



2018 Tomaree 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.

Tomaree Health Campus is located in Worimi country. We pay our respects to the elders past, present and emerging. We pledge our commitment to closing the gap between the health status of Aboriginal and non Aboriginal people in our local area.

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

What an exciting year it has been for the Tomaree Health Services!

We have hosted a number of dignitaries this year including Minister for Health Brad Hazzard MP to announce the opening of the tender for the HealthOne redevelopment, and Catharine Cusack, Duty MLC for Port Stephens officially opening the on site x-ray service.

The x-ray service has proven a great asset for the hospital and the community as it relieves the need for inpatients to access diagnostic imaging off site. The service is available Monday to Friday during business hours. The hospital can utilise the service outside of business hours in an emergency arrangement with Hunter New England Imaging and Hunter Imaging Group.

By far this year the biggest achievement has been the commencement of the HealthOne redevelopment. The redevelopment will see the transformation of the site with Nelson Bay Community Health Centre, Tomaree Medical Clinic and Tomaree Community Hospital all located under the one roof.

At the sod turning for the HealthOne redevelopment the shovel used drew a large amount of attention. The shovel was the one used on the original Polyclinic groundbreaking had been stored away by the Hospital Auxiliary - it was great to see it was just as shiny for the most recent groundbreaking!

The commencement of the HealthOne redevelopment will see not only the integration of three separate services but improvement to the access and services we can provide to the community whilst also increasing the available car parking.



Turning of the sod - Tomaree HealthOne

Left to right: Glen Dunkley, Jonathan Holt, Jaimie Abbott, Catherine Cusack, Kate Washington, Ryan Palmer

Our Health Committee

Port Stephens East Local Health Committee has partnered with our service and the community to:

- Represent the local community on matters relating to health and health service delivery
- Ensure community health needs are defined and information is made available to the community

- Provide a community perspective to ensure we are partnering with our community on their health decisions.

Port Stephens East Local Health Committee meet bi-monthly with Port Stephens West Local Health Committee via video conference link between the sites. The collaboration enables each committee to provide advice and support on local issues.

Current Committee Members are:

- Jeanette Antrum
- Sally Dover
- Rosemary Toscano
- Sue Johns

If you are interested in joining the Port Stephens East Local Health Committee, please contact the Service Manager/ Director of Nursing at Tomaree Community Hospital on phone 4984 0700.

Our Health Service

Three healthcare services are located on Tomaree Health Campus for the people of Nelson Bay and surrounding areas along with the many visitors and holidays makers the beautiful beaches and landscapes attract.

Tomaree Community Hospital provides a 24 hour, 365 days per year service. The recent Emergency Department upgrade increased the bed capacity to five and receives both adult and paediatric presentations. The 14 bed inpatient ward provides care for those who do not require extensive diagnostic investigations or surgery.

The addition of an x-ray service has been a great asset as inpatients no longer need to be transported to a private imaging service.

Tomaree Medical Centre provides medical and primary health services to those who cannot access their regular doctor and/ or do not require Emergency Department treatment. This service often enables patients to be seen far quicker and reduces the pressure on the hospital's Emergency Department. Other services operating at the centre by visiting medical and nursing/midwifery specialist services include rehabilitation, general medicine, counselling and geriatrics.

Nelson Bay Community Health Centre focuses on care delivery in the community environment with Community Nursing and Palliative Care Services provided 7 days per week. The Centre also has onsite services available to the community and includes Marlin Day Centre, Aged Care Assessments, Basic Foot Care, Continence Clinics, Physiotherapy, High Risk Wound Clinics, Stepping On Program, Community Rehabilitation, Occupational Therapy/Home Modifications, Cardiac and Pulmonary Disease Rehabilitation, Drug and Alcohol Services, Speech Pathology, Mental Health Services and Dental Clinics.

Partnering with our Community

Last year, Tomaree Community Hospital participated in the trial program - *Police Ambulance Early Access to Mental Health Assessment via Telehealth*. This program was to reduce unnecessary transportation of mental health patients to acute facilities. The program collected many accolades throughout the year including a District Excellence Award for Excellence in the Provision of Mental Health Services. The trial was so successful that the hospital has again signed up to be apart of the *Mental Health Emergency Care - Rural Access Program (MHEC-RAP)*. This will enable clinicians to utilise videoconferencing to access Mental Health Services during real time assessment with patients.

The community rallied its support with the opening of our new onsite X-ray service. MLC for Port Stephens, Catherine Cusack, Member for Port Stephens Kate Washington, hospital staff, X-ray service providers, ladies auxiliary, Mayor Ryan Palmer and Councillor Jaimie Abbott, members of the community and some of the patients who have accessed the service were present for the commissioning event.

Tomaree Community Hospital Auxiliary again held raffles, BBQ's and even Barefoot Bowling in an attempt to raise funds for the hospital. They had a record year and their fundraising efforts resulted in over \$25,000. This has enabled the hospital to purchase special items that can be utilised to assist the community.

In 2019, several of the auxiliary members will commence as volunteers within the hospital.

Hunter New England Local Health District



Highlights

It is hard to go past two milestones for the community of Tomaree.

The first being the commissioning of a on site X-ray service for Tomaree Community Hospital. This service enables both inpatients and Emergency presentations to access x-ray diagnostic imaging without having to be transported off site. This has meant faster diagnosis and treatment as there is no delay or costs in transporting patients externally. The service operates between Monday to Friday during business hours with an emergency on call arrangement between Hunter New England Imaging and Hunter Imaging Group after hours.

The second is the sod turning for the new Tomaree HealthOne redevelopment. The \$8million project will integrate community health, general practice, and hospital services into one facility. This will enhance community relationships and improve access for the community to services located in the one facility. The redevelopment commenced with a new car park. This created an additional 21 car spaces for our traditionally busy Christmas and New Year holiday period. The build is expected to be completed early 2020.

Community Health Highlights

Activity at Nelson Bay Community Health Centre remains constant. With advances in both medicine and nursing, more and more complex clients are now able to receive care in their own homes to avoid hospitalisation.

Nelson Bay Community Nursing Palliative Care Team continue to provide expert care for clients nearing the end of life, as well as support for their carers and families during the difficult and often emotional time. Palliative care is provided seven days a week, with an on-call service available to the patient's who are registered with the Palliative Care Team.

The service is supported by the Specialist Palliative Care Service at Calvary Mater Newcastle and there is also a network of volunteers who help provide transport, respite and bereavement care to clients, their carers and families.

The past year also saw some changes in staff and volunteers within the Centre.

We farewelled Alison Bowman who retired as the Nurse Unit Manager. On behalf of the service, we would like to say Thank You to Alison for all her hard work and commitment to the team over the years. We also welcomed Stacey Diana in her role as the Nurse Unit Manager of Nelson Bay Community Health Centre.

We said goodbye to some of our Palliative Care Volunteers, who unselfishly donated their time in supporting people at home who are reaching the end of their life. We also welcomed new volunteers on board to continue providing such an invaluable service to our community.

Our Medical Leaders

Medical Practitioner Services

After undergoing the tender process, the provision of Medical Practitioner Services at Tomaree Community Hospital was awarded to Medical Directions Australia (MDA). The contract is for three years with an option of two, one year extensions.

MDA have extensive experience in sourcing, recruiting and retaining appropriately qualified medical practitioners in rural areas. Together with the hospital, MDA are implementing a rolling roster to engage medical staff who will be allocated regular shifts at both the hospital and Medical Centre. In collaboration with the nursing team, guidelines and processes are being reviewed to further embed the high level of care and consistent approach to the processes and procedures required in an Emergency Department.

Medical Officers at Tomaree are able to utilise the high-resolution telehealth camera installed that is remotely accessed. This means, that for complex and unwell patients a specialist doctor in John Hunter Hospital is able to observe the patient and the situation and direct appropriate care.

Tomaree Community Hospital and Tomaree Medical Centre continue to work closely with Hunter Primary Care and Hunter New England Central Coast Primary Network to identify gaps and/or improvements in services for the community on the Tomaree Peninsula.

In the Spotlight

For the first time at Tomaree Community Hospital, School Based Trainees have commenced their training at our facility. The program enables those interested in a career within health to elect to do a traineeship contract that contributes towards their Higher School Certificate. Tomaree has had several excellent budding nurses enter the program and they get to learn and experience what health care is like in real time, in the real environment. Some of the positive feedback from staff has been the care and compassion demonstrated by the students and their thirst for knowledge. Patient feedback has also been positive with many family members often commenting how young yet caring they are towards their family member whilst in hospital. We are proud we committed to this program and will hopefully retain many of the students as they graduate.



Another highlight was the purchase of an Accuvein device made by the Hospital Auxiliary. The \$7,500 device assists clinicians and patients alike by using state of the art technology to visually highlight patients veins on the surface to assist clinicians when inserting cannulas (needles). For many clinical reasons, some patients veins can be hard to locate and this machine effectively gives the clinical staff a road map to use.



School Based Trainees and Accuvein



11,393

patients presented at our emergency department



83.4%

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



667

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 timeframe¹



N/A

of Category B patients received their elective surgery within the 90 day timeframe¹



N/A

of Category C patients received their elective surgery within the 365 day timeframe¹



31.04

Full-time equivalent staff



\$8,183

Expenditure budget²

Acknowledgement & Feedback

The Local Health Committee would like to acknowledge the following people for their continued time, generosity and support. It truly enhances and value adds to our local facility and services.

Port Stephens Palliative Care Volunteers and Fundraisers

Vicki Collister (Co-ordinator)

Barbara Arathoon, Gayle Coates, Gloria Grayson, Veronica Morrison, Jill Bateman, Max Coates, Bob Huggett, Stella Smith, Joanna Buckland-Jones, Vicki Davies, Laurence Lawson, Jan Strutt-Shotton, Keith Campbell, Barbara Edwards, Robyn Lawson, Rosemary Toscano, Deborah Childs, Carol Farrow, Catherine McGillicuddy, Margaret Wilbow, Graham Childs, Michael Gardener, Jan Miller, Irene Wolczak, Fran Chippindale, Irene Giorgini and Marilyn Mitchell

Tomaree Hospital Ladies Auxiliary

Pauline Faucett (President), Yvonne Barber (Secretary), Cheryl Millar (Treasurer)

Flo Bowditch, Diana Bricknell, Beverlie Burcher, Vickie Clark, Eileen Cochrane, Sue Cummins, Ruth Delaporte, Margaret Donnellan, Glynis Durrant, Babs Edmonds, Julia Harrison, Jennifer Hoare, June Hutchinson, Virginia Innes, Fran Ireland, Marion Lane, Wendy Lane, Barbara Edwards, Elaine Elliston, Pam Freudenstein, Maria Gfrerer, Jackie Hallam, Trish Monaghan, Roula Parmax, Gabrielle Purcell, Mavis Richardson, Maxine Piper, Christine Portelli, Carol Lollback, Debbie Long, Lorraine Mann, Beverley Marrott, Donna Marshall, Maggie McNutt, Ann McGann, Elizabeth Miller, Norma Searles, Maureen Smith, Jenny Thomas, Fay Tranter, Celia Vaughan, Narelle Wakelin, Christine Walsh, Ann Watson and Marilyn Williams

Nelson Bay Community Health Administration Volunteer

Natalie Graham

Marlin Day Care Volunteers

Doreen Bright, Stephen Harrop, Anne Slattery, Carol Compton, Toni Johnson, Marchiew (Marjorie) Van Vuren, Vicki Harris, Cynthia Ramodia and Jan Wells

Other Fundraisers

Regis, The Gardens Aged Care Facility
Tilligerry Quilters

Feedback

We are always happy to receive feedback on our services. If you have any feedback regarding the information in this Local Health Report, please contact us via the following:

By post:

Service Manager
Tomaree Community Hospital
Trevally Street
Nelson Bay 2315

By phone:

Tomaree Community Hospital Switchboard: (02) 4984 0700