



2018 Glen Innes 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

The Glen Innes Health Service underwent some major changes and achieved many great things in 2018.

These have included:

- Major renovation of operating theatres
- Participation in the multidisciplinary Tablelands rehabilitation case conferencing, to allow for seamless transfer and continuity of service for patients
- Implementation of Mental Health Emergency Care Rapid Access Program (MHEC- RAP) - a consultation liaison model for rural emergency departments and mental health services
- Participation in the memorandum of understanding meeting, which includes Mental Health, NSW Police, NSW Ambulance and Glen Innes District Hospital to

ensure that the safe care and management of people with mental health issues continues

- Glen Innes continues to participate as a trial site, with support from the Agency for Clinical Innovation, in capturing meaningful and targeted feedback from carers and patients, on their experiences of their interaction with the health service. This trial is called CREM (Carer Related Experience Measures) and CROM (Carer Related Outcome Measures)
- Embedding the Nurse Delegated Emergency Care (NDEC) model. This model is designed to provide timely, quality care for patients presenting to the emergency department with less urgent conditions
- Participation in the Tablelands Aboriginal Collaborative Committee to address and assist with initiatives to help 'Close the Gap' in health outcomes for Aboriginal and Torres Strait Islander people
- Local emergency management control meetings with emergency services held quarterly
- Awarding of Rural Postgraduate Midwifery Student Scholarship for 2017 and 2018 to allow for 2 staff members to undertake a midwifery qualification
- Work Health and Safety Audit was undertaken in July 2017.

Our Health Committee

The Local Health Committee has continued to take an active interest in health services for our District. The bi-monthly meetings provide a useful forum to learn about various health issues including staffing and service levels within our local health service.

Our members

Mr Steve Toms (Chair)

Glen Innes Local Health Committee Chair Mr Steve Toms has a background in local government having served as Mayor of the Glen Innes Severn Council until 2018. He has promoted the growth and development of the Glen Innes District and has a long standing interest in healthcare.

Other members are:

Ms Mary Hollingworth
Ms Elizabeth McCarthy
Mr Colin Price
Dr Ross Haron
Ms Marie Williamson
Ms Carol Sparks
Mrs Margaret Whitfield
Penny Whan – Clinical Nurse Manager
Ms Cathryn Jones – Health Service Manager

Our Health Service

Glen Innes District Health Service is a 37 bed hospital. Clinical services include:

- Emergency
- Paediatric
- Surgical
- Medical
- Maternity
- Community Health

Allied Health services available include radiology, pathology, ultrasound and physiotherapy, speech pathology, occupational therapy and dietetics.

Glen Innes Hospital is serviced by eight General Practitioner Visiting Medical Officers who provide inpatient and on-call services for the emergency department.

Glen Innes Community Health offers a range of community-based health services to the community.

Support services available include:

- Aboriginal health
- Aged care assessment and dementia support
- Alcohol and other drugs
- Community nursing (including asthma, diabetes education, hearing, home nursing, immunisation, and palliative care)
- Occupational therapy
- Podiatry / foot care
- Health education and promotion
- Social work service
- Speech pathology

- Mental Health services
- Outreach services to Glen Innes Health Service include:
 - Diabetes (nurse practitioner)
 - Aged and rehabilitation (nurse practitioner)
 - Dementia clinical nurse consultant
 - Women's health nurse
 - Paediatrician
 - Podiatry

Partnering with Our Community

Telehealth Fracture Clinic

The Telehealth Fracture Clinics with Armidale Orthopaedic surgeon Dr Robin Diebold, have decreased the need for travel to Armidale for follow-up appointments.

This service is highly beneficial not just for the patients but to the physiotherapists who work in rural areas. It allows patients to discuss treatment simultaneously with their surgeon and physiotherapist. This clinic is held weekly and is always extremely busy.

Mental Health Emergency Care Rapid Access Program

The implementation of Mental Health Emergency Care Rapid Access Program (MHEC- RAP) commenced at Glen Innes emergency department in June 2017. The program has enabled clinical assessments for people presenting with mental health concerns, without the need for transfer.

NMHEC-RAP is designed on a consultation-liaison psychiatry model and supplements existing local onsite mental health services in emergency departments to facilitate timely, safe and appropriate specialist mental health assessment and care 24 hours a day.

The role of the NMHEC-RAP is to provide a clinical assessment; to support emergency staff to manage the mental health needs of the person while the person is in the emergency; to provide recommendation(s) for definite care and to provide comprehensive, contemporaneous, standardised documentation. This has reduced emergency waiting times for mental health assessment and has reduced the need for long distance transfer or assisted with bed management for patients that do need further assessment and treatment.

Hunter New England Local Health District



Highlights

Theatre Renovations

Glen Innes District Hospital received funding to upgrade the existing operating theatres. The renovation included replacing all of the floor coverings, new cleaning area with scrub sinks, cupboards, shelving and new storage areas. The storage areas are state of the art and allow for storage of more product while meeting infection control standards.

New air conditioning was also installed and integrated into the building management system. This allows for the humidity and temperature to be controlled remotely.

The flow of the theatre is easy and the new flooring makes for easy cleaning. The staff are excited to be working in a modern and up to date environment. The Glen Innes Hospital provides a weekly theatre service for booked scopes and simple procedures. The obstetricians both have credentialing to perform cesarean births if required. Anaesthetic services are also provided by one of our local, credentialed GPs.

Community Health Highlights

Last days of Life toolkit

The Glen Innes palliative care service has implemented the 'Last Days of Life' toolkit. This service supports patients and their families in many different ways in their palliative care journey. This toolkit enables nursing staff, doctors, patient and their families to understand the palliative journey and to support the patient comfortably and with their wishes.

New staff

Glen Innes Community Health welcomed many new staff members in 2018. Marilyn Marks came on board as the community social worker - providing a community focused service. Janet Willis commenced as the palliative care nurse, working full-time to provide support and assistance to palliative care patients in their home and in the acute ward. Sara-Jane Notley joined the community nursing team and is currently working on the cardiac rehabilitation program, which re-commenced in January 2019. Larisa Mattheson joined the occupational therapy team part-time and has provided wonderful support to the clients in the community.

Child Development Clinics

Child Development clinics commenced in July, providing a forum for children under three years of age who have or who are at risk of developmental delays. The child development clinic provides assessment, monitoring, education and support utilising a multidisciplinary approach. The service includes an occupational therapist, physiotherapist, speech therapist and a child and family health nurse. These clinics are held on a

monthly basis and were developed following a visit from Royal Far West, who recommended that a multidisciplinary approach would be beneficial for clients and their families.

Our Medical Leaders

New Doctor for Glen Innes

A new doctor has commenced working in the Glen Innes community. Dr Sanar Al-Shaklee is a GP obstetrician and will be a part of the AMH Medical practice. Dr Sanar will also be providing on-call emergency and obstetric services to Glen Innes Hospital. She has many years of experience in rural health and is excited to be settled in Glen Innes, after relocating from Longreach, Queensland. Dr Sanar also has extensive experience in rural obstetric services, emergency medicine and general practice.

Dr Correy will continue to provide obstetric services alongside Dr Sanar, which means that the Glen Innes community will benefit from a comprehensive service.



Dr Sanar

In the Spotlight

HNE Board Visit

In November 2018, the board of Hunter New England Local Health District held their monthly meeting at Glen Innes. This was a wonderful opportunity to show off the new renovations from the previous year in the general ward and theatre.

We took them on a tour of the facility, held an afternoon tea with the health advisory committee and staff, and took a photo with Masonic Care representatives.

Masonic Care kindly donated three wheelchairs to the Glen Innes Hospital, which are lightweight and easy to control. The

NSW Health logo and name of our facility has been embroidered on the back of the chair.



HNE Board visiting Glen Innes

United Hospitals Auxiliary

Mrs Jan Sharman from the Glen Innes Hospital Auxiliary, was awarded life membership of the United Hospitals Auxiliaries of NSW. This is a rare honour, with only 12 recipients a year statewide.

Mrs Sharman is extremely active in all areas of fundraising and has exceptional organisational skills. She leads by example, encourages involvement and acknowledges others, while actively mentoring new and existing members.



Photo courtesy of the Glen Innes Examiner

Mrs Sharman has had longstanding involvement with the Glen Innes community over many decades. She first came to Glen Innes over 60 years ago, to work as a nurse at Glen Innes Hospital. Since this time, she has worked tirelessly as a part of the hospital auxiliary, and only recently stepped down as president. She has since been made patron of the Glen Innes Hospital Auxiliary. We are extremely proud of Jan and the auxiliary, and are humbled by their generosity.



Photo courtesy of the Glen Innes Examiner



4,919

patients presented at our emergency department



86.8%

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



9,355

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



36

Babies were born



54

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



54.99

Full-time equivalent staff



\$10,342

Expenditure budget[^]

Feedback & Acknowledgements

The Glen Innes Health Service has a dedicated team of volunteers and community groups who continue to support the hospital with financial contributions, to allow for the purchase of equipment for patient comfort.

In 2018, the **Glen Innes Hospital Auxiliary** continued to support the hospital with their fundraising efforts. Their focus is to provide the best possible care, comfort and support to the patients, staff and community of Glen Innes, with the purchase of new equipment.

They have kindly purchased and installed blinds right throughout the building. Over the past 12 months they have contributed in excess of 2,502 hours and a pledge of \$26,000 for the purchase of 3 new theatre beds, over door infection control stations, physiotherapy equipment and the building of the outdoor patient area.

This dedicated group of volunteers were awarded the Australia Day Award in 2017 for Voluntary Community Organisation of the Year. The Auxiliary are well supported in their efforts by numerous community groups including:

- Wraps for Love
- Rollers Australia
- Glen Innes CWA branch
- Glen Innes Australian Red Cross Branch
- Glen Innes Square Dance Group
- Weight Loss Support Group
- Leo's Club Glen Innes
- Glen Innes National Servicemen
- Glen Innes Folk Art Group
- Lioness Club Glen Innes
- Glen Innes Year 12 Formal committee
- Redroh Pty Ltd
- Regional Australia Bank Community Partnership
- Glen Innes Opportunity Shop

These community groups have all supported the Auxiliary in their ongoing fundraising efforts and this has resulted in the purchase of equipment and items which has enhanced the hospital experience for patients, carers, families and staff.