



2018 Armidale Local Health Report

Acknowledgement of Country

We would like to acknowledge the traditional owners of the land covering Hunter New England Local Health District and remind people that we live and work on Aboriginal land. Aboriginal and Torres Strait Islander people should be aware that this document may contain images or names of people who have since passed away.



Year at a Glance

Tablelands Sector welcomes Catharine Death

2018 has been a very busy year for Armidale Hospital. The \$60 million redevelopment and new build became a reality. The emergency department, medical ward and operating Theatres moved into the new building in March 2018.

One of the outstanding achievements of the local health committee was assisting in showing the community around the new building. More than 600 locals attended the tour, which was held on a Saturday morning. Staff from the campus also donated their time to show locals around the beautiful new building.

The second stage of the redevelopment opened in September 2018 with the intensive care unit and day surgery moving into their new departments. The move to the new build and the

redeveloped areas was smooth, as a result of the hard work and dedicated preparation by the staff in these areas. All staff must be congratulated for their hard work and preparation.

Tablelands Sector welcomed Catharine Death to the role of general manager. Catharine started her new position in Armidale on 29 October, replacing Wendy Mulligan who stepped into retirement following 30 years with the District.

Our Health Committee

The Armidale Health Committee is actively involved in many projects and committees within the health service.

Throughout the year committee members have been involved in various community projects to improve / provide information on health related matters. This includes community presentations in MyHealth Records and providing welcome to Armidale packs for new staff members at Armidale Hospital, to help with their transition to a new town.

Committee members have been actively working with Armidale Regional Council staff to assist in methods of improving parking in and around the hospital.

Committee members were involved in an orientation day to the new building, showing the Armidale community around the new medical ward, emergency department and theatres. Some of the committee were involved in a hospital wide wayfinding project.

Our members

- Rosemary Johnson (Chairperson)
- Fay Griffiths
- Nannette Jemmeson
- Jenny Walmsley
- Roy Powell
- Thomas Tait

- Catharine Death (General Manager –Tablelands Sector)
- Hamish Yeates (Director of Nursing / Midwifery)
- Krystina Micke (Service Manager - Tablelands/Mehi Mental Health Service)
- Cathryn Jones (Acting Tablelands Sector Operations Manager)

Partnering with Our Community

Country Women’s Association donates small gifts to make a big difference

The Country Women’s Association (CWA) has generously donated much-needed items to Armidale Hospital that will benefit more than 60 patients.

In late 2017, the CWA met with former Tablelands Sector Manager Wendy Mulligan and the Armidale nursing managers. They wanted to find out what they could donate that would make a big difference in the lives of patients during their hospital stay. Items such as toiletry bags, night clothes, blankets, women’s hygiene kits and baby essentials were identified.

CWA members knitted teddy bears, hand muffs (known as twiddle muffs) and baby clothing. They also put together toiletry packs, nightwear and blankets for the donation.

A large number of patients are transferred to Armidale Hospital from surrounding hospitals - patients generally have few belongings with them at the time and often don’t have family who can bring them. These donated items provide patients with some creature comforts during an often difficult time.

The teddy bears and blankets are a favourite with the children and help provide comfort during their treatment.

We’re very fortunate to have community members who are so passionate about helping our patients. A big thank you to the Country Women’s Association members for their ongoing support.

Hunter New England Local Health District



Highlights

Armidale patients enjoying a tasty change

2018 saw the introduction of My Food Choice to Armidale Hospital. My Food Choice is a new approach to preparing and serving meals in Armidale, with patients given a choice of 15 dishes at every meal. They are able to order from a brightly coloured pictorial menu just a few hours ahead of time, meaning they can match their selection to their immediate feelings of hunger and wellness.

Orders are entered on a mobile device and transmitted to the kitchen by Wi-Fi for instant action.

All the meals have been designed with the help of dietitians local to Armidale, with some of the dishes including meatballs in Napolitana sauce with pasta and vegetables, butter chicken and a range of traditional roast dinners.

Nutritious food is vital to our patients' health and recovery.

The new Armidale Hospital takes shape before your eyes

The vital statistics are impressive. In 15 months, 744 workers laid 55,000 bricks and 22,500 blocks, pouring 2000 metres cubed of concrete and bringing to life the new Armidale Hospital.

We are pleased the new \$60 million four-storey hospital building is now complete with its new emergency department, operating theatres, critical care unit, inpatient unit, sterilising department and day surgery unit fully operational.

Building works progressed well for the refurbishment of the intensive care unit and day surgery unit with both areas taking shape quickly. The kitchen, library and staff dining room were also refurbished.

It is an exciting time and by the end of November 2018, all units had moved into their new departments.

A signage review has been undertaken to improve and replace some signage in the old building and externally around the hospital campus.

Signs have been put up in the old building to help both staff and public find their way around the existing hospital, refurbished areas of west wing and to the departments in the new building.

Final touches have been made to the emergency department entrance, this included landscaping, and seating outside the ED entrance and the finalisation of the ED drop off zone.



Intensive care unit prototype room



Emergency department entrance

Community Health Highlights

Armidale community health, incorporating the ambulatory care unit, has been very busy meeting the needs of the community, recruiting and retaining a valued workforce and achieving Excellence in our service provision. The highlights for 2018 include:

Ambulatory care (Oncology and outpatients units)

- Replacement of cladding
- Commissioning of a new scalp cooler for oncology
- New specialist outpatient clinics commenced - infectious diseases, paediatric endocrine, psycho-geriatric, high risk foot and post discharge general medical clinic
- Increased telehealth clinics
- New equipment purchased including intravenous line ultrasound insertion and ECG machine
- Enhancement funding received for a clinical support officer

- New models of care being investigated for pacemaker , preadmission, gynaecology clinics, and revised orthopaedic patient journey.

Child, youth and family health

- Winner in HNELHD Excellence awards- Speech Pathology- Linking therapy into Isolated schools.
- Successful allied health presentation at Rural and Regional Research conference
- Additional staff appointed in violence , abuse and neglect
- Freda Mott family group room air conditioned
- NAIDOC week celebrated with Indigenous art show focussing on the 'strength of women'
- Collaborations with Backtrack to build street libraries in the community.
- Circle of security parenting groups continue with the first dads only group held
- Working with Refugee Health Services, supporting the settlement of refugee families.
- Community engagement events conducted with violence abuse and neglect team
- Realignment of community health administration

Ongoing and extended care

- Nurse practitioner Louise Vaughan named Tablelands Employee of the Year
- Finalists in HNELHD Excellence Awards - Dietetics Telehealth to Tenterfield, and Provision of Dementia Care
- Finalists in Tablelands Sector Quality Awards - ACHC Management team.
- Successful regrade of dementia clinical nurse consultant
- Participation in Tablelands sector wound collaborative
- Increased use of scopia in palliative Care, specialist wound therapy and community nursing
- Endorsement of the Tablelands nurse practitioner - aged care.
- Effective succession planning program for continence clinical nurse consultant
- Annual Transitional Aged Care Program luncheon for all program participants



Louise Vaughan receiving her employee of the year award. Pictured with Adam Marshall and Wendy Mulligan

Our Medical Leaders

Another busy year has passed by dominated by the completion of the rebuild and refurbishment of some older areas resulting in a fantastic collection of new spaces that benefit patients' care and make the working life of staff better too.

A notable landmark in the recruitment of senior doctors has been to recruit a Fellow of The Australasian College of Emergency Medicine to the director of the emergency department position.

We are actively recruiting for another specialist anaesthetist and another specialist in internal medicine.

We are happy that our medical staffing structure has a stable group of highly qualified specialists and appropriate doctors in training to continue to serve the community.

In the Spotlight

Excellence in service provision

Louise Vaughan who is a nurse practitioner at the Armidale community health centre was the individual winner of the excellence in service provision award.

Louise Vaughan has left an indelible mark on the diabetes service across the Tablelands Sector. Louise has become a diabetes nurse educator, following her commitment and passion to be able to provide the best evidence based practice to clients living with diabetes, across the Hunter New England Tablelands Sector. The continuation of her academic studies in becoming a nurse practitioner, has given Louise the opportunity and skill set to support other diabetes nurse educators across the sector; thus making her an invaluable resource to all staff fortunate enough to work with her.

Louise has often expressed that "living in a regional area should in no way reflect that the health service provided should be inferior to the service provided in major cities." Louise continually strives for excellence in education and

empowerment of knowledge for every individual. The empowerment of individuals via education allows clients to make informed decisions regarding their health management.

Louise not only strives for a safe work environment, but a safe health service for the community which she serves, one which is inclusive, accessible, and aims at closing the gap in inequities in health care.

HNE Health recognises staff members' service

Hunter New England Health held a recognition ceremony for long-serving staff at Armidale Hospital to celebrate the achievements of nurses and administrators who had served for 25 or 40 years – or, in some cases, nearly half a century.

The executive staff believe it is important that we recognise our staff for long service milestones in their career. This is the first time that HNE Health has held such a recognition ceremony, although the Tablelands Sector has previously awarded staff for length of service.

110 staff-members were invited from across the region, as far afield as Tenterfield, Inverell, Glen Innes, Guyra, Emmaville, and Tingha. 40 people received their awards in person at the ceremony.

Two of the longest-serving staff members are Anne Hogbin, 70, and Barbara McClenaghan, 69, who have both been clerks at Armidale Hospital for decades. When they joined the hospital, neither expected to be there for so long – but both women agree that the highlight of their career is still being there, 45 years later.

Ms Hogbin started in nursing admin in 1971, went to community health in June 1989, then moved into medical records in 1992. Ms McClenaghan came to the hospital in 1972, working two part-time jobs in the School of Nursing and medical records. She could see that the School of Nursing was going to become part of the University of New England, so went into medical records full-time, and is now a clinical coder within the medical records department.

Both work in the medical records department, where they file, collate, and store the record of every patient who comes into the hospital. Even after decades, Ms McClenaghan feels the job keeps her on her toes.

“You're learning something all the time, because to me now I'm coding I'm seeing different things all the time. You have anything from a broken toenail to your head to heels, and you're learning all the time. I've always enjoyed it, and it's always been challenging, whether you've lost a record and you're desperately trying to find it, or whatever, it seems to be a different thing each day.”

The biggest change over the 45 years, Ms McClenaghan says, is that “we've gone more technical, because we have gone more with the computer age. A lot of things are on computer today.”

Ms Hogbin believes it's a friendly place to work. “We enjoy the camaraderie here; it's a unique group down here, very unique.

We each have our slightly different ways of approaching the task at hand, but it all comes out in the wash at the end.”

And, of course, they all work to keeping the hospital running efficiently

“Health care is enjoyable,” says Ms Hogbin; “it doesn't matter at what level you are in the health care, it is a unit. It is a total unit, from the senior administrator, the senior medical person, the senior clerk, right down through the technicians, our physios, catering housekeeping staff, it's all teamwork, and it revolves around patient care.”

“We're really like a wheel with spokes, everyone has their main goal, and the centre is a patient, and patient care. Each spoke is a department or unit within the thing coming towards a patient.” Ms McClenaghan said

Ms Hogbin advises younger clerks that “clinical coding is the area to go. They are crying out for coders, and there's not enough coders in the country. Any hospital you could go to, you can easily pick up a job of coding because there's not enough coders around, so if you're enjoying the area, it's a field the young could really get into.”

Tablelands Sector Quality Awards for 2018

The Quality Awards acknowledge the achievements of staff and volunteers in improving the quality, safety and experience of health care and recognising those who consistently excel in providing services to our health care consumers. In 2018, there was 25 submissions across nine categories. The impact the respective quality activities, teams and individuals are having at a local level is to be highly commended.

In addition to acknowledging and celebrating local achievement, the Tablelands Sector Quality Awards also provides an opportunity to develop projects for entry to the Hunter New England Health Quality Awards, a process that also selects entries for submission to the NSW Health Awards, the Australian Council on Healthcare Standards (ACHS) Awards, and NSW Premier's Awards.

Armidale's winners and finalists include:

Patients as Partners

Speech pathology - Linking therapy into isolated schools, Armidale community health centre - Alison Marshall, Mattias Grasselli, Helen Malcolm WINNER

Delivering Integrated Care

Tablelands virtual rehabilitation team - Armidale rehabilitation team, Inverell and Glen Innes health services FINALIST

Decentralising allied health specialties: Hand therapy - Armidale Hospital, Fiona Beverley and Katie Street WINNER

Patient Safety First

Achieving a telestroke service for Armidale and the Tablelands Sector - Armidale hospital, stroke coordinator, radiology department, emergency department WINNER

Health Research and Innovation

Collaborating to improve wound care across the Tablelands, Tablelands wound care collaborative, Toni Clifton and wound care collaborative FINALIST

Poster Competition

Delirious with Delirium: An education approach - Aged Care and Rehabilitation Services Clinical Network, Mark Howland, Rachael Summers, Viki Brummell WINNER

Excellence in Service Provision Award - Staff

Team: Armidale Hospital - Social work team WINNER

Team: New England aged care assessment team - intake and scheduling team HIGHLY COMMENDED

Team: Armidale community health management team FINALIST

Individual: Louise Vaughan, nurse practitioner with Armidale community health WINNER

Excellence in Service Provision Award - Volunteer

Team: United Hospital Auxiliary - Armidale and Uralla branches WINNER

Individual: Fiona Gordon - Armidale Health Service WINNER



16,175

patients presented at our emergency department



79.5%

of patients presenting to the ED were admitted or discharged within 4 hours*



86,755

patients accessed services (like blood tests, clinics & community nursing) but were not admitted



428

Babies were born



949

Day only surgical procedure were performed



100%

of Category A patients received their elective surgery within the 30 day timeframe^φ



100%

of Category B patients received their elective surgery within the 90 day timeframe^φ



100%

of Category C patients received their elective surgery within the 365 day timeframe^φ



257.79

Full-time equivalent staff



\$59,126

Expenditure budget[^]

Feedback & Acknowledgements

Ben Ellis, late foster son of Ben Lomond, leaves \$10,000 to Armidale Hospital

When 19-year-old Ben Ellis died from lymphoma at Armidale Hospital, he left \$10,000 in his will to thank the hospital for the care it had shown him since childhood.

Tony Bush, a former principal at Glen Innes West Infants' School, his wife Jeanette, and their own children had fostered Ben and his elder sister Emma at their Ben Lomond property for nine years.

Ben was one of only five people in the world with ataxia-telangiectasia (Louis-Bar syndrome) Fresno variant, a rare neurodegenerative genetic disease.

The condition damages the immune system, and causes intellectual impairment. Ben had a mental age of four, and weighed only 18kg for the last couple of years of his life.

Ben would come to the hospital to receive a blood cell transfusion every month. Every Thursday, he would see his play therapist Debbie.

"It was a family thing almost at the hospital here," Tony said. "The nurses on the kids' ward all knew him, and even when he was on his death-bed, they were all there. I think they were all as cut up as we were at the end of it all, and most of them turned up at the funeral as well, which was really touching."

The money will go towards improving the paediatric unit, specialised equipment, and patient comfort.

The Armidale paediatric unit is extremely grateful for such a generous donation. It will allow us to continue to provide a high level of care for our children and young people in the community.

The money comes from Ben's fortnightly Department of Veterans' Affairs allowance, which accumulated to about \$50,000. Ben also left \$10,000 to children's family cancer charity Camp Quality.



Tony Bush gives his late foster son's legacy to acting director of nursing Megan Hay, watched by nurses Kylie Matthews and Helen Yeates.

Christmas hamper raffles drawn by Armidale Hospital Auxiliary Armidale Hospital Auxiliary managed to raise about \$2000 for the Armidale Hospital with the 2018 Christmas hamper raffles.

The raffle ran for six weeks with six prizes, kindly donated by local businesses.

There was a Christmas lunch hamper and an entertaining hamper and four more prizes.

Because members of the Auxiliary had gone out into the community at the bowling club and the markets, they thought it was appropriate to have the mayor come and draw the raffle and he kindly obliged. He and the general manager of the hospital Catharine Death alternately drew the six prizes.

The major prize winner was Chris Putnam, an electrician working on the refurbishment of the hospital.

Funds raised would go to the hospital.

The various departments put in a wish list of equipment they need and we take it to the Auxiliary's finance committee, which decides on what to purchase.



Winners: Peel Sector General Manager Catharine Death and Armidale Regional Council Mayor Simon Murray took turns to draw out the winning tickets. Members of the hospital auxiliary look on