

Excellence in Nursing and Midwifery

The District celebrated International Nurses Day on 12 May and acknowledged the dedication and professionalism of our nurses and midwives in providing high quality healthcare to their communities.

This special day each year is celebrated on the birthday of Florence Nightingale and the LHD takes the time to reflect, recognise and showcase the contributions nurses make in their respective roles.

In a message to nurses and midwives across the District, Executive Director of Nursing and Midwifery, Wendy Gleeson, said: "Nursing is a profession full of challenges and your commitment to your patients does not go unnoticed. It is heart-warming to receive and acknowledge the wonderful compliments our patients provide to our nurses."

"You should all be proud to have chosen a career that is integral to the health and wellbeing of our community."

"From the bottom of my heart, thank you for your

commitment, for going above and beyond, your leadership, professionalism and care."

International Nurses Day culminated in the presentation of six individual and one team award in the District's 2023

Excellence in Nursing and Midwifery Awards.

At a ceremony held in Broken Hill and broadcast live across the District, Ms Gleeson congratulated the award winners and nominees and

thanked all of the District's nurses for their hard work and commitment to providing high quality healthcare.

"I'm very proud of our nurses who are highly skilled, committed, and continually working to improve health outcomes and health care experiences for everyone in the Far West LHD."

"Nursing is an incredibly rewarding career. The satisfaction gained from caring for and helping keep our local community members safe and healthy is second to none and our nurses are excellent role models for members of the community who may consider

Story continues next page with more Award winners information



Cutting the IND celebratory cake (from left) Wendy Gleeson, Elizabeth Mackie, Sharon DeFranceschi and Elaine Fotheringham.

International Nurses Day Excellence Award recipients for 2023

- Nurse of the Year – Sharon DeFranceschi.
- Midwife of the Year – Chelsea Anderson.
- Aboriginal/Torres Strait Islander Nurse of the Year – Babette Cruickshank.
- New to Practice Nurse/Midwife of the Year – Chloe Deighton.
- Team of the Year Award – Sub Acute Rehabilitation Team (SARU).
- Judith Meppem Lifetime Achievement Award – Roberta McPherson.
- Leadership Award – Elizabeth Mackie.

Excellence in Nursing and Midwifery

From previous page

nursing as a career choice,” said Ms Gleeson.

The recipients of the District’s 2023 Excellence in Nursing and Midwifery awards were selected from nominations submitted by their peers and colleagues across the LHD.

Each award winner will be nominated in the NSW Health Excellence in Nursing and Midwifery Awards 2023, which will be announced in Sydney later this year.



Team of the Year Award — Sub Acute Rehabilitation Team

The Sub Acute Rehabilitation Unit (SARU) Team excel in effective collaboration both with each other within the team as well as others outside, they collectively support the CORE values and initiatives of NSW Health. The SARU Team have worked in many other areas throughout the hospital to assist with the staffing requirements and have done so without complaint, and have been happy to accept the challenges related to working in areas outside their substantive unit. The Team have consistently displayed professionalism and have been proactive in seeking upskilling in other areas.

The SARU Team are a perfect example of fostering a positive workplace culture and this has boosted morale throughout the units they have been deployed to work in.

More Award winners following pages



Nurse of the Year — Sharon DeFranceschi

Sharon is a Registered Nurse working in Palliative Care at Far West LHD. Sharon has consistently displayed outstanding teamwork, collaboration and leadership skills throughout the Health Service during times of need, compassionately supporting her colleagues, and even cancelling her own leave to support her patients and team.

Sharon is a strong advocate for palliative care patients and ensures that their independence and dignity is maintained throughout their end-of-life journey. Sharon ensures that on home visits, in addition to her care for her patients, she is willing to provide support to the family in assisting with personal cares and education. Sharon always ensures a strong care team are around her patients and regularly refers to others such as social work, occupational therapy and physiotherapy teams to enhance the quality of care. Consideration is always given to the families of the palliative care patients ensuring they are involved in the decision making and awareness of the progress of the patients’ journey as the patient dictates.

Sharon is a positive uplifting person to work with, putting others needs before her own.

Excellence in Nursing and Midwifery



Judith Meppem Lifetime Achievement Award – Roberta McPherson

Roberta (Bobbie) demonstrates exceptional leadership skills, knowledge, commitment and passion in supporting and growing the Wentworth Health Service clinical staff including undergraduate students in the delivery of safe and quality health care. Bobbie works tirelessly often in her own time to ensure staff are supported both professionally and personally.

Bobbie demonstrates excellence in nursing leadership by her adaptive leadership style, professionalism and positive attitude. She has a genuine passion and commitment to teach/educate her peers and students utilising evidence based practice.

Bobbie is a champion of change with the new model of care and redevelopment of the Wentworth Health Service.

New to Practice Nurse/Midwife of the Year – Chloe Deighton

Chloe Deighton is a Second Year Registered Nurse at Wilcannia Multipurpose Service. During her New Graduate year, in 2022, Chloe worked in various departments and health services, including Wilcannia Multipurpose Service, the Emergency Department in Broken Hill Hospital and Tibooburra Health Service.

Chloe has shown outstanding potential as a Registered Nurse during her New Graduate year, and now in her Second Year, she has been praised by her colleagues, patients, and their families, for her clinical knowledge and high standard of nursing practice, willingness to learn, and support of her team members.

Chloe, has willingly taken on increased responsibilities and demonstrated leadership within the service and compassionate care to her patients. She has contributed to her team and community through embracing small community life and her sound understanding of her community's health needs.



Leadership Award – Elizabeth Mackie

Elizabeth Helen Mackie is a Registered Nurse on the Surgical Unit of Broken Hill Health Service. During her time working on the Surgical Unit at the hospital, Elizabeth has shown the highest levels of collaboration, openness, respect and empowerment for her patients, their friends and family, and colleagues. Elizabeth is a natural leader, who excels in her role as a senior nurse, bringing out the best in her team, contributing to positive team culture and workplace, and ensuring that junior staff and students are supported.

Elizabeth's strengths lie in her compassionate and kind way of working. She always puts her patients and their families first. Elizabeth is a valued member of the Surgical Unit, and highly regarded by her patients, peers and supervisors.

Excellence in Nursing and Midwifery



Midwife of the Year — Chelsea Anderson

Chelsea Anderson is an exceptional and accomplished Midwife and Clinical Midwifery Consultant, as well as a passionate leader and role model for the profession. Chelsea's knowledge, passion and expertise is invaluable on the many groups and committees she participates in, contributing to excellence in maternal and newborn care and initiatives both local and state-wide.

Chelsea generously gives her time, knowledge, support and education to our team of midwives and student midwives. Chelsea always places mothers, babies and staff before herself, and makes herself available to be on hand for any questions or help.

Chelsea strives to ensure that our care recognises the importance of and places at the centre of the mother's self-determination and choice, and that our care addresses the mum's social, emotional, physical and cultural needs and expectations.

Aboriginal/Torres Strait Islander Nurse of Year

Babette Cruickshank

Babette Cruickshank is an Assistant in Nursing and an Aboriginal Cadet who is in her third year of a Bachelor of Nursing at Flinders University. Babette during her time working on the Medical Unit, of Broken Hill Hospital has shown the upmost collaboration, openness, respect and empowerment for her patients, their friends and family, and colleagues.

Babette role models culturally safe and appropriate care, and strongly identifies as a proud Aboriginal woman who contributes positively to our local health district. Babette shows an extremely promising future in Nursing and will we look forward to supporting her as her nursing career development, and value her continued contribution to her team and Far West Local Health District.



The International Nurses Day celebration was held in SARU at BHHS and broadcast live across the District.



Midwives celebrate

The District also celebrated International Day of the Midwife on 5 May which included a personal video message from the NSW Minister for Health, the Hon. Ryan Park, wishing all the best to our midwives on their special day. Minister Ryan also congratulated Chelsea Anderson, who was named Midwife of the Year for FWLHD.

Executive Director of Nursing & Midwifery/Director of Clinical Governance, Ms Wendy Gleeson said the Midwives celebration among guests and midwifery colleagues was an important opportunity to thank local midwives for their hard work, skill and compassion.

“I want to also extend my gratitude to all our Far West midwives for always striving to provide safe and holistic midwifery care to women, babies, and families in our community,” she said.

“Our midwives work tirelessly to ensure women, newborn babies, and families have access to excellent care in our rural and remote communities across Broken Hill, Menindee, Buronga and Wilcannia.

“The significance and importance of providing women, their partners and families with compassionate care during pregnancy, birth and beyond, no matter where they live, cannot be underestimated,” she said. The Midwives celebrated with a specially-themed celebratory cake!



Cutting the International Day of the Midwife celebratory cake (from left) Donna Ellis, Clinical Midwife Specialist, Chelsea Anderson, Clinical Midwife Consultant and Megan Butler, Clinical Midwife Specialist.

Broken Hill Health Service underwent Baby Friendly Health Initiative accreditation on 3-5 May 2023 and has successfully gained accreditation for the 6th time, much to the delight and pride of the Maternity Unit staff and all health care staff who care and support pregnant women and new mothers and babies.

The Baby Friendly Health Initiative is a globally recognised accreditation governed by the World Health Organisation and nationally managed by the Australian College of Midwives that strives to promote, protect and support breastfeeding and infant feeding best practices by fully implementing the Ten Steps to

Baby Friendly Health Initiative Accreditation

Successful Breastfeeding.

The Ten Steps to Successful Breastfeeding includes implementing evidence based policies, educating staff and women about breastfeeding support, keeping mothers and babies together, facilitating skin-to-skin contact after birth and providing infant feeding support and care in the community.

The accreditation included 3 days of interviewing health service staff, pregnant and postnatal women as well as careful review of Far West LHD policies, educational materials and breastfeeding and infant feeding data. The Australian College of

Midwives assessors said that “Broken Hill Health Service demonstrates the Gold Standard for breastfeeding and it was a pleasure for the ACM BFHI assessment team to recognise this with recertification.”

The Baby Friendly Health Initiative accreditation certificate will soon be on display in the main hospital foyer and in the Maternity and Paediatric clinical areas to celebrate and promote this prestigious status of maternal and newborn health care in Far West LHD.



Aboriginal Mental Health and Wellbeing Forum

The LHD hosted a very successful Aboriginal Mental Health and Wellbeing Forum on 17-18 May with over 200 participants including visitors from across the State.

The forum's theme was 'Tune In, To Country' which acknowledged the achievements that have taken place on country.

The forum included presentations, guest speakers, Aboriginal art work stalls, a gala dinner with live entertainment and a guided cultural walk at Mutawintji National Park to experience Dreamtime stories, and learn about Aboriginal culture at the Mutawintji Historic Site.

The forum brought together Aboriginal Mental Health and Social and Emotional Wellbeing workers from Public Health sectors, Aboriginal Community Controlled Organisations and other Non-Government Organisations, and other people that support mental and social and emotional wellbeing, including service providers and researchers.

Special guests included the Executive Director, Mental Health Branch, NSW Ministry of Health Dr Brendan Flynn, and NSW Minister for Mental Health, the Hon. Rose Jackson, acknowledged the forum via a pre-recorded video.

The Forum allowed for different LHD's to network, share knowledge and discuss the impact mental health has on Aboriginal communities, whilst providing the LHD the opportunity to showcase how we work differently and closer with other services, and demonstrate our stronger working relationships with other services.

Congratulations and well done to everyone involved in delivering a successful forum!

Photos taken at the Forum, gala dinner and cultural walk at Mutawintji National Park



Wilcannia dancers (above) and Forum attendees (below).



Mutawintji Tour Guide Keanu Bates.



Photography by K Smith Photography



CEO BLAQ Shane Sturgiss and A/Dep Director Angela Harvey.

Palliative Care, Dementia and Delirium volunteers honoured

The 2023 Broken Hill Volunteer Awards High Tea was held on the 23 May 2023 at the BH Civic Centre, to recognise the contributions made by volunteers to the City of Broken Hill.

The Broken Hill Palliative Care, Dementia and Delirium Volunteers received the Health & Social Services Volunteer Award for 2023 at this year's event.

Our volunteers include the Hospital Dementia, Delirium & Palliative Care Volunteers and Our Community Palliative Care Volunteers who are a valuable asset to our team and well deserving of this award and recognition.

If anyone is interested in becoming a Palliative Care Volunteer please contact Janet Pearce on 8080 1733



Pictured at the Volunteer Awards High Tea were volunteers Bruce Welburn, Diane Whettters, Colleen Demain, Marilyn Johns, Janet Peace (Volunteer Coordinator), Debbie Higgs and Sally Prince.



Photo courtesy of Barrier Truth

World Hand Hygiene Day 2023

The Far West LHD celebrated World Hand Hygiene Day on 5 May.

World hand hygiene Day is a global campaign which was launched by the World Health Organisation (WHO) in 2009 and is held annually on 5 May. World Hand Hygiene Day aims to maintain global promotion, visibility and sustainability of hand hygiene in health care and to bring people together in support of hand hygiene improvement around the world.

The Far West LHD Infection Prevention and Control Clinical Nurse Consultant (FWLHD IPAC CNC), Alexis Lenton (pictured) promoted the campaign in the Broken Hill Hospital foyer area by providing fact sheets,

promotional activities and hand hygiene products to all staff, patients and visitors that attended the stand.

Badges were also worn across the hospital by staff which promoted 'Clean hands save lives - It's okay to ask' which encourages patients to ask staff to participate in the five moments of hand hygiene.

The FWLHD IPAC CNC reiterated the importance of hand hygiene to staff as hand hygiene saves millions of lives and is the single most effective action to reduce health care associated infections.

Effective hand hygiene is a fundamental infection prevention and control strategy and when performed correctly, results



in a reduction of microorganisms on hands and contributes to prevention of healthcare-associated infection and improved patient safety.

Everyone should do hand hygiene often, including at home, in hospital, when attending healthcare appointments,

and when out and about in the community.

The FWLHD IPAC CNC would like to thank all staff, patients and visitors who partook and visited the hand hygiene display and would like to encourage all to keep cleaning your hands — let's accelerate action together!

Fact Sheets on hand hygiene for patients and their carers, children and their carers can be found below:

- [hand_hygiene_factsheet_for_patients_and_carers.pdf \(safetyandquality.gov.au\)](https://www.safetyandquality.gov.au/hand-hygiene-factsheet-for-patients-and-carers.pdf)
- [hand_hygiene_factsheet_for_children_and_carers.pdf \(safetyandquality.gov.au\)](https://www.safetyandquality.gov.au/hand-hygiene-factsheet-for-children-and-carers.pdf)

Accelerate action together. SAVE LIVES - Clean Your Hands



13th Annual Staff Recognition and Health Innovation Awards 2023

Thank you to all our staff who have nominated their peers for the Staff Recognition and Health Innovation Awards. We have received an exceptional number of peer recognised nominations acknowledging our staff in the following categories:

- Aboriginal Staff Excellence
- Consumer Nominated
- Extraordinary Staff Member
- Volunteer Superstar
- Brilliance Staff Member
- Brilliance Team
- Inspiring Team
- Innovations Project

We are happy to announce that this year all finalists are invited to attend the ceremony in person. We would like to invite those staff who are not attending the ceremony in person to attend the ceremony via Teams. A calendar invitation with connecting details will be emailed to all staff.

We proudly announce the finalists for 2023 Staff Recognition and Health Innovation Awards:

*Amanda Hindmarsh
Anthony Gomez
Ashlee Ryan
Brooke Napier
Cameron Spenceley
Chelsea Anderson
Colby Nejaim
Colin McLennan
Corey Scater
Courtney Gauci
Craig Colling
Donna Ellis
Elise Callaghan
Elizabeth Mackie
Eureka Van Der Merwe*

*Grace Matthews
Hayley Mayne
Holly Fabila
Jacinta Barraclough
Janet Daley
Janet Pearce
Kathy Prime
Kyeesha Jones
Leighton King
Matthew Sowden
Megan Jordan
Melissa Cumming
Merrawyn Townsend
Morgan Walsh
Peter Schindler*

*Sarah McCormack
Shannon West
Sherree Ferrall
Susan Peisto
Telicia Nicholls
Wendy Gleeson
Wyn Scott
Broken Hill Kiosk
Clinical Governance Unit
Dietetics Department
Hospital and day centre
volunteers
Intensive Care Unit
Menindee Health Service
Team*

*Paediatrics Ward Team
AMBER Care Bundle
Broken Hill Adult Oral
Health Patient Waitlist
Project
Educators Residential
School
Healthy Steps Program
NSW Telestroke Service
Planned Care for Better
Health - Animation Short
Film
Rapid Response Dashboard*

13TH ANNUAL STAFF RECOGNITION AND HEALTH INNOVATIONS AWARDS

We are happy to announce that the FWLHD Health Awards ceremony will be held face-to-face and broadcast live via Teams this year

Save the Date

28th June 2023
12:00 - 3:00pm CST

Details about the ceremony will be coming soon

Far West Local Health District's Project Management Office

PMO News Corner

Join our Project Managers/Officers and Change Enablers Community of Practice!

The Project Managers/Officers and Change Enablers Community of Practice for 2023 meets to enable the FWLHD to share expertise and project/change management experiences. The Community of Practice is open to all staff seeking support in project and change management, share resources and connect with staff and build networks throughout the FWLHD.

If you are interested in joining the Community of Practice, contact the PMO team via the details below: **team via the details below:**

Phone: Chelsea Edwards - 08 8080 1549 or Tim Symonds - 08 8080 2294

Email: FWLHD-ProjectManagementOffice@health.nsw.gov.au

Project Management Mentoring and Support — Drop-In Virtual Huddles

'Drop-in Virtual-Huddles' are available for staff members seeking advice on how to tackle their projects management problems. These forums provide staff with the opportunity to:

- Discuss and scope their project idea and gain advice on pitching the idea to their direct line manager
- Gain guidance on the next steps to progress the project idea to the approval stage
- Gain project management templates and tools which enable project success

The huddles are held on the last Monday of every month from 2-3pm and are delivered via Microsoft Teams. For an invite to the sessions, please contact the PMO and express your interest in joining the huddles.

Once you have your invite, there is no need to RSVP, just drop in whenever you need support for your project.

National Palliative Care Week 21–27 May



National Palliative Care Week on 21-27 May 2023 is Australia's largest annual awareness-raising initiative to increase understanding of the valuable contribution Palliative Care can make to the lives of people with a life-limiting illness and their families.

The theme of this year's National Palliative Care Week (NPCW); was **"Matters of Life and Death"** and seeks to normalise conversations about topics like

death and dying, but also to acknowledge the contribution palliative care can make to a persons' quality of life.

NPCW seeks to broaden the community's perceptions, understanding and appreciation of palliative care and its role in supporting the physical, emotional, spiritual, social and cultural needs of people living with a life-limiting illness, their families and their care team. NPCW also allows us all to show our appreciation to the staff and volunteers across a range of settings who contribute to the person-centred team approach to palliative care.

FWLHD Palliative Care Services held

three Advance Care Planning Forums in Broken Hill during NPCW for members of the community to come and learn about advance care planning and how to initiate conversations about their health care wishes with family members.

For further information about National Palliative Care Week and to view some video narratives see Palliative Care Australia website at <https://palliativecare.org.au/campaign/national-palliative-care-week-2023-matters-of-life-and-death/>

FWLHD Specialist Palliative Care Services can be contacted on 08 8080 1300 (Broken Hill) and 03 50217200 (Buronga).



Advance Care Planning Forums were held in Broken Hill as part of NPCW



Integrated Care welcomes new Menopause Service

The Far West Integrated Care Program has welcomed a new Menopause program into the district as part of the NSW Women's Health Strategy 2023-2026. The NSW Government has committed \$40.3

million over 4 years (2022-23 to 2025-26) to establish 17 services for women experiencing severe symptoms of menopause.

Clinical Dietitian Ellen Phillips (pictured) has been welcomed into the area as the Menopause Coordinator and is working closely with the already existing services and key stakeholders in the region to establish this new program. The Far West LHD is linked with Royal North Shore Hospital as our Hub and specialist service and is working regularly with the project group to develop new relationships and clinical pathways.

Ms Phillips said up to one in four women experiences severe and debilitating symptoms associated with menopause. Common symptoms include night sweats, bladder, vaginal and vulval changes, mood swings and trouble sleeping. Women

are at an increased risk of cardiovascular disease, stroke and osteoporosis following menopause.

The Far West LHD hosted a Menopause Symposium in Broken Hill on the 29 May offering the opportunity for people to attend and share their experiences about accessing menopause care, and what they may want from a menopause service.

The Symposium also provided education about healthy lifestyle changes that may help menopause symptoms. It is planned that similar consumer workshops will be run across the region for feedback and insight into service development.

For more information or if you would like to provide any feedback on the service development please contact Ellen directly on 0455 415 947 or reach out to the Integrated Care team via email FWLHD-IntegratedCare@health.nsw.gov.au

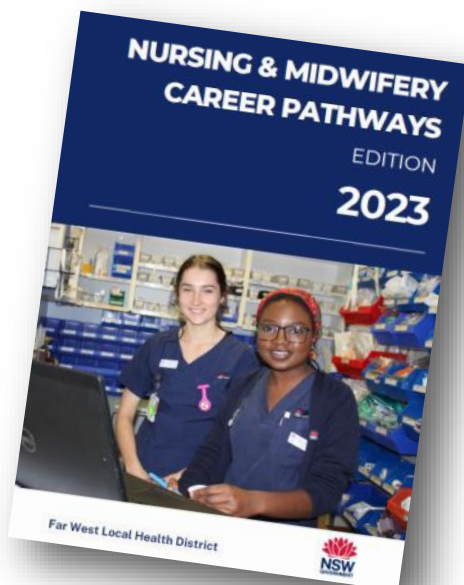


Latest Nursing and Midwifery Career Pathways available

As Nurses and Midwives, structured and standardised career pathways, at any stage of your career, is necessary for growth both professionally and personally. Career development is fundamental to safe, holistic, patient centred care, and additionally, to staff wellbeing, satisfaction and morale.

The Far West LHD recognises this importance, and we have placed emphasis into the work of how you as our valued staff, can get where you want to, with our support, and thrive in our unique and rewarding LHD.

There are plenty of opportunities to further your career through, for example, post graduate qualifications, with



scholarship support, in our LHD and we want to make these options more accessible, structured, standardised, relevant and importantly simple, for all of you.

The Far West LHD Nursing & Midwifery Career Pathways Edition 2023, is a guideline to inform you all how to get where you want to be, how we can support you and who to contact for more information. This guideline is a 'living document' which will evolve over time. Therefore, this edition of the Career Pathways Guideline 2023, is an interim guideline for our district, and further editions will be released over time, as continuous quality improvement is an important value underpinned in our LHD.

You can find the guideline on the intranet [here](#), and please feel free to get in touch with me for any questions, comments and queries around the guideline, or career pathways within the LHD.

I want to take this opportunity to thank you all for your hard work, dedication, passion and innovation, in delivering holistic patient centred care to our communities.

— Corey Sclater, Nurse Manager Nursing & Midwifery Leadership & Workforce Development

DELIRIUM

Aged Care Corner...

Delirium is a change in mental status that can be triggered by illness, surgery, injuries or adverse effects of medicines. Some people are more likely at risk of delirium than others. People with delirium experience disturbances in consciousness, attention, thinking and perception. These changes develop over a short period of time (usually hours to a few days). Patients with delirium may be agitated and restless or quiet and withdrawn.

The 2021 *Australian Commission on Safety and Quality in Health Care* revised the **Delirium Clinical Care Standards (2016)**. This standard aims to improve the prevention of delirium in patients at risk and improve the early diagnosis and treatment of patients with delirium, so as to reduce the severity and duration of delirium. More information on the Delirium Clinical Care Standard is available from the following website: www.safetyandquality.gov.au.

Ask family members "Is this a change?"

Despite **Delirium** being a common condition, it is poorly recognised and cases are often missed. World Delirium Awareness Day 2023 promoted the theme:- **Delirium is everybody's business!**

Early assessment of delirium using a validated diagnostic tool and input from the patient's family/carer is important to improve health outcomes and the patient experience. Patients with **Delirium** may be agitated and restless (hyperactive delirium), quiet and withdrawn (hypoactive delirium), or move between these two subtypes (mixed delirium). While delirium can occur in patients of any age, older patients with cognitive impairment, dementia, severe medical illness or a hip fracture are considered those at greatest risk during a hospital admission.

Non-pharmacological strategies should be utilised as a first-line measure to manage the symptoms of delirium:

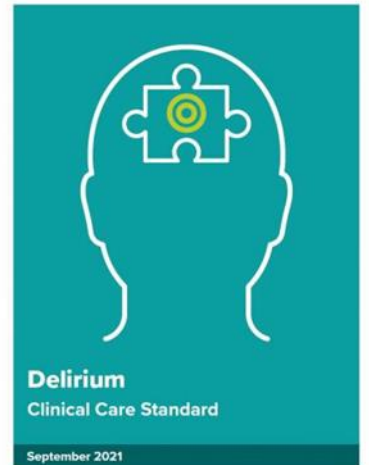
- Orientate to time and place
- Use familiar objects e.g photos
- Provide glasses and hearing aides
- Identify and manage pain
- Maintain hydration and nutrition
- Regular mobility
- Monitor for urine retention and constipation
- Support wake-sleep cycle

Patients with delirium have an increased risk of death, increased length of stay, increased risk of falls, a greater chance of being discharged to a higher dependency of care and a greater chance of developing dementia.

Further education: My Health Learning: Delirium (Stage1) Course No. 233003664

My Health Learning: Delirium Care Course No. 266621954
Delirium Self – Directed Learning Package: FWLHD Intranet

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



DELIRIUM

Key steps for treatment and prevention

- Early screening
- Assessing for delirium
- Interventions to prevent delirium
- Identifying and treating underlying causes
- Preventing falls and pressure injuries
- Minimising use of antipsychotic medicines
- Transition from hospital care

AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE



Master Casters

The Allied Health Occupational Therapy, Physiotherapy and Integrated Care High Risk Foot team were lucky enough to have a Master Class with Trish Evans (Clinical Specialist Physiotherapist – Royal North Shore Hospital) for Total

Contact Casting and Thermoplastic Hand splinting in May. The teams were excited to spend time with such an expert in the field and upskill in new and traditional areas of practice across the multidisciplinary departments.



SARU blankets donation

SARU staff members Bev Frizell, Kathy Treloar, Glenys Dayman and Elaine Fotheringham knitted/crocheted these blankets for Ronald Macdonald House in Orange. The team will continue to support charities of their choosing in this way. Well done!





COLLABORATION | OPENNESS

BRILLIANCE

Nominations

RESPECT | EMPOWERMENT



CONGRATULATIONS

Congratulations to the following staff for receiving a Brilliance Nomination in May 2023.

Alana Gillius
Ashlee Ryan
Brendan Pettit
Caitlin Fulham
Carol Foulis
Clara Timmis
Daniel Sowden
Delna Koraubara
Donna Papas
Dr Elizabeth Lim
Dr Nancy Fenwick-Siddle
Fraser Colley
Gabriel Moldovan
Grace Charlesworth
Hannah Crowley

ICU Nursing Staff
Jacinta Simmons
Jade Standley
Jeff King
Jessica Walker
Jill Lord
Kara Leonard
Karen Chrisakis
Karen Winter
Kelli Morris
Kyeesha Jones
Leanne Hastwell
Medical Services Team
Melissa Trotter
Michelle Chapman

Norma Clancy
Pawan Prasad
Sam Greville
Sanmarie De Villiers
Shane Webb
Sheridan White
Tamara Thomas
Tanya Haring
Tanyia Brown
Tracey Gaiter
Vilmae Appleton
Wendy Zanon

The Brilliance Nominations are a great way to share positive feedback with your peers for the great work they are doing. All Brilliance Nominations are logged in a register for the Annual FWLHD Health Staff Awards and then forwarded to the nominated staff member via email. **Scan the QR Code to nominate or go to**

www.surveymonkey.com/r/JNQK8D5

Please share your feedback



Please take 5 minutes to provide your feedback about Brilliance Nominations and Employee Recognition in our health service. How do you think we can improve this process?



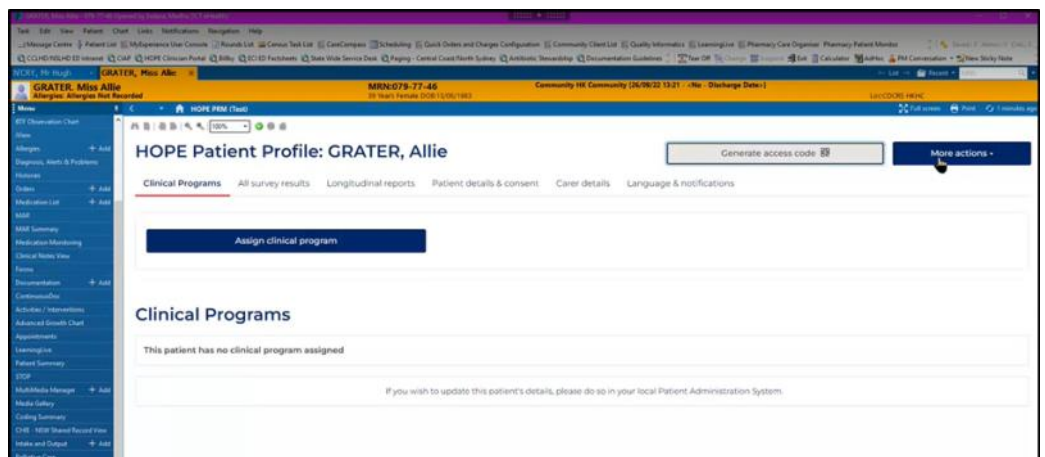
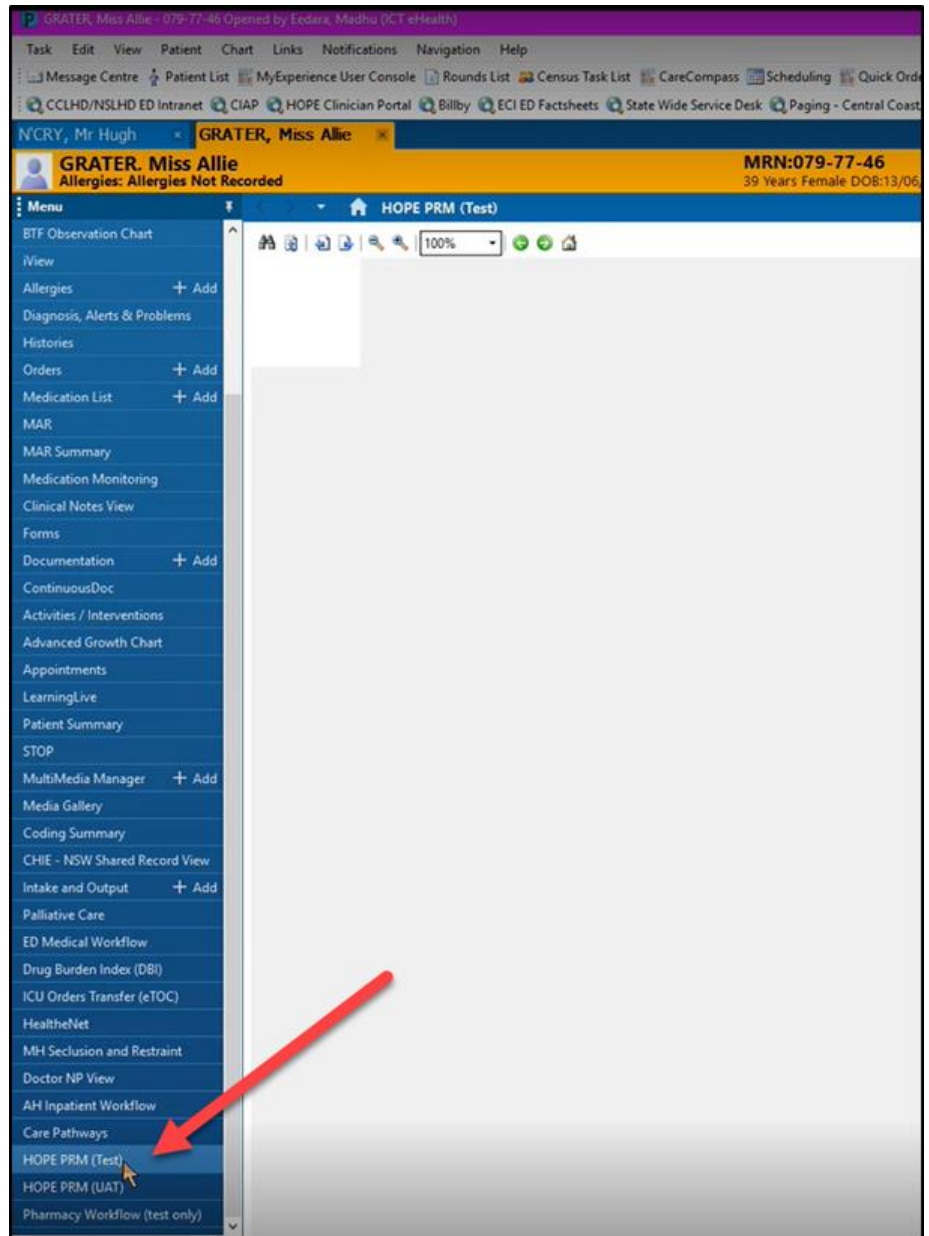
HOPE is live in eMR!

The Health Outcomes and Patient Experience (HOPE) platform is now accessible via eMR. For Clinicians that are using HOPE already, this means you won't need to access the standalone HOPE platform to allocate surveys and review patient results.

For clinicians without HOPE access, you will now be able to see your patient's survey results by accessing the HOPE tab in the patient profile (see picture). This is an important step in ensuring Patient Reported Measures is accessible to all clinicians and part of the patient's healthcare journey.

PRM Lead Kara Leonard is in the process of scoping new services to be included in the rollout of HOPE for the remainder of the year, thus providing more inclusivity for patients to tell clinicians what matters most to them surrounding their healthcare.

If you are interested in PRMs or have any questions surrounding HOPE in eMR, please contact Kara Leonard on 8080 1412 or kara.leonard1@health.nsw.gov.au



Pictures are screenshots from test environment showing you the eMR view of HOPE

Interpreter Services

National Standard 6 - Communicating for Safety clearly outlines that effective communication between patients, families and their carers and health services is critical to ensuring accessible, safe and high quality services for people who are not fluent in English or who are deaf.

The Far West LHD has partnered with Hunter New England LHD to support the interpreter service. For a quick reference guide, please refer to the information on front page of our intranet:

**Rural Health
Interpreter Service
02 4924 6285**

Does your patient/client need an interpreter?

Patients, their families and carers who have limited English or are Deaf are able to access free, confidential and professional interpreters (including Auslan) when they use public health services.

The [Health Care Interpreter Service](#) provides professional interpreters to facilitate communication between health professionals and their patients/clients.

Using a professional interpreter ensures that:

- Accurate information is transmitted
- Patients are able to make informed decision about their health care
- Informed consent is obtained



How to arrange for an interpreter?

The Health Care Interpreter Service (HCIS) is **available 24 hours a day seven days a week**. Interpreter appointments should be booked in advance wherever possible, but are also available at short notice when necessary.

The responsibility to book the interpreter lies with the staff member or health provider, not the patient/client who requires an interpreter's assistance.

All bookings are either through a central call centre, or online.

Phone - 02 4924 6285
[Online Bookings](#)

For more information about the new online booking option, download the [Online Booking Information Sheet](#).

For same day bookings, to cancel appointments or make changes please call the HCIS on (02) 4924 6285.



Microsoft Teams: Training Resources

Microsoft Teams has recently had a big up-take throughout the Far West LHD and is being utilised by an increasing number of employees. We understand that like all new systems it can take time to adjust so, we would like to share details on where to find training resources that will help you navigate the platform to its full potential.

Quick Reference Guides — can be found here <https://nswhealth.sharepoint.com/sites/EHNSW-UCUSERHUB/SitePages/Quick-Reference-Guides.aspx>



eLearning Modules (We recommend these as a starting point, especially the Essentials and Advanced Mobile) can be found here <https://nswhealth.sharepoint.com/sites/EHNSW-UCUSERHUB/SitePages/On-Demand-T.aspx>

For all other information regarding Microsoft Teams, please visit <https://nswhealth.sharepoint.com/sites/EHNSW-UCUSERHUB/SitePages/Mobile-Clinical-Communications.aspx>

MS Teams - Online Modules hosted on My Health Learning



MS Teams Essentials & Advanced Features



MS Teams on Mobile



MS Teams Enterprise Voice

CHC REMINDER: Crystal Lane parking is for consumers

Crystal Lane at the Community Health Centre is a designated consumer parking area and should not be used by CHC staff for parking.

Also, staff should not park in the 2 hour designated parking spots in Sulphide Street near the front doors to the CHC.

These areas are prioritised for consumer parking to provide safer access (aw ay from the Crystal Street highway) for families with young children and prams accessing the CHC.



Policy Watch — PDs available on MOH internet

The following documents have been published on the NSW Ministry of Health internet site <http://www.health.nsw.gov.au/policies>. These documents are official NSW Health policy. Compliance with Policy Directives is **mandatory**.

Title	Document Number	Date Issued
Australian Health Service Safety and Quality Accreditation Scheme in NSW Health facilities	PD2023_011	12/05/2023
HERO Data Collection: Health Establishment Registration Online	GL2023_017	12/05/2023
NSW Nurses and Midwives' Association Annual Conference and Professional Day 2023	IB2023_013	03/05/2023
Privacy Management Plan	IB2023_012	01/05/2023
Consumer, carer and community member remuneration	GL2023_016	28/04/2023

Facelift for staff accommodation at BHHS



Staff accommodation at BHHS is getting a much-needed facelift, with external painting work commenced on the building with all remaining walls, window frames, doors and down pipe receiving a coat or two of paint.

Work was expected to take 2-3 weeks if the weather remains kind. We would like to thank everyone living in the staff quarters for their patience and understanding during the work.

