



2018 Barraba Local Health Report

## Acknowledgement of Country

Hunter New England Local Health District respectfully acknowledges Aboriginal people as the traditional owners and custodians of the land in which our health facilities are located, and pay respect to the Elders, community members and the community-controlled sector who partner with us to improve the health outcomes for Aboriginal and Torres Strait Islander people across our District. The traditional owners of the land for Barraba are the Kamilaroi and Gomerioi people.

## Year at a Glance

The major focus for Barraba Multipurpose Service over the past year has been the 'Living Well in an MPS' project, with many initiatives being introduced to help our residents feel more at home.

Our staff participated in the 'People Matter Survey' and won the Peel Sector Regional Sites award for the highest staff participation rate.

Barraba MPS, in conjunction with other facilities in the Peel Sector, participated in the Work Health and Safety Audit this year with positive results. We are also happy to report that HealthShare successfully maintained their A rating from the NSW Food Authority.

Barraba Community Health staff conducted a women's health promotional event at the local agricultural show in March and some of our staff proudly took part in September- a fundraiser for cerebral palsy.

The annual Community Consultation took place in October and was well attended. We also welcomed some new equipment from our Local Health District.



*Judy Brady and Hayden Crowley with a chicken at the Garvin House Spring Pet Show*

The Annual Awards ceremony that recognises staff achievements and volunteers, was held in the Day Centre on the 8 November. This year, we also recognised some of our staff members' 'Years of Service'.

The Garvin House Easter and Christmas events were very successful again this year. As per tradition, the staff participated in a Kris Kringle to ensure that all the residents were given a gift on Christmas morning.

Community engagement and the wellbeing of our residents was the main theme for 2018.

## Our Health Committee

The Barraba Local Health Committee has 9 members.

Chair: Joane Ciesiolka

Members: Bronwyn Clinch, Lib Croll, Adrienne Hancock, Dallas Ervine, William Rixon, Phil Hodges, Alison Ward and Health Services Manager Cathy Stein.

The committee meets on the first Wednesday of every second month. Our members also contribute to sub-committees that discuss Quality and Patient Safety, Remembrance Day celebrations and Staff and Volunteer annual awards.

The committee would like to thank the outgoing Chair Bronwyn Clinch, for her work over the past three years. Bronwyn has brought to the committee extensive knowledge and skills, and we are delighted that she will be remaining on as a committee member. We would also like to thank Phil Hodges, as outgoing Vice Chair for his dedication to the committee and the community.

The committee attended the Community Partnership Forum in Tamworth in May, as well as the recent Forum in Muswellbrook. These forums are always of great value - especially for a small community like ours.

We also had plans for a Young Women's Co-Design Group meeting, to discuss focus areas that were identified through surveying young women in our area. Focus areas were identified as sexual health, relationships and drugs and alcohol. While the meeting did not take place in 2018, the committee is committed to further exploring issues faced by young women in the Barraba community and we will continue to evaluate how to best engage this group in the future.

Mr Tim McGeoch attended our October committee meeting to make a presentation on 'My Health Record', and he helped to clarify concerns around the confidentiality of the project.

In 2018, Barraba MPS embraced the 'Living Well in an MPS' program, which resulted in changes being made to ensure that those living in Garvin House have a more home-like atmosphere. This has been very well received by residents and families.

Barraba MPS annual awards ceremony was held in November, and some of the staff were presented with Acknowledgement of Service certificates. This event helps acknowledge the hard work and dedication of staff within the MPS.

I would like to thank all Barraba MPS staff for their tireless dedication and hard work. As a small rural town, this facility and its staff are invaluable assets to the local community.

## Our Health Service

Barraba is located 90 kilometres and approximately 1 hour north of Tamworth, New South Wales.



### *Barraba Multi Purpose Service*

Barraba Multipurpose Service is a 22 bed unit which was built in 2003. It provides emergency, acute, residential and community care to patients, residents and clients of the Barraba community and its surrounds. Barraba MPS maintains strong links to Tamworth Rural Referral Hospital, as the closest referral hospital for the more acute management of patients.

Barraba MPS has:

- 16 Residential Aged Care beds
- 6 sub-acute inpatient beds
- 24/7 Emergency Department
- Community Health
- Day Centre

Other services include:

- Residential Respite
- Day Respite
- Diversional Therapy
- Community Nursing and audiology
- Child and Family Health Services
  - Palliative care service
  - Post-Operative care
  - Foot clinic (Community Health)
  - Dressing clinic (Community Health)
  - Cardiac and Respiratory education (Community Health)
  - Physiotherapy
  - Psychologist
  - Radiology with two staff with remote operator's licence
- Services provided through Tamworth Rural Referral Hospital
  - Dietician
  - Speech Pathologist
  - Mental Health services
  - Monthly Women's Health Clinic
  - Drug and Alcohol services
  - Occupational Therapy

## Hours of operation

Barraba MPS operates 24 hours per day, seven days/week.

Community Health operates from 8.00am to 4.30pm, Monday to Friday.

## Parking

Free parking is available in the public car park adjacent to the Community Health building.

## Disabled access

Disabled parking is located in Edward Street at the front of the facility. There is a disabled drop-off and pick-up at the front entrance. There is also wheelchair access to Community Health at the rear of the building.

## Address

Postal: PO Box 144, Barraba NSW 2347  
Street: Edward Street, Barraba NSW 2347

## Main contact number/s

Telephone - (02) 6782 2500  
Fax - (02) 6782 1808

## Partnering with Our Community

### Community Consultation

The annual community consultation was held on the 18 October 2018. The community consultation is an opportunity for members of the community and community groups to provide feedback to the facility, including access to services and evaluation of services. The consultation meeting is attended by staff, Local Health Committee members, community members and community groups. We wish to thank all of those who attended and provided feedback to ultimately improve our health service.



*Community Consultation meeting. L to R: T Threlfall, A Hancock, J Ciesiolka, C Stein, B Clinch, E Croll, M Harris, J Brady, H Trotter*

## Annual Awards Ceremony

The annual awards ceremony was held on 8 November 2018 in the Day Centre. The award ceremony is an ongoing local quality project for Barraba and recognises the achievements of staff members and volunteers throughout the year. We also recognised 'Years of Service' for staff that have been with us for over 30 years.

A big part of the ceremony are the Quality Awards. Mr Dean Whyte accepted one of the 2018 Quality Awards for the Garvin House Pet Show, as part of the 'Living Well in an MPS' program. There was a lot of positive feedback about the Pet Show and requests have been made for this to become a regular event.

An additional Quality Award was awarded to HealthShare, for their outstanding contribution to the 'Living Well in an MPS' program.

We also awarded peer-nominated staff awards- which was great to see deserving staff receive this type of recognition from their peers.

A report was presented by Barraba MPS Health Service Manager, Cathy Stein, and the Chair of the Local Health Committee, Jo Ciesiolka. Both acknowledged the generous donations that have been made to Barraba MPS throughout the year and recapped the 2018 events and celebrations.

This year, the guest speaker was Graeme Kershaw, the current Acting General Manager for Peel Sector, who spoke about Excellence, for every patient, every time. Also in attendance was Kylie Whitford, Integration and Risk Manager, Peel Sector, Cheryl Haggerty, Quality Manager, Peel Sector, and Kris Owen, Clinical Nurse Educator, Tamworth Community Health Service.

### Scopia, Telehealth and the Mental Health Camera programs

This year, we introduced three important communication programmes including Scopia, Telehealth and the Mental Health Camera.

Scopia and Telehealth are both face-to-face communication programmes that enable the patient to link-up with specialists and family members via video conferencing, eliminating the need to travel long distances and pay out of pocket expenses.

Wait times to get into a specialist can be drastically reduced using these methods of communication, and they have been successfully integrated into many of our existing services this year.

The introduction of a new Mental Health Camera to our Emergency Department has ensured timely consultation between the Mental Health Intake Team and the patient. This is a 24 hour service and facilitates accurate care planning.

## Other ways we connect with our community

Ambulance staff were invited to attend our Work, Health and Safety meetings and the Community Care meetings on a monthly basis.

On the GO COmmunity Care (GOCO) continue to regularly use the Day Centre bus- which is an important service that allows community members to socialise and attend outings in Barraba and throughout the region.

In 2018, Barraba MPS remained a strong supporter of students from universities within NSW. This allowed students to see how the remote and rural facilities operate and feed into to the larger hospitals. A post graduate position was filled in Tamworth and we were lucky enough to accept the student during their rotation. The post graduate nurse was strongly supported by senior nurses at Barraba MPS and our Clinical Nurse Educator.

Barraba MPS also held a 'Table Top Disaster' education session, to better understand the roles of emergency services in disaster situations, should one occur. NSW Ambulance and NSW Police representatives were in attendance, and it turned out to be a collaborative and very informative session for all.

The annual Remembrance Service was held to remember Barraba residents that have passed away. Every year, the service is organised by staff, community members, local clergy and a Local Health Committee member. Local schools also participate in this important event and this year, the ceremony was led by the high school captains. As part of this project, a card is sent to relatives on the first anniversary of the family member's passing.

The United Hospital Auxiliary held their monthly meetings at the Day Centre throughout the year, and supported Barraba MPS with various fundraising activities. This group works tirelessly to contribute to the purchase of valuable equipment for the health service each year.

Early in 2018, we welcomed a coffee machine in the front foyer for staff, patients and visitors to utilise, with all proceeds going towards new equipment for the hospital. We also installed a community sharps bin on the main driveway to encourage appropriate disposal.

We would like to thank the wonderful community of Barraba for a great year, and look forward to working together with you all in 2019!

# Hunter New England Local Health District



## Highlights

In 2018, Barraba participated in the People Matter survey and the Peel Sector held a competition for the highest staff participation rate. Barraba was the winner for the rural sites with a participation rate of 83%. Yvonne Patricks and Kylie Whitford visited Barraba MPS to present staff with the award and a food hamper for first place. The Barraba executive team is now working on an action plan from the results.



*People Matter staff survey prize*

In September 2017, the Community Health staff organised a fun walk to raise funds for the Kidney Foundation. In January 2018, Barraba won the Australia Day 'Event of the Year' Award acknowledging this great event and its impact on the community of Barraba.



*Australia Day Award, 2018*

In 2018, Barraba received funding to purchase and install new vinyl in the corridors of the clinical areas. HealthShare were also able to purchase a scrubber to maintain the vinyl.

There was new equipment purchased for Barraba in 2018 including new tables and chairs for the Garvin House dining room, a bariatric clinical chair for the Community Health service, a new sign for the front of the building, a water cooler for the Emergency Department, bench chairs for the front foyer, a ride on lawn mower, two new desks for the Community Health service and a test and tag machine for the maintenance department.

From the District Falls Equipment funding, Barraba received a ceiling hoist for the palliative care room and a Sara Plus lifter. The garden outside the palliative care room was also upgraded with new plants, pots and a water feature.

For staff, a major highlight were the monthly staff lunches. Staff were encouraged to bring food to share and mingle with their colleagues. Not only did it give staff something to look forward to, but it was a way of getting to know each other and celebrating special events such as International Nurses Day, Safety Week and Christmas.



*Karen York, Registered Nurse, preparing staff lunch*

## Community Health Highlights

In 2018, the Community Health team and Barraba staff held a women's health program at the Barraba Show. The aim of the program was to raise awareness of women's health issues, collect data and refer to Allied Health and GP services where appropriate.

On the day, participants were screened for high/low blood pressure and were provided with information about how to live a healthy and active lifestyle. The program also aimed to raise awareness around mental health.



*Women's Health Check 2018*

We achieved some great results- out of 24 attendees, 19 were referred on to other services. Due to this, we plan to continue with the program bi-annually.



*L to R: T Brodbeck, C Lott, E Kelso, T Sheather, C Stein, K York.*

In February, the Barraba Community Health service welcomed its newest member- Luke our Physiotherapist. Luke joined us from The Sutherland Hospital in Sydney's South, after originally growing up on a small property just outside of Tamworth. Luke shares his caseload between Manilla and Barraba, and has been proactive in incorporating new practice into the physiotherapy program.

In March, the Physiotherapy Department started a post-operative hip and knee group exercise class, to allow for regular check-ups and exercise progressions. These classes have been extremely popular throughout the year.



*Physiotherapy exercise group. L to R: P Achilles, J Southwell, M Luxford, P Squire, J Ely and L Wheeldon (Physiotherapist).*

The Physiotherapy Department also began accepting students from the University of Newcastle for training purposes. Students were able to experience what it is like to work in a rural area and most importantly, the warm hospitality of our staff and our community.

The Physiotherapy Department has been proactive in falls prevention at Barraba Hospital, introducing a falls prevention and education group which started at Manilla MPS and Tai Chi classes. This team have also been involved in educating other staff in managing orthosis and safe manual handling techniques.

The increased availability of physiotherapy services has greatly improved the management of mobility and falls prevention in an aged care setting.

The local wound clinic continued to operate four days a week throughout the year and a large number of people utilised this service. Thanks to external funding, we were able to purchase a new, electric, bariatric clinic chair for our clients.



*The new Bariatric Chair – Community Health*

Barraba Community Health participated in the pressure injury prevention survey, which aims to identify and assess clients in the community at risk of a pressure injury.

The Community Health service welcomed new desks, computers and chairs and some colourful bench chairs were installed in the waiting area- which our visitors seem to love!

We have also maintained a great relationship with local schools, thanks to the immunisation program.

Our foot clinic services clients over the age of 65 with foot problems, those with diabetes and those who are unable to maintain good foot health. This is weekly service is held in our Community Health centre.

## Day Centre

Every Tuesday and Thursday, staff and volunteers arrange fun activities for the residents of Garvin House and the community. This is an excellent opportunity for residents to socialise and is also a great way of bringing community members together.

The highlight is the monthly bingo bus trip, which gives residents the opportunity for a day trip to Manilla.

## Our Medical Leaders

In 2018, two General Practitioners based at the local medical practice, provided medical services at Barraba MPS.

While Dr Malan was Barraba's newest arrival, he made the difficult decision early in the year to relocate to Victoria, in order to obtain his GP Fellowship

Dr du Toit continues to provide excellent medical service to Barraba MPS, and a monthly locum service commenced throughout the year following Dr Malan's departure.

## In the Spotlight

A major focus for Barraba MPS is the 'Living Well in an MPS' project. Barraba MPS formed a Committee of staff representatives from all departments, to discuss and plan initiatives for the project.

This year, there was a large focus on maintaining a home-like environment. The dining area was revamped with new tables and chairs, and the tables were chosen to allow for wheelchair access.



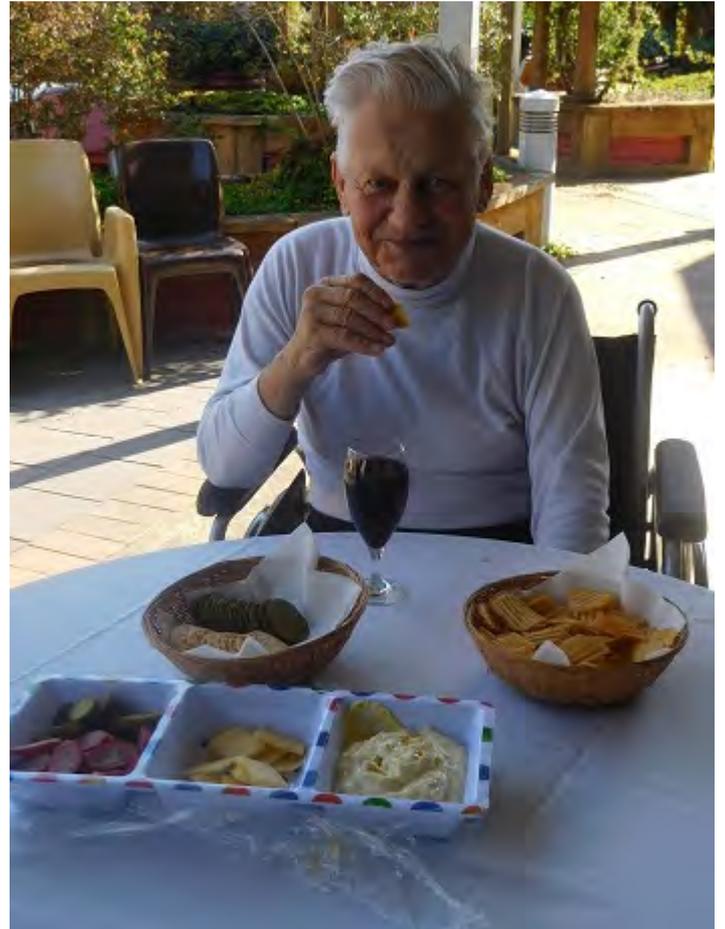
Table and chairs with wheelchair accessibility in Garvin House

Garvin House celebrated some great events this year, including the Barraba show, Valentine's Day, State of Origin, Queen's birthday high tea and a regular happy hour.



Valentine's Day at Garvin House

To make our residents feel more at home, staff put together an event calendar in December 2017 which included all of the residents birthdays, fortnightly barbecues, themed lunches, Christmas in July, a Chinese-style buffet luncheon and regular Sunday night fish and chip dinners.



Jim, resident of Garvin House, enjoying Happy Hour in the gardens of Garvin House

A big thanks to our HealthShare staff who were actively involved in the planning and execution of these special events. They ensured that our residents really enjoyed the celebrations.



NSW State of Origin board



Queen's birthday, High Tea, Garvin House

Thanks to HealthShare, Barraba have welcomed a new combi oven, dishwasher, vinyl floor scrubber and a scanner/photocopier.

An external NSW Food Authority Audit was held on 2 August 2018, and Barraba maintained an A Grade rating.

An Internal Environmental Cleaning Audit was held in July 2018, and Barraba received a 96.8 percent pass.

Three of our staff members enrolled in the HealthShare NSW 'Living Well Activity Challenge'. Desrae Rogers achieved an amazing result- walking so many steps that Barraba won the challenge in the New England area.

Amanda Hiscock also walked above and beyond the expected steps, and Tanya Conway met the required daily steps.

Residents loved the Spring Pet Show and morning tea, which saw staff, residents, families and community members interacting with pets outside the facility. The event was such a success, that we will look to hold it again in 2019.



*Mia with a poddy calf at Garvin House residents and relatives Spring Pet Show*



*Charmaine and Jim (resident of Garvin House) with a piglet at Garvin House residents and relatives Spring Pet Show*

Tai Chi classes are a recent addition to the 'Living Well in an MPS' project and are open to residents and relatives. Jacki Vinen, Barraba's Tai Chi Instructor, has been studying Tai Chi for nearly forty years. With the support of our Physiotherapist Luke Wheeldon, the classes have been very well received so far.



*Tai Chi classes at Garvin House. L to R: W Geary, M Gee, J Vinen, V Baker, J Harris, K York, D Cox, L Wheeldon, R Gordon*

Mufti Day was introduced to boost staff morale and give them a break from routine. Staff wear bright scrubs of their choice on Mondays and Wednesdays.



*Mufti Day. L to R back row: C Lott, L Wheeldon, C Stein, A Brown, L McDouall, T McKeon, J Spence, A Bridges, A Hancock, J Vinen and W Taylor. Front: T Brodbeck, K York (sitting) and M Simpson (sitting).*

In November, Barraba MPS received a visit from Ron and Deidre Freeman, who provided music and entertainment in the Day Centre. Garvin House residents were in attendance, along with residents from nearby Richardson House. This was a big highlight for our residents in 2018 and they loved listening to the Freeman's music.



2,284

patients presented at our emergency department



96.9%

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



5,022

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



N/A

Babies were born



N/A

Day only surgical procedure were performed



N/A

of Category A patients received their elective surgery within the 30 day timeframe<sup>φ</sup>



N/A

of Category B patients received their elective surgery within the 90 day timeframe<sup>φ</sup>



N/A

of Category C patients received their elective surgery within the 365 day timeframe<sup>φ</sup>



24.86

Full-time equivalent staff



\$4,566

Expenditure budget<sup>^</sup>

## Feedback & Acknowledgements

Below is a small preview of some of the wonderful feedback we received this year.

“Thank you to all staff that welcomed me so warmly & given me so much support while I was here. I very much enjoyed my time working in Barraba.”

“Thank you to all staff for being patient & understanding during my stay. Everyone should be very proud of the fantastic environment you have created as a team.”

“ I wish to sincerely thank the entire staff of Barraba Hospital - administration, doctors, nursing staff, catering and cleaning staff, for the exceptional care of both myself and my husband. Your compassion and care helped us through what was an extremely difficult time.”

A big thank you goes out to all staff, who continue to provide excellent patient care day in, day out.

We would also like to acknowledge the wonderful support we have received from the local community of Barraba, and our Local Health Committee.

We look forward to a great 2019!