



FWLHD goes pink for World Sepsis Day 2023

The District joined in World Sepsis Day 2023 on 13 September with a host of activities including information sessions, quizzes, picnics and of course staff wearing pink, the colour which symbolises the day.

World Sepsis Day is held annually to recognise efforts across the globe to strive for better sepsis care, and to reduce the impact of this life-threatening illness.

In Far West, staff embrace the opportunity to promote this important message and to help encourage everyone to continue to unite in the fight to improve how we

identify and respond to sepsis across Australia.

In the best dressed stakes on the day, the top awards went to: Best Dressed — Leonie Kennedy and Tyrone Dallas, and Case Study Winners — BHEmergency Department.

A big thanks to all staff and facilities for joining in this special day. If we can spot the warning signs early and act quickly, together we can save lives. For more information about sepsis, contact Alexis Lenton (CNC Infection Prevention and Control) or Kahlia Liston (CNC Emergency and Critical Care) on 8080 1331.



Alexis Lenton and Kahlia Liston

More photos next page



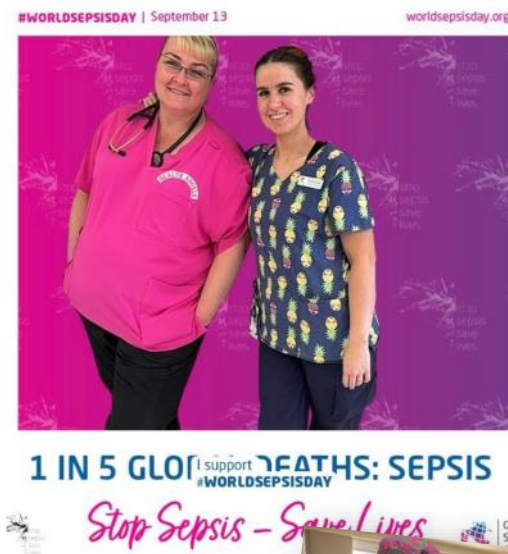
The BHEmergency Department team were presented the Case Study winners award for World Sepsis Day 2023.



Leonie Kennedy and Tyrone Dallas were presented Best Dressed Award by EDONM, Wendy Gleeson.



FWLHD World Sepsis Day 2023



LHD staff took up the challenge to go pink for Sepsis Day!



These signs may indicate sepsis:

- 
Slurred Speech or Confusion
- 
Extrême Shivering or Muscle Pain /Fever
- 
Passing No Urine All Day
- 
Severe Breathlessness
- 
It Feels Like You're Going to Die
- 
Skin Mottled or Discolored

Sepsis is the number

- 1**
- Cause of death in hospitals⁴
 - Cause for hospital readmissions⁵
 - Healthcare cost⁵
- (\$2.5 billion is spent on sepsis healthcare costs in the US alone)

PMES Response Rate Achievements for 2023

- ★ Our highest response rate yet
- ★ Highest LHD in the State
- ★ 29 teams qualified for a PMES report

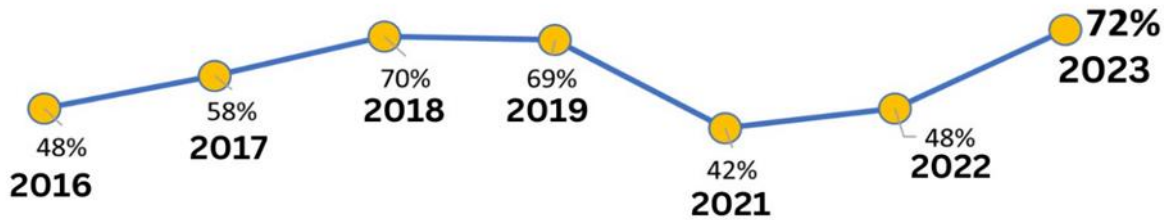


Congratulations Far West on achieving an extraordinary **72%** PMES response rate in this year's People Matter Employee Survey (PMES)!

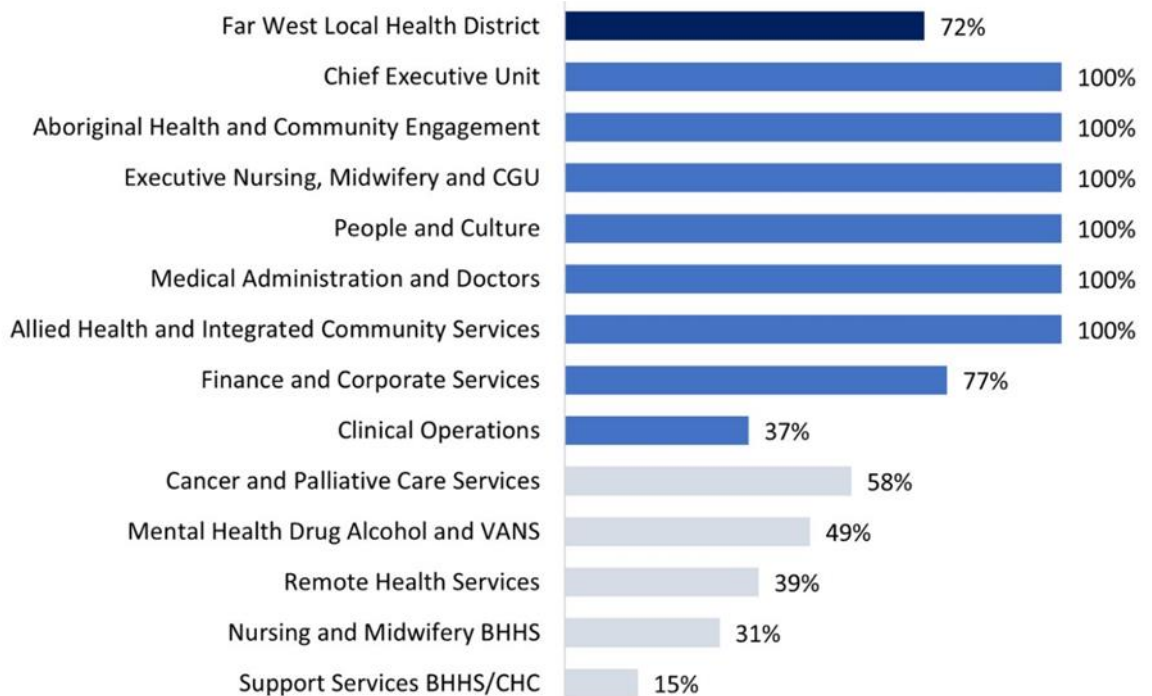
This is our highest recorded response rate for the PMES to date. The Far West LHD response rate was the highest response rate for all LHDs in the state.

With the introduction of the revised PMES hierarchy, it is exciting to share that 29 teams have qualified for an individual PMES teams report. To qualify for a PMES report, more than 10 surveys needed to be completed within the same team. PMES reports will be available mid-November for Managers to share with their teams.

The trend-line below shows how well FarWest has done with our response rates for this year in comparison to previous years. Due to the pandemic, there was no PMES in 2020.



A very big congratulations to all the directorates that have reached a 100% response rate. Here is the final tally across the directorates for 2023.



Dialysis Ward Go Live in HOPE



Patient Kellie-Marie Edge and RN Dialysis Ward, Shirley Perez completing surveys on iPad in Dialysis Ward.

Far West LHD has had its first inpatient unit collecting Patient Reported Measures in HOPE.

Led by Clinical Nurse Consultant, Penny Griffin, Nurse Unit Manager, Elaine Fotheringham and supported by Kara Leonard, Patient Reported Measures Project Manager, the Dialysis Ward went “live” with the HOPE platform on 28 July 2023.

The Unit was already capturing the Integrated Patient Outcome Scale Renal Survey (iPOS Renal Survey), an outcome measure on paper and was looking for a solution to be able to easily view results and track patient trends. With HOPE, all this is now at the clinicians’ fingertips and accessible via eMR.

HOPE enables clinicians to view patient results immediately and be able to track those results over time. Further, with the implementation of HOPE, the Unit has now been able to commence collecting experience measures and will utilise these to monitor ongoing patient experience and identify any areas for service improvement.

Patients can now complete the surveys themselves with a dedicated iPad device and the results are provided back to the HOPE platform in real time.

Feedback from patients have been that it was easy to use and a great idea to go to digital collection. Already, 14 outcome measures have been collected.

Kara Leonard wanted to congratulate the Unit on being the first inpatient Unit to collect PRMs via HOPE.

“I was very impressed by the Ward’s engagement and professionalism in welcoming both myself, and the HOPE system and I look forward to continuing to work with the Ward in tracking outcome and experiences of their patients.”

R U OK? Day event

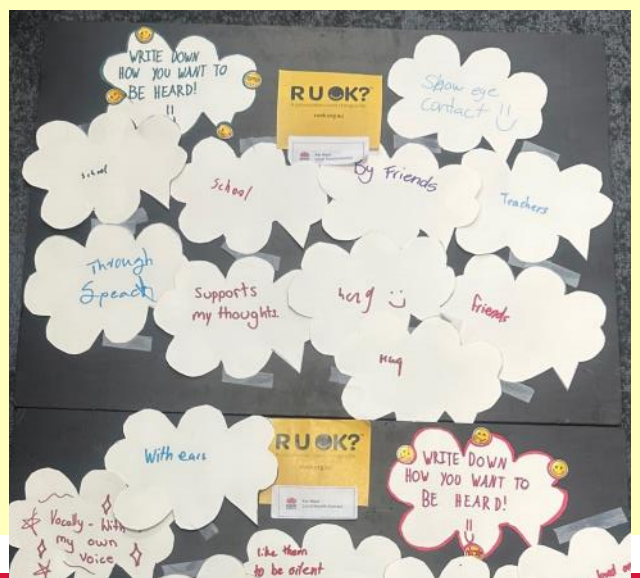
The District recently provided support to an R U OK? Day activity run by students at one of Broken Hill’s high schools this month.

During the event CAMHS Peer Support Worker Erin Dunn and Acting School Link Coordinator Kim Druitt facilitated an activity for students to speak about how they like to be heard when being asked R U Ok? Students wrote this on pieces of paper and attached to cardboard, which was displayed.

Resource packs were also handed out to students along with R U Ok? biscuits and lollies, during the event.



Kim Druitt (Acting School Link Coordinator) and Erin Dunn (CAMHS Peer Support Worker) at the R U OK? event.



**2023
Infection
Prevention
and
Control
Summit**



On August 31st, the Clinical Excellence Commission conducted its annual Summit for NSW Infection Prevention and Control Professionals to improve their capacity in prevention and control of healthcare associated infections.

The Clinical Nurse Consultant in Infection Prevention and Control, Alexis Lenton, represented the FWLHD at the summit which hosted close to 60 infection control practitioners from LHDs and specialty health networks, and infectious diseases specialists from across NSW.

Presentations were given on the future strategies for NSW infection prevention and control, a timely debate, workshoping the use of transmission-based precautions, and the revision of the CEC's Infection Prevention and Control Practice Handbook, which provides mandatory standards for NSW health organisations.

Future directions for FWLHD Infection Prevention & Control Service 2024:

- Strengthen the standard precautions model across the FWLHD.
- Recruit to the FWLHD IPAC service.



FWLHD IPAC CNC Alexis Lenton (second from right) with fellow colleagues from the Illawarra Shoalhaven Local Health District Infection Management and Control Service (ISLHD IMACS).

vICU project a finalist in Premier's Awards

We're thrilled to be a finalist in the NSW Premier's Awards!

Congratulations to the vICU team at FWLHD and partners SLHD for being selected as a finalist in the category Excellence in Service.

Winners will be announced at the award ceremony on 14 November. Read more about the finalist program on the [Premier's Awards website](#).

The vICU is a project between partners Far West and Sydney LHD to provide additional support for staff and critically unstable patients at Broken Hill Hospital. The vICU aimed to design a patient-focused system of specialised care which could, where clinically safe, keep patients on country and in community at Broken Hill.

Partnering to deliver the virtual Intensive Care system, the vICU team have connected critically ill patients in Broken Hill with specialised clinicians from the Royal Prince Alfred Hospital in Sydney. The system successfully provides additional support and specialised care to critically unstable patients, as well as providing mutual educational opportunities for both the Broken and Royal Prince Alfred Hospital intensive care units.

Congratulations to everyone involved in this fantastic project — we can't wait for the award winners to be announced!

Premier's
Awards
2023
FINALIST



Welcome return of dental students

The District is once more hosting final year dental students who are helping to care for local patients during their six-week placement at the Community Health Centre public dental clinic. The latest group of dental students are the first round of students the District has hosted since October 2020 due to the pandemic.

They are experiencing public dentistry consultations and assisting with various treatments whilst here, and allowing us provide additional clinic days, and helping to reduce the public dental waitlist.

District Oral Health Manager, Karen Kennedy, said we're very fortunate to be able to host dental students again, where they gain valuable exposure and experience in a public dental setting. We hope they will be inspired to return to work here upon graduation.

The dental student program operates in collaboration between the Far West LHD, University Department of Rural Health (UDRH) and the University of Sydney, School of Dentistry with support from the NSW Health Centre for Oral Health Strategy.

A dentist engaged by the University of Sydney supervises the students. These supervisors are Dr Kate Jung, Dr Diana Mruk and Dr Peter Hill who have all worked at Community Health Centres treating patients as visiting dentists so are familiar with the facility and Broken Hill.



Dental students return to the Far West LHD (from left): Gurkaran Singh, Tony Lahoud, Dr Diana Mruk (Clinical Supervisor), Bahar Pouryosefi Kermani and Nishi Parikh.

Our Term 4 JMOs are on the job in the LHD. They are (from left):

- Dr Preetham Kadappu – Emergency Intern,**
- Dr Mustafa Muhana – Palliative Care RMO,**
- Dr Kaylin Hooper – Psychiatry RMO,**
- Dr Alice Vella – Medical SRMO,**
- Dr Thiyasha Wanniarachchi – Paediatric RMO,**
- Dr Guy Balthazaar – Medical RMO,**
- Dr Neha Chandrasekar – Surgical Intern,**
- Dr Ahmed Almafragy – Medical RMO and**
- Dr Tammy Cai – Emergency RMO.**



Dr Wojciech bids heartfelt farewell

As I prepare to bid farewell to Broken Hill Hospital after five incredible years, I wanted to take a moment to express my heartfelt gratitude to all of you for your unwavering support and camaraderie throughout my journey here.

These past five years have been a remarkable chapter in my professional life, and I couldn't have asked for a better team to work with. The experiences, challenges, and successes we've shared together have not only enriched my career but also my life.

I want to extend my gratitude to each and every member of the Broken Hill Hospital family, from the dedicated medical staff to the hardworking administrative team and everyone in-between. Your collective efforts have made this institution not just a place of healing but a home away from home for both patients and colleagues.

I especially want to thank my Operative Theatre family, who accepted me with all my habits and

customs.

I'd like to express my sincere appreciation to my supervisors and mentors, who have guided me and helped me grow both personally and professionally. Your wisdom and support have been invaluable to my career development.

To my fellow colleagues, your friendship, collaboration, and countless moments of teamwork have made every day at the hospital a fulfilling experience. It's been an honour to work alongside such talented and compassionate individuals.

Lastly, I want to thank the Broken Hill Hospital community for the trust and confidence you've placed in me over the years. It's been an incredible privilege to serve this community, and I am grateful for the opportunity to have made a positive impact on the lives of our patients.

Although my journey at Broken Hill Hospital is coming to an end, the memories and relationships forged here will stay with me forever. I look



forward to staying in touch and witnessing the continued growth and success of this remarkable institution.

Thank you once again for five wonderful years filled with learning, growth, and cherished memories. I am deeply appreciative of all that I've experienced during my time here, and I wish the hospital and all its incredible staff nothing but success and prosperity in the future.

— **Dr Wojciech Wierzejski, Staff Specialist Anaesthetist, BHHS**

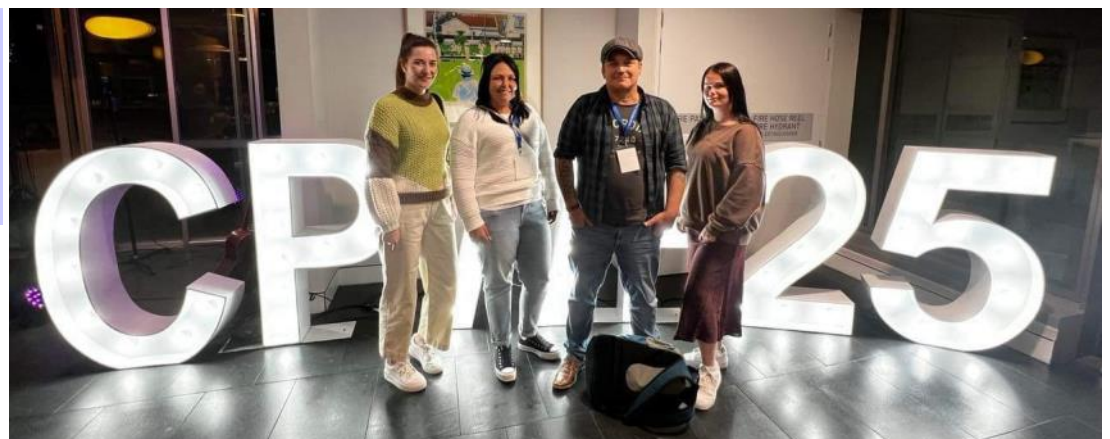
Peer Worker Forum a valuable experience

Four peer workers from FWLHD MHDA had the opportunity to attend the two-day Consumer Peer Worker Forum on 31 August to 1 July 2023 which brings together peer workers from across NSW working in both the public sector and community managed organisations.

Kendi Reardon (Aboriginal Mental Health & Wellbeing Peer Worker) said she found the CPWF conference a welcoming place for all NSW Peer workers and very informative. "I was grateful to be able to network with fellow Aboriginal Peer Workers."

Erin Dunn (CAMHS Youth Peer Support Worker) said she was honoured to attend the Forum alongside her peer workers Tahlia, Kendi and Nick. "I was grateful to be able to network with other Youth Peer Workers and developed connections with like-minded Peers that are able to provide me guidance and support moving forward in my role," said Erin.

Erin facilitated a presentation at the Forum on CAMHS Rural and Remote Youth Peer Support Work in an activity called "Glad you asked?" During the activity she was able to share her co-designed Far West LHD CAMHS Peer Support Worker MOC,



At the CPWF Forum (from left) Tahlia Kerin, Erin Dunn, Nick Brown and Kendi Reardon.

CAMHS Peer Support Brochure and Resources with other LHDS. Nick Brown (Peer Worker - Supported Transfer of Care Program) said it was a great experience to engage with other peer workers from other areas. "The wealth of knowledge over the informative two days was immeasurable. A great forum, indeed."

Tahlia Kerin (Peer Worker - Peer Supported Transfer of Care Program) said: "The CPWF creates a highly valuable space for peer workers to connect with each other, share information and learn about how we can work together from a state-wide perspective to better improve mental health services across NSW. I am grateful for the opportunity to have attended."

High hopes for Dareton Diabetes Clinic

The Dareton Diabetes Clinic was recently highlighted by the Agency of Clinical Innovation (ACI) for completing the highest number of Diabetes Distress Scale Outcome Measures in NSW.

Raelene Gibson and Ferna Vagg, both Diabetes Educators based at Buronga and Dareton, have been collecting Patient Reported Measures since 2021 via the Health Outcomes and Patient Experience platform (HOPE).

One of the outcome measures they are collecting from patients is the Diabetes Distress Scale (or the DDS). The DDS acknowledges that living with diabetes can be tough and there may be problems or hassles with daily living, as well as major life disruptions caused by the illness. It asks patients to rate how these problems may be affecting them. For example, questions that are posed include:

- How much of a problem is your diabetes in day-to-day management?
- How much does diabetes control your life?
- Do you have a supportive family and friend network
- whether the patient is struggling to feel motivated to self-manage their diabetes.

The answers can indicate to the Educators the level of care and education that each patient needs, and as such, lead to varied interventions to help improve their outlook and quality of life.

At a recent State-wide Diabetes Meeting, the ACI Patient Reported Measures team presented on the overall program delivery and congratulated the Dareton Diabetes Clinic on their high numbers – 96 to be exact, particularly due to the Clinic's geographical location.

Patient Reported Measures Project Manager, Kara Leonard has high praise for Raelene and Ferna for their dedication to collecting outcome measures and congratulates both of them on their achievement.



Raelene Gibson (left) and Ferna Vagg, Diabetes Educators.



Raelene Gibson with client Kerri Manger after completing the DDS Survey.

Respiratory protection problem

Changes to the current stock of N95 respirator masks are coming. The Proshield mask (duckbill) is no longer classified as an N95 respirator. Please remove any remaining stock from rotation. 3M 9320A+ (Blue straps) and BYD flat fold (green) will no longer be available within NSWHealth facilities **after December 2023**.



fit testing takes an average of 20 minutes to complete and must be attended annually.

HETI module 'Donning and fit checking of P2 or N95 respirators in NSW healthcare settings' course code 319438161 provides a 15-minute refresher on correctly donning and fit check the N95 respirator style you have been tested for.

Bookings for a mask fit-test are made via NDrive>Team>Broken Hill>Common>FIT TESTING 2023> Fit testing booking sheet. Alternatively, email FWLHD-StaffHealth@health.nsw.gov.au with your preferred availability and Rebecca will contact you to schedule an appointment time.

If you are yet to be re-fitted to the current set of N95 respirator masks, please do not delay booking to be retested. Mask

World Pharmacists Day



Celebrating World Pharmacists Day (from left) Won Chung (pharmacist), Kevin Emmitt (Pharmacist), Erin Rowbotham (Pharmacy technician), Evelyn Kelly (Pharmacy technician), Srushti Patel (pharmacist) and Ben Yassa (Pharmacist).

The pharmacy team at BHHS celebrated World Pharmacists Day on 25 September.

The theme for this year's World Pharmacists Day was "Pharmacy strengthening health systems" and the campaign's purpose was to "increase awareness of pharmacists as an intelligent solution" in meeting future health needs.

During COVID, pharmacists around the world proved invaluable in terms of availability and providing the necessary infrastructure for COVID testing, administering vaccinations and in-patient care.

Pathology analysers changes coming

New advice for staff about collection process for Ammonia analysis: NSW Health Pathology's Western Sydney and some regional pathology services will be changing from heparin plasma to EDTA plasma (collected on ice) as the preferred sample type for ammonia analysis.

This change is effective from 27 September 2023. This is relevant to all staff, especially staff that do collections.

Dementia Awareness Day

Jane Cain (Aged Care CNS) and Alyce Degoumois (Carer Manager) held a Dementia Awareness Display in the BH Hospital foyer on 18 September to promote Dementia Awareness Week.



Staff and community members showed great interest in the diagnosis process, support available and activities available for the person living with dementia.

The *Twiddle Muffs* were a popular discussion point and avid knitters were keen to take the pattern that was available. The Women's Weekly Children's Birthday Cake cookbook in the *Memory Box* brought back many childhood memories of their favourite cake and precious moments with families.

Thank you to all staff that participated in the Guessing Competition – Famous Duos. There were many laughs and some Googling (or cheating?). They were Laurel & Hardy and

Lucy & Desi. Winner of the Hamper was Gia Hucks 😊
Dementia Australia is available for more information on 1800 100 500 or www.dementia.org.au





Wound Awareness Week a big hit, oozie cakes and all!

The District took part in Wounds Australia Wound Awareness Week (4-10 September) to help promote the key message 'the right diagnosis, and the right treatment at the right time!'

This message was shared across our LHD and community through social media posts, a display in the Broken Hill Hospital foyer and staff participating in educational activities.

The Big Oozie Bake Off was also a hit across the

district, with staff creating amazing oozie cakes and treats to share.

The winner of the bake off was Wentworth Health Service with their oozie brain cake and oozie wound cupcakes. A close second was from the team at Buronga One with their chunky oozie wound awareness cake.

A big thank you for all that participated and helped to bring awareness to prevention and management of wounds across our district.



ABOVE: Wentworth Health Service won the FWLHD 'Big Oozie Bake Off' competition!



RIGHT: Buronga HealthOne was the Runners Up!



Staff across the District took part in the week's activities.



We Need You!

We are on the look out for Wound Champions, so if you have an interest in wound care or would like to learn more and be a wound resource person for your care setting please contact Megan Jordan CNC Wound Management (0880802236)

WHAT IS A WOUND CHAMPION AND WHAT DO I NEED TO DO?

A wound champion is a clinician that has an interest in wound care, is keen to help lead their team in this specialty area and be a resource for all things wounds.

WHAT DOES IT TAKE TO BE A WOUND CHAMPION?

You are a shining Woundie with champion traits We are looking for clinicians that go that extra mile and work as a leader. They are motivated, persistent, inquisitive and empowering to their team.

WHAT CAN I GET FROM BEING A WOUND CHAMPION?

Being a leader in your team and representing your team can be very rewarding. The CPD and addition to your resume is also a bonus. Not only that, having a team to work with in an area your interested in can bring more enjoyment and satisfaction to your role whilst also expanding your skills and knowledge.

BUT I'M NOT CONFIDENT WITH BEING A WOUND CHAMPION...

It's all ok! We're here to support the team and work together to help you deliver exceptional wound care across FWLHD.

SO, WHAT NOW? WHERE DO I GO, WHAT DO I DO?

Our current Wound Champions do not attend any meetings and are not required to do any additional work outside of normal work time. They all have access to a Wound Champion Teams page and regular catch ups with Megan, CNC Wound Management. The Teams page is there as a centralised platform to share wound resources, ideas with you and get the conversations flowing around all things wound care.

WHAT'S HAPPENING IN WOUND CARE?

Coming up on 16 November is Worldwide Pressure Injury Prevention Day. This is an international day to bring awareness to prevention of pressure injuries.

There will be online Webinars available and promotional activities to bring awareness to pressure injury prevention.

Watch this space! There is also work being done locally on improving Wound Care Referral Processes and a local policy for information on prevention and management of pressure injuries including, all the information on pressure injury equipment, classification and referral processes.

Don't forget to check out the [FWLHD Intranet Wound and Pressure Injury Page](#). There's a great variety of wound care resources including documents, videos, webinar recordings and links.

MEET YOUR WOUND CHAMPIONS!

WARD/SETTING: ICU

WOUND CHAMPION NAME:

Rocin Varghese

WOUND CHAMPION POSITION:

Clinical Nurse Specialist ICU

WHAT I CAN BRING TO THE TEAM AS YOUR WOUND CHAMPION:

Update staff knowledge & assistance with questions on wound management

HOW TO CONTACT ME: On the ward / ICU or via email.



WARD/SETTING:

Medical and Surgical wards

WOUND CHAMPION NAME:

Richard Shoebridge

WOUND CHAMPION POSITION:

Clinical Nurse Consultant — Acute Care

WHAT I CAN BRING TO THE TEAM AS YOUR WOUND CHAMPION:

A Keen interest in wound care
Resources to facilitate wound healing

Advice on wound management

HOW TO CONTACT ME: Ext 1285 or 0438 482 777



If you'd like to find out more about being a FWLHD Wound Champion please contact:

Megan Jordan CNC
Wound Management on
Megan.Jordan@health.nsw.gov.au





Far West LHD Allied Health delegates head west for national conference

Five FWLHD delegates were lucky enough to attend the National Allied Health Conference in Perth in August.

It was an amazing event highlighting the innovative approaches and contribution of Allied Health across the Australian health care system. Sponsorship from Ministry of Health was greatly appreciated to expand the FWLHD delegation to attend the conference.

The topics were diverse with workforce, artificial intelligence, telehealth and innovative models of care just a small taste of the range of topics over the three days.

Key note speakers included Australian of the Year Dr Fiona Wood, Chief Allied Health Officer of New Zealand Dr Martin Chadwick and many other inspirational leaders and healthcare consumers.



National Allied Health Conference: James Wells, Exercise Physiologist, Susan Peisto, Social Worker, Kate Vandenheuvel, Manager Physiotherapy/ Occupational Therapy, Tahlia Crampton, Allied Health Assistant and Becky Smith, Manager Integrated Care.

Fun at Fowlers: Health Service connecting with outback families

A number of FWLHD staff were invited to the School Of The Air for a recent Mini School held at Fowlers Gap.

The team were able to connect with families far and wide across a range of health promotion topics with staff attending from the Integrated Care team (Wellbeing Nurse, Menopause and MSK Program), Woman's Health and Paediatrics Unit.

The team were able to share advice on a range of topics and chat with the families in a relaxed environment about primary health needs, concerns and referrals.

The team were encouraged by the update of families that requested services and the number of referrals and connections made on the day to support our remote clients across the lifespan.

The kids even got in on the action learning about the healthy ears and the importance of blowing your nose, in a session with our Wellbeing Nurse.



Fun at Fowlers Gap: James Wells, Exercise Physiologist, Lilli Glenn, Extended Nursing Placement Student and Sandra Charlton, Paediatric Clinical Nurse Consultant.



Alana Gilus (Wellbeing Nurse) pictured chatting with some children about healthy ears.



Well for Life - A healthy approach to ageing

Aged Care Corner...

In Australia the number of people over 65 is growing quickly. Many people lead full and productive lives well into their 80s and 90s. Research shows the earlier you commit to a healthy lifestyle, the better your chances of ageing well. And the more physically active and connected with others you are, the better you can feel regardless of age, even if you have some health issues.

The healthy ageing ingredients:

- Regular physical activity
- A healthy diet and plenty of water
- Keeping your brain active
- A positive outlook and having fun
- Having meaning and purpose in your life
- Connecting with community
- Connecting with nature
- Time with people who are important to you
- Good relationships
- Understanding your health issues and medications
- Quit smoking
- Continuing to adapt to changes in your life
- Planning for your older age.



You are never too old to play and enjoy life. Adapting to change, joining in with others and having friends are all important for ageing well. It may feel hard at first but learning a new skill is also good for your brain function and can protect you against dementia.

Being physically active is good for your body, your mind, your health and your mood. Fitness levels and physical ability vary from person to person. Even a few days of not being active can lead to some physical decline, especially in older people. Doing some activity is better than doing none.

Older people need to eat a balanced diet for health and vitality. Eating a variety of nutritious foods can improve energy levels and help to maintain a healthy weight. Good nutrition and regular meals combined with physical activity can increase strength and help fight infection. Sharing meals with others is a great way to enjoy life with friends and family of all ages.

Feeling safe in your community and joining in with others is important for your wellbeing. Your environment impacts on quality of life. An age-friendly environment with good transport and access to services can help older people to age well. It allows you to be active and connected to other people.

Respecting and helping others and understanding that 'we are one and we are many', gives you a more positive outlook on other people and life in general.

Tips To BOOST Your Health as You Age

Did you know that making lifestyle changes can help you live longer and better? Try these tips to get started.



Manage stress — try yoga or keep a journal.



Learn something new — take a class or join a club.



Get moving — try gardening, biking, or walking.



Choose healthy foods rich in nutrients.



Go to the doctor regularly.



Connect with family and friends.

Learn more about steps you can take to promote healthy aging at www.nia.nih.gov/healthy-aging.





October is National Safe Work Month!

October is National Safe Work Month and a time to commit to building a safe and healthy workplace. Being safe and healthy means being free from physical and psychological harm.

The primary objective of National Safe Work Month is to encourage all individuals and organisations to prioritise safety in their workplaces and work towards reducing the number of work-related injuries, illnesses and fatalities.

[Safe Work Australia](https://www.safeworkmonth.gov.au) have launched this year's theme and associated campaign kit for 2023 National Safe Work Month.

For this year the theme is, **For everyone's safety, work safely.** This theme focuses on different health and safety topics for each week of National Safe Work Month.

- Week 1 (1-8 October)– Working together to manage risks at work**
- Week 2 (9-15 October)– Working together to protect workers' mental health**
- Week 3 (16-22 October) – Working together to support all workers**
- Week 4 (23-31 October) – Working together to ensure a safe and healthy workplace**

FWLHD encourages everyone to get involved in work health and safety activities during October by joining in on National Safe Work Month. It could be as simple as hosting your very own SafeTea!

Recognise National Safe Work Month this October by hosting a SafeTea event at your workplace. Gather your team and have an important conversation about health and safety at work. SafeTea emphasises the importance of involving everyone in WHS discussions by encouraging workplaces to grab a cuppa and have a safety chat.

Here you can get the 2023 Safe Work Month [campaign resource kit](#) and resources you to hold your own [SafeTea event](#).



Work Health and Safety changes

Monthly Hazard Inspections:

In-line with recent Work Health & Safety (WHS) regulation changes, FWLHD reviewed and updated the Monthly Hazard Inspection checklist and the process on how to record completed monthly inspections.

The inspection criteria has been updated including a name change to **Monthly WHS Environmental Workplace Inspection Checklist**.



Audit Entry

Standard	Others	
Group	LHD	
Questionnaire	Work Health & Safety Environmental Workplace Inspectio	13391 <input type="checkbox"/>
Audit*	Work Health & Safety Environmental Workplace Inspectio	29154 <input type="checkbox"/>
Audit Period	N/A	

With the help of WNSWLHD Risk Management Unit and FWLHD Clinical Quality System Manager, these monthly inspections will **now be completed in QARS**. Managers or responsible department delegates will now be required to complete these inspections in QARS by the end of each month.

WHS Terminology changes

OLD

Monthly WHS Hazard Inspection Checklist

NEW

Monthly WHS Environmental Workplace Inspection Checklist



Interpreters and National Standard 6 Communicating for Safety

Why is it important to use an interpreter when communicating with patients who speak another language?

There is a **high risk of error** when communicating with patients with limited English proficiency or who are Deaf without a qualified professional interpreter.



Interpreters play an important role in enabling direct dialogue between health service providers and patients who are not fluent in English or who are Deaf, so they receive correct, accurate and adequate medical treatment at out health facilities.

The role of the interpreter and the job of communicating in more than one language

- An interpreter is a professional translator. ...
- An interpreter is a specialist. ...
- An interpreter is an intercultural mediator. ...
- An interpreter is a strategic partner.

Rural Health Interpreter Service
(02) 49246285

The FWLHD has partnered with Hunter New England LHD for 24-hour access to an interpreter service. https://www.hnehealth.nsw.gov.au/our_services/multicultural-health-service/requests-for-an-interpreter

For non-urgent appointments, complete an online booking form, otherwise call the Booking office on

(02) 49246285 Monday – Friday, 7.30am – 5.30pm EST.

After hours calls will be diverted to John Hunter Hospital Switch for urgent action.

Please contact Melanie Chynoweth, Manager Consumer Experience Community Engagement Integration Aboriginal Health and Community Relations, NS2 Lead on (08) 8080 1121 or Eureka Van Der Merwe, Clinical Document Specialist, NS 6 Lead on (08) 8080 1668 for more information.



Brilliance Nominations are a great way to share positive feedback with your peers about the brilliant work they are doing. All Brilliance Nominations are forwarded to the recipient and their line manager via email. Nominations are also logged in a register for the FWLHD Annual Staff Recognition and Health Innovation Awards.

To nominate a peer for their brilliance you can scan the QR code or go to <https://forms.office.com/r/1hR6bgiv14>



Wilcannia community events proving very successful

The MHDA Wilcannia Outreach team hosted a barbecue day for the Wilcannia community on 31 August 2023.

The Wilcannia barbecue was a great opportunity for mental health professionals to engage and connect with the Wilcannia community whilst promoting the mental health service.

This was the second barbecue hosted by the team and is becoming more successful with each community engagement.

The MHDA Wilcannia Outreach team will be hosting another community event for Christmas to continue building a positive relationships with the Wilcannia community members.





Aisling Canning
 Alexis Lenton
 Annabelle Matthews
 Anthony Gomez
 Bella Kolinac
 Ben Hopkinson
 Bridget Ryan
 Brooke Napier
 Buddhika Lokuarachchi
 Carolyn Foulis
 Casey O'Donnell
 Chandler Rieck
 Chelsea Anderson
 Chloe Deighton
 Christopher McLoughlin
 Claudia Martin-Files
 Dale Brown
 Dale Dwyer
 Danika Wilson
 Donna Gers
 Evelyn Kelly
 Georgia Bartley
 Gia Hucks
 Gillian Robbins
 Grace Charlesworth
 Grace Matthews
 Graeme Hurley
 Gretchen Buss
 Helen Hayes
 ICU Team
 Isobella Marini
 James Barlow
 Jazmine Tindale
 Jennifer Cooper

Brilliance

NOMINATIONS



Congratulations to the following staff for receiving a Brilliance Nomination this month.

Jill Lord
 Joseph Worgan
 Julie Manoel
 Julie Chandler
 Kahlia Liston
 Kara Leonard
 Karen Parker
 Katie Jefferson
 Keira Boxsell
 Kendi Reardon
 Kim Evitts
 Kylie Jolliffe
 Lauren Piller
 Lindsay McKinnon
 Martin Royce
 Mary Stubbings
 Maternity Unit Team

Megan Ritchie
 Michael Maher
 Morgan Walsh
 Natalie Bennett
 Navpreet Kaur
 Nick Brown
 Operating Theatre Team
 Peter Schindler
 Racheal Murphy
 Rachel Spangler
 Rachel Wellard
 Reanne Greenaway
 Rebecca Conti
 Rebecca Hardy
 Robert Lui
 Rocin Varghese
 Sam Greville

Sam Shearer
 Samantha Elliott
 Sandra Charlton
 Sarah Egginton
 Shae McCunnie
 Shane Webb
 Srushti Patel
 Surgical Ward Team
 Tegan Gilby
 Wentworth Hospital Team
 Tracy Martin
 Tyler Scott
 Tyrone Dallas
 Wayne Ralph
 Won Chung (John)

The Brilliance Nominations are a great way to share positive feedback with your peers for the brilliant 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 <https://forms.office.com/r/1hR6bgiv14>**



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.



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
Infection Prevention and Control in Healthcare Settings	PD2023_025	15/09/2023
Pension Based Fees	IB2023_040	21/09/2023
Recruitment and Selection of Staff to the NSW Health Service	PD2023_024	05/09/2023
Staff Specialist (State) Award Salary Increases	IB2023_037	04/09/2023
Identifying and responding to abuse of older people	PD2023_023	01/09/2023
Rural Doctors' Settlement Package Hospitals Indexation of Fees – Visiting Medical Officers	IB2023_036	01/09/2023
Managing non-fatal strangulation in the emergency department	IB2023_038	04/09/2023

NSWHP's COVID-19 Results Service and Portal ceases from 31 October 2023

NSW Health Pathology's COVID-19 Results Service and Portal ceases from 31 October 2023. At the end of October we reach a major milestone in our response to the COVID-19 pandemic, when NSW Health Pathology's ceases providing the COVID-19 Results Service and Results Portal.

People in NSW now require a pathology referral to obtain a PCR test for COVID-19 so, from 31 October 2023, patients will receive their results from their treating GP or requesting clinician. This takes us back to the process that was in place before the pandemic.

What does this mean for patients?

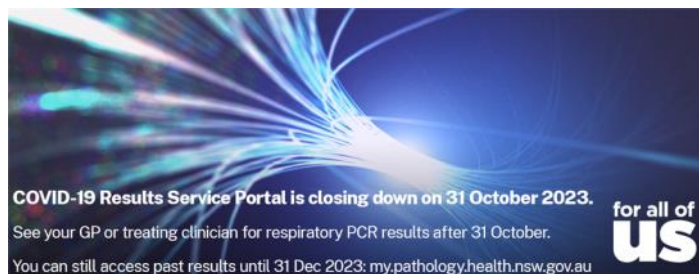
As results will no longer be provided direct to the patient, clinicians will be responsible for informing patients of their results.

Patients who have used the [Results Portal](#) on [NSWHP's website](#) will be able to access their historical results until 31 December 2023.

Responding to clinician and community demands

Our COVID-19 Result Service addressed many challenges, including the development of our SMS Results Service, pivoting to include positive COVID-19 results and establishing a secure online portal to reduce the reliance on and cost of SMS messages. The Results Service including the call centre helped free front-line lab and hospital staff from having to notify patients of their negative result.

When ordering patterns changed, we pivoted again to include influenza A and B and RSV options in the result portal.



As we all adjust to living in a post-pandemic world, this will free up much needed capacity to support the delivery of high quality and sustainable services NSWHP is renowned for.

[Thank you to everyone involved in what was a first and major achievement for NSW Health Pathology and a vital pillar in NSW Health's response to COVID-19.](#)

Important update – changes to how we order printed materials and merchandise

The way we order printed materials and merchandise is being updated.

This includes but is not limited to items such as clinical forms, printed envelopes, marketing materials, marketing merchandise, graphic and web design services.

From October 1, you will notice the ordering portal for these materials will look a little different.

Staff who already use or approve orders in the current system will receive an email from the new supplier Finsbury Green with instructions on how to get started with the new online ordering system, Sourceit, which will go live on 1 October 2023.

For important dates to consider, including placing final orders by Monday 25 September ahead of a short shutdown period, please contact your manager. For assistance from 3 October contact the Finsbury Green Help Desk on 1800 515 222 (8am to 5.30pm Monday – Friday) or find the FAQs on the State Forms Management Committee webpage at nsw.health.sharepoint.com/sites/EHNSW-SFMC.