



2018 Boggabri Local Health Report

### Acknowledgement of Country

Boggabri John Prior Multipurpose Service respectfully acknowledges the Gamilaroi/Kamilaroi people as the traditional owners and custodians of the land in which our health facilities are located.

We pay our respects to the Elders, community members and the Aboriginal services who partner with us to improve health outcomes for the Aboriginal and Torres Strait Islander people in our district.

### Year at a Glance

2017-2018 has continued to be a year of change, challenges and opportunities for Boggabri MPS. But no matter what was occurring we have been very fortunate to have a team of people working in various capacities at Boggabri MPS who demonstrate a continued focus of providing high level care and support to the community of Boggabri.

As in previous years, Boggabri John Prior MPS has reaped the reward of having a very supportive community behind us and the ongoing support of Hunter New England Local Health District.

One challenge continues to be recruitment and retention of staff. We continue to look for various ways of advertising our staff vacancies to recruit an appropriately skilled workforce, the ongoing use of Facebook has assisted to attract individuals who share our focus of providing safe, high quality patient care.

Boggabri MPS continues to share Hunter New England Local Health District's commitment to the Excellence program and providing quality care to "every patient every time" in all areas within the facility. Programs that have been introduced this year include daily safety huddles amongst staff representatives

from each department to discuss any patient care concerns or issues within the facility. It has also seen the expansion of clinical bedside handover into the residential aged care wings to ensure resident and family involvement in handover of clinical information between nursing staff. To have staff actively engaged in these programs assists our staff to continue the journey with the Excellence Program and provide residents and patients the very best care possible.

2017-2018 saw the completion of the Living Well in MPS Collaborative project through the NSW Agency for Clinical Innovation. The service has focused on the residential aged care aspects of the MPS facility, implementing a variety of ideas to create a homelike environment. MPS facilities in Hunter New England Local Health District have been very fortunate to have ongoing support from the Executive and Ms Viki Brummell to continue the focus of this project and continue to implement the key principles.



*Dr Nishad Gamage and enrolled nurse Jo Leven*

As with each year we have been fortunate to recruit enthusiastic individuals to positions such as diversional therapist Donna Hammond. Unfortunately December 2018 saw the departure of our much loved medical officers Dr Gamage and Dr Oshi. In the five years that they have been in Boggabri they have become valued members of the Boggabri MPS team and the local community. Dr Gamage at his farewell function noted

the closeness of the community and willingness to welcome them to the town and how the bond they share will be missed when they leave. We wish them all the best for their future endeavours.

Boggabri MPS would not be able to function without the positive relationships we share with the key external services located onsite. Together with Boggabri Medical Centre and the NSW Ambulance Service we have developed a supportive work environment with all services helping one another.

The community also continues to take pride in this facility and are always willing to support Boggabri John Prior Multipurpose Service wherever needed.

## Our Health Committee

### Mrs Cathy Collyer

Cathy has been a member the Boggabri Local Health Committee since 2015 and is very passionate about the community of Boggabri. During this time she has represented Boggabri as a member of the Narrabri Shire Council. Cathy is very keen to see Boggabri progress and is passionate to see a child care facilities established in Boggabri.

### Mrs Kerry Thomson

Kerry has been a member for the past three years and is also a member of the Boggabri Business Promotion Board. Kerry also has experience working in residential aged care administration and is keen to help us provide quality care to all residents. Although Kerry has recently retired from this position, she will commence as a volunteer at Boggabri MPS assisting our residents.

### Dr Nishad Gamage

Dr Gamage has been a visiting medical officer at Boggabri MPS for the past five years, during this time he has become a welcomed member of the community. This committee enables him to be involved with the community and to listen to what the community believe to be important health topics and issues. Dr Gamage has just resigned from this committee as he leaves the community. We look forward to welcoming our new general practitioner not only to the community but also hope that they will share an interest in our health committee.

### Ms Victoria Gunther



Vicky has only recently joined the Boggabri Local Health Committee. Vicky has lived all her life in Boggabri and is also a keen volunteer of our day care centre. Vicky has experienced health issues that she now utilises in her role as a consumer representative on this committee.

### Ms Elizabeth Worboys



Elizabeth is the current Health Service of Boggabri Multipurpose Service. Elizabeth has worked for Hunter New England Local Health District in a variety of roles and has always enjoyed nursing in the rural sector. Elizabeth believes that liaising between the community and Hunter New England Local Health District is an important aspect of her role.

### Mrs Noreen Boehm



Noreen is our most recent addition to the committee. Noreen is a long-time resident of the Boggabri community and shares a deep passion for the community. Noreen is also a volunteer in the day care centre and enjoys assisting with the development of activities for residents. Noreen also works part time with the Narrabri local paper and ensures stories and photos on Boggabri are represented in the paper.

## Mr David Gillham

David comes from a family that has a long association with Boggabri and district, having grown up in the area and he operates a successful farm. David works with the committee to ensure that any issues are addressed and is keen to see progress and success. David is also a member of other voluntary organisations in the Boggabri community.

## Our Health Service



### *Boggabri John Prior Multipurpose Service*

Boggabri John Prior Multipurpose Service was opened in 2002 and is named after long serving general practitioner Dr John Prior who for many years was the sole practitioner.

## Residential aged care

Boggabri Multipurpose Service has 16 residential aged care beds, all classified as flexible high care beds. Respite beds for care are available. We endeavour to provide quality of care, with dignity and respect in a home like environment that allows for individual choice in the care they receive.

## Acute hospital care

Boggabri John Prior Multipurpose Service has four acute beds for those requiring admission for acute illnesses. It also allows patients who may have received treatment in larger facilities to return to their community for further treatment prior to discharge. This is also beneficial for family members as it reduces the travel and associated expenses. We are also able to provide palliative care to patients and support their families during this time

## Emergency care

Boggabri Multipurpose Service provides emergency care to a wide range of illnesses and injuries. Some of which can be

life threatening, unplanned and unexpected. Our staff have undergone training to be able to manage a variety of presentations to the emergency department.

We are fortunate to have the resources of Telehealth which enables support from specialist physicians. Retrieval services are also available to support staff with medical emergencies.

## Community nursing care

The team of community nurses offers a variety of services to the community. Our team of community nurses (Jo Leven, Amanda Boxsell and Fiona Geddes) is able to provide: wound management, foot care and early childhood services.

We have a dedicated team of assistants in nursing who provide care to elderly community members through three community aged care packages.

Our team also continues to co-facilitate a carer support group in conjunction with Narrabri Community Health services.

## Partnering with Our Community

### Boggabri United Hospital Auxiliary

Our small but highly motivated local United Hospital Auxiliary branch continues to work tirelessly to raise much needed funds for equipment for the MPS and for this we are all very appreciative. This small band of women continues to fundraise and conduct a highly enjoyable and popular fashion parade twice a year, with many people attending from outside of the town and local area. Earlier in 2018 a long serving member of the Boggabri branch passed away and Sue Hollingsworth presence has been sadly missed.



*Boggabri UHA Members*

### Boggabri drivers' campfire

The annual drivers' campfire offers staff at Boggabri MPS the opportunity to give back to the community by assisting with food and craft stalls over the five-day event. Boggabri MPS is also represented on the committee to ensure that we have current knowledge when the event is in the planning phase and are able to plan within the facility for possible medical issues that may arise.

## Boggabri business promotions

Staff regularly attend the Boggabri business promotions meeting to engage with business owners and other key organisations within the community. It is an opportunity for staff to advise the community of what is happening within the facility and to answer any questions they may have.

## NSW Ambulance Service

The past 12 months has seen a rotation of paramedic staff who are now located at Boggabri MPS. Paramedics Kim and Glen have now completed nursing degrees. Jenna is enjoying maternity leave with her adorable twins and Scotty who is a highly skilled intensivist paramedic is enjoying covering her maternity leave and experiencing work in a small site. This year has seen paramedics and clinical staff come together to attend education and training to benefit our ability to work as a team.

## Ochre Health/Boggabri Medical Centre

Boggabri MPS also continues its close working relationship with Ochre Health which operates the Boggabri Medical Centre co-located within Boggabri MPS. Having local staff operating the medical centre and the centre's co-location has enabled clear channels of communication and patient management.

The senior management of Ochre Health are also very keen to ensure open communication between the health service and company. They have been very proactive in initiating and promoting health services that meet the needs of the residents of Boggabri and Boggabri MPS.

## Volunteers

Our band of dedicated volunteers from the community is a great resource to our facility; they are always willing to participate in any activities and assist our residents in any way. Earlier this year staff and residents had a celebratory morning tea to say thank you and present the volunteers with certificates.

## Highlights

The past year has continued to provide Boggabri John Prior Multipurpose Service with challenges, changes and opportunities, however our focus has continued to be providing good quality patient and resident care to all.

## Refurbishment

The improved safety and security of Boggabri MPS has continued to be a focus for 2018. We have been successful in gaining funding to remove carpet from the residential aged care wings of the facility and replace with new vinyl.

All ensuite bathrooms within the residential aged care rooms of the facility have now been upgraded.

Upgrades to the security system enables more comprehensive monitoring of the facility.

Boggabri has also submitted applications for funding to assist with further refurbishment including the upgrade of driveways and carparks.

## Education and training

In 2018 Boggabri MPS has been fortunate to have a number of training days and education offered to staff onsite.

All clinical staff received training in the new manual handling program and the correct use of manual handling equipment including lifters, slide sheets and hover mats.

Locally, we received a visit from the Rural Simulation Training Centre's smaller outreach van. It enabled staff to work through simulated training exercises with the purpose of preparing teams to handle real life medical emergencies more competently and with confidence. Boggabri had a number of clinical staff, medical officer and locally stationed paramedics working together through the simulation exercises and scenarios. Staff thoroughly enjoyed themselves and found the opportunity to work with NSW Ambulance staff rewarding as everybody had the chance to work together and share their skills and knowledge.

Staff have also received training in the management of patients requiring peritoneal dialysis, upgrading of advanced life support, first line emergency care and enrolled nurse emergency care qualifications. A visit from Dr Nick Ryan and Dr Karen Coss provided education on the new chest pain pathway and intraosseous needle insertion.

Next year we are working on having emergency maternity training onsite and other visiting educators as opportunities arise.



*Staff attending simulation training day*

## Other key highlights

- Working with the women of the Boggabri United Hospital Auxiliary in the running of the successful fashion parades which are held twice a year.

- Continual positive feedback received from community members on the services and care provided to them from the Boggabri John Prior Multipurpose Service is always greatly appreciated by staff.
- Carers education days
- Volunteers helping to improve garden beds

## Donations

The Boggabri MPS Branch of the United Hospital Auxiliary continue to fundraise on our behalf and has assisted in the purchase of a new recliner chair for the acute wing of the facility and its members are currently working towards the purchase of a oral health dental camera.

Boggabri Coal Company donated \$10,000 towards the purchase of a bladder scanner.

Boggabri MPS was recently bequeathed the sum of \$5,000 by a member of the Boggabri Red Cross. This money is to be used to purchase three additional airwave mattresses to aid in pressure injury prevention.

# Hunter New England Local Health District



## Community Health Highlights

Community health staff continue to provide a very effective and efficient service.

Our team of assistants in nursing (Michele, Lisa, Nicole and Rebecca) has provided consistent and quality care via the community aged care packages. Unfortunately, Nicole and Lisa have left the team as they go on to pursue other career options. This program has continued to have between 80 to 100 percent occupancy, enabling elderly people to remain in their homes rather than in a facility. New clients have come into the program and staff have enjoyed getting to know them. We are currently recruiting to two staff members and look forward to commencement.

Our team of community nurses which includes Joanne Leven and Amanda Boxsell has focused on improving their knowledge and skills in wound management and the manner in which the service is provided. They have attended education when available to enhance their skills and are key resources to other members of staff.

Jo and Amanda have continued to network and seek assistance when needed with other key staff and we have the support of Jess Hennessey, community health clinical nurse educator based out of Narrabri Community Health. Her knowledge and skills have been greatly appreciated throughout the facility. Staff have also expanded their use of Telehealth and Scopia program to link clients in their home with specialist programs and physicians. This has been very successful and will continue to be utilised.

Amanda Boxsell continues to coordinate the carer's support group which links in with Narrabri carer's support group. Support meetings and outings are held, offering them a break from their daily responsibilities. All outings have been well received by carers as an opportunity to get out and share the day with others in similar situations and gain support from each other.

The annual carers education day was again held with topics including legal issues, exercise, self care and medication management. We have received much positive feedback about this day. We wait to hear what adventures will be undertaken in 2019.

We have Fiona Geddes as a child and family health nurse, who provides home visits, clinic appointments and education.

Our new diversional therapist Donna Hammond has settled into her role providing activities for our residents and day care community visitors. Various activities continue to be undertaken some new, including games, cooking sessions that have provided morning tea to residents and staff.



*Flower arranging activity with residents and volunteers*



*Coffee morning outing*

Outings have also been reintroduced with some residents enjoying regular coffee outings.

Part of the diversional therapist role is to manage our small but dedicated band of volunteers. Earlier this year a morning tea was held to thank the volunteers for their ongoing assistance and support.



*Volunteers*

## Our Medical Leaders

2018 ended with mixed emotions with the departure of our medical officers, Dr Nishad Gamage and his wife Dr Oshi as she likes to be known. Doctors Nish and Oshi have provided medical services to the Boggabri community for the past five years. During this time they have become integral members of the healthcare team and community. Over this time we have seen both these doctors develop into highly skilled and competent practitioners.

## Dr Gamage wins the Eric Fisher Award

The Eric Fisher Award acknowledges a newly admitted general practitioner fellow who is committed to the well-being and self-care of themselves and colleagues.

Dr Gamage was nominated by the staff of Boggabri MPS, as a result of his caring attitude and positive outlook. Staff tell me that his bright smiling face and warm greeting to all patients is one of his great traits.

As a small facility with a small workforce, Dr Gamage has become a valued member of the team. When staff are experiencing difficulties, he is often stepping forward to offer an ear to listen and offer suggestions or strategies to resolve issues. Dr Gamage believes that when working closely with other clinicians in small workforces, it is important that everyone feels that they are valued and equal.

Dr Gamage also listens to staff members who offer advice and help for himself when coping with various situations.

We all wish Dr Nish and Dr Oshi the very best as they move forward in their careers.

We are currently in the process of recruiting their replacements and looking forward to welcoming them and assisting them to settle into working at Boggabri MPS.



Dr Gamage and staff of Boggabri MPS

## In the Spotlight

### Living well in Multipurpose Service

The start of 2018 saw the completion of Boggabri MPS's participation in the Living Well Collaborative. This was a very rewarding experience, providing the opportunity to introduce change across the residential aged care unit. We continue to use the eight key principles for designing care. I had the opportunity to present our story at the Rural Health Congress in Wagga Wagga, which was well received and we have since presented the story to the Hunter New England Rural Health Executive.



Elizabeth Worboys presents living well collaborative story

### Length of service awards

A barbeque lunch was held in March 2018 to recognise the service of some staff members. We are very fortunate to have staff who have continued to work in one place for so long. Staff members honored were:

- Ms Nicola Seton administration
- Mrs Jan Varcoe registered nurse
- Mrs Anne Mack registered nurse
- Mrs Fiona Geddes registered nurse
- Ms Amanda Boxsell registered nurse
- Mrs Jacqui Boxsell enrolled nurse
- Mrs Donna Boyer enrolled nurse
- Mrs Janice Squire enrolled nurse

### Tom celebrates 100th Birthday



Tom Heiller celebrates his 100th birthday

Long-time MPS resident and community member Tom Heiller celebrated his 100th birthday with many members of his family and community. Tom enjoyed his parties and the special letters sent to him, most notably his letter from Queen Elizabeth.

### Head of hotel services retires

August 2018 saw Jean Dufty, Manager of Hotel Services retire after 40 years of service. During her time in the industry she has seen a number of changes. She has always enjoyed her time at work, but will now be spending time with her new grandson. We wish her well and look forward to working with her replacement.



671

patients presented at our emergency department



94%

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



2,425

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>



19.34

Full-time equivalent staff



\$3,663

Expenditure budget<sup>^</sup>

## Feedback & Acknowledgements

Boggabri John Prior Multipurpose Service and Boggabri Health Committee thank the following groups for their assistance and support in the past financial year:

- Boggabri Friendship Club
- Boggabri Lions Club
- Boggabri Lions Ladies
- Ochre Health
- Maules Creek Mine
- Boggabri Coal Company

We are also very fortunate to have two small but dedicated groups that assist Boggabri John Prior Multipurpose service in many ways:

- The ladies who form the Boggabri branch of the United Hospital Auxiliary
- The volunteers who assist with the day care centre.

We would also like to thank all our staff and medical practitioners for their hard work throughout the year in continuing to deliver a high standard of care to the community.

All staff in all positions – clinical, administrative and hotel services – play a key role in the success of our facility and the wonderful comments and feedback that we receive. Without their ongoing commitment and support this would not be achievable.

### Feedback

The Boggabri Health Committee would like to hear any feedback and suggestions from the community.

This information is essential to improving and enhancing our facility and the services we provide. Our facility is focused on the needs of the Boggabri community and as such is keen to hear from the community.

Any comments or suggestions can be sent to:

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