



2018 Inverell Local Health Report

Acknowledgement of Country

We would like to acknowledge the original custodians of this land being the Kamilaroi People and pay our respects to the Elders both past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal Australia.

Year at a Glance

The Inverell Health Service Local Health Committee is very pleased to present this year's report to the Inverell community.

The Inverell Health Services is part of Hunter New England Health Local Health District's Tablelands Sector, and is a vibrant and thriving District Hospital. The Hospital's main focus for this past year has been community engagement and close the gap strategies, the Health Literacy Program implementation and consumer participation, and promotion of the White Ribbon program at the entire Health Service.

Inverell Hospital has recently been named one of the state's top performing facilities with 100% of all elective surgeries being performed on time according to the Bureau of Health Information (BHI) Healthcare Quarterly Activity and Performance Report for July to September 2018.

Inverell Hospital is currently undergoing a \$60 million redevelopment, which will deliver a new purpose built facility, and a refurbishment of the existing hospital to incorporate the Community Health teams.

The aim of the redevelopment is to deliver better integrated health services for Inverell.



Our Health Committee

The Inverell Local Health Committee membership includes health management and community representatives that provide a united and focused approach to providing appropriate and effective health services to the local community.

The Inverell Health Committee works with the Tablelands Sector General Manager and hospital and community health managers for the provision of health services to meet local community needs and to ensure the promotion and enhancement of health in the community.

The committee's ongoing support is reflected through its involvement in activities such as:

- The Inverell Health Service Health Literacy Pilot Project
- Closing the Gap initiatives including NAIDOC week
- Inverell Hospital promotions for the White Ribbon Project
- Inverell Hospital redevelopment
- Implementation of Health literacy Strategies into Health Related Documents
- Advocating for the community.

The committee is a vibrant, proactive and diverse group of community members who all come together to work with the local Health Service and provide a link with the local community.

The committee has had a very busy year with involvement in a variety of large health service led programs and projects. They continue to play an active role in the promotion of health care, development of strategies to improve the delivery of services and communication with the wider community.

Two main achievements for the committee have been the Health Literacy Program and involvement with the promotion of the White Ribbon Project within Inverell Hospital.

The committee meets bi-monthly at the Inverell Health Service. During this meeting the committee is provided with an update and overview of our health service, including strategic direction, key performance indicators and new initiatives. The committee provides feedback and actively participates in discussion.

Membership includes:

- Michael Penberthy – Chairperson
- Robert (Bob) Daisy
- Leanne Michael
- Emily Williams
- Vicki Higgins
- Dianna Baker
- James Sheather
- Fiona Brown
- Katherine Randall - Inverell District Hospital Health Service Manager
- Belinda Robinson - Inverell Community Health Manager
- Catharine Death - General Manager – Tablelands Sector



Health literacy Project

The committee has played a vital role in the roll out of the Health Literacy Project at Inverell Hospital. This committee has

provided the Hospital with invaluable insight as a consumers group, but they have also provided the Tablelands Sector and our hospital with the opportunity for all brochures, pamphlets, and other consumer documents to be fully reviewed and altered to meet with the principles of the Health literacy Program.

This is because the committee, have all been fully trained in the principles of Health literacy, and meet monthly with the hospital and the project team based in Newcastle to ensure the success of this program at Inverell Hospital, and invariably, across the District.

Recently the committee were asked to read and approve the District Terms of Reference currently used by the District for all Local Health Advisory Committees.

In true style of our committee, as we were reading through this document, Kath Randall stopped to evaluate the teams body language and expression, only to find them all looking at her smiling, and Kath knew instantly what they wanted to do. They wanted to review this document before endorsing it, to apply the Health literacy Principles that they were trained in.

I took this request to Jane Gray who is the Executive Director for Partnerships Innovation and Research for the Hunter New England Local Health District. Jane was so keen to have this occur and met with the committee recently to inform them herself, that they were excited to have the committee apply these principles and essentially re-write the Terms of Reference and submit these to the District for consideration and potential implementation in 2019.

This committee has been invaluable to the Inverell Hospital Management with their involvement in this project, and its success so far has been greatly attributed to the engagement of this committee, and a variety of other consumer groups and Aboriginal Community members.

White Ribbon Project

The committee were approached by Susan Heyman the Executive Director, Rural and Regional Health Services for Hunter New England Local Health District, to see if they would be interested in raising awareness of the principles of this initiative within the Inverell District Health Service. This was a project the committee were very excited to be approached about and very eager to be part of.

The town of Inverell is the first town in Australia to be declared as a White Ribbon Community, which is dedicated to increasing the respect towards others and to free our community of all forms of abuse.

As a result of this, the committee has engaged with the Hospital to hold fun activities with a serious message to our staff - abuse is not acceptable and it is our role to assist with identification, support and encouragement for our clients. They also aim their messages towards, staff, as we are a large organisation within the community, and the possibility that the effects of abuse may be present with our staff members as well.

The activities have included displays, BBQ lunches for the staff and also guest speakers to present very personal cases to our

staff, so they can see, the role they play in assisting people that have experienced some form of violence.

Our Health Service



Inverell Health Service includes a district hospital and a community health service. The Inverell Health Service is part of the Tablelands Sector of Hunter New England Local Health District.

Inverell Hospital is a 52-bed facility providing care to the community of the north western New England Region of NSW.

Inverell Hospital provides assessment and treatment for urgent and semi-urgent presentations. Critically ill patients are stabilised before being transferred to an appropriate facility. A General Practitioner clinic is available on site every day of the week.

Inverell Community Health Service offers a range of community and primary care-based health services to the local community and outreach services to Ashford and Bundarra.

Inverell Hospital services include:

- Allied health – pathology, radiography, physiotherapy, dental and diversional therapy
- Acute medical and surgical
- Day surgery
- Acute care unit
- Palliative care
- Maternity
- Paediatrics
- Renal dialysis
- 24-hour emergency department
- Outpatient and General Practitioner clinics
- Discharge planning
- Visiting medical specialist clinics including:
- Gynaecology
- Physicians – nephrology and
- Endocrine
- Ophthalmology
- Endoscopy.

Community health services include:

- Community nursing service
- Aged Care Assessment Team
- Cardiac Rehabilitation
- Diabetes Education
- Drug and Alcohol
- Dementia Support
- Child and Family Health
- Asthma and Respiratory education
- Aboriginal Health
- Audiometry clinic
- Dietetics
- Foot care
- Occupational Therapy
- Mental Health Services
- Oncology Support and Palliative Care
- Pulmonary Rehabilitation
- Speech pathology
- Social Work
- Child Protection
- Sexual Assault

Hours of operation

Hospital – 24 hours per day

Community Health – Monday to Friday 8:30am – 4.30pm
(limited nursing is available on weekends)

Visiting hours

All wards: 10am - 12pm, 3pm - 8pm

Parking

Off-street parking is available to all buildings and departments within the grounds of the Inverell Health Service.

Disabled access

Wheelchair access is available to all buildings and departments within the grounds of the Inverell Health Service.

Address

41 Swanbrook Road, Inverell NSW 2360

Contact numbers

Hospital

Phone – 6721 9500

Fax – 6721 9567

Community Health

Phone – 6721 9600

Auxiliary services and volunteers

- The United Hospital Auxiliary runs a kiosk for staff and patients (Mon-Fri). It sells light refreshments, newspapers, magazines and some personal items
- Pastoral Care Services are available
- Volunteers assist with day care services and on the wards
- Operation Operating Room is a voluntary group which fundraises for equipment.

Partnering with Our Community

Community engagement and partnering with our community is a major focus for both the Health Service and the Local Health Advisory Committee alike. This year we have worked tirelessly to increase community engagement and involvement.

Partnership with Armajun Medical Centre

Inverell Health Service and the Inverell Aboriginal Medical Centre 'Armajun', work together and meet on a monthly basis through our Aboriginal Alliance meetings to ensure collaboration and integration of Aboriginal services occur for our local Aboriginal Communities. This partnership is imperative to ensuring we work together and streamline our processes to make healthcare for all Aboriginal community members more accessible and culturally appropriate.

The Inverell Hospital Aboriginal Maternal Infant Health Service Team (AMIHS) has worked together with Armajun to provide women's pregnancy groups where they can access education and advice. The Hospital has worked in collaboration with Armajun to develop a local process for Aboriginal Clients of Armajun to have their care if admitted to hospital provided by one local Visiting Medical Officer. This provides consistency in care for Armajun clients during their admission and provides a sense of security to the clients themselves.

Careers Day

Inverell Health Service in conjunction with Inverell Community Health and Aboriginal Health, took the opportunity to take part in the Annual Careers Expo held in 2018, to showcase all the areas and careers paths present within the Health Industry.

The staff that took part in this promotional activity were from all areas of the Health Service, including Administration, Aboriginal Health, Nursing Education, Nursing and Hotel Services to increase the profile of all the respective areas people can work within health to the Year 11 and 12 students at all the schools in the local area. This day was very successful, with many students going on to enquire and apply for the School based Traineeship positions offered by Inverell Hospital each year.



Naidoc Week Celebrations

This year Inverell Health Service held Naidoc Week Celebrations on site for the community and staff alike to attend.

The Health Service had an overwhelming response and a large number of community members and staff were in attendance to promote this year's theme 'Because of her we can'. This theme assisted us to dedicate this day to a former employee who had contributed significantly toward improving the health and wellbeing of the local community, and strived to Close the Gap for our Aboriginal Community.

Part of these celebrations included a strong Ward decorating competition that was judged by local Aboriginal Elders, as a way of promoting to the Aboriginal Community our dedication towards a more culturally appropriate and sensitive facility, and to also raise awareness of the NAIDOC week celebrations across the Health Service and involve all members of staff. The winner of this competition was the Inverell Hospital Maternity Unit, who had a beautiful display set up throughout the entire unit, with a centerpiece being that of a belly cast of a local Aboriginal women that was painted as an Aboriginal Artwork.

Community Donations and Engagement with Fundraising

Inverell Hospital has a strong association with local businesses and Fundraising groups, and as a result we have received numerous significant donations throughout the year.

Best Employment

Best Employment Donated a vital signs monitor to the Renal Unit which is an additional crucial piece of equipment used to monitor patients blood pressure, oxygen levels, heart rate, and temperature. This will improve the renal staffs capacity to monitor vital signs more effectively.

Breast Cancer Awareness Day

Inverell Hospital Staff Health Nurse, Candace DeStefani raised awareness of Breast Cancer at the hospital by holding a Breast Cancer Awareness Afternoon Tea called 'All Pinked Up', in which all staff were encouraged to wear pink on the day, and bring pink food for an afternoon tea. Staff had face painting attended to and the hospital was decorated in pink decorations. The Hospital raised vital funds during the event for the Australian Breast Cancer Foundation.





Operation Operating Room

Operation Operating Room (OOR) is a local charitable group who are huge supporters of the Inverell Hospital. Many smaller organisations within Inverell often donate to OOR, to pool money raised, to give the Hospital larger donations for specialised equipment for clinical areas across the site.

The hospital works in collaboration with OOR by attending meetings as requested, and by providing OOR with a regularly updated 'wish list' of equipment for OOR and the local community to work towards.

This year OOR raised a significant amount of money through their annual trivia night, in which two Hospital teams were entered, that was then added to already raised funds to purchase a specialised ventilator for the Emergency Department, a humidified oxygen delivery device to be used across the site and two pressure relieving mattresses for the Medical ward.



Hunter New England Local Health District



Health literacy Program

The Inverell Health Service was chosen as a pilot site initially with Cessnock to roll out the Health Literacy Program for the District.

Improving health literacy involves addressing both individual health literacy and the health literacy environment.

1. Individual health literacy is the skills, knowledge, motivation and capacity of a person to access, understand, appraise and apply information to make effective decisions about health and health care and take appropriate action.
2. The health literacy environment is the infrastructure, policies, processes, materials, people and relationships that make up the health system and have an impact on the way in which people access, understand, appraise and apply health-related information and services.

Inverell Hospital has been working in partnership with many local external providers and internal providers such as the Aboriginal Medical Centre - Armajun, local consumers through user groups and the health committee as well as Aboriginal Health and Inverell Community Health to ensure the success of this program.

This project has involved nearly all hospital staff from varying backgrounds, not just medical and nursing to ensure all staff are using language that is both meaningful and able to be understood by our community members while inpatients.

We have also engaged several external consumers throughout the workshop groups, to gain their assistance in the development of a new Nursing Discharge Summary - which we have called the My Going Home Checklist. This is currently coming to the end of its trial period, and we eagerly await the results of its use.

Hospital Redevelopment

The \$60 million Inverell Hospital Redevelopment will deliver a new purpose built facility with a connection to the existing hospital. The redevelopment includes:

- Medical Inpatient Unit consisting of:
 - General medical zone including 29 beds with a mix of single rooms and two-bed rooms all with ensuites. The inpatient unit also features two rooms with facilities designed for palliative care, a shared waiting area and education and training room
 - Paediatric zone consisting of three beds and a play area
 - Maternity zone consisting of six single bedrooms all with ensuites, an assessment room, birthing suite with bath and Newborn

and paediatric Emergency Transport Service (NETS) room.

- Renal Dialysis Unit consisting of eight spaces, including one single room and machine maintenance area.
- Emergency Department consisting of a private room for the treatment of sensitive cases, resuscitation and acute bays, plaster and procedure room, private consultation room, and safe assessment room. The department will also be linked to the Telehealth Critical Care network.
- One new theatre with anaesthetic bay, three recovery bays, and six day stay chairs and a sterilising department. The existing theatre will remain in operation ensuring two theatres for the hospital.
- A new medical imaging unit.

Alongside the redevelopment of clinical areas, the project will also deliver a main entrance, kiosk, reception area, and improved car parking.

The redevelopment also includes the refurbishment of parts of the existing hospital for ambulatory care and community health functions.

Richard Crookes Construction was awarded the contract in July and the first sod was turned in August. Since then Richard Crookes Construction have established the site and work is well underway.

Key project achievements (as at 26 Nov 2018)

- Construction and commissioning of a 24 space carpark and access roads that are now operational off Moore St.
- Successful demolition of existing structures.
- Final construction site established and acoustic fencing in place.
- Substantial progress to building footprint has been achieved with more than half the building at its final levels ready for detailed service excavation.
- To date no operational impacts to the existing hospital have been reported.
- Ambulance access remains unhindered and operating normally.



Quality Awards

Inverell Health Service recently enjoyed great success at the recent Quality Awards Ceremony held on the beautiful site of the Inverell Health Service. There were a substantial number of programs and achievements from both teams and individuals alike nominated for awards.



The awards are an excellent way to celebrate staff and team achievements throughout the District and to share common themes of innovation, collaboration and great outcomes for our patients.

The entries that made the finals for the Tablelands Sector from Inverell Health Service were:

Child Development Clinic – Inverell Community Health Centre

Stock Management Action Plan – Inverell, Bundarra and Ashford Community Health Centres

Supporting Our People - ED/GP Clinic Model of Care – Inverell District Hospital

Poster Competition – Stock Management – Elizabeth McCarthy finalist

New England Aged Care Assessment Team Intake and Scheduling Team – Inverell Community Health Centre Allied Health Team, Inverell District Hospital GP Clinic

Excellence in Service Provision Award – Kacey Simpson RN



Christmas Decoration Competitions

At Inverell Hospital, the staff over the last two years have decided at Christmas time, they want to make the environment

around our patients more inviting and festive through filling the hospital with Christmas cheer.

Each department of the Hospital decorates their areas with a theme, and these decorations are then judged by anonymous community members to unveil the winner of the much sort after title of Christmas Decorations Winner.

Last year, there were Australian themes based around the use of thongs to create decorations and the results were amazing, however this year the staff have exceeded themselves.

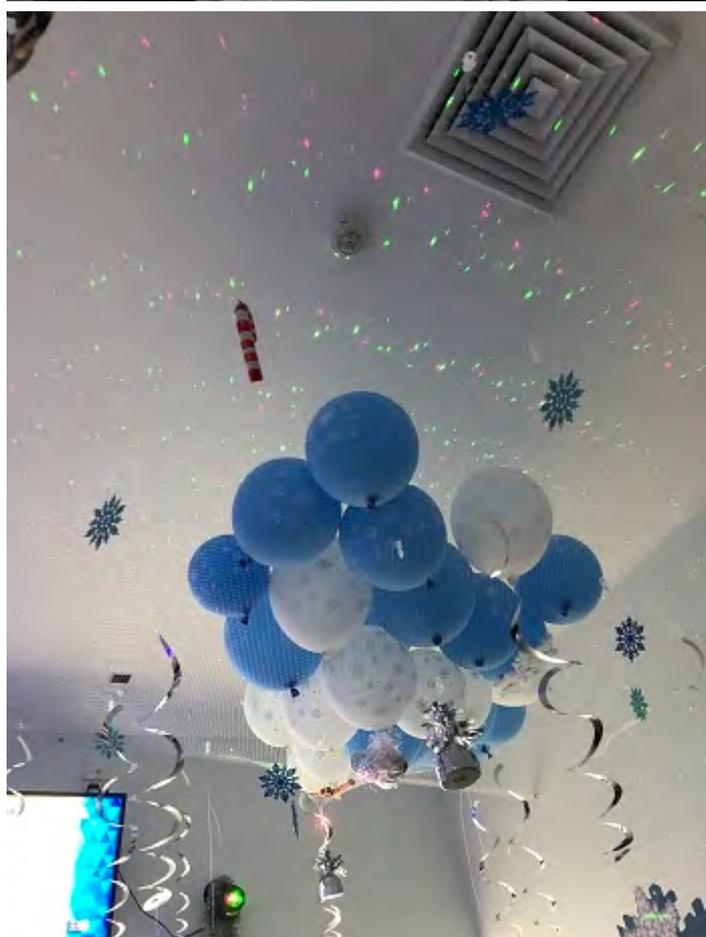
Each part of the hospital has decorated their respective areas very differently to each other, and the competition was very tough to judge. The community members chosen to try and pick a winner wanted to make it a tie across all areas. They finally came up with the winning area being the Emergency Department waiting area.

The judges comments for each area were as follows:

The Judges were very impressed with the creativity of all the areas! Congratulations to all! Your efforts are greatly appreciated and the time dedicated each year to this is a great reflection of the staff spirit displayed at the Hospital.

The winner of the 2019 Christmas Decoration contest - Emergency Department

Given the area and space available staff utilised to full capacity an impressive displays of a Bavarian Christmas, capturing a comprehensive theme. The welcoming ambience was felt as soon as you enter the waiting room. The train display and the soothing background music was a major highlight along with the wall displays and snowman, created a calming environment.





Special Mentions

Maternity – Once again Maternity staff have shown their creativity with the individually made wreaths, the Northern Lights touch and the sheer quantity of lights and decorations. The brightness and use of every day Maternity items on display were a great touch to the Christmas spirit. The opportunity for Santa photos is well thought out concept.

Admissions – Chris has done an amazing job with this area, the handmade lifelike Santa is fantastic, along with background Christmas tunes. A lovely greeting for patients when they enter. The office space was decorated simply and effectively.



Renal – The personal touches of the elves were great and staff promotion was felt when you saw the display.



West Wing and Kitchen Area – Well done to all for the efforts with the lighting and originality of designs within these areas, not to mention again the quantity of lighting! The Reindeers in West Wing and Christmas Tree in the Staff Dining Room are a homely touch.



Community Health Highlights

Inverell Community Health staff commenced the New Year with changing the type of foods we have in our fridge. We had lots of staff, including our dietitians help us with this change to a Healthy Workplace.

March saw lots of staff attend Health Literacy Workshop and provide feedback in developing a new discharge form for the hospital.

Community Health staff are to be congratulated for the way in which they conducted a business as usual approach while our reception area underwent refurbishment. We have received lots of positive feedback from our clients about the new area with the addition of a public toilet.

Child Development Clinics commenced in July providing a forum for children under three years of age who have or are at risk of development delays. The child development clinic provides assessment, monitoring, education and support utilising a multidisciplinary approach.

NAIDOC week was celebrated in July with a Memorial for Leona Quinnell (a long term employee of HNELHD).

Inverell was honoured to host the Tablelands Sector Quality Awards and were blessed with a bright sunny day, with the awards being held outside, followed by a BBQ. Inverell, Bundarra and Ashford Community Health were winners for their stock management plan along with the Child Development Clinic. The Allied Health team were finalists in the Team, Excellence in service provision.

Our mother's group commenced, running over 10 weeks with different speakers, including audiometry, speech pathology, occupational therapy, oral health, ambulance and gynaecologist. This group was well attended by mums and bubs.

Safe Tea for Safety, was celebrated in October with the announcements of the new Work Health and Safety catch phrase - I'm Safe, We're Safe, You're safe.



Harley Ames and Catherine Anderson, celebrating Safe tea for Safety

This year we welcomed Anthony, our new Social Worker, Deborah Baker into the Sexual Assault position and Tara to our diabetes team. We also hosted three university students, a fourth year speech pathology student, a third year occupational therapist and a third year nursing student, along with five work experience students.

Our Medical Leaders

Dr Steve McGilvray takes on Armajun patient care

Medical Officers at the Armajun Medical Centre currently don't have visiting medical officer rights at Inverell Hospital meaning they are not able to look after their patients while they are admitted to the hospital.

As a result, all Armajun patients were being cared for by different medical officers contracted by the hospital each time they were admitted. This was not effective care or management for Armajun patient's. Inverell Hospital, working in partnership with Armajun have worked to establish a more effective process in order to improve the hospital experience and journey for Armajun patients.

Dr Steven McGilvray is a local visiting medical officer at Inverell Hospital with years of experience and service. Dr McGilvray approached Hospital Manager Kath Randall concerned for Armajun patients, and made the offer to become the treating medical officer for all Armajun patients while they are an inpatient.

Dr McGilvray now treats all Armajun patient's and at the end of their admission provides a full and comprehensive handover to the patient's usual medical officer at Aramjun.

This process has been very successful since it was implemented in early 2018. It has greatly improved communication, treatment and care for all Armajun patients.

Dr McGilvray is a very engaged medical officer with a strong community focus, and commitment to improving the care and treatment we provide to every patient, each and every day.



In the Spotlight

This year was significant in the history of Inverell Health Services with the hospital redevelopment project commencing. We were fortunate to receive an additional \$30 million this year toward the project bringing the total funding to \$60 million allowing for the refurbishment of the existing hospital building for community health functions.

The \$60 million Inverell Hospital Redevelopment will deliver a new purpose built facility with a connection to the existing hospital. Alongside the redevelopment of clinical areas, the project will also deliver a main entrance, kiosk, reception area, and improved car parking.



8,837

patients presented at our emergency department



88.9%

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



28,443

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



226

Babies were born



242

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



100.61

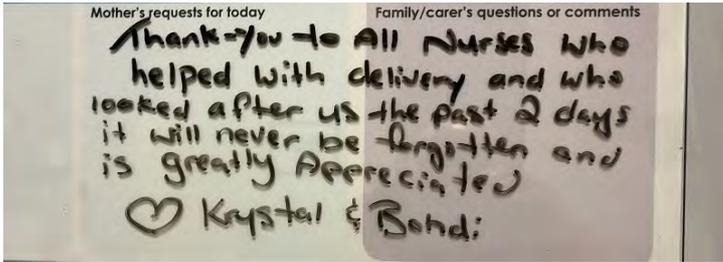
Full-time equivalent staff



\$20,760

Expenditure budget[^]

Feedback & Acknowledgements



Dear West Wing,

Thanks for all your patience and support over the last two weeks.

I have had more opportunities and have learnt more here than any other placement.

Thank you for making my time away from home more bearable!

Brooke Dennis



Mrs Chilsom called and said to say Thankyou to everyone for all their hard work, it's much appreciated

Feedback

If community members would like to contact the Inverell Health Committee, please write to:

Inverell Local Health Committee
Swanbrook Road
Inverell NSW 2360

Or email the Inverell Health Service Manager:
Katherine.Randall@hnehealth.nsw.gov.au