



2018 Emmaville 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



During the past year, The Vegetable Creek Multipurpose Service (MPS), Emmaville has received many recognitions, achievements and challenges. The commitment and ownership displayed by staff, is truly inspirational and drives this health service to continue to provide excellence in healthcare and better outcomes for clients, community members and patients alike. The community, Emmaville Local Health Committee and volunteers strive to support the health service through the organisation of fundraising activities including the annual fete, stalls, raffles and catering at various events. A BBQ was held to raise money towards the drought relief.

The volunteers are tireless with their efforts and passion for our facility. The fete is known to raise record funds, due to their hard work and the generosity of the visiting public and surrounding local communities. With the challenges of both an aging population and our rural and remote location, the provision of appropriate and timely health care is the focal point in our aim to provide optimal service, meet performance indicators and comply with NSW and HNE Health values.



Residents attending the annual hospital fete Eileen Bailey, Dulcie Dean, Alice O'Brien



Nola McCowen, Shirley Crockart (AO), Dulcie Dean and Eileen Bailey cooking for their stall at the fete



Residents and community attending the drought relief BBQ: Jean Frendon, Alice O'Brien, Dedrie Robertson-Cunningham, Lorna Pullen, Dulcie Dean, Eileen Bailey, Dick Elliott



Residents and community attending the drought relief BBQ: Rob Banham (LHC member) Mick Scherf (LHC Chairperson). In the background Geoff and Gloria Caldwell

Our Health Committee

The purpose or key role of Hunter New England Health's local health committees is to provide leadership in the local community to help ensure health services meet local community health needs and ensure the promotion and enhancement of the health of the community.

Local health committees works with the health service manager and with key community partners to:

1. Represent the local community on matters relating to health and health service delivery.
2. Ensure community health needs are defined and information made available to the community.
3. Provide a community perspective to ensure effective delivery of health services
4. Increase community knowledge and understanding of health issues and the health service's ability to respond.
5. Facilitate effective promotion of health and health service use in the local community.
6. Advocate for health on behalf of the community to the local hospital and community health services and, as appropriate, to the Local Health District, the Primary Health Network, other health providers, Local, State and Federal Governments.
7. Provide and ensure effective community participation in local health service planning and design of local health facilities.
8. Prepare and present an annual health report to the community and to the board of the Hunter New England Local Health Vegetable Creek MPS Emmaville.

Our Health Service



Vegetable Creek MPS Emmaville local health committee members: Malcolm Schumacher, Michael Scherf (Chairperson), Rebecca Sullivan, Shirley Taylor, Joanne McGoldrick, Robert Schroder, Rob Banham

Absent : Jennifer Newberry HSM, Catherine Jones Acting Operational Manager, Catharine Death General Manager



Michael Scherf (Chairperson), Adam Marshall (State MP), Toni Banham (UHA President), Jennifer Newberry (HSM), Wendy Mulligan (retiring general manager)



The Vegetable Creek MPS at 13-33 Glen Innes Road, Emmaville is situated 45 kilometres north-west of Glen Innes. The Vegetable Creek MPS is located on the southern side of the Emmaville Township and has main road access.

Vegetable Creek MPS Emmaville is a Multipurpose Service that provides emergency services, acute and non-acute inpatient services, residential aged care services, and primary and community services.

Emmaville MPS has four acute beds, including one special care bed; 13 residential beds with seven community aged care packages available.

There is also a 24-hour emergency department (ED) which provides critical care consultation. Additional support is provided through a telehealth video system connected to Tamworth Hospital.

Respite care is provided in either the low or high-care places and is dependent on need and availability.

There is a wide range of community and allied health services provided either by local or visiting staff.

Outreach services to Emmaville MPS include:

- Diabetic education
- Dietician
- Social worker
- Women's health
- Mental health (prevention promotion and early intervention)

- Drug and alcohol (including needle and syringe program, management of detoxification and counselling)
- Speech pathology
- Aged care assessment
- Audiometry
- Medication support
- Nurse educator
- Physiotherapy
- Sexual assault service (crisis and ongoing counselling, information and education for adults and children)
- Child protection counselling providing counselling, information, education
- General wound care
- Foot clinic
- Immunisation clinic
- Child and family nursing (including breastfeeding support and parenting advice,

A range of services is provided by home and community care including meals on wheels, community transport and the day care centre.

Some key contacts:

Drug and Alcohol – centralised intake (appointments, support and information)
1300 660 059 (8.00am – 4.30pm Mon – Fri)

24 hour mental health line (Appointments, information and support) 1800 011 511

Aged Care and Assessment Team (ACAT) review and assessment – 1800 881 568

Ready Care Service - after hours GP 1800732392



Vegetable Creek Multipurpose Service Emmaville is part of a larger organisation, Hunter New England Health (HNE Health), which provides a range of public health services to the Hunter, New England and Lower Mid North Coast regions.

Hunter New England Health provides services to more than 873,700 people, including 21 per cent of the state's Aboriginal and Torres Strait Islander population, employs more than 15,900 staff, is supported by 1600 volunteers, spans 25 local council areas and is the only district in NSW with a major metropolitan centre and a mix of several large regional centres,

many smaller rural centres and remote communities within its borders.

Our Chief Executive, Michael DiRienzo, and his Executive Leadership Team work closely with the local health district Board to ensure our services meet the diverse needs of the communities we serve. These services are provided through: 3 tertiary referral hospitals, 4 rural referral hospitals, 12 district hospitals, 8 community hospitals, 12 multipurpose services, more than 60 community health services, 3 mental health facilities and several additional inpatient and community mental health services, 1 rehabilitation service, 2 residential aged care facilities.

Partnering with Our Community

Quality care for all

Our challenge is to meet the healthcare needs of all of our communities and ensure consistent quality health care regardless of where our people live. It is a challenge we're tackling head on.

Improvements in technology and surgical techniques have resulted in significant changes in the way health services have been delivered in recent decades. New models of care are being introduced to increase access to specialist services in regional, rural and remote settings.

Our Telehealth initiative involves secure clinical video-conferencing that allows staff to communicate directly with patients. It gives patients access to one-on-one consultations with clinicians without the need to travel to an appointment. Patients can link in from home and have a face-to-face video conference via the secure network. High definition clinical cameras are now in all acute facilities. Located above resuscitation bays, in emergency, renal, maternity and nurseries, the cameras allow specialist clinicians to remotely view patients and provide assessments in tandem with staff on location.

Outreach clinics are also increasing access to medical, allied health and nursing services for people living in regional and remote towns and Aboriginal communities by minimising the time, travel cost and disruption often required of patients to access the nearest alternative service that may be hundreds of kilometres away.

For our smaller communities especially, these initiatives underpin our goal to keep people healthy by having access to world class clinical services and effective infrastructure.

The Vegetable Creek MPS is utilising the telehealth equipment as required by both our patients, residents and people in our community. Our telehealth network service supports and delivers high-quality clinical care to any patient at any time, while reducing overall costs of care. It is very beneficial to our rural community in reducing the costs of travel time and accommodation. This equipment also enables our residents to speak to family members while having visual contact.

We now have a mobile telehealth conferencing where we can connect doctors and residents/patients, as well as patients/residents with family.

Senior week BBQ with residents, community and volunteers

A senior's week celebration was held by the health service involving the residents and the community, with different activities held each day. Billy Hardy came with his guitar and played and sang and ran a yabbie race. There were lots of laughs all round. The Wonabees band came the next day and performed, playing all the old songs, which the residents could relate to.



Dick Elliot, Thelma King, Dave Johnson, Dot Johnson, Bobbie Bloomfield, Nola McCowan



*Seniors Week Morning Tea with residents and community
From front Pam Ellis, Colleen Johnson, Lorraine Walker, Judy Seagrave, Kit Lyn, Debbie Brogan, Margaret Hodge, Nola McCowan, and Jean Frendon*



Staff members Peter Johnson, Janelle Christie and Dell Brown



Ralene Collins, Narella Penman, Thelma King, Maree Barrett, Richard Elliott Jenni Carpenter and Jenny Newbury



Mayor Steve Thoms, Toni Banham, Daphne Say, Rob Banham, Malcom Schumaker, Gloria Caldwell and Halee Wooder, Geoff Caldwell

Hat parade

The Emmaville Central School children came to the health service and performed a hat parade for the residents. There was lots of interaction between the children, teachers and residents. Morning tea was provided for all who attended.



Emmaville Central School children hat parade



Emmaville Central School children hat parade



Residents enjoying the hat parade



Dietician Karen giving a presentation to the residents about healthy eating. A healthy morning tea was provided.



Incontinence seminar was held for the community and residents. All found it to be very informative and helpful

Anzac Day

An Anzac Day was held at the health service, with community members and residents attending a morning tea. Assistant in nursing Adella Brown read some poetry and gave a talk on Anzac Day. Adella also did the display for Anzac on the health service walls.



Hunter New England Local Health District



Highlights

Living Well in the MPS: Residents living in a homelike environment

We have introduced 'Living Well' in a MPS. One resident has his own vegetable garden and another resident loves attending to the flower gardens and arranging flowers for the health service. They enjoy entertainment and social meetings with each other whether it is in the front foyer or the sun room. They also enjoy cooking activities, whether it is for their morning tea or for the annual fete, where they have their own table selling vegetables, cooking and craft items they have made. It is all donated to the auxiliary.

Residents' vegetable garden

Resident Reg Urquhart has his own vegetable garden. He loves attending to his garden; planting, weeding and picking his produce, providing produce for staff members and donating to the annual fete to be sold and raise money for the auxiliary. This is part of the program living well in a MPS. It gives the residents a purpose and keeps them active.



Reg Urquhart



Reg's vegetable garden

Entertainment by Bows & Curtsey

Our local hospital auxiliary paid for Bows & Curtsey to come to the MPS to entertain our residents. A great day for everyone. Bows & Curtsey involved the residents by getting them to participate and trying their ability at playing a musical instrument.



Jean Frenon resident attempting to play the violin



Bows & Curtsey entertaining

Residents' wall hanging

The residents designed and made a wall hanger. They cut out their flowers and sewed them onto a canvas adding buttons to complete it. They now have it hanging in their dining room, where they, staff and visitors can admire their handy work.



Nola McCowen, Jean Frendon, Alice O'Brien

Residents' social gathering

Residents look forward to being wheeled or walked out into the sun where they talk about what is happening in the world.

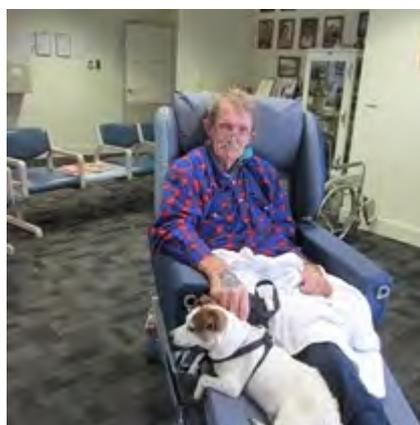


Dick Elliott, Jeannie Frendon, Fred Barrett, Lorna Pullen, Greg Tibbs and Bill Piccoli



Residents exercises

Staff complete exercises with the residents to keep them active and help to prevent falls.



Greg Tibbs' dog is brought in to visit him weekly

Community Health Highlights

Staff work with the community to find ways to improve their health through:

- Education and support to assist with self management of their health
- Multidisciplinary care that addresses the needs of the whole person, including physical, emotional, social and environmental factors
- Preventative services to assist people to avoid health problems

- Information and support that is user friendly
- Opportunities to provide feedback about the services they have received



Location

Vegetable Creek Multi-Purpose Service
 Emmaville Community Health Centre
 13-33 Glen Innes Rd
 Emmaville NSW 2371
 Phone: (02) 6734 7900

Services available at Emmaville community health

- General wound care
- Foot clinic
- General monitoring of health conditions
- Medication support
- Immunisation clinic – scheduled vaccines for year 7 and year 10, catch-up vaccinations, and enquiries regarding school immunisation program

Community health can assist with referrals to:

- MAC - My Aged Care (care service provider registration department)
- NDIS – National Disabilities Insurance Scheme
- Allied Health Services (Physio, OT, dietician, social worker, mental health, baby health)

Community health nurses can assist with access services such as:

- General practitioner clinics
- Drug and alcohol
- Health checks
- Chronic disease management
- Baby health
- Hearing and eye checks

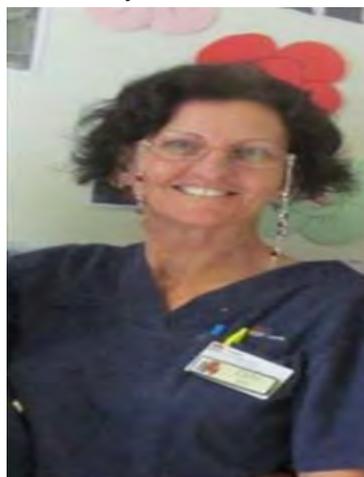
- Aged Care and Assessment Team (ACAT) review and assessment – 1800 881 568
- Multicultural health - culturally and linguistically appropriate care, as well as interpreters
- Assessment, counselling and psychological therapy for individuals, families and couples with alcohol and other drugs issues
- Hepatitis C information
- Needle and Syringe Program
- Referral / management of detoxification



Community health nurse Elizabeth Timbs



Community health nurse Julie Watson



Community health nurse Lyndie Fotheringham

Community health nurse Julie Watson also looks after staff health and immunisation, Lyndie Fotheringham covers infection control and foot care clinic and Liz Timbs, the foot care clinic and immunisation. All three community health nurses are active in low level community care packages, telehealth conferencing

with clients and specialists. They are all very flexible and accommodating to community needs.

In the Spotlight

Our Medical Leaders

Dr Annetts reopened the surgery at Emmaville on 4 December 2018. The community is looking forward to weekly GP local services (every Tuesday).

New doctor Dr Sanar Al-Shaklee has started at AMH Medical Glen Innes, which has allowed Dr Peter Annetts to reopen the surgery at Emmaville. Dr Annetts has been looking after the residents at the Vegetable Creek MPS Emmaville.



Dr Peter Annetts



Dr Peter Annetts and receptionist Wendy Reynolds



An article from the Glen Innes Examiner regarding new doctor Dr Sanar Al-Shaklee

ResiDENTAL: An oral health initiative

A dental team provided dental services to our aged care residents in March 2018. The dentist Dr Angharad Carter and dental assistant Karen Steward provided dental examinations, fillings, extractions, cleans and denture adjustments using portable dental equipment that they brought with them. This program is an initiative to improve access to dental care for residents of aged care facilities.

Low level community home care packages

A community home care package is Federal Government funded service that will help community members to remain at home for as long as possible, as well as providing choice and flexibility in the way that the care and support is provided.

To receive one of these packages community members need to be assessed by members of the health service's aged care assessment team (ACAT). ACAT helps the elderly, and their carers determine what kind of care will best meet their needs, when they are no longer able to manage on a day to day basis.

A member of the team which may include a doctor, nurse, social worker, and/or other health professional will meet with clients to assess their care needs and how well they are managing at home. They will identify the right services and level of care. Staff will give them a letter stating the types of subsidised services they have been approved for and might also put them in contact with organisations in their area that can deliver these services.

Home care package services are based on their individual needs. Their provider coordinates the care and services to support them at home and these are agreed between them and their provider. The services may include:

- Domestic assistance for household jobs like cleaning, clothes washing and ironing
- Personal care assistance with bathing or showering, dressing, hair care and personal care
- Nursing care where a qualified nurse comes to dress a wound or provide continence advice
- Local food services such as providing meals through Meals On Wheels



Assistant in nursing Carol Baker

These packages commenced in September 2018 with Assistant in Nursing Carol Baker, employed to assist rolling these packages out. Carol is well known and trusted by our local community due to her work commitments over the past 30 years. Carol has been well received by our clients. As these packages are growing quickly, nurses Adella Brown and Dot Nicholson will also be providing services.

Compulsory staff education days



Staff education days



Lyn Fotheringham infection control presenter



Chris Smith manual handling presenter

Compulsory education days are run over two days a year, attracting outside presenters. This year the topics included:

- Staff wellbeing and back care
- Pathology for clinic staff
- Infection control and hand hygiene
- Security
- Code black duress alarms
- Practical fire and fire evacuation
- Disaster
- Hazard manual task and work health and safety

Promotional days

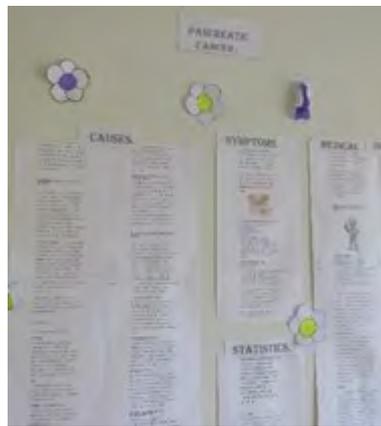
Dell Brown does all our promotional days/major health awareness days for 2018. She puts a lot of work in to the displays in the hospital. The residents love seeing what she does for each month and visitors are really amazed with her displays.



Promotional display for Kidney Health Week, 5-11 March 2018



Promotional display for Melanoma Awareness, month of March 2018



Promotional display for pancreatic cancer, November 2018



Promotional display for International Nurse's Day, May 2018



Promotional display for Manual Handling Month, November 2018



Promotional display for Sepsis Month, September 2018



Promotional display for Australia's Healthy Week, 12-18 February 2018



Dell Brown, Aileen Alt, Emmalee Murphy, Jo Campbell Rhiannon Archer



Bill Piccoli, Dell Brown, Dedrie Robertson-Cunninghame



Promotional display for Dental Health Week , 4-11 August 2018



298

patients presented at our emergency department



99.7%

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



3,432

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



18.81

Full-time equivalent staff



\$3,111

Expenditure budget[^]

Enrolled nurse Irene Bradshaw - 45 years of service

Irene Bradshaw is an endorsed enrolled nurse and has been working at the Vegetable Creek MPS Emmaville for 45 years. She has witnessed many changes. The changes she has seen include the introduction of manual handling lifting equipment.

When she first commenced nursing at the old Vegetable Creek hospital, there was no manual handling lifting equipment, so it has been a great addition. Irene extended her role by becoming the manual handling site coordinator, the safety officer and the work health and safety representative for the facility.

She has also seen changes that have come with the introduction of computers and one of the major changes, this facility's change to a new Multipurpose Service (MPS).



The thing Irene loves most about her job is being able to give care for the residents/patients. She finds it very rewarding to be able to help people get well and improve their lives. The most rewarding experience was to assist in saving a young father's life. An experience she will never forget and also for him to come back to thank her.

It is time now to move onto the next stage of her life, retirement. She will miss working at the Vegetable Creek MPS but now she will be free to travel more, take up golf again and enjoy a game of bowls at Yamba on the NSW east coast.

She will miss working with the staff of Vegetable Creek MPS, were they have a great camaraderie and they will miss her and her skills.

