease," Virginia said at the time.

"I know the vaccine is a big step to control COVID, but it's still only one step. I'm going to continue to do what I've been doing for the past 13 months follow the health advice and keep the community safe."

NBMLHD Director of Public Health, Dr Victor Carey says the extra layer of protection the vaccine provides along with existing health strategies helps to prevent people from getting seriously ill.

Getting vaccinated is one of the best protections against this virus. It is safe, effective and free and will help us to live our everyday lives more freely," says Dr Carey.

As the year progressed the District played a larger role in the fight against COVID-19, opening the doors to its first public vaccination hub on Somerset Street in Kingswood.

With supply increasing, so too did the vaccination rate of the Nepean Blue Mountains community.

10,000 doses administered, quickly became 25,000, then 50,000.

Now at over 80,000 doses administered, Dr Carey has congratulated the community and the vaccination teams for reaching incredible milestones which saw the hub expand to two new locations at Panthers Leagues Club and Penrith Baptist Church in Caddens.

Our vaccination clinics and the staff have been extremely busy vaccinating the local community. It's been encouraging to see so many people attending to receive their doses," says Victor.

"Despite the overall busy pace of the clinic, the mood at the clinic is always positive. There's a great sense from staff and the

community that we're all in this together and we're doing our bit to help keep each other safe."

NBMLHD Chief Executive, Kay Hyman thanks all staff who have, for over a year now, gone above and beyond in delivering care in trying circumstances.

"We have all lived under a cloud of uncertainty for so long but what is now certain is this vaccination is the community's best way to return to normal and help protect people from getting seriously ill," says Mrs Hyman.

# 1 HEALTHY PEOPLE AND COMMUNITIES

Delivering innovative health care that meets the needs of our diverse community

This year we:

- ✓ Provided community Mental Health support during the floods, staffing multiple recovery centres 7 days a week.
- ✓ Supported proactive smoking cessation in Drug & Alcohol by engaging with patients about nicotine replacement therapy and cessation techniques pre-admission, during an episode of care and on discharge.
- ✓ Provided specialist nutritional and feeding advice for families of infants admitted to the Special Care Nursery at Blue Mountains Hospital thanks to Special Care Nursery Enhancement funding.
- ✓ Recognised inclusive, accessible and equitable ways of working for our staff and the community with the Festival of Inclusion.
- ✓ Held the Cancer Care Community Forum to gather feedback and insights from more than 40 members of the community treated at Nepean Cancer & Wellness Centre to help improve the service.
- ✓ Introduced a pilot program to work with GPs to identify and care for clients with COPD to improve out-of-hospital care and avoid hospital admission.
- ✓ Initiated COVID-19 home swabbing for vulnerable clients.
- ✓ Introduced the Early Intervention and Prevention of Chronic Lymphoedema pilot program to more than halve the number of patients who will develop the condition.
- ✓ Improved dried blood spot testing for HIV and Hepatitis C at pharmacies and for patients engaged in opioid treatment to identify infections in high-risk population groups.
- ✓ Developed a kindergarten orientation video and resources to emphasise healthy eating and convenient lunchbox preparation for parents and carers of children who were starting school.
- ✓ Appointed a Paediatrician to the Drug & Alcohol Youth Team to support young people presenting to the service.
- ✓ Commemorated World War One Aboriginal soldiers, unveiling a plaque at Blue Mountains District Anzac Memorial Hospital honouring their service.
- ✓ Supported almost 100 people over 60 and Aboriginal people over 45 to access the Healthy and Active online program and Stepping On programs to support lifestyle changes and improve health.
- ✓ Distributed 218 Take Home Naloxone kits, a pivotal way to reduce opioid overdose related deaths.
- ✓ Introduced a Wellbeing Health In-reach Nurse in Lithgow to support schools, students and their families with mental health, social and behavioural support, physical health, and peer or family relationships support.
- ✓ Improved the management of type 2 diabetes with a breakthrough research trial that improves the quality of life for participants living with the chronic condition.
- ✓ Introduced Closing the Gap workstation cards to remind clinicians to consider PBS subsidies for Aboriginal and Torres Strait Islander patients.
- ✓ Established the Homelessness Mental Health Team targeting vulnerable populations.
- ✓ Initiated a transitional space for consumers of the Adult Acute Mental Health Unit. The space uses the principles of trauma informed, person centred and recovery focussed care providing the opportunity to establish strong therapeutic relationships upon admission.
- ✓ Developed the Nepean Telepsychology Framework in response to COVID-19 to ensure a high quality evidence-based service that is effective, ethical, and safe.
- ✓ Installed a needle and syringe vending machine at St Marys Community Health Centre - the first time access to injecting equipment has been in this high needs area since 1998.
- ✓ Delivered COVID-safe Healthy Children's Initiative programs including Munch & Move, Live Life Well @ School and Go4Fun to 106 schools and 180 early childhood education centres in the LHD.
- ✓ Expanded specialist services in Oral Health to provide dental care to NBMLHD patients in almost all areas of dentistry.
- ✓ Kept families and residents connected at Portland Tabulam Health Service, by introducing video calls, weekly newsletter and window visits, during COVID-19 visitor restrictions ensuring residents and their families were still active in each other's lives.





# ENT REDESIGN REAPS REWARDS

News

**Four times more patients are now accessing Nepean Hospital’s Ear, Nose and Throat (ENT) clinic as a result of new programs streamlining the way we schedule appointments and process patient referrals.**

The innovative program has resulted in a 60 per cent reduction on wait list times with over 90 percent of patients referred now screened and triaged faster and within five days.

The ENT clinic is one of the busiest clinics at the Hospital receiving up to 1200 referrals per year from GPs and specialists.

Over the past few years the clinic’s high demand and volume of referrals led to an increased number of consumers waiting to be seen.

The clinic launched a comprehensive redesign to improve the management of its service and access to the clinic for patients.

Nurse Manager Surgical Outpatients Redesign, Angelo Fatato

says the redesign was a collaboration involving many teams who identified areas of focus and improvement.

“We value the care we provide at our ENT clinic. Our main goal was to keep that high standard of care but also keep patients out of the waiting room,” says Mr Fatato.

Based upon a review of the clinic, 16 recommendations were implemented to enhance the quality of its service and the results are showing greater satisfaction among consumers.

In describing how much effort went into the implementation of new structures within the unit Head of Department for ENT, Dr Niranjan Sritharan notes that they overhauled the system to create efficiencies within the service.

“There’s a stronger focus on guiding patients throughout the entire process and developing a continuum of care,” says Dr Sritharan.

“The goal of our unit is to continually improve the quantity and

**We value the care we provide at our ENT clinic. Our main goal was to keep that high standard of care but also keep patients out of the waiting room**



quality of ENT Head & Neck services provided to our community.”

The Nepean Blue Mountains Local Health District encourages the use of innovation to help make improvements to its services. Projects such as the ENT clinic redesign are sustainable, repeatable and transferable and provide better experiences for our patients and staff.

# 2 EXCEPTIONAL PATIENT AND CONSUMER EXPERIENCES AND OUTCOMES

## Providing person-centred, high quality health services

### This year we:

- ✓ Commenced video interpreting sessions to improve access to interpreters and support patients and their families receive information about their care in their preferred language.
- ✓ Expanded and refurbished the Hawkesbury Community Health Centre Dental Clinic from 5 chairs to 10 chairs including an equal access chair.
- ✓ Introduced a Specialist Intellectual Disability Clinician to provide care to people with an intellectual disability across the LHD. One of only nine roles across NSW.
- ✓ Launched the first Direct Access Colonoscopy Model of Care in the Blue Mountains to increase timely access to colonoscopy services.
- ✓ Introduced new 3D mapping technology and cardiac electrophysiologist to help diagnose and treat patients with a variety of complex heart rhythm problems.
- ✓ Introduced a convenient and portable ultrasound to improve diagnostic use on the abdomen, helping Nepean Hospital's gastroenterology team to perform some procedures much earlier.
- ✓ Commenced using the Risk of Hospitalisation algorithm to reduce preventable hospitalisation so clients can receive care in the best place for their clinical needs. This initiative is supported by the Primary Care and Community Health Planned Care for Better Health team who receives 35 referrals into the program each day.
- ✓ Received a PANDA resuscitation unit from Redsbaby and Humpty Dumpty Foundation for the Special Care Nursery at Blue Mountains Hospital.
- ✓ Implemented a Hip Fracture Pathway to reduce time to surgery.
- ✓ Established the ED to Community pilot to reduce re-presentations to Nepean Hospital ED. There has been a 38 per cent decrease in re-presentations since the pilot commenced.
- ✓ Refurbished palliative care rooms at Springwood and Blue Mountains Hospital to improve the home-like feel and outdoor access for patients. Springwood United Auxiliary contributed funds.
- ✓ Increased the availability of Patient Experience Officers in our Nepean Hospital Emergency Department.
- ✓ Continued to bring together clinicians, networks and organisations to work on 13 high-impact Leading Better Value Care initiatives so we can improve outcomes and experiences for patients with specific conditions.
- ✓ Improved communication with deaf and hearing impaired patients by recording communication preferences on electronic files to flag whether additional support, text message or writing instruments are preferred.
- ✓ Introduced an emergency response educational program to support deteriorating patients in Drug & Alcohol outpatient settings.



- ✓ Opened the expanded Blue Mountains Hospital Allied Health gymnasium thanks to donations from the Leura Gardens Festival Committee. A ceiling hoist installed will support gait training for patients providing improved patient safety and reduced manual handling risk for staff.
- ✓ Piloted a new position aimed at supporting people to access appropriate NDIS packages for accommodation, physical modifications, clinical interventions and social activities.
- ✓ Established two Mental Health bushfire recovery positions based in Lithgow and Hawkesbury, as well as Farmgate/ Drought support positions focused on engaging the community and building community resilience.
- ✓ Introduced a telehealth service for Nepean Cancer Care outpatients at Lithgow Hospital. With a Medical Oncologist on the call, patients are able to continue their consultations without the need to travel.
- ✓ Commenced co-design of a new child and adolescent mental health centre at Nepean Hospital as part of a \$700 million statewide Mental Health Infrastructure Program.
- ✓ Reduced the length of stay required for cancer treatments by incorporating CADD pumps into current chemotherapy administering procedures. This provides patients extra treatment options, reduces the need for inpatient treatment, while providing increased independence and mobility.
- ✓ Introduced the Calmbirth education program at Nepean Hospital to support positive and confident birthing experiences.
- ✓ Appointed a Hand Surgeon to enhance orthopaedic surgery at Nepean Hospital and work with the Plastic Surgery team.



# THREE DECADES OF CARE FOR STAFF

News

It's amazing having accessible child care at work. It makes my life easier and it's comforting knowing Isabel is just there

**Somerset Cottage Early Childhood Education and Care Centre first opened in May 1991 and 30 years on they're still instrumental in providing high-quality education and care for the staff at Nepean Hospital.**

The 68 place centre provides services for children from zero to five years of age for staff working at NBMLHD, particularly those employed on the Nepean Hospital campus.

Manager of Somerset Cottage, Melinda Thoms, says the service is vital to support parents working at the Hospital and ensures we continue to attract and retain our highly-skilled health professionals.

"We are honoured to support hardworking families based at Nepean. Since opening in 91, I've seen Somerset Cottage evolve as the needs of the health community have changed," says Ms Thoms.

Originally a 40 place long day care, a nursery was added in 1998 to care for an additional 20 children in response to the demand for care for children under two years of age.

"We open at 6am in the morning to assist our shift work based workforce and we now see up to 68 children per day exploring, investigating, enquiring, playing and most importantly, having fun learning at Somerset," says Ms Thoms.

Their safe and supportive environment sees the return of staff from parental leave with the comfort of knowing their babies are close by. Mothers can continue to breastfeed their child with dedicated feeding rooms available, and parents can visit the service throughout the day.

In the past 30 years they've seen children go from taking their first steps to getting their first jobs. Lisa-Joy Brown, a NBMLHD staff member for 31 years, currently working in our IT department is part of a three generation history at Somerset.

"I was working on Nepean Switchboard when my children were at Somerset Cottage. I mostly worked evening shifts and I was able to visit my children at Somerset during my dinner break," says Ms Brown.

Lisa-Joy's daughter, Courtney, an Enrolled Nurse in N1G has not only followed in the footsteps of her mother by working at NBMLHD, but her three year old daughter, Isabel, now attends Somerset, just like her mum.

"It's amazing having accessible child care at work. It makes my life easier and it's comforting knowing Isabel is just there," says Courtney.

It's been almost one year since Somerset Cottage moved to their new location on the campus to make way for the new hospital tower.

Lisa-Joy, Courtney and Isabel marked their family tradition by taking a photo in front of the old Somerset building before it was demolished.

"I remember Courtney wanted to marry one of the child care workers. One day when I went to pick her up, Courtney got upset cause she wanted to go home with her 'husband'," says Ms Brown.

"It has been bittersweet. I'm pleased that we've got a lovely new centre, but I was also sad to see the old building, with all the memories, going."

While the service has grown and changed, keeping pace with best practice in early childhood education, they have remained responsive to the needs of the workforce.

"We're in a new location, and the old building had a lot of memories, but what hasn't changed is that our staff and their families continue to have access to high-quality child care," says Ms Thoms.

# 3 TALENTED, HAPPY AND ENGAGED WORKFORCE

## Building a high performing workplace culture that embeds service excellence

### This year we:

- ✓ Recruited 100 new graduate Registered Nurses and six new graduate Registered Midwives. Eighteen student midwives and 13 new graduate Enrolled Nurses were also appointed.
- ✓ Celebrated the dedication of Nepean Hospital Aboriginal Caseload Midwife, Cindy Partridge who won the Midwife of the Year Award in the NSW Health Excellence in Nursing and Midwifery Awards 2020. Pia Lambert was recognised as a Nurse of the Year finalist.
- ✓ Developed an online corporate orientation program allowing new staff to obtain an understanding of organisation processes and information before starting their role.
- ✓ Participated in the Challenge Racism Project to support staff counter racist incidents that take place in personal, work and public settings.
- ✓ Welcomed 150 students from six high schools to introduce them to potential careers in health as part of the Koori Kids Futures and Health Inspirations programs.
- ✓ Launched Career Pathway Framework, Guides and Tools to give staff greater clarity about career progression opportunities within the LHD.
- ✓ Commenced a new employment initiative providing opportunities for Tibetan refugees settled in the Blue Mountains region.



- ✓ Welcomed 66 new medical interns as practising doctors across our hospitals.
- ✓ Held our largest ever Get on Track initiative with 388 staff members participating in the challenge aimed at increasing their physical activity and wellbeing while building team morale.
- ✓ Provided a free flu shot to 3,526 staff members.
- ✓ Trained over 2,700 staff members to be mask fit tested to ensure safety during the COVID-19 response.
- ✓ Created a Wellbeing Framework to deliver initiatives that enhance the wellbeing of staff.
- ✓ Provided student placements for three universities accounting for 20 per cent of NSW's dental and oral clinical placements.



- ✓ Commenced development of Leadership; Organisational Development; and Talent Management frameworks to create a strong workforce that is responsive to the growth of the organisation.
- ✓ Developed and implemented the NBMLHD Aboriginal Talent Pool to engage and grow our Aboriginal Workforce.
- ✓ Mentored 11 physiotherapy student cohorts from three different universities at Blue Mountains District Anzac Memorial Hospital.
- ✓ Trained the next generation of student doctors on identifying social determinants of health for residents across the region through placements in our Drug & Alcohol service.
- ✓ Built the capability and capacity of second year nurses to respond to patients with complex needs as part of a graduate rotation program in Drug & Alcohol and Mental Health services.

- ✓ Held the second Together Achieving Better Health conference to continue to inspire and educate staff. With 25 abstract presentations and 6 plenary sessions, attendees heard from keynote speakers including Elizabeth Koff (NSW Health), Diane Watson (BHI), and Stan Grant (Aboriginal affairs advocate).
- ✓ Palliative Care Education and Training Scholarships were awarded to 29 nurses at Nepean Cancer & Wellness Centre to attend a 16 week short course in palliative care nursing through Flinders University.
- ✓ Introduced a Cardiovascular Ultrasound Lab to support medical officers undertaking their ultrasound qualifications.
- ✓ Commemorated 30 years of high quality education and care provided by Somerset Cottage Early Childhood Education and Care Centre to LHD staff and their families.



# RENAL CARE OFFERS A HELPING HAND

News

**Patients are tapping into their inner artists to improve their wellbeing and help them take charge of their treatment and rehabilitation.**

Jennifer Moss put her creative talent to use as she underwent treatment for kidney disease in the Nepean Blue Mountains Local Health District.

Joining an art program run in the renal and dialysis centre, Jennifer used her time to produce a piece of art that symbolised her journey.

"A Hand of Help", is about someone lifting up the other person and offering a hand. This painting makes me feel that I am being lifted up and supported by someone with more strength. I feel safe, secure and wanted," says Jennifer.

Clinical Psychologist for Renal Supportive Care, Shruti Venkatesh says the art program has been very popular since its launch.

"Patients want to play an active role in their dialysis treatment. Creating artworks are a way to stimulate the mind and help create positive, welcoming environments for patients of our services," says Ms Venkatesh.

"There has definitely been an increase of enthusiasm among patients who participate in the program."

In Australia there are 5 million people at risk of kidney disease, with 1.5 million unaware they may be living with early signs of the disease.

Dr Michael Noel, Renal Supportive Care Physician says early detection lets clinicians take steps to delay the progress of kidney disease.

"It's easy to get a kidney health check and usually involves a simple blood pressure check along with urine and blood tests to help provide an indication of any disease," says Dr Noel.

"Renal Supportive Care is there to support patients and their carers in their battle against end stage kidney disease and the challenges that the treatment itself also brings."

**Creating artworks are a way to stimulate the mind and help create positive, welcoming environments for patients of our services**



# 4 HUB FOR RESEARCH AND INNOVATION

Supporting a culture of leading-edge translational research and innovation

This year we:

- ✓ Published world-leading research by Chair and Professor of Paediatrics at the Nepean Clinical School, Professor Ralph Nanan and colleagues, in the *Proceedings of the Royal Society of Biological Sciences*, indicating how firstborn sex defines early childhood growth of subsequent siblings.
- ✓ Were nominated in Sustainable Healthcare Delivery at the 2020/21 Greater Sydney Planning Awards for our Sustainability Plan.
- ✓ Introduced new medical imaging system, RIS-PACS to easily track the patient imaging journey.
- ✓ Obtained grant funding in collaboration with SpeedX to further research and commercialise a rapid-response COVID-19 assay to enhance Australia's current and future pandemic preparedness.
- ✓ Launched a new platform to capture Patient Reported Measures. Since launching, five Leading Better Value Care initiatives have used it and over 600 patient surveys have been recorded.
- ✓ Launched a Kickstarter Research Grants program to provide one-off small grants to new and emerging NBMLHD researchers.
- ✓ Developed the Leading Better Value Care Dashboard to help clinical teams easily monitor and evaluate patient activity.
- ✓ Piloted an innovative speech pathology telehealth model with Sydney University.
- ✓ Introduced an Allied Health Research Team, a collaboration between NBMLHD and the University of Sydney to support and facilitate research among allied health clinicians.
- ✓ Introduced an innovative care program for admitted COVID-19 patients by Nepean Hospital's Senior Cardiorespiratory and ICU Physiotherapist, Anwar Hassan, who is specially trained to treat COVID-19.
- ✓ Celebrated Director of Allied Health, Dr Karen Arblaster, who received the Occupational Therapy Australia Clinical Researcher Award.
- ✓ Expanded our collaborative Nephrology research program to achieve more than 22 peer reviewed publications.
- ✓ Successfully achieved accreditation to enable our Medical Imaging department to accept clinical trials.
- ✓ Introduced 13 new WiFi enabled mobile video conferencing carts at Nepean, Lithgow, Blue Mountains and Springwood hospitals.



# 5 RESPONSIBLE GOVERNANCE AND FINANCIAL MANAGEMENT

Maintaining robust governance, quality and safety systems

This year we:

- ✓ Secured \$8.9 million in funding to implement energy efficiency upgrades. The project is predicted to save over 5.9 megawatt hours in power and over 5 tonnes of greenhouse gases every year.
- ✓ Commenced lighting upgrades and solar panel installations at our hospitals. The \$6.5M project will see 13,000 lights upgraded and 1,000kW of solar panels installed over an 18 month period.
- ✓ Welcomed three new board members to oversee and provide guidance to NBMLHD operations.
- ✓ Achieved financial savings of \$286,836 during 20/21 by centralising governance for medical equipment repairs and service agreements.
- ✓ Became the first LHD in NSW to transition to a Whole of Government Waste contract saving approximately \$100,000 from the reduction of general waste.
- ✓ Upgraded 39 CCTV cameras from analogue to digital to ensure higher video quality and to help keep our sites, staff and patients safe.
- ✓ Supported staff to move away from paper records through enhanced use of the HPRM electronic Document and Records Management System. A 70% increase has been recorded in the average number of documents registered per week.
- ✓ Developed information security procedures to minimise privacy breaches.
- ✓ Introduced a Local Health District-wide Incident Management Team to coordinate a safe and effective COVID-19 pandemic response.
- ✓ Successfully implemented new Incident Management legislation and associated changes including the Preliminary Risk Assessment, Dedicated Family Contact and new Serious Adverse Event Review (SAER) methodologies.
- ✓ Streamlined various patient data collection edit checks and associated processes.
- ✓ Launched a Meeting Kit to help staff change the way meetings are run to improve efficiency and productivity.



# Service Directory

## Hospitals

### Blue Mountains District ANZAC Memorial Hospital

Cnr Great Western Highway and Woodlands Road,  
Katoomba NSW 2780

**Main Telephone:** (02) 4784 6500

**Emergency:** (02) 4784 6534

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### Hawkesbury Hospital

(Public/Private partnership with  
St John of God Health Care)

2 Day Street, Windsor NSW 2756

**Main Telephone:** (02) 4560 5555

**Emergency:** (02) 4560 5508

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### Lithgow Hospital

Cnr Col Drewe Drive and Great Western Highway,  
Lithgow NSW 2790

**Main Telephone & Emergency:** (02) 6350 2300

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### Nepean Hospital

Derby Street, Kingswood NSW 2747

**Main Telephone:** (02) 4734 2000

**Patient Enquiries:** 1800 253 511

**Emergency:** (02) 4734 1880

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### Springwood Hospital

(No Emergency Department Service)

7 Huntley Grange Road, Springwood NSW 2777

**Main Telephone and Patient Enquiries:** (02) 4784 6500

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## Community Health Centres

### Cranebrook Community Health Centre

Cnr Laycock Street and Borrowdale Way, Cranebrook  
NSW 2749

**Telephone:** (02) 4730 5100

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### Katoomba Community Health Centre

93 Waratah Street, Katoomba NSW 2780

**Telephone:** (02) 4782 2133

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### Lawson Community Health Centre

8-12 Honour Avenue, Lawson NSW 2783

**Telephone:** (02) 4759 8700

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### Lemongrove Community Health Centre

Gate 2, 13-29 Gascoigne Street, Penrith NSW 2750

**Telephone:** (02) 4734 4800

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### Lithgow Community Health Centre

Lithgow Hospital, Col Drewe Drive, Lithgow NSW 2790

**Telephone:** (02) 6350 2750

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### Penrith Community Health Centre

Soper Place, Penrith NSW 2750

**Telephone:** (02) 4732 9400

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### Springwood Community Health Centre

288-292 Macquarie Road, Springwood NSW 2777

**Telephone:** (02) 4751 0100

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### St Clair Community Health Centre

Botany Lane, St Clair NSW 2759

**Telephone:** (02) 9834 0500

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### St Marys Community Health Centre

26 Gidley Street, St Marys NSW 2760

**Telephone:** (02) 9833 6800

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## Cancer Care Services

### Nepean Cancer & Wellness Centre

Nepean Hospital campus, Cnr Great Western Highway  
and Somerset Street, Kingswood NSW 2747

**Telephone:** (02) 4734 3500

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### Hawkesbury Living Cancer Trust

**Chemotherapy Centre**

Hawkesbury Hospital, 2 Day St, Windsor NSW 2756

**Telephone:** (02) 4734 3500

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## Drug & Alcohol Services

### Central Intake

**Telephone:** 1300 661 050

(Monday – Friday 8:30am-5:00pm)

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### Reception

**Telephone:** (02) 4734 2129

(Monday – Friday 8:30am-5:00pm)

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## Mental Health Services

### 24-hour Mental Health Line

**1800 011 511**

If in a life threatening situation please call 000 to receive  
immediate help

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### Nepean Mental Health Centre

Nepean Hospital campus, Derby Street,  
Kingswood NSW 2747

**Telephone:** (02) 4734 2544

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### Blue Mountains Mental Health Inpatient Unit

Blue Mountains Hospital, Great Western Highway,  
Katoomba NSW 2780

**Telephone:** (02) 4784 6750

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### Child and Youth Mental Health Service (CYMHS)

Level 1, 606 High St, Penrith NSW 2750

**Telephone:** (02) 4725 9800

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### Headspace

606 High Street, Penrith, NSW 2750

**Telephone:** (02) 4720 8800

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### Katoomba Community Mental Health

93 Waratah St, Katoomba NSW 2780

**Telephone:** (02) 4782 2133

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### Lithgow Community Mental Health

Lithgow Hospital campus, Cnr Col Drewe Drive and  
Great Western Highway, Lithgow NSW 2790

**Telephone:** (02) 6350 2555

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### Penrith Community Mental Health

Soper Pl, Penrith NSW 2750

**Telephone:** (02) 4732 9400

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### Springwood Community Mental Health

288-292 Macquarie Road, Springwood NSW 2777

**Telephone:** (02) 4751 0100

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### St Marys Community Mental Health

26 Gidley St, St Marys NSW 2760

**Telephone:** (02) 9833 6800

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### Windsor Community Mental Health

8 Ross St, Windsor NSW 2753

**Telephone:** (02) 4560 4100

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## Oral Health/Dental Services

### Nepean Centre for Oral Health

Nepean Hospital, Somerset Street,  
Kingswood NSW 2747  
(also operates services at  
Blue Mountains and Lithgow Hospitals)  
**Call Centre:** 1300 769 221  
**Telephone:** (02) 4734 2387

## Other Health Services

### Katoomba Community Dialysis Centre

Blue Mountains Hospital, Cnr Great Western Highway  
and Woodlands Road, Katoomba NSW 2780  
**Telephone:** (02) 4784 6691

### Penrith Community Dialysis Centre satellite clinic

Lemongrove Community Health Centre,  
13-29 Gascoigne Street, Penrith NSW 2750  
**Telephone:** (02) 4734 4800

### Aboriginal Health Service

**Telephone:** (02) 4734 3833

### Multicultural Health Service

**Telephone:** (02) 4734 1600

### Needle and Syringe Program

**Telephone:** 1800 354 589

### Nepean Sexual Health Clinic

**Telephone:** (02) 4734 2507

### Penrith Child Protection Counselling Service

**Telephone:** (02) 4734 2512

### Penrith Sexual Assault Team/Integrated Violence Prevention and Response Service

**Telephone:** (02) 4734 2512

### Portland Tabulam Health Centre (Aged Care)

29 Green Street, Portland NSW 2847  
**Telephone:** (02) 6359 2666

## Other Useful Numbers and Websites

You can call HealthDirect 24/7 for health advice on  
1800 022 222 or visit the website  
[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

### Alcohol and Drug Information Service

**Telephone:** 1800 250 215

### Child Protection Helpline

**Telephone:** 132 111

### National Sexual Assault, Domestic Family Violence Counselling Service

**Telephone:** 1800 737 732 (1800 RESPECT)

### Health Care Interpreter Service, Western Sydney Local Health District

**Telephone:** (02) 9912 3800 (24 hours)

### Kids Helpline

**Telephone:** 1800 551 800

### Lifeline

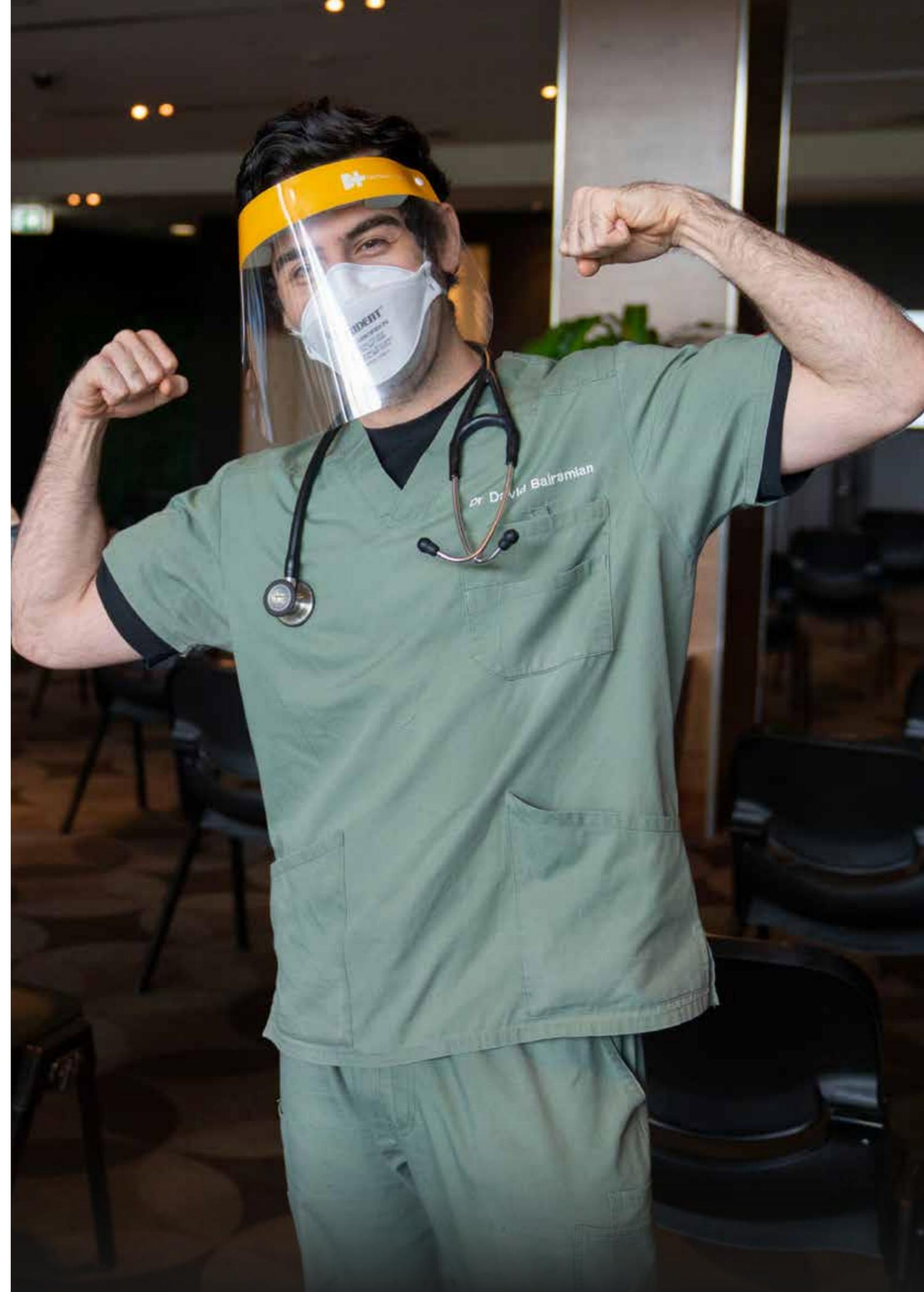
**Telephone:** 131 114

### NSW Poisons Information Centre

**Telephone:** 131 126

### NSW Rape Crisis Centre

**Telephone:** 1800 424 017 (Counselling available  
24 hours, 7 days per week)



## Nepean Blue Mountains Local Health District

PO Box 63

Penrith NSW 2751

**Telephone:** (02) 4734 2000

**Fax:** (02) 4734 3737

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**Web:** [www.nbmlhd.health.nsw.gov.au](http://www.nbmlhd.health.nsw.gov.au)

**Email:** [NBMLHD-mail@health.nsw.gov.au](mailto:NBMLHD-mail@health.nsw.gov.au)

**Facebook:** [www.facebook.com/NBMLHD](http://www.facebook.com/NBMLHD)

**Twitter:** @NBMLHD

**YouTube:** Nepean Blue Mountains Local Health District

**LinkedIn:** Nepean Blue Mountains Local Health District (NBMLHD)

**Instagram:** @nepeanbluemountains

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**Health**  
Nepean Blue Mountains  
Local Health District

TOGETHER  
**ACHIEVING  
BETTER HEALTH**

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