



2018 Quirindi Local Health Report

Acknowledgement of Country

We acknowledge the traditional owners and custodians of the land that we live and work on, as the first people of this country and pay our respects to all elders past, present and future for they nurture the knowledge, customs and traditions.

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 year has been a year of ongoing change for Quirindi Health Service.

Capital improvement funding allowed for the purchase of:

- Analgesia machine for the Emergency Department
- Urine analyser
- Syringe driver for palliative patients
- Fluid warmer for the Emergency Department
- Syringe pump for the resus bay in the Emergency Department
- Falls equipment including, hip protectors, shower chairs, walking frames, carendo hygiene system, sara stedy, commode chairs

- Vaccine refrigerator for the Emergency Department
- Transportable computer for the Emergency Department.

The following areas of the health service were upgraded:

- Bedside lockers for private rooms
- Security screens for the facility
- Upgrade of security cameras & swipe access
- New patient kitchen in the General Ward
- Painting in the General Ward
- New automatic door for HealthOne
- Larger TV for Telehealth room
- Renovation of Ingall Centre including new painting, kitchen, blinds & air-conditioning
- Renovation of Hawker Street house

Our Health Committee

A Local Health Committee aims to provide leadership in the local community to ensure health services meet local community needs and identify opportunities to enhance the health of the community.

The committee works closely with health service management and key partners to represent the community on matters relating to health and health service delivery. The committee is responsible for helping to define health needs of the community and increasing community knowledge of health issues.

The committee also helps to promote health and health service use in the local community, advocate for health services on behalf of the community and ensure community participation in local health service planning.

Another key focus of Local Health Committee's, is the development and establishment of effective two-way communication strategies and channels with the local community.

Unfortunately, Quirindi does not have a functioning committee at this stage, however the health service is looking to engage community members to take up these positions.

Committee meetings will provide community representatives with a transparent insight into the activities of Quirindi Hospital and HealthOne Quirindi. Health service provision is constantly evolving and it is important that the Quirindi Health Committee can be re-established to ensure the community's views are presented and heard.

If you would like to become a member of the Quirindi Health Committee, please call Leigh Schalk on 6746 0200.

Our Health Service

Quirindi Health Service consists of Quirindi Community Hospital, HealthOne Quirindi and Premer Community Health Service. It offers a range of acute and community-based services to all members of the community and includes an integrated General Practitioner (GP)/Community Health Service.

The facility has 14 clinical rooms, an imaging department and is serviced by three GPs, allied health, nursing staff and other health care professionals. The hospital has 20 acute care beds and 3 emergency department beds.

Quirindi Health Service provides services including:

- Aboriginal Health Education (Mon-Fri)
- Aboriginal Liaison Officer (Wed-Thurs, every second Mon)
- Aboriginal Maternal Infant Health (Mon-Tues)
- Antenatal Clinic (Mon Only)
- Audiometry Clinic (Every second Wed)
- Cardiac Rehabilitation (Wed Only)
- Child and Family Health Nurse (Mon-Fri)
- Community Nursing- Quirindi (Mon-Fri)
- Community Nursing- Premer/Tambar Springs (Mon-Thurs, every second Fri)
- Continence Advisor (Every third Tues)
- Diabetes Education (Thurs)
- Dietician (Every second Thurs)
- Medical Imaging Service (Mon/Wed/Fri)
- Mental Health Nurse (As Required)
- MOICDP Cardiology- Aboriginal (Quarterly, Fri)
- MOICDP Diabetes- Aboriginal (Every fourth Thurs)
- Occupational Therapy (Mon-Fri)
- Physiotherapy (Mon-Fri)
- Practice Nurse (Mon-Fri)
- Pulmonary Rehabilitation (Thurs)
- Social Work (Tues-Wed)
- Speech Pathology (Mon-Fri)
- Women's Health (Every second Monday)

Aboriginal Health Education	Mon-Fri
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Antenatal Clinic	Mon Only
Audiometry Clinic	Every second Wed
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Private Clinics

Quirindi Health Service also manages Premer Community Health Service on the Liverpool Plains. The area is serviced by a transitional nurse practitioner who covers a very large geographical area, situated in the heart of some of Australia's best farming country.

A regular GP clinic is also provided at Premer, through the HealthOne Quirindi GP practice, to enable increased access to medical services for the communities of Premer, Tambar Springs and the surrounds.

HealthOne Quirindi also maintains a partnership with Pathology North which also allows our patients access to a full suite of pathology services, five days a week.

The Quirindi Executive Team



Leigh Schalk- Health Service Manager



Michelle Gallagher- HealthOne Manager



Tom Pollard- Maintenance Supervisor



Rachael Maxwell- Food and Patient Support Manager



Jo Redden- Health, Safety and Quality Coordinator

Partnering with Our Community

Hospital Auxiliary

What a proactive year 2018 has been for the Quirindi Hospital Auxiliary! Our auxiliary have continuously strived to provide equipment and services, to enhance the patients stay in the hospital and the hospital environment.

A highlight of this financial year was the hosting of the New England Zone 3 Day at Henry's Guest House. The attendance of United Hospital Auxiliary State President Linda Swales, and her husband, along with United Hospital Auxiliary Regional Representative Lesley Croft, emphasised the importance of this occasion.

Presidents from a number of auxiliaries in the Quirindi area shared inspiring and detailed reports of their branches activities, after Lesley discussed the directions and policies of the United Hospital Auxiliary state body.

Despite being a very small, autonomous group of approximately eight, our auxiliary have raised funds to furnish the new Carers Room and provided care packages for those patients in need this financial year.

All monies raised by our branch stays within our community and is directed to our local hospital or health care facility. This years fundraising activities include raffles and a very successful Movie Afternoon.

I'd like to acknowledge the local community for their continued support and thank those who have contributed throughout the year. I am extremely proud of the dedication of our community in helping us provide and improve the services and facilities for our community.



The Ladies Auxiliary, Judy Williams, Kerry Hobson, Carol Bumack, Jan Mahoney & Pam Tanner

Peel Lodge of the Masonic Club

Thank you to the Peel Lodge of the Masonic Club who have raised funds by having BBQs and taking contributions, to donate a wheelchair to the Quirindi Hospital. This is greatly appreciated!



Holly McNamara, Leigh Schalk, Marika Forsstrom, Reg Potter and Louise Fahey test out the new donated wheelchair.

Local Emergency Management Exercise

Quirindi and Werris Creek Health Service Managers attended the Local Emergency Management Exercise, to test processes and procedures for all responding agencies within the Liverpool Range District community, in response to a local disaster.

The exercise was a great opportunity to bring the local emergency agencies together to work as one multi-agency team to achieve the best outcome for the local community.

Hunter New England Local Health District



Highlights

2018 saw the implementation of a range of changes for our services.

We have continued our valued partnership with Quirindi High School through the school-based traineeship program, and will have both Lyle Young and Chelsie Shaw starting at our service in early 2019. Our previous school-based trainee Erin Batterham, has completed her course and has moved on to continue her career in nursing.

Staff changes have continued over the year. We have had Nicole Macey start as the Clinical Support Officer and Eldhose Paul, Sreedevi Sreedharan and Abrehm Davidson join our nursing team. Philippa Beer has returned from maternity leave to fulfill her permanent position and Jennifer Bool has fulfilled the position as our Child and Family Health Nurse.

We have had a number of locum and training doctors join us over the past twelve months. Dr Timothy Igbenije and Dr Luke Talbot have both taken permanent positions as General Practitioners within HealthOne and provide Medical Officer services for the ward, including emergency patient and inpatient coverage.

Education has remained a priority for the Health Service. This year, staff regularly attended mortality and morbidity meetings, trauma sessions by Telehealth and falls education, which has resulted in a significant reduction in the occurrence of falls on-site. Community education through awareness days such as Sepsis Awareness Day and Anti-microbial Day, have also been a success.



Marika Forsstrom and Roxanne McKellar promoting World Sepsis Day

The drought has also been a focus this year, with staff participating in a 'drought day' alongside the Shire Council, which was well attended by the surrounding community.

Follow-up phone call audits have continued to show improvement across the site, with Quirindi achieving above the recommended target of 85%. The audit has revealed that staff compliance with the expected process has consistently been above 90%- meaning each patient is receiving the necessary follow-up care.

Staff have discovered an increase of wildlife activity around the facility, with our resident koala and orphan joey being the highlight of many staff members day throughout the year.



Our resident koala hanging about

Community Health Highlights

HealthOne Quirindi's integrated Community Health and GP Practice service has experienced another busy year in 2018. Staffing has continued to evolve and we farewelled our long-term Administration Officer Jo Thorpe, who provided a warm and welcoming service and excellent frontline support for many years. Alison Neyle, who previously provided clinic coverage, has commenced in this full-time role.

Other new faces to join our team include Jenny Bool (Child and Family Health Nurse), Therese McCarthy (AMIHS Midwife) and Rachel Aspinall (Community Nursing). A number of our visiting services have also welcomed new faces, including Codie Millgate, who is providing continence clinics, Nerridah Prentice, who is providing McGrath Breast Care Nurse clinics, Rudy Garrow, who is providing drug and alcohol clinics and John Zerafa, who is providing mental health clinics.

Dr James Otton has finished providing a valuable service for our Medical Outreach Indigenous Chronic Disease (MOICD) Cardiology clinics, following a number of years flying in for these quarterly clinics. We are looking forward to Dr Cathie Forster commencing as our new Cardiologist when these clinics resume in early 2019.

Our services are always looking for new models to provide support and improved health care. This year has seen the commencement of monthly Child and Family Health Nurse (CFHN) clinics at Walhallow and Werris Creek, to improve access to services for our mothers and babies. The CFHN service has also re-commenced a New Parents Group, targeting parents of children less than 6 months old while providing a forum for education, support and networking.

The Aboriginal Maternal and Infant Health Service (AMIHS) in collaboration with Winanga-Li, commenced a Bumps and Bubs Group for local women to come together to share knowledge and experiences. During the first meeting, the very talented women from Yinarr Marama Li in Tamworth, taught the group about traditional weaving skills and shared Gamilaroi stories. For the second meeting, Ms Nerissa Riley taught the group about paper bead making- which was also a hit amongst the group. The feedback was so positive from both meetings that everyone wanted to meet up again sooner. Since this point, a

fortnightly prenatal fitness and 'Let's Talk Tucker' healthy food class was introduced.



The recommencement of our Pulmonary Rehabilitation Nursing service has rounded out our comprehensive chronic disease rehabilitation services. We are now able to provide individual assessment, as well as the option of participating in a group rehabilitation program run in conjunction with the service's physiotherapist.

We have secured additional funding to increase social work hours for violence protection, which will assist in the management of this busy caseload.

An increase in patient complexity and support needs has seen a spike in the number of referrals for services, including social work. We are seeing many patients who require care coordination to navigate access through My Aged Care (MAC), National Disability Insurance Scheme (NDIS) and Guardianship Tribunal.

The General Practice (GP) service has welcomed Dr Timothy Igbenije as a full-time doctor and Dr Luke Talbot as a part-time doctor, both providing permanent coverage, and Dr Anne Wakatama, who continues to provide part-time permanent coverage. The GP service was again approved for non-conditional AGPAL Accreditation for another three years. This voluntary accreditation process involves meeting a set of nationally recognised standards through independent third party assessment. Accreditation recognises that the HealthOne Quirindi GP practice demonstrates its commitment to quality and safety for its patients, staff and the community it operates in.

During the year, the general practice has conducted a number of clinics including Q fever vaccination, Diabetes Alliance and the MeasureUp Bone Density mobile testing initiative. A partnership with the Hunter New England and Central Coast Primary Health Network (HNECCPHN) has been established to assist with the review of clinical models, to improve chronic disease and clinical outcomes for our most high risk patients.

As new treatment options become available and technology continues to evolve, our services are encompassing new

models of patient care. Telehealth continues to be increasingly used, providing patients with easier access to consultations with their specialist, while including their GP. Our staff and patients now also have access to the High Risk Foot Clinic via Telehealth, which provides access to podiatry services and specialist medical reviews closer to home.

A number of our staff have been successful in obtaining Rural Nurse Exchange funding as sponsorship to attend National Conferences, in order to learn about the best current clinical practice in their specific area. Robyn Leece attended the Australian Cardiovascular Health and Rehabilitation Association Annual Conference in Brisbane, Purna Sweetman attended the Audiometry Nurses Association of Australia Conference in Orange, Jennifer Bool attended the Broken Sleep Conference in Brisbane and Nicole Hamparsum and Rachel Aspinall both attended the Wounds Australia Conference in Adelaide.

Additionally Jennifer Donaldson has completed her Masters in Nursing and Coral Seymour has completed her Registered Nursing Bachelor degree, both while continuing to work within our health service. We commend these staff, as well as the rest of the team, for their commitment to continuing professional development and the benefits that it brings for our patients.

As a service, HealthOne Quirindi has continued its commitment to hosting a range of high school work experience and university students across nursing, occupational therapy, physiotherapy, speech pathology and medicine disciplines.

The students always comment on the variety of opportunities that our service offers, as well as their enjoyment of working with our staff members.



Stephanie Assaf- 4th Year Speech Pathology Student



Mirriam Mamangon- 4th Year Nursing Student

The year has seen funding utilised for the refurbishment of the Ingall Centre. This building hosts a large multipurpose room for larger group activities. The centre has been painted, had new blinds installed and is having both kitchenette areas replaced.

Smokerlyzer equipment has been purchased for the general practice to measure carbon monoxide levels as an incentive for smoking cessation activities. Fitness equipment and resources have also been purchased for use with our chronic disease rehabilitation groups.

Our Medical Leaders

We continue to value the support of our medical team members and have seen a few staff changes over the past 12 months. Dr Timothy Igbenije and Dr Luke Talbot commenced as our new General Practitioners within HealthOne, and provide Medical Officer services for Quirindi Hospital, including emergency patient and inpatient coverage.



Dr Timothy Igbenije

Dr Timothy Igbenije commenced in Quirindi in October 2017, working at HealthOne Quirindi on the rural generalist ACRRM

training program and providing visiting medical officer services for Quirindi Hospital. He commenced his medical career in Anaesthesia and Intensive Care at Ahmadu Bello University Teaching Hospital, Zaria Nigeria, for three years, before moving to Liverpool Hospital NSW, for an additional three years.

He has also worked as a hospital medical officer in the Emergency Department at Angliss Hospital, East Melbourne, for two and a half years.

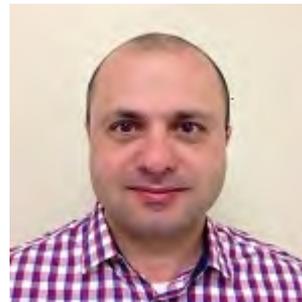
Personally, Tim loves country music and the rural lifestyle that Quirindi offers, with the opportunity to enjoy the Tamworth Country Music Festival each year.



Dr Luke Talbot

Dr Luke Talbot commenced in Quirindi in August 2018, working on a part-time basis at HealthOne Quirindi and providing visiting medical officer services for Quirindi Hospital.

He is completing the rural generalist ACRRM training program. Luke graduated from the University of Liverpool, United Kingdom, in 2010. He has worked in Australian Emergency Departments since relocating, both within metropolitan and rural areas. He has an interest in remote, rural medicine and anaesthetics. To balance this working life, Luke enjoys rugby and motorbikes.



Dr Paul Saad

Dr Paul Saad commenced in Quirindi in 2013. He began his career in Adelaide as an obstetrician before moving into rural areas in NSW, where he started his general practice in Coonabarabran and Baradine as a visiting medical officer.

His qualifications also include Paediatrics, Skin Cancer, Obstetrics and Emergency Medicine. Dr Saad provides Visiting Medical Officer services for Quirindi Hospital, covering emergency patients and inpatients.



Dr Anne Wakatama

Dr Wakatama commenced in Quirindi in 2012. She has more than 30 years medical experience, most recently working as the General Manager of Health Services with the Royal Flying Doctors Service in Broken Hill. Dr Wakatama not only works as a part-time HealthOne Quirindi GP, which includes providing a monthly GP clinic at Premer, but also provides Medical Officer services for Quirindi Hospital inpatients.

- Belinda Batterham- 25 years including general nursing, clinical nurse specialist, midwifery and emergency department nursing

We congratulate these employees on their commitment and dedication to such significant careers within the organisation.



Susan Carter, Louise Fahey, Roxanne Mckellar, Jo-Ann Redden, Belinda Batterham, Fay Dart and Robyn Leece celebrate their Years of Service with Kylie Whitford

In the Spotlight

25 + Years of Service

On Wednesday 12 December 2018, a lunch was held to recognise the support of Quirindi Health Service employees, who have each contributed over 25 years of service with Hunter New England Local Health District.

Fourteen staff members were acknowledged, including;

- Susan Carter- 25 years in medical records
- Fay Dart- 40 years including general nursing, midwifery, neonatal intensive care and child and family health nursing
- Jenny Donaldson- 28 years including general nursing, community nursing, clinical nursing specialist and transitional nursing practitioner
- Christine Eckert- 33 years in general nursing
- Louise Fahey- 31 years in pay clerk/hospital administration
- Lynne Harris- 34 years in general nursing
- Robyn Leece- 38 years including general nursing and pulmonary rehabilitation nursing
- Roxanne McKellar- 31 years including general, emergency department and intensive care nursing, midwifery and clinical nurse education
- Irene Neyle- 34 years including general nursing and practice nursing
- Annette Roberts- 37 years in social work
- Rita Robson- 55 years in general nursing
- Leane Stephenson- 34 years including general nursing, emergency department nursing and midwifery
- Jo-Ann Redden- 25 years including general nursing and Work Health and Safety coordination



3,671

patients presented at our emergency department



89.5%

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



8,976

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^φ



N/A

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



N/A

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



35.39

Full-time equivalent staff



\$6,785

Expenditure budget[^]

Feedback & Acknowledgements

We would like to acknowledge the hard work of all the staff at Quirindi Health Service. We welcome all of our new staff and we thank the community for its continued support. We would also like to thank our partner, Medical Directions Australia, for their work in recruiting medical cover at HealthOne Quirindi.



"To all the wonderful Staff at Quirindi Hospital, all the residents and friends of Quirindi are blessed to have the care, help and support you give us. You are a credit to NSW Health and your Local Health District" - Medical Directions Australia

A huge thanks must go to all the staff at Quirindi Health Service, for their commitment and valued contribution to Excellence for every patient. Every time.



We continue to be grateful for the untiring work of our members of the Quirindi United Hospital Auxiliary.

Special thanks go out to all our volunteers who support Quirindi Hospital and HealthOne Quirindi services.

Finally we are very thankful for the time, support and work completed by our valued members of the community who have volunteered to become a part of the Quirindi Health Committee for the upcoming year.

Please feel free to contact **Leigh Schalk** (Health Service Manager) if you would like to provide feedback or seek any clarification on this report.

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Your contribution to Quirindi Health Service is welcomed and valued. Please consider joining our:

Quirindi Health Committee, Quirindi Hospital Auxiliary or Quirindi Health Service Volunteers.