



# Staff and Projects celebrated at 13th annual FWLHD Health Awards

The District's great work in innovative projects and our exceptional staff were celebrated and acknowledged at the 13th annual Staff Recognition and Health Innovation Awards held 30 June 2023.

Award finalists and invited guests gathered for the ceremony held in Broken Hill and which was broadcast via Teams to all our facilities.

Chief Executive Brad Astill welcomed everyone and urged everyone to remember that as well as noting and acknowledging the staff



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# 13th annual Staff Recognition and Health Innovation Awards

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being recognised today, we should all remember everyone who are contributing to the health and wellbeing of our communities every day through their work.

Mr Astill said it was an important time for "...us to just stop, take a breath, and remember why we're here...acknowledging people that are doing really great work but also remembering all of you are doing great work".

The Chief Executive particularly highlighted the long service milestones being recognised on the day, including those who have worked 40 and 50 years (for the LHD) "...it's an absolute lifetime of commitment to service, but it's a lifetime commitment to the health of these communities, and that's really important".

Mr Astill said the Far West is developing a reputation as a 'can-do'

organisation, and is recognised as an organisation that's innovative, and always with the interest of our patients in the community as a focus.

"I'd like to thank you for your commitment, and congratulate those who receive awards today but I think you should all take the opportunity to share in those awards and share in the recognition those awards represent."

A 'Welcome to Country' was given by Abashai White and Alex Page did a great job as our MC.

This year's Awards featured a personal pre-recorded video message from the Hon. Ryan Park, Minister for Health, and Ms Susan Pearce, NSW Health Secretary.

Mr Wincen Cuy also spoke on behalf of the FWLHD Board and congratulated all those in the Awards, adding the Board expressed its heartfelt thanks and appreciation to all staff for their continued dedication to

our patients and clients. His sentiments extended to those receiving long service recognition.

The winning Innovative Project Award was presented to 'Healthy Steps Program'.

The 'Rapid Response Dashboard' project won the ACI Rural Innovations Project Award.

Staff recognition Awards were presented to 12 individuals and four teams.

Long service awards were presented including two staff members — Peter Ball and Angelika Wyness — who have served 40 and 50 years with the LHD respectively.

The organising committee would like to thank everyone who contributed to the success of this year's Awards and wish all the winners and nominees congratulations on their outstanding achievements.

*All Award winners in following pages*

## Healthy Steps Program wins Health Innovation Award

The 'Healthy Steps Program' was named the winning project at the 13<sup>th</sup> annual Far West LHD Staff Recognition and Health Innovation Awards.

This health program aims to empower people with the knowledge and skills to engage in regular physical activity, reduce overall body weight and improve diet quality.



*The Award was accepted by Megan Johnstone (left) and Kara Leonard, and presented by FWLHD Executive DNM and Clinical Governance Wendy Gleeson (centre).*

The integrative project between the Osteoarthritis Chronic Care Program (OACCP) Team and Dietetics Department was led by Stephanie Wylie, James Wells, Megan Johnstone, and Kara Leonard.

The eight-week program enrolled a number of participants in Broken Hill, who all reported positive outcomes and improvements - for both weight loss and existing osteoarthritis conditions.

*You can read more about the program on page 12 of this edition of FWIF.*



## Rapid Response Dashboard wins ACI Rural Innovation Award



*The Agency for Clinical Innovation (ACI) Rural Innovations Project Award, was won by the Rapid Response Dashboard project, accepted by Buddhika Lokuarachchi (left) and Kahlia Liston.*

The ACI Rural Innovation Award was won by the Rapid Response Dashboard project.

This project aims to ensure clinical deterioration and escalation data was meaningful, transparent and appropriately accessible across all areas at the Broken Hill Health Service. The project also aimed to increase awareness for National Safety and Quality Health Service Standard 8, Recognising and Responding to Acute Deterioration Standard. It is the first in-real-time and interactive clinically-led dashboard in the Far West LHD that is identifiable for both clinicians and consumers. The project required identifying key performance indicators and marrying complex data with a visual, easy-to-read dashboard, for both clinicians and consumers. The project has had a positive impact on patient outcomes which is being measured by capturing escalation trends, timings and patterns.

*The Health Innovation Award finalists acknowledged at the ceremony included: AMBER Care Bundle, NSW Telestroke Service, Broken Hill Adult Oral Health Patient Waitlist Project, Rapid Response Dashboard, Educators Residential School and Planned Care for Better Health – Animation Short Film*

## Far West LHD Staff Recognition Award winners for 2023



### Aboriginal Staff Excellence: Craig Colling

Craig is an Aboriginal Health Practitioner at Buronga HealthOne and is recognised for his dedication as a collaborative and empowering team member. He demonstrates these core values by providing practical support and encouragement to others. He genuinely cares about colleagues and clients and is a great support and mentor for new Aboriginal Health workers and trainees. Craig promotes positive cultural change and inspires other staff within the Far West LHD.



### Consumer Nominated – Staff Member: Leighton King

Leighton is a Sonographer in the Radiology Unit and is being recognised by consumers for his exceptional level of care and manner. Consumers have described him as a friendly, great young guy who is an absolute delight. Leighton makes patients feel comfortable by taking care and time to explain the ultrasound process and what he is scanning. He is an asset to the hospital with a bedside manner handled in a manner beyond his years.



### Extraordinary Staff Member – Allied Health & Integrated Community Services: Elise Callaghan

Elise is a Paediatric Community Dietician and has worked in all areas of the Dietetic Department, including rotations in acute ward, adult and paediatric community outpatients and community programming. She has been instrumental in developing a nutrition presence in high schools and is about to launch a new Body Project program to help address poor body acceptance in high schools. Elise has also developed specialist skills in the area of Eating Disorder Management and completed training and supervision in Family Based Training which she now can use with consumers for better outcomes. Elise is a valued member of the Dietetics team and is willing to contribute and help her peers when asked. She frequently receives compliments



**Consumer Nominated – Team: Paediatrics Ward**

The Paediatrics Team has been recognised by consumers for the high level of care they provide to children and families. Consumers have described paediatrics staff as being amazing, making children feel welcome, safe, and relaxed.

The Award was accepted by Nurse Unit Manager Cherry Santos Luneza (left) and Tayla Solomon.



**Inspiring Team: Clinical Governance Unit**

The CGU team have been recognised for their outstanding work towards promoting national standards and patient safety in healthcare. The team prides themselves on attention to detail and the promotion of safety and quality. CGU is an exceptional team that collaborates effectively and works tirelessly to advance the delivery of high-quality healthcare services to patients. The CGU team have successfully developed innovative resources such as the compliments flyer to encourage consumers to nominate staff for their excellent service, the introduction of the Safety and Quality Monthly Newsletter to engage staff and consumers with dedicated focus topics to ensure the promotion and education of CGU is widespread and available to all.

The CGU Team (from left) Martin Royce, Alexis Lenton, Brooke Napier, Jane Baker, Katherine Scanlon, Wendy Gleeson and Grace Matthews.



**Extraordinary Staff Member – Medical: Dr Cameron Spenceley**

Dr Cameron Spenceley is the Clinical Director for Broken Hill Health Service Emergency Department and is recognised for consistently being engaged, invested, reliable and focused on delivering positive experiences for everyone as well as working towards improving our service models. He is also a clinical leader across a number of programs and initiatives in FWLHD and his dedication enables others to engage and work towards innovative solutions. Dr Spenceley enables outcomes, takes ownership, and consider the impact of change on the ED teams as well as more broadly. There are a number of initiatives that have been enabled by Dr Spenceley's support and engagement that would otherwise not have been possible, for example, implementation of the MED model in ED, implementation of the RPA Virtual Fracture clinic and trial of the Physiotherapy service in ED, as well as collaborating on the ED model of care for the planned redevelopment.

**Volunteer Superstar: Hospital and day centre volunteers at Balranald MPS**

The Hospital and Day Centre Volunteers are recognised for the support and care they provide the staff and aged care patients of the Balranald Health Service. The volunteers assist with taking on some of the workload and give the patients opportunities to participate in outings and activities which they would not be able to attend if the volunteers were not there. Patients are able to go to one-on-one outings and get assistance with transfers, meals, activities, tea and coffee in the day centre and BBQ's within the facility.

The Award was accepted on behalf of the volunteers by (from left) Naomie Scott, Geoffrey Harper and Leanne Giansiracusa.





**Extraordinary Staff Member –  
Mental Health Drug and Alcohol,  
Violence, Abuse and Neglect:  
Sherree Ferrall**

Sherree has recently resigned from Far West LHD after 12yrs of service in the Mental Health Drug & Alcohol and Violence Abuse & Neglect Directorate, including as Manager VANS. She is recognised for being an inspirational leader in the VANS team and the individualised support and guidance to meet the needs of each team member. Sherree has extended learning opportunities across the district to advance the district's VAN response skill and knowledge and is passionate about the Far West community receiving the best VAN response possible. This is demonstrated with her being a pivotal member of the interagency networks across this LHD and across the state. Through these networks she is a strong voice working always towards a dependable and effective VANS response to the Far West community.



**Extraordinary Staff Member –  
Nursing and Midwifery:  
Corey Sclater**

Corey is Nurse Manager Nursing & Midwifery Leadership and Work force Development and is recognised for being an exceptional leader who engages with staff and promotes a positive workplace. Corey is enthusiastic and thinks outside the square and is very hardworking. He takes pride in his work and goes above and beyond expectations. He is very supportive and understanding when it comes to all things to do with the health service. Corey's Project "Far West LHD Education Team Residential School" initiative allows for the upskilling of the Education team within the FWLHD and importantly builds strong collaborative partnerships.



**Extraordinary Staff Member –  
Clinical Governance Unit:  
Grace Matthews**

Grace is Clinical Quality Systems Manager and is being recognised for her outstanding work towards promoting the national standards and ensuring patient care is delivered to a safe and high standard. She has an incredible ability to navigate complex systems and ensures that every detail is addressed in order to meet national standards. Grace is an asset to the FWLHD and her dedication, drive, and passion to pursue excellence does not go unnoticed. She has worked tirelessly to develop and implement a strong and robust framework around clinical quality which directly supports staff, patients, carers, and families. Grace has developed a monthly safety and quality newsletter to engage staff across the LHD and provide education around safety and quality. She always goes above and beyond to ensure staff are ok and confident in their work, always offering extra assistance whenever required.

**Extraordinary Staff Member – People & Culture: Jacinta Barraclough**



Jacinta is the FWLHD Learning and Development Lead and has been recognised for the extraordinary work she has done in the transition to the Performance and Talent (PAT) system. The implementation of PAT has been a major initiative and required an enormous amount of background work to establish within our organisation. To support this process Jacinta has engaged with the State-wide PAT working group and PAT Community of Practice, she has created a webinar to support staff with using PAT and also provided one-on-one support for staff as needed. Jacinta's engagement with staff is always respectful, encouraging and empowering and is demonstrated by the way she has taken away the fear of change and uncertainty for staff about transitioning over to this new system.





**Brilliance Staff Member:  
Brooke Napier**

Brooke is a Clinical Support Officer with the Clinical Governance Unit. Brooke has received multiple Brilliance Nominations over the year. Some of the comments received are: 'Brooke is always so enthusiastic & happy to assist. She is approachable and willing to help, no matter what the task', 'Nothing is ever too much for Brooke to do. Brooke is an asset to the CGU team. She has prepared an innovative new sletter for Clinical Governance that is very professional', 'She goes out of her way to help and provide up to date evidence for accreditation and quality safety requirements.' Brooke goes the extra mile in every aspect of her role. She provides initiative in everything she does. If she doesn't know something she finds out how to do it. Brooke's creativity and assistance with producing CGU documents to a high standard, does not go unnoticed. Brooke produced an innovative flyer to have distributed in the Health Services in Far West in an effort to encourage the public to make compliments.



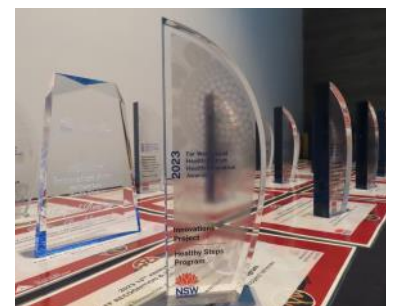
**Extraordinary Staff Member –  
District Remote Health Services:  
Merrawyn Townsend**

Merrawyn is the Health Assistant for Tibooburra Health Service and is being recognised for her commitment to the Tibooburra Health Service and community. Her local knowledge of people and terrain has supported the myriad of nurses and support staff that have worked in Tibooburra. The past few years have seen Merrawyn be a staunch supporter of the RN Graduates, her encouragement of them to enjoy their placement in Tibooburra and to experience the joys of living and working remote has ensured they have had a positive start to becoming Remote Area Nurses for their chosen career path. The community would be lost without their beloved 'Mrs T.' who quietly supports them in their health journeys and lives generally here in the desert but who can also firmly remind you to attend your next appointment at the clinic! The clinic is always pristine and the garden flourishes due to her diligence and her installation of a watering system.



**Extraordinary Staff Member –  
Cancer and Palliative Care  
Services: Hayley Mayne**

Hayley is an Executive Assistant and is being recognised for the support she provides to the cancer and palliative care directorate. She has streamlined processes that improve the teams daily work activities and the overall patient experience. Hayley is an engaging colleague always willing to help to improve staff and patient experiences. She has a unique way of looking at situation and providing creative solutions that meet the Business and organisational goals of the Directorate.



**Brilliance Team: Intensive Care Unit**

The ICU Team have received multiple Brilliance Nominations over the past year. Some of the comments received are: 'The ICU staff are all a pleasure to work with, they really contribute to a positive work environment. They show excellent critical thinking skills, collaborative and effective teamwork and are often advocates for their patient's safety', 'The ICU Senior staff provide exceptional care to patients and junior staff in ICU even during difficult times concerning staffing. Their knowledge and experience is extensive', 'ICU staff have delivered excellent care despite short staffing' and have an incredible display of continuing educational development and positive attitudes towards educational opportunities. The ICU Team display key collaborative engagement with consumers and the multidisciplinary team to ensure positive outcomes for their patients.

ICU Team representatives (from left) Shivani Bhana, Daniel May, Geraldine Casey and Ashlee Caskie with their unit's Award.





### Extraordinary Staff Member – Finance and Corporate Services: Eureka Van Der Merwe

Eureka is the FWLHD Clinical Document Specialist and is being recognised for her high-level commitment, passion and engagement in ensuring that our staff understand and follow the correct processes for patient-care documentation. Eureka is very thorough with investigating all possible aspects of documentation and finds innovative and user-friendly ways to educate and encourage clinical staff with following correct and prompt patient-care documentation. An example is the focused time she spends with the junior medical officers to ensure that patient information is recorded promptly and accurately in the electronic medical records system.



**FWLHD Chief Executive, Mr Brad Astill (above) and Board Member Wincen Cuy addressed the Awards ceremony.**



**A 'Welcome to Country' was given by Abashai White (left) pictured with MC Alex Page and Executive Director Aboriginal Health and Community Relations, Corina Kemp.**



## Far West LHD Staff Long Service Recognition 2023

The Awards concluded with a presentation ceremony of Employee Recognition Awards for years of dedicated service, including two staff who have served 40 and 50 years respectively. Long Service awards were presented in the following groups:

Long Service Award for 50 years of service: Angelika Wyness.

Long Service Award for 40 years of service: Peter Ball.

Long Service Awards for 30 years of service: Karen Chrisakis, Kerriane Pearson, Liam Warhurst, Theresa Pippin and Tracy Herlihy.

Long Service Awards for 20 years of service: Carolyn Foulis, Carolyn Williams, Christy McManus, Danika Bartley, Fiona Weir, Jeffrey King, Joyce Casson, Kate Manning, Merrawyn Townsend, Olumuyiwa Komolafe, Peter McDonald, Rodney Honson, Timothy O'Neill and Trudy Rennie.

Long Service Awards for 10 years of service: Ellen Elstone, Eureka Van Der Merwe, Jessica Collins, Karlie Jeffery, Kirby Purcell, Kylie Jolliffe, Leonie Kennedy, Lyn-Maree Walker, Peter



Long Service Award for 40 years of service: Peter Ball.

Duthy, Rachel Barbetta, Rebecca Howse, Romualdo De Guzman, Sandra Ferry, Sarah Wenham, Sherrylee Davis and Sue Betcke.

A big congratulations to all the long service award recipients — well done to you all!



Long Service Awards for 10 years of service: Dr Sarah Wenham, Kylie Jolliffe, Lyn-Maree Walker and Rachel Barbetta.

**NOTE:** Unfortunately, not all of the Long Service Award recipients could attend the ceremony in person.



Long Service Awards for 20 years of service: Christy McManus, Danika Bartley, Joyce Casson, Carolyn Williams and Rodney Honson.



Service Awards for 30 years of service Tracey Herlihy





# Chief Nurse gives insight into nursing career

New nurse graduates attending the FWLHD pilot Career Pathways Planning Day had the honour of hearing from the Chief Nursing and Midwifery Officer, Jacqui Cross, on 20 June 2023.



Jacqui Cross talking to our new nurse graduates.

The Chief Nurse presented about her unique and amazing career pathway to date, alongside our Executive Director of Nursing and Midwifery, Wendy Gleeson.

The study day involves local nursing and midwifery staff, both at junior and senior levels, and in varying timelines in their careers, discussing how they began their career pathway, how to follow in their 'footsteps', and tips and tricks from their journey. The day also covers succession planning, mentors, dealing with challenges, and optimising holistic wellbeing.

Speakers are selected based on the new graduates' preferences, collected from a survey, from each speciality and career pathway. This ensures each year, the study day is tailored to the preferences of our cohorts, allowing us to work alongside our new graduates and engage them early in their fruitful careers in NSW Health.

This year, there was an overwhelming preference for Critical Care and Midwifery, as specialities. We also try to cover each speciality and pathway within FarWest LHD, including Rural Generalist Nurse Practitioner pathways, in line with the Rural Nurse Practitioner Framework, and the NSW Regional Health Strategic Plan 2023-2032, the Future Health 2023-2032 plan, and our own, recently created and implemented Far West Nursing & Midwifery Workforce Plan 2023-2026.

The study day is a mix between oral presentations, practical simulations, Q&A sessions and engaging activities. University representation is included in the day, for example University of Tasmania, to ensure we are covering all bases in regards to career development, in line with industrial awards and tertiary qualifications.

The Career Pathways Planning Day study day will be open to all of our nursing and midwifery workforce in coming years. This ties in with our recently released Far West LHD Nursing and Midwifery Career Pathways Guideline.

The guideline acts as a resource for both recruitment and retention, to improve our workforce across our region, allowing us to improve service delivery, and provide holistic person centred care to our communities. It maps out Nursing and Midwifery careers from School based Apprenticeship Trainees, to Rural Nurse Practitioners, and everything in between. The guideline consists of key contacts, structured and standardised pathways, and tips and tricks to allow individuals to visually see and understand the what, how and why, of their careers in the Far West LHD.



Our nurse education team with the Chief Nurse and FWLHD Executive Director of Nursing and Midwifery.



## Fire Safety a priority

Great news! July's WHS Promotion is Fire Safety, which is an excellent opportunity for everyone to prioritise their mandatory fire training.

It's essential to review and update your training, and the process has been made incredibly convenient using My Health Learning.

To ensure that you stay up-to-date and well-prepared, we are conducting regular training sessions, including practical Fire Safety and Evacuation sessions, every Monday at 11am CST. These sessions are held in the welcoming atmosphere of Broken Hill Hospital Meeting Room 2. Additionally, for those who prefer a virtual setting, there is a virtual delivery session available every Wednesday at 1pm CST on Teams. This way, you can participate from the comfort of your own workspace.

Furthermore, to accommodate different schedules, we also offer a fortnightly session at 1pm CST, held in the CHC Auditorium 1 and 2. This ensures that there are multiple options available to suit your availability and convenience.



Annual fire training exercise in Wentworth in 2021

Your safety is both your and our priority. So if you have any fire-related concerns or questions, please don't hesitate to reach out to our Fire Safety Officer, Shaun Podnar.

You can contact Shaun at [shaun.podnar@health.nsw.gov.au](mailto:shaun.podnar@health.nsw.gov.au) or give him a call on 08 8080 1565.

Let's make the most of Fire Safety Month and ensure that we are all well-prepared to handle any fire-related situations.

## Lions Club's President's Project donation to Palliative Care

The Lions Club of Broken Hill recently reached out to Broken Hill Palliative Care to donate funds as part of the club's President's Project.

The Lions Club's President's Project is an annual occurrence whereby worthy recipients in the Broken Hill community are identified for allocation of funding.

bladder scanner can be used in patient's homes to determine the need or otherwise, for a urinary catheter. This avoids palliative care patients having to come to the Emergency Department for a bladder scan and can ensure timely and appropriate management of discomfort.

Melissa Cumming Director Cancer and Palliative Care Services for FWLHD thanked the Lions Club for their generous donation. "The bladder scanner will make a big difference to our palliative care patients in the community," she said.

Mr John Carney OAM, Treasurer of Broken Hill Lions Club added funds are raised through barbecues, pamphlet deliveries and the club's annual Christmas Car Raffle.

The Lions Club are always looking for interested community members who would like to join them. Anyone interested can contact Greg Delbridge on 0458 335 680 for more information.



Pictured with a donation cheque for Broken Hill Palliative Care were (from left) Warren Darke, Greg Delbridge and John Carney OAM from the Lions Club and Melissa Cumming, Kirsty Westley and Rebecca Dalwood from Broken Hill Palliative Care.

"The Lions Club know what great work Palliative Care does in the Broken Hill community, and we couldn't think of a more worthy recipient for this year's funding," said Mr Greg Delbridge, President Broken Hill Lions Club.

The Lions Club generously donated \$9,284 to Broken Hill Palliative Care to purchase a portable bladder scanner for use in the community.

The portable



## Corporate Induction welcomes new staff

The June Corporate Induction session had a larger than usual group of new employees, including three videoconferencing in by Teams from Dareton.

Our new employees are (from left):

Back row – Mathilde Jarrett (Mental Health Clinician – Broken Hill), Judith Kreunen (Acute to Aged Care Registered Nurse Broken Hill), Peter Starr (Suicide Prevention Outreach Team Clinician – Broken Hill) and Gillian Robbins (Health Service Manager Reliever – Remote Health Services).

Middle row – Anthony Gomez (Mental Health Drug and Alcohol Clinician Broken Hill), Nick Brown (Mental Health Peer Supported Transfer of Care Worker Broken Hill), Kirstin Kessler (Enrolled Nurse Reliever Remote Health Services) Kendi Reardon (Aboriginal Mental Health & Wellbeing Peer Worker Broken Hill), Emma Pascoe (MERIT Community Drug and Alcohol clinician Broken Hill), Emma Reeves (CAMHS Clinician Broken Hill) and Shane Silva (Finance Officer Broken Hill).

Front row – Annabelle Matthews (Health Service Planner – Broken Hill), Sandra Charlton (Clinical Nurse Consultant – Paediatrics Broken Hill), Tanya Coloschi (Hospital Assistant Broken Hill) and Alana Gilius (Clinical Nurse Specialist – Broken Hill).

INSET: At Dareton Primary Health Service: Kim O’Brien – Administration Assistant, Jess Ross – Administration Assistant and Lee Robertson – Hotel Services.



Samantha Elliott, District Nurse Educator, recently attended the 19<sup>th</sup> National Nurse Education Conference at Sea World Resort on the Gold Coast held in June.

## National Nurse Education Conference

The conference theme was ‘*Create, Innovate, Energise*’ and reflected the inspiring work and experiences by nurses and midwives in education. Delegates from all Australian states and territories, as well as New Zealand attended the conference.

Samantha said: “It was interesting to see and hear what other nursing and midwifery educators were doing in the clinical space, but it was also really reassuring to reflect on how fantastic the Far West LHD’s nursing and midwifery education programs and teams are.

“One LHD has even adapted our District education model by introducing roving Clinical Nurse Educators that travel to their outlying sites, and have reported great success in doing so.

“I found the conference really beneficial and came away feeling more *creative, innovative* and *energised*, and look forward to sharing this across the District,” said Samantha.



## Healthy Steps a winner

The eight-week 'Healthy Steps' program was designed to develop and improve lifestyle behaviours for osteoarthritic populations who were concurrently participating in the Osteoarthritis Chronic Care Program (OACCP) program. It combined principles from the OACCP Program ran by Exercise Physiologist James Wells, along with the knowledge and skills from the Dietetics team empowering participants with the skills to reduce their overall body weight and improve diet quality.

Healthy Steps further aimed at having participants engaging in regular physical activity, in line with the gold standard treatment for osteoarthritis conditions. The program had a heavy focus on goal setting, health coaching and behaviour change, all of which aimed to sustain improved outcomes.

At the end of the first cohort, patients showed positive improvements overall. Participants recorded weight loss between 0.4kg – 3.8kg and reported increased intake of fruit, vegetables and wholegrains.

The Patient Reported Measures program and the Health Outcomes and Patient Experience (HOPE) platform was utilised to monitor patient outcomes by using survey tools such as the PROMIS-29 and the Oxford Knee Score or Oxford Hip Score with patients. The HOPE Platform was able to track patient outcomes and showed



From left: Stephanie Wylie, Dietitian, Lynley Rebbeck, Healthy Steps participant and James Wells, Exercise Physiologist.

improvements in overall quality of life and improvement in Oxford scores of 1.5 (knee) and 6.5 (hip).

One of the participants of the original Healthy Steps program was Lynley Rebbeck. Lynley had been referred to the OACCP Program after being diagnosed with osteoarthritis of her knee and placed on the elective surgery waitlist.

Lynley found the weekly emails and sessions with Stephanie Wylie, Dietitian comforting and encouraging and catch-ups with James monthly ensured her she was on the right track. "Learning about ligaments and muscle activity increased my confidence knowing my knee was stable."

After completing the eight-week program, Lynley has been removed from the surgical waitlist, officially not requiring a knee replacement. Her overall health is pretty good and she was able to go on an overseas holiday walking up to 12 kilometres a day with no restrictions or pain.

**The success of the Healthy Steps program continued when it was named winner of this year's Health Innovation Awards! Well done Team!**

For more information about the program call James Wells on 8080 1462 or Megan Johnstone on 8080 1396.

## Dental Clinic in new trial leaves patients smiling

NSW Health under the Oral Health Fee For Service Scheme issue vouchers to patients to choose the provider they wish to see to issue their denture once they are dentally fit to do so.

Far West Local Health District had an opportunity recently to pilot an initiative with the Centre of Oral Health Strategy and Race Dental.

Race Dental are a Prosthetist company who have made dentures for generations. They have moved to the most innovative model of digital dentures which has a very short turn-around time for patients, reducing appointments required.

Far West Oral Health hopes to work collaboratively with Race Dental who also provide dentists so that patients can be dentally fit for their denture, which has caused delays for patients on the Far West waitlist.

Here is what Brad and Anthony Race had to say about their recent visit to Broken Hill.

*'It has been an absolute privilege to come to Broken Hill on behalf of Race Dental. I would like to thank Karen Kennedy and her amazing oral health team here for helping*

*things to run so smoothly during our stay.*

*'Working out of this new and well-equipped facility, our digital workflows have enabled our team to assess patients, send intraoral scans securely to our lab and have digital dentures sent back, ready to fit. We've done this in a short, 10-day period using technology unique to Race Dental in the ANZ and South East Asia region, reducing patient visits from 6 or more down to just 2 or 3.*

*'Hearing stories from people who have been in desperate need of care, some waiting since 2017 for their dentures, really highlights how tough the situation can be in some locations. On a positive note, it is a great pleasure to see these same individuals leave smiling, heading off to enjoy simple things they've been missing, like eating out with confidence.*

*'We take great pride in playing our part to make that happen which is why we can't wait to come back here and to visit other areas in order to offer this service to communities in need.*

*'The FWLHD and it's patients should be extremely proud of the team and facility they have.'*



Recent Dental Clinic clients Rosemary Sinclair (above) and Margaret Millard were very happy with the treatment they received.





## LHD Education Team embrace new learning opportunity

**The new Educators Residential School initiative (created, implemented and evaluated by the Centre for Education and Workforce Development (CEWD) and SLHD) provided the Far West LHD Education Team with the opportunity to be involved within a comprehensive professional development opportunity, on-site within the CEWD.**

This comprehensive professional development opportunity comprises a two-week residential training course provided by the CEWD, aimed at upskilling the FWLHD Education Team in areas of need identified during a gap analysis. Importantly, it has built stronger collaborative partnerships with Sydney LHD, and between the Education teams of both LHDs. As part of the FWLHD's review and evaluation of the program, impact statements have been collected from each of the Education Team members and their direct line manager.

**Corey Sclater, Nurse Manager of Nursing & Midwifery Leadership & Workforce Development:**

"The opportunity of a Residential School, provided to the Far West LHD Education Team, has been a unique, innovative and extremely beneficial initiative. As the direct line manager of the Education Team in the Far West LHD, I have directly observed the increase of confidence, ability and skill, and overall, theoretical and practical knowledge and expertise of the team as a whole. Their ability now to create and plan education and training, both individually and as a team, has been dramatically increased, even only half way through their residential school, with another week planned for October this year. The team also recognises the importance of networking, having mentors and being mentors, and the ability to 'bounce ideas' of individuals external to FWLHD

through, for example, their Reflective Clinical Supervision, set up via the Residential School."

**Robert Lui, the Clinical Nurse Specialist 2 for Buronga HealthOne, Wentworth and Balranald:** "I really appreciate the reinforcing nature of demonstrating an activity without talking to show the flow whilst doing an activity. Explaining the steps and rationale further reinforced the activity. Feedback on what went well reinforced confidence followed by detailed analysis of an activity is more constructive and valuable for the learner." Robert has been in his role with FWLHD for 5 months, and this learning and development has been important for building strong foundations for his future development into the role.

**Joseph Worgan, the Clinical Nurse Educator for New Graduate Support:**

"Creating a partnership with Sydney LHD has fostered a relationship which will immensely benefit FWLHD. We learnt impeccable skills that will assist in the delivery of education to our colleagues including the Teaching On The Run course, a course developed in order to facilitate areas such as teaching, assessment, feedback, supporting learners and group teaching within the healthcare environment. The networks we created over the week both in the classroom and out will continue to be built on in the future and will further enhance the quality of education available to healthcare workers in FWLHD." Joseph has been in his role for around 10 months and has found it difficult at times with this role being brand new to the district. Joe has stated: "I now feel I have a toolkit I can use not only as a CNE, but as the New Graduate Support dedicated CNE, to benefit the junior members of our workforce, and this directly impacts on our ability as a service to deliver holistic patient centred care".

**Morgan Walsh, the Clinical Nurse Educator for Medical and Mental Health:**

"When I started as CNE for Medical Ward and Mental Health I was unsure exactly what my role consisted of. The teaching on the run course in Sydney was extremely beneficial as they helped me understand what our role as a CNE consists of and provided us with resources, clarification and processes on how to deliver Education more effectively. The coordinators of the course explained and provided us with multiple resources, activities and ideas which we will be utilising to deliver Education to all staff." Morgan has been in the role for around 10 months, very similar to Joseph, and has provided other members of our district with positive feedback around how the training has assisted her in her abilities to teach and educate the staff in her ward environments.

**Jasmin Tindale, the Clinical Nurse Educator for Emergency:**

"Stepping into the education role, I felt much excitement and trepidation for the journey ahead. When the opportunity first arose to attend Teaching on the Run, through the Educator Residential School SLHD. I attended the education sessions with only small expectations as I recognised there was plenty of gaps in my knowledge. I had a consensus that I would receive learnings regarding types of education delivery, lesson planning and specific reflective tools applicable to the CNE role. Within the first two days I had achieved all my goals and more. The residential school and its facilitators provided more than just practical application of clinical governance. They provided me the tools to appropriate learnings into contextualised developmental pathways. Through understanding the independent clinician and ways of learning I developed and strengthened my ability set

principles of assessment and education. After the residential school I have a greater understanding of how to construct my everyday education, succession planning and further develop the learner's ability within a framework. Tools I have instated into my own practice is the development of session plans, simulations (SIMs), feedback and its importance, reinforced communication abilities and how to break down barriers between learner and educator." Jasmin has been a CNE for around 2 months and feels more confident in her new role from the innovative learning opportunity presented to her.

**Rachel Spangler, the Clinical Nurse Educator for Surgical, Paediatrics and Maternity, and a Nurse Educator 2:**

"The residential school held by the CEWD/SLHD was a great experience. The educators that we met were supportive, informative and empowering. I additionally felt that all the content was relevant to my role as NE/CNE. All the educators who were part of the residential school have provided us with an extensive amount of knowledge and resources as well as providing ongoing guidance and support in my role given, I only started in the role this year. It has opened my eyes to different ways of providing education and delivering it in different ways. Teaching On The Run highlighted the need for structure and promoting self-reflection with feedback and was a real take home for me. I appreciated Sarah and her teaching around creating/running simulations." Rachel has been in her roles for around 3 months, and prior to this had been working as a CNS, where she now reflects on how beneficial this training could have been for her while creating, implementing and evaluating in-services previously.



## Caring for our Older Community Members

My Aged Care and Carer Gateway work closely together. When an older person requires support or services they are encouraged to contact My Aged Care. A referral to My Aged Care will allow the older person to be assessed by the relevant assessment service. If required, a referral is made to the most appropriate service. But caring for an older person can sometimes be a strain on the carer or family. That is where Carer Gateway comes into play and supports the older person's carer or family.

On Monday, 22 May an information display was placed in the Broken Hill Health Service foyer. Jane Cain (Aged Care CNS2) and Alyce Degoumois (Carer Support Program Manager) teamed up to promote these two important programs.

Questions from staff and members of the community were answered and discussions about future planning were held. To add some fun to the day there was a guessing competition: "How many gummy bears in the jar". The winner was Jan Pearce who guessed 295 (292 bears were packed into one little jar). It was a very informative day.

For further support contact  
My Aged Care – 1800 200 422  
Carer Gateway – 1800 422 737



## Hearing screening for newborns training at Buronga HealthOne

On 1 June 2023, Jan Pollard, the Chief Audiologist from Sonic Equipment flew to Mildura to provide a training session on the Maico easyScreen SWISH machine at Buronga HealthOne.

The Maico easyScreen machine will be used to screen newborn infants hearing after they are discharged from hospital.

The session was attended by Aishling Gillbee and Kyla Brooks (both Child and Family Health Nurses from Balranald MPS) and Sheryl Brown, Aboriginal Health Worker (AMIHS), Virginia Thompson, Loren Andrews (BSF), Child and Family Health Nurses, and Terrie Beven Community Midwife (AMIHS) from Buronga HealthOne.

The session was very informative and the staff are looking forward to screening newborn infants hearing with the new machine in the community.

The education session was also a great opportunity to catch up with Balranald colleagues in Buronga HealthOne.



At the training session (from left) were Loren Andrews, Terrie Beven, Aishling Gillbee, Kyla Brooks, Sheryl Brown, Jan Pollard and Virginia Thompson.

## Elder Abuse: Everyone's business

## *Aged Care Corner...*



World Elder Abuse Awareness Day (WEAAD) is commemorated each year on 15 June to highlight one of the worst manifestations of ageism and inequality in our society, elder abuse. In many parts of the world elder abuse occurs with little recognition or response. It is a global social issue which affects the health, well-being, independence and human rights of millions of older people around the world, and an issue which deserves the attention of all in the community.

Elder Abuse - "A single or repeated act, or lack of appropriate action, occurring in any relationship where there is an expectation of trust, which causes pain or distress to an older person"

The increasing ageing population and increasing demand for family caregiving will likely contribute to a rise in all forms of elder abuse in the coming years. Estimates suggest up to 5% of older Australians will become victims of abuse.

The Ageing and Disability Abuse Helpline, previously known as the Elder Abuse Helpline and Resource Unit (EAHRU), is part of the NSW [Ageing and Disability Commission \(ADC\)](#). The ADC has been established to prevent and better protect older people and adults with disability from abuse, neglect and exploitation.

In NSW, five forms of abuse of older people are recognised:

- Financial abuse.
- Psychological / Emotional abuse (including social isolation).
- Neglect – intentional or unintentional. (This does **not** include self-neglect or self-harm).
- Physical abuse.
- Sexual abuse.

There are essentially five stages to identifying and responding to abuse, as follows:

- identify abuse
- assess immediate safety
- provide support
- inform and document
- respond and report.

Far West Local Health District policy - [Identifying and Responding to Abuse of Older People in Far West Local Health District Facilities Procedure \(FW\\_PD2019\\_006\)](#) is available to assist staff in identifying and responding to elder abuse. FWLHD staff are encouraged to complete the [My Health: Learning Module - Abuse of Older People](#) (Course 204136280) to raise their awareness about elder abuse.

For further information: <https://www.ageingdisabilitycommission.nsw.gov.au/>





COLLABORATION | OPENNESS

# BRILLIANCE

## Nominations

RESPECT | EMPOWERMENT



# CONGRATULATIONS

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

Amalie Howse  
Angelina Miller  
Babette Cruickshank  
Bayly Culpin  
Brendan Hedger  
Carolyn Foulis  
Dale Sayers  
Hannah Everuss  
Heather Miller  
Jacinta Barraclough  
Jacinta Simmons  
Jade Standley  
Jan Martin  
Janine Slater  
Jazmin Tindale  
Jennifer Cooper

Jill Lord  
Joanna Beams  
John Chapman  
Joseph Worgan  
Julienne Shamroze-Perkins  
Justin Wonson  
Karen Winter  
Kate Vandenheuvell  
Kyra Tumes  
Laura Serwa  
Leanne Hastwell  
Liz Mackie  
Lou Dannenberg  
Mary Stubbings  
Michele McKee  
Morgan Walsh

Nicholas Hanford  
Nikola Chrisakis  
Peter Schindler  
Rachel Spangler  
Rebekah Weber  
Robert Lui  
Rodney Lynott  
Rose Lancaster  
Sam Elliott  
Sharlyn Domingo  
Stephanie Wylie  
Tamara Thomas  
Tegan Gray  
Tori McManus

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](http://www.surveymonkey.com/r/JNQK8D5)**



*Have you ever said to yourself, "If they just changed this and did it this way, it would be much better"?*

**Well, now you have a quick and easy way to suggest your ideas!**

Scan the QR code or go to <https://www.surveymonkey.com/r/WBHNSHZ> if you have ideas for change; for service improvement, better patient and staff experiences, or any burning project proposals you might have. We want to make sure that any of our staff with ideas for projects, innovations or change have a platform to submit their ideas and have a chance to talk about them.

The Project Management Office (PMO), located at the CHC in Broken Hill, will receive your ideas through the portal and explore opportunities to convert these into projects.



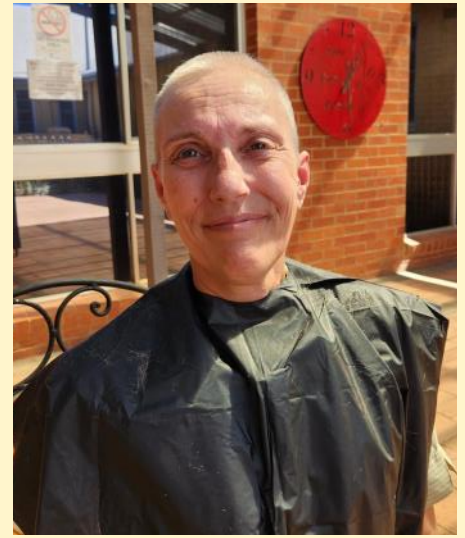




## Wentworth Health Service — Worlds Greatest Shave

Hospital Assistant at Wentworth Health Service, Rachel Wellard, let loose on 17 March 2023 and had her head shaved by RN Pawan Prasad as part of the Worlds Greatest Shave.

Pawan shaved Rachel's head with cheering on from the team and patients at Wentworth Health Service. Rachel surpassed her fundraising goal with support from family, community and her team. We would all like to congratulate her bravery and her determination to be able to raise cancer awareness. We are blessed to have her be a part of our team and would like to thank her for encouraging our staff to look for ways to support our community and beyond!



## 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
<a href="#">Non-Admitted Patient Establishment Type Definitions Manual</a>	IB2023_018	26/06/2023
<a href="#">Scale of Fees for Hospital and Other Health Services</a>	IB2023_021	29/06/2023
<a href="#">Brain Injury Rehabilitation Program (BIRP) - Charges</a>	IB2023_020	29/06/2023
<a href="#">NSW Infection Prevention and Control Response and Escalation Framework</a>	IB2023_019	28/06/2023
<a href="#">Schedule of Fees for Oral Health Fee for Service Scheme</a>	IB2023_015	19/06/2023
<a href="#">Rural Doctors' Settlement Package Hospitals Indexation of Fees – Visiting Medical Officers</a>	IB2023_016	21/06/2023
<a href="#">Rural Doctors' Settlement Package Clarifications Reference Guide</a>	IB2023_017	21/06/2023
<a href="#">International Medical Graduates - Overseas Funded</a>	PD2009_011	
<a href="#">Patients Post-Splenectomy or with Functional Asplenisim</a>	IB2023_014	22/05/2023
<a href="#">Designated Officer</a>	PD2023_012	23/05/2023
<a href="#">Service Specifications for Non-Emergency Transport Providers</a>	PD2023_013	23/05/2023