



2018 Maitland Local Health Report

## Acknowledgement of Country

We would like to acknowledge the traditional custodians and community members of the land we live and work on, and pay respects to Elders, past and present.



## Year at a Glance

2018 has been another big year for the clinical teams at The Maitland Hospital who are actively participating in sessions with NSW Health Infrastructure to ensure the best possible outcomes in planning for our patients at the New Maitland Hospital.

Over recent months we have been focused on designing patient flow between essential clinical services to ensure that patients, their carers and visitors can effectively use clinical services, and in 2019 we will get into the design detail and ways of working.

Community consultation on existing services and the new developments is an important part of our work and we met with each of the local Health Committees in the Lower Hunter Sector and a number of community groups on a regular basis.

We have some wonderful leaders working with us on each of the local Health Committees including Ben Graham, Chair of the Maitland; Fred Krausert, Chair of the Cessnock-Kurri Kurri committee; and Tracy Norman, Chair of Dungog committee. They have all had input into planning across our sector. I am

enjoying seeing the committees grow and provide us with guidance about the health needs of our respective communities.

The Maitland Hospital and Health Service undertook accreditation during 2018 where surveyors assessed us against the Australian Commission on Safety and Quality in Health Care's national standards. Our survey team acknowledged significant strengths in our work, particularly around the developmental National Standard 2: Partnering with Consumers. They cited examples such as the consumer-initiated 'My Leaving Hospital Discharge Summary' pilot at Cessnock; consumer involvement in initiatives such as the transition to a Level 4 Intensive Care Unit at Maitland Hospital; and also the Lower Hunter Sector Clinical Quality Patient Care Committee.

Some significant milestones for Maitland Hospital were reached in the year 2018.

In August we celebrated the 40th anniversary of the medical program through the University of Newcastle and the 10th anniversary of the Joint Medical Program. Staff Health, which was launched in 1998, celebrated 20 years of service.

Our surgical targets are on track and with some focus over coming months are planned to remain that way. Activity levels were lower when compared to 2017, which was noted by a significant 'flu season, however we need to maintain our focus on achieving the key performance targets in place within the district.

We are running a project in the Emergency Department in association with the NSW Agency for Clinical Innovation to address risks to delivering safe patient care in the required timeframe of less than 4 hours. This five-year project is already achieving sustained improvement.

Across our facilities and community teams we continue to focus on all aspects of Excellence and ensuring our patients receive the best possible care, in the appropriate time.

Moving forward we are enjoying the experience of designing the new Maitland Hospital facility to meet the growing needs of the local community.

## Our Health Committee

### Chair's Report - Ben Graham

As the new Chair of Maitland Health Committee, I feel proud and privileged to share our community perspectives with the wonderful and dedicated staff of the Maitland Hospital.

Their collaboration and willingness to listen, share and openly answer questions is vital to continuous improvements at the hospital.

Committee members have observed a year of transitions and significant events.

We have seen the hospital successfully pass auditing for national accreditation against rigorous independent health standards. This is a tremendous achievement vital to the ongoing trust and confidence of the community.

We are also witnessing and directly participating in the extensive early planning and feedback for the new Maitland Hospital. No doubt this State Significant Development will continue to play a huge part in our ongoing work.

Other significant events and activities included our participation in Hunter New England Health's Community Partnership Forums and the introduction of the REACH Program, strengthening patient and family safety.

Additionally, we have been able to directly question and hear explanations for the new My Health Record system. Perhaps even more importantly we have directly visited teams and their leaders from Intensive Care, Rehabilitation, Critical Care and most importantly, the kitchen.

Hunter New England Health and Maitland Hospital's openness to community is heartening and is recognised by your community representatives on the committee. If you have any comments, concerns or feedback, please don't hesitate to contact us.



Following the birth of my children at the Maitland Hospital, I have maintained my connections both as a general volunteer and now as a member of the Health Committee. I enjoy giving voice to community perspectives and ideas for the long-term benefit of the health care in the Lower Hunter.

The broad work of the committee suits many types of people and many forms of experience, which in my case includes background and interests in science, governance, safety and management. I look forward to an even busier committee as the New Maitland Hospital progresses.

### Barb Durrant



*Retired Senior Nurse Manager with 48 years' experience in both acute and aged healthcare; and an experienced Assessor for the Australian Council on Healthcare Standards.*

I have lived in Rutherford for the last 15 years and Maitland Hospital and health services have provided excellent care to my family. As a result of this I have recently joined the Maitland Health Committee to actively support and ensure that the community continues to receive optimal and current healthcare.

I'm excited about the new hospital and look forward to the challenges and rewards that project will bring. I believe that being a consumer representative is a privilege.

### Abby Crawford



Abby has been involved with the Maitland Health Committee for more than seven years, and is passionate about health messages being effectively delivered to the Maitland community.

Abby has a strong business background and is involved in the youth community, sports community, the arts and charity. She is particularly passionate about the development of the New Maitland Hospital and ensuring the community is positively engaged in the process of consultation and communication.

### Bernie Mortimer



*Group Manager Planning, Environment and Lifestyle, Maitland City Council*

I am looking forward to working with the Committee in 2019 to leverage the opportunities presented by the change to clinical governance standards, and determining where we can add best value.

It will be a further evolution of the work of the Committee over the past few years, and the projects we have assisted to deliver over this time.

### Cr Sally Halliday



Sally moved to the Maitland area 20 years ago after growing up in different towns in Western NSW and overseas. Sally is a single mum, loves staying busy and has a thirst for learning and study. Sally is a primary school teacher and has always been involved in the community.

Sally joined the committee because she has always been interested in health, particularly geriatric care, an area she worked for more than 20 years. Sally has enjoyed learning

about how to improve the local health system and looks forward to contributing in other committee areas next year.

### Helen Belcher



Helen has been a resident of Maitland for more than 30 years. She is a member of the Board of Hunter New England Local Health District. Helen is also a member of the Hunter Manning Community Advisory Committee for the Hunter New England Central Coast Primary Health Network; member of Consumers Health Forum Australia; and a Friends of Grossman House and St Vincent de Paul volunteer. Her involvement is underpinned by a passionate belief in community engagement and participation.

### Judith Robinson



Judith has been a community representative on Maitland Health Committee for more than six years. She became involved because she is passionate about personalised, compassionate

care for every person whether they are in hospital or in the community.

Judith's area of work has always been community based and she is currently working in palliative care. Judith feels strongly that it is a privilege to be a voice for the community on this committee.

### Leah Flint



*Group Manager Strategy, Performance and Business Systems, Maitland City Council*

I see my role on Maitland Health Committee as complementary to my role with Council, which includes oversight of the community strategic plan Maitland +10.

I am looking forward to seeing the next steps in consumer engagement and participation in the delivery of public health services, particularly considering the opportunity afforded by the New Maitland Hospital.

### Tara Dever



*Tara Dever is a proud Wiradjuri Woman and the Chief Executive Officer of Mindaribba Local Aboriginal Land Council (Mindaribba LALC).*

Tara has a background in secondary education and more than 10 years' experience as an environment, community and logistics manager within the mining industry before taking up her position at Mindaribba LALC.

She is delighted to be on the Health Committee as a representative for the local Aboriginal community. The relationship between the hospital and health service and the Aboriginal community has strengthened as a result: Maitland Hospital staff participate in collaborative NAIDOC activities, and the hospital is increasingly open to discourse with the community. With the New Maitland Hospital now well underway, Tara is looking forward to being a part of the exciting times ahead.

### Trevor Lynch



Trevor has lived in the Maitland area all his life, attended local schools and graduated from University of Newcastle with a Bachelor of Science degree. He worked as a mathematics educator at executive level in Maitland for most of his teaching career. Trevor has a passion for community service. He is an active member of The Rotary Club of East Maitland, and has served as an Assistant Governor for Rotary District 9670.

### Mr Robert Worboys



Robert has strong family ties with the Bolwarra and Maitland area dating back to the late 1850s when his great grandfather first settled in the area. Robert has had experience as a primary producer. For the past 44 years, he has had middle level management roles with a large Australian company supplying the construction industry. In his role as project manager with that company he has had extensive involvement with customer relations and logistics.

### Staff members on the committee are:

#### Di Peers, General Manager, Lower Hunter Sector



Di Peers started her clinical career as a dietitian before moving in to health management. Di has worked in leadership roles in health for more than 20 years, gaining professional experience in four countries including the UK and Singapore before moving to Australia in 1993 and later to New Zealand in 2008. She has been responsible for managing women's, child health, psychogeriatric and allied health services, primary care contracts and medical education for junior doctors. She has previously held senior position in corporate and general management in Australia.

Di promotes interdisciplinary collaboration to improve health systems, has strong organisation and communication skills supported by tertiary qualifications in health management, project and program management.

**Linda Davidson, Director of Nursing and Midwifery for the Lower Hunter Sector**



Linda is a Registered Nurse/Midwife with more than 40 years of experience. This includes experience at tertiary level, teaching, and in a mix of major metropolitan, regional, district and rural centres.

Over the last 28 years, Linda has worked in senior nursing/executive leadership roles across NSW and Victoria. She has completed tertiary studies and holds a Degree in Health Services Management and a Masters in Health Management. She has a Conjoint Appointment as Senior Lecturer with the University of Newcastle.

Linda believes in the power and influence of the nursing and midwifery profession as a 'voice for the patient' and the value of nursing and midwifery in determining and influencing the future of healthcare services.

**Debra Jones, Community Health Manager, Lower Hunter Sector**



Debra has 33 years' experience in community health and has been Manager Lower Hunter Community health since 2005. She has overall responsibility for the management of Hospital in the Home, Community Nursing, Centre-Based Day Care for Maitland Kurri and Kaluda, centralised intake and Coachstop Caravan Park outreach services together with the High School Immunisation Program.

**Andrew Batcheldor, Quality Manager for Lower Hunter Sector**



Andrew has been a registered nurse for 27 years with experience in acute medicine, disability and mental health settings. He has a Bachelor degree in nursing, several post graduate qualifications in acute care nursing and health science, an honours degree by research and a Master's degree in Applied Management (Nursing). He has worked in a variety of settings including as a District Excellence Coach with Nursing and Midwifery Services.

Andrew helped redesign the Excellence intranet space for Hunter New England Health staff, and has been involved in policy work for patient safety. As the Quality Manager he has been responsible for steering the organisation through its recent accreditation, and transitioning the organisation to the new version of the national healthcare standards. He is passionate about individualised patient centred care and reducing harm to patients through enhanced teamwork and communication.

Diane Holmes, Site Senior Social Worker for the Maitland and Dungog Hospitals



Diane has worked for Hunter New England Health for over nine years after moving from the Central Coast. Di has vast experience in all areas of social work, including child protection, palliative care, community and hospital social work plus other specialised areas. Diane's role at Maitland and Dungog involves managing a team of social workers and importantly as the VIP Care Coordinator working with people who have multiple presentations or admissions.

Diane is passionate about assisting patients to identify their needs to keep them safe and well at home. This in turn assists the health system by having fewer people needing to come to hospital. Before moving into health, Di worked in business management has been heavily involved with community sporting organisations.

Kim Simpson, Lower Hunter Sector Volunteer and Community Participation Coordinator



Kim is relatively new to health and has previously worked in event management, charity and the tourism industry specialising in meetings, incentives, conferences and events.

She is a former TAFE teacher with more than 25 years experience in sales, sponsorship, not-for-profit management and events. Kim has a passion for the Lower Hunter region where she was raised, has had years of experience working with volunteers and committees, training in governance for government and corporate organisations, and not-for-profits.

## Our Health Service

Maitland Health Service incorporates Maitland Hospital and community health services. It is part of the 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.

**Maitland Hospital** services the Maitland, Lower and Upper Hunter regions of NSW. It serves as the main rural referral hospital for the communities of Cessnock, Kurri Kurri, Singleton, Muswellbrook, Dungog and Raymond Terrace.



The hospital provides a comprehensive range of services including medical, surgical, maternity and children's services, a coronary care and intensive care, 24-hour emergency department, outpatient clinics and comprehensive allied health services. Rehabilitation services are provided at nearby Kurri Kurri Hospital.

Other clinical services provided on site but managed centrally by the Hunter New England Health District are mental health, renal dialysis, dental services, diabetes services, and multicultural and Aboriginal and Torres Strait Islander liaison.

Diagnostic services include pathology and radiology.

Lower Hunter Community Health provides a range of services including community nursing, continence clinics, Hospital in the Home program, high school immunisation, paediatric audiometry, women's health, dietetics, occupational therapy, speech pathology, early childhood services, and centralised intake services.

While the main services are located in the East Maitland Community Health Centre, the Hospital in The Home Program is based at Maitland Hospital.

Aged care services are also provided by the hospital and community health. The Aged Care Assessment Team provides services to patients in Maitland Hospital. Aged Day Care services are provided for the Maitland community at Kurri Kurri District Hospital (transport is provided).



*Pictured with some of the reading books are Maree Endicott, with Paediatric Hospital in the Home service; Lyn Gray, West Maitland Centennial Lions; Sue Welsh, volunteers treasurer; and Penny-Jean Mackaway and her son Ted.*

## Partnering with Our Community

### Activity time in Paediatric Hospital in the Home

Activity bags bought thanks to a generous donation from the West Maitland Centennial Lions Club has brightened the day of sick children receiving care at home through the Paediatric Hospital in the Home service.

The service aims to reduce paediatric hospital admissions and length of stay for identified paediatric patients, decrease family separation, facilitate earlier discharge and promote and support care for a sick child in the home environment.

The opportunity to provide a sick child with an activity gift bag will not only brightens their day, it can also help to provide an accurate general assessment of the patient.

Thank you to West Maitland Centennial Lions Club for the reading books and to Rose Sewing for Charity, which provided the library bags.

### Allied health screening at Mindaribba Preschool

Allied health clinicians have been part of a joint initiative between Hunter New England Health and Mindaribba Aboriginal Preschool to provide classroom screening assessments.

In this inaugural event, children at the Metford centre were engaged in a variety of individual and group activities while an occupational therapist and speech pathologist observed skills

such as talking and listening, interacting with peers, and fine and gross motor skills.

Teachers were given simple ideas for enhancing these skills in the classroom, and through the principal, parents of children who were supported and encouraged to make appropriate referrals.

If a child was identified as having a possible concern, the director of the preschool spoke with the child's parents and encouraged an appropriate referral. Everyone involved reported what a positive step forward this was towards the Closing the Gap initiative with the Aboriginal population. Both Mindaribba Preschool and Health are excited to make this an annual event.

## Volunteers support care and comfort of patients



*Maitland Hospital Volunteers provided bluetooth speakers for the birthing suite. Pictured from left are Ron Welsh, Janice Wilcox, Jessica Crombie, Lisa Gouldson, Jordon Thompson, Jorgia Watts, Kim Simpson and Debbie Mallon.*

Maitland Hospital Volunteers started 2018 with a room move to aid the growing volunteer team and stores needed for fundraising at the volunteers shop, The Pink Emporium.

The team has moved across to the former Blood Bank which had ample space, was fully air-conditioned and had easy access for deliveries, catering supplies and volunteers with access needs.

The Maitland volunteers donated more than \$27,000 to the hospital during 2018 to aid patient care and comfort as well as more than 15,000 unpaid hours. Some of the larger donations were for shade sails for the Sensory Garden (2017 project), NAIDOC Week support, and a major overhaul of the Intensive Care Family Room including kitchen, electrical equipment, lounge suite and artwork. This project was partly funded by ClubGrants.

Other projects supported include:

- Improvements in the junior doctors breakout room to make it more user friendly and comfortable
- Therapeutic tools for Mental Health services
- Bluetooth speakers for the Birthing Suite;

- iPhone cards so that speech pathologists could purchase an app for patients with dysplasia;
- Lounges for the surgical family room and the Family Care Cottage.

2019 will bring an upgrade of their Pink Emporium shop on Level 2 featuring more patient care needs.

Some of our volunteers also work off site, particularly in reviewing patient information publications for relevance and good communication.

For all volunteer enquiries contact the Volunteer and Community Participation Co-ordinator on 4939 2200.

## Volunteers learn all about hearing aids

Did you know that over 5% of the population need hearing aids and that a battery only lasts for about 5 days? This means many of our patients require help, especially if their visit to hospital was urgent.

Maitland Hospital Volunteers are often asked for hearing aid batteries, so they swung into action, organised some training, and batteries for the most common hearing aids are now available on the volunteers' convenience trolley and at the Pink Emporium on Level 2.

Training from the National Hearing Centre also included a step-by-step demonstration so the volunteers could learn how to install and remove batteries for patients.

Hearing is essential to quality health care where clinicians needs to know how a patient is going or to talk about treatment. Our volunteers believe this is a service that will help patients, their family and the staff assisting them.

## Volunteer of the year - David Walsh



Throughout Maitland Hospital and the Lower Hunter Sector we appreciate and celebrate our volunteers daily, but once a year we recognise a volunteer that goes above and beyond at the Lower Hunter Sector Awards for Excellence.

This year the winner was Maitland Hospital Volunteer David Walsh who is a tireless worker for the Emergency Department (ED). David started volunteering four years ago when a volunteer he knew was unwell. Over the last 12 months he has embedded himself as a team member of the ED team.

David constantly and consistently provides support to the ED team in numerous ways. His role helps our staff provide quality care to patients, carers and families. His constant support, particularly for nursing staff, allows them time to do their jobs and provide excellent care to all. With his feedback the ED storage area was redesigned to be more efficient.

Thank you from us all at The Maitland Hospital.

## Maternal services connecting with the community

The highlights for the Maternal Services for 2018 have included a very successful and important NAIDOC Week celebration with a High tea.

“Because of Her We Can” was the theme of NAIDOC Week 2018 celebrating Aboriginal culture. It was particularly relevant to our maternity services and resonated with staff and patients.

A high tea was organised by the Naae-Wanni Aboriginal Maternal and Infant Health Service and was well attended by community leaders, past clients and staff. Guest speakers talked of the journey of their own mothers and grandmothers and how their strength and courage paved the way for generations to come.

Maitland maternity services was also fortunate this year to receive additional equipment including new birthing beds from the Women’s health and maternity network to help keep our mothers and babies safe.

The gynaecology service also received a procedure couch to help improve women’s health care. Paying it forward, Women and Children’s services donated out-of-date but still functional equipment to Fiji this year helping to improve services for women and children who are less fortunate than those in Australia.

We are also extremely thankful for all of the tireless work and generous donations that volunteers and groups such as Emerikus Land Foundation, Heartfelt and Angel Gowns provide to families who experience the loss of a baby. These groups create beautiful memory boxes, gowns, baby blankets, professional photography and resources to support families suffering a bereavement.

## Foundation for community health



Attending a Maitland Hospital Foundation fundraiser were David Simpson (left), Ron Welsh, Linda Davidson and Lyn Cuskelly.

Since its inception, the Board of the Maitland Hospital Foundation has supported Maitland Hospital’s General Manager and the ‘wish list’ of our health service.

2018 was no different with support for clinician training and equipment for the newly opened Intensive Care Unit.

Funds raised come from community donation and special fundraising events.

Attendees at the annual get together met with General Manager Di Peers and Community Participation Coordinator Kim Simpson to discuss ongoing priorities.

## ED visit for Rotary Sunrise

Members from Maitland Rotary Sunrise undertook a tour of Maitland Emergency Department following their donation of equipment to support patient care. The team were shown the ‘back of house’ tour by Cassandra MacGregor including the equipment purchased with their recent grant.

The hardworking team held a golf day at East Maitland Golf Club to help purchase an ECG Machine.

## Maitland Hospital rallies around struggling farmers



Staff across Maitland Hospital, including Emergency Department staff (pictured), and their Community Health colleagues donned their best country gear to raise funds for Hunter farmers struggling through the drought.

The Dress Like a Farmer Day in August was an initiative of the hospital's cleaning staff, many of whom have strong connections with Hunter farmers.

A total of \$5600 was raised from various activities for the Buy a Bale charity.

## End PJ paralysis



Staff at Maitland Hospital donned their PJs to raise awareness PJ paralysis.

At the end of October, staff at Maitland Hospital were invited to wear their pyjamas loud and proud to mark the launch of the 'End PJ Paralysis' campaign.

The campaign focuses on encouraging hospital patients where possible to stop wearing a hospital gown or their pyjamas when they don't need to.

The program promotes the benefits of staying active and independent during a hospital stay, while enhancing the patient's dignity and autonomy, and challenges patient's to get dressed into comfortable day clothes as early as possible.

And there are important benefits. For patients over the age of 80, a week in bed can lead to 10 years of muscle ageing, 1.5 kg of muscle loss and may lead to increased dependency and demotivation.

Getting patients up and moving has been shown to improve patient experience and reduce length of stay in hospital by up to 1½ days.

## Lower Hunter Sector Celebrates Carers Week 2018



Maitland Hospital Volunteers (front row from left) Kristy Hinkling, Jan Brown, Beth Fowler, Gail Holman and (rear) Jillian Waters and Jackie Drew handed out morning tea to carers during Carers Week.

During Carers Week in October, Lower Hunter Sector health services celebrated the amazing support and continued efforts of carers who help support the most vulnerable persons in the community.

This included handing out morning tea to our onsite carers to thank them for their unpaid work in supporting our patients and clients.

We greatly value the work carers do every day to support family members or friends who need help because of disability, terminal, chronic or mental illness, or ageing.

## JAX the Wonder Dog



Jax the Wonder Dog (pictured with his owner Karla McIntosh) is a welcomed visitor from Delta Dogs to both Maitland and Kurri Kurri Hospital. He comes to our hospitals with his carer to release his super powers to our patients.

And Jax really is a wonder dog. Among his other gifts, he can:

- Help lower blood pressure
- Make you release calming endorphins just by petting him
- Help to lower your physical pain
- Lessen your boredom and reduce your anxiety
- Reduce your loneliness and lift your spirits

# Hunter New England Local Health District



### New intensive care unit opens



*Director of Intensive Care at Maitland Dr Vindoh Thodur Madapusi, HNE Health Intensive Care Medical Stream Lead Dr Martin Rowley, and Nurse Unit Manager Leniece Trotter do the cake cutting honours to celebrate the opening of Maitland's new Intensive Care Unit.*



*Volunteer Joy Miller and Nurse Unit Manager Leniece Trotter share a quiet moment in the new ICU family room.*

Maitland Hospital is a health facility for the Upper and Lower Hunter Regions. The urban/rural population serviced is approximately 72,000 and incorporates Maitland, Cessnock, Kurri Kurri, Singleton, Muswellbrook, Dungog and Raymond Terrace. The hospital is located 35 minutes from the John Hunter Hospital.

The Maitland Hospital Intensive Care Unit (ICU) officially opened in February 2018, replacing both Coronary Care and High Care Units for our sickest patients.

This provided a new critical care service to the Maitland and Hunter region and means that more of our unwell patients can receive care and treatment closer to home rather than be transported to another hospital.

The upgrade to ICU was supported by a grant and took months of planning and execution under the watchful eye of Leniece Trotter and staff.

The Maitland Hospital Foundation donated more than \$81,000 for new equipment and to help create a family room that provides a space where families are able to take a quiet moment for themselves. The generous donation also purchased an Aboriginal artwork by Melinda Cain called Eagle Spirit which takes pride of place in the well used and comfortable.

## Celebrating 40 years of medicine



*Professor Brian Kelly from University of Newcastle presents a plaque commemorating 10 years of the Joint Medical Program at Maitland Hospital to General Manager Di Peers and Clinical Dean of Maitland Clinical School and the program's Head of School Dr Aiden Foy.*

2018 marked the 40th anniversary of medicine at University of Newcastle (UoN), and the 10th anniversary of the Joint Medical Program with The Maitland Hospital.

As part of the anniversary celebrations, UoN hosted a special afternoon tea to thank all the Hunter New England Health staff at our Maitland Clinical School site who make such an important contribution to the program through their support of medical students.

### Congratulations Louise Cook for 40 years of service

A lot can happen in 40 years. In 1978, we saw the birth of the first ever IVF baby, and we were glued to our screens with the musical stylings of Olivia Newton-John and John Travolta in Grease. Louise Cook also began her career.

Louise, a dedicated employee of Hunter New England Health for the entirety of her career, celebrated a mammoth 40 years of service at Maitland Hospital in September. Louise plays an integral role in the Clinical Information Department, with 20 years of knowledge as a Clinical Information Clerk.

Nicknamed 'The Super Sleuth' by her colleagues, Louise is well known for her detective skills. She knows every inch of the hospital like the back of her hand and is an expert in locating the occasional elusive piece of paperwork.

### ED initiatives to improve patient care

The Maitland Emergency Department (ED) has an annual presentation of over 50,000 patients, of which 22 per cent are admitted to a hospital bed.

About one third of all presentations are children.

Our busy emergency doctors also provide telehealth advice to eight rural and remote hospitals across the Hunter Valley.

Several initiatives began in 2018 to further improve patient care including increased nursing-to-patient ratios, particularly in the resuscitation areas; more senior medical staff; and successful trials of a physiotherapist, mental health and sonographer educators working in the ED with emergency staff. Multidisciplinary simulation training occurs weekly, and a clinical redesign project focused on improving safe workflows and patient waiting times.

Maitland Hospital continues to be accredited by the Australasian College for Emergency Medicine for advanced training for doctors and operates as part of the Hunter New England wide network that includes John Hunter Hospital, Calvary Mater Hospital and Tamworth Base Hospital.

Changes were also made to the triage and administration desk in the ED waiting room to help improve communication and interaction with people attending the ED and staff workstation ergonomics.

### Accreditation success

During 2018 we had an organisation wide survey from the Australian Council on Healthcare Standards.

This important survey occurs every three years and our hospitals must meet the required these national safety and quality healthcare standards to maintain our accreditation to practice as healthcare facilities.

It is an important and rigorous assessment and we were measured against more than 200 individual criteria.

The assessors were very impressed with how far we have come as an organisation in the area of partnering with our consumers in the planning, design and delivery of care.

The next time we are surveyed it will be against Version 2 of the National Quality and Safety in Health Service Standards, which have a strong focus on partnering with our patients as an integral part of the care team.

For more information about National Health Standards for healthcare visit <https://www.safetyandquality.gov.au/>

### Better meals and better service for patients

'My Food Choice' is a new way of preparing and serving patient meals, and is part of ongoing efforts by HealthShare NSW, an arm of NSW Health, to make meal time a highlight of each patient's stay.

The new system promotes good nutrition and reduces waste. Staff use wi-fi mobile devices to take orders, and patients can choose a meal that matches their hunger and wellness. Menus have pictures and include vegetarian options as well as soups, fresh salads, sandwiches and desserts.

The menus have been greatly improved and comply with the NSW Health mandatory nutrition standards as well as our own quality, food safety and accessibility requirements. Food services staff spend more time interacting with patients on the

ward and ensure they get the right patient the right meal on time.

Health consumers, including members of Maitland Health Committee, are helping to implement to new menu program, which is expected to be introduced in the latter half of 2019.

## Staff Health Celebrating 20 Years of Service



Staff Health celebrated 20 years of service to the Hunter New England Health District. Staff Health Services launched in July 1998 with a primary aim to manage and reduce the incidences of workplace injuries.

During the last 20 years many changes have occurred and the role has expanded to provide a wide variety of services to staff, including immunisation, sharps injury and blood/body fluid exposure management, health promotion activities, illness management, and occupational screening.

## Celebrating Aboriginal culture and events

The Lower Hunter Sector's Aboriginal Significant Event Committee and our social work team work closely to ensure Aboriginal events are well celebrated, and there were some great events held during 2018.

In February, we celebrated the 10-year anniversary of the national apology to the Stolen Generation.

Lower Hunter Sector staff were involved with the NAIDOC celebrations in July. The theme for 2018 was Because of her we Can. We joined a very successful gathering at the Mindaribba Local Aboriginal Lands Council centre, manning a stall at the community's fun day event.

Sector General Manager Di Peers also attended Cessnock Council's NAIDOC celebrations along with staff in the health van.

We also recognise our Aboriginal staff and hold a 'yarning circle' once a month where Aboriginal staff can come together to sit and talk.

## Maitland CT Scanner Replacement



*Elise Chesworthy with the new CT scanner.*

During June 2018, the existing computed tomography (CT) scanner at Maitland Hospital was replaced with a brand new, more technically advanced system.

The new CT scanner is much quicker than the previous scanner and delivers increased image resolution at a much lower radiation dose. The scanner incorporates new technologies that make it easier to track cancer lesions, visualise acute stroke in the brain, and image the heart. In addition, a new sophisticated dual energy function allows for the characterisation of certain lesions, bone abnormalities and brain bleeds. It provides a much better outcome for both the patient, referring doctors and medical imaging staff.

## Leaving Maitland Hospital? Expect a call

Imagine you have spent the past few days unexpectedly in hospital. You had a range of tests, were attended to by a host of medical staff and responded to a myriad of questions.

Once your treatment is completed and you head home your recall of the experience may be somewhat of a blur. But you are happy to be heading home to continue your recovery.

The next day you may remember there is a prescription to be filled, and you may recall something about seeing a specialist. You worry you have forgotten important instructions given to you on discharge but can't quite remember.

You will receive a phone call from the hospital following your discharge. Make a note of the questions to ask when the call comes through.

This is an example of how follow-up phone calls can improve outcomes for patients, carers and their families and reduce the chance of adverse events following the discharge of patients after a hospital stay.

Speaking to patients (or their carers) shortly after discharge helps us to ensure that they have received and understand important information such as medication instructions and follow-up care requirements.

## Orientation and welcome to the team

Education and training support for all staff, volunteers and students who join our team or participate in clinical placement

at Maitland Hospital begins with a comprehensive orientation and welcome.

Offered as a monthly event, these sessions are targeted to a diverse audience and aim to engage our team members in creating a culture of safety and community from the very beginning of their health career journey.

In 2019 a consumer perspective is being added to the orientation agenda.

We will have a consumer of our health services come along to share insights of their experiences as a patient in our health service. This addition aims to strengthen our community partnerships and responsiveness to feedback from the patient perspective.

## REACH out for help

**Are you worried**  
about a recent **change** in your **condition**  
or that of your loved one?  
**If yes... REACH out.**

**WHAT IS REACH ABOUT?**

- R** You may recognise a worrying change in your condition or in the person you care for.
- E** 1 Engage (talk) with the nurse or doctor. Tell them your concerns.
- A** 2 Ask the nurse in charge for a "Clinical Review". This should occur within 30 minutes.
- C** 3 If you are still worried call REACH. You can use your bedside phone or ask for a ward phone.
- H** Call REACH on. Help is on its way.

**Speak to your nurse or doctor first.**  
They may be able to help with your concerns.

Have you been to Maitland Hospital and seen the REACH posters or received information in your admissions pack?

REACH is a patient and family activated program developed by the NSW Clinical Excellence Commission that alerts patients and carers if they see a deterioration in their loved one.

REACH was devised with significant input from patients, families and carers. It is designed to improve early recognition and response to clinical deterioration.

REACH empowers patients and families to escalate care if they are concerned about their clinical condition or deterioration or of a loved one. It provides a graded approach to patient and family activated escalation.

First talking to staff at the bedside.

If your concerns are not addressed, asking the nurse in-charge for a clinical review

If you are still concerned make a "REACH Call" by dialing the dedicated number on the poster near your bedside to speak with a REACH responder.

REACH helps to 'cast the safety net further' and conveys an important message that patients, family and carers are valued as partners in improving safety and quality.

REACH is available in all Hunter New England Health hospitals. You can find out more on the Local Health District's website at <http://www.hnehealth.nsw.gov.au/Feedback/Pages/REACH-patient-and-family-activated-escalation.aspx>

## Telehealth



Hunter New England Health spans almost 700 kilometres from north to south and about 500 kilometres from east to west. We are the only health district in NSW with a major metropolitan centre, plus a mix of several large regional hospitals and many smaller rural centres and remote communities.

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.

Seven Clinical Networks comprising 31 clinical streams link staff across the district to build skills and improve service delivery. The networks cover Aged Care and Rehabilitation, Children Young People and Families, Cancer, Women's Health and Maternity, Mental Health and Drug and Alcohol, Critical Care and Emergency Services, and chronic disease. The networks link groups of health professionals from primary, secondary and tertiary settings to work together in a coordinated way to deliver patient-centred healthcare.

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 or work, or their local hospital or GPs clinic and have a face-to-face video conference via the secure network.



48,890

patients presented at our emergency department



66.9%

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



180,729

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



1,526

Babies were born



1,248

Day only surgical procedure were performed



100%

of Category A patients received their elective surgery within the 30 day timeframe<sup>φ</sup>



99%

of Category B patients received their elective surgery within the 90 day timeframe<sup>φ</sup>



98%

of Category C patients received their elective surgery within the 365 day timeframe<sup>φ</sup>



674.09

Full-time equivalent staff



\$129,533

Expenditure budget<sup>^</sup> (\$'000)

### New parent group helping keeping people healthy

The Child and Family Health Nursing team have been celebrating their runner up status in the 'Keeping People Healthy' category of the Lower Hunter Sector Quality Awards .

Their submission outlined the success of the New Parent Group for mothers with children under six months of age.

The group program consists of five weekly sessions covering topics such as sleep and settling, and commencing solids. All staff have been involved in the development of the program but special thank you to Monique Newson and Lesley Berkeley who have been the main group facilitators.

Another special thank you to Helen Higgins, Estelle Alsop and other allied health staff who have presented to the groups this year.

### Flags of Remembrance

East Maitland Community Centre received a welcome donation of three new flag poles from the Department of Veteran affairs to fly our community's flags proudly.

The department also donated a plaque to recognise the valiant efforts of our forefathers and to celebrate 100 years of Armistice.

### Mural 'because of her'

The centre also now has a mural celebrating the 2018 NAIDOC week theme, "Because of Her".

The mural is located in the hallway outside the clinic areas, where parents and children get to view and enjoy the story.

The centre also held an afternoon tea for staff.

### Makeover provides a welcoming space

The old, olive green walls are gone, and outpatients and visitors to the new-look Clinical Liaison Psychiatry Service on the Maitland Hospital campus have instead found a light and welcoming space that has "an atmosphere of acceptance".

The transformation realises the vision of Senior Staff Specialist Dr Vinod Raveendran for a safe and comfortable space for mental health consumers.

Clinical psychologist Dr Peta Apostolatos applied for funding and organised fundraising to buy paint, furniture and furnishings, an air conditioner, computing equipment, and software to enable the room to function for a variety of clinical purposes such as counselling and psychotherapy, medication reviews and telehealth sessions.

Thanks to those who provided funding and assistance for this project, especially the consumers and staff who supported the fundraising efforts.

## Our Medical Leaders

Health care and treatment of our patients would of course not be possible without the knowledge, skill and considerable efforts of our medical team.

A total of 94 doctors work at Maitland Hospital, including a mix of staff specialists, consultants and 56 registrars. We are also fortunate to have 28 Junior Medical Officers (JMOs) who are in their first or second post-graduate year and are undertaking their hospital-based training.

Maitland Hospital is a part of Hunter New England Health's JMO training rotation.

### At the helm

Medical services at Matiland Hospital are led by Associate Professor Pooshan Navathe (pictured right), who is the Director of Medical Services not only for our hospital but for other Lower Hunter hospitals including Cessnock, Kurri Kurri, Dungog, Muswellbrook and Singleton.

Dr Navathe, who joined the staff several years ago following the retirement of former director, Dr Margaret Sanger, is a Senior Staff Specialist in Occupational Medicine for Hunter New England Local Health District. He is also a Wing Commander with the Royal Australian Air Force Specialist Reserve, and a Conjoint Associate Professor with the School of Medicine and Public Health at the University of Newcastle.

Our Clinical Directors are:

- **Medicine** - Sergio Diez Alvarez
- **Paediatrics** - David Rogers
- **Emergency** - Scott Flannagan
- **Surgery** - Gerard Coren
- **Orthopaedics** - Tom Thorvaldson
- **Obstetrics and Gynaecology** - Siang Chye (Paul) Chuah
- **Anaesthetics** - Alison Wright



### Contractor appointed for New Maitland Hospital build

Multiplex Constructions will work with Commercial Building Real Estate (CBRE) Project Managers, Hunter New England Local Health District (HNELHD) and Health Infrastructure to develop the New Maitland Hospital at Metford.

This is another exciting big step forward for the project. With the contractor in place, we can now look forward to construction commencing in 2019.

The New Maitland Hospital will be almost twice the size of the existing hospital, with a significant increase in services and patient numbers and will be delivering on the NSW Government's commitment to improve regional access to quality health care.

Once complete, the Metford-based hospital will deliver expanded services and facilities, including:

- Emergency services
- Medical, surgical, paediatric and maternity services
- Critical care services for adults and babies, including a special care nursery
- Operating theatres, delivery suites and assessment rooms
- Palliative care and rehabilitation services
- Mental health services
- Satellite renal dialysis
- A new chemotherapy service
- Expanded oral health service
- A range of ambulatory care and outpatient clinics.

The hospital is expected to open in 2022.

You can follow the project's progress at <http://newmaitlandhospital.health.nsw.gov.au/>

### Ready, set, NURSE!

International Nurses day is a day for The Maitland Hospital to allow the nurses to engage in the "Battle of the Units". Each year the battle of the units bring out our toughest and most competitive nurses, medical teams and administration to take home the title of "WINNER".

This year they had games such as potty ping pong, extreme bed making, wrap the baby and medical charades.

### Lucy wins NSW training awards

From a young age, Lucy Allen has always loved taking care of people. The Maitland Grossmann High School student would always jump to help take care of her grandparents when they weren't well or injured.

It was this love that propelled her to take on a nursing traineeship at TAFE.

"I think it's the fact that you're constantly helping people – even the littlest things make a big difference to their day," Lucy said.

"One of the best parts is seeing people come in at their worst and being able to see them go home but also caring for someone at the end of their life and making them comfortable."

For two years, Lucy balanced working one day at Maitland hospital, half a day at TAFE and studying her for Higher School Certificate.

Her tireless hard work was recognised when she was recognised as School Based Apprentice/Trainee Student of the Year at the prestigious NSW Training Awards in Sydney.

Lucy is continuing her training to become a nurse.

Congratulations Lucy on a job well done.

### New advanced practice nurse a welcome addition

Patients are benefitting from the skills and expertise of Natasha Bailey, who joined the Critical Care Service in 2018 as an Advanced Practice Nurse.

Natasha brings with her a vast amount of knowledge and skills, stemming from a decade in adult and paediatric intensive care nursing. Natasha has also worked as a hospital-wide After Hours Educator and in anaesthetic and post anaesthetic care nursing in Sydney.

This is a new and exciting role for the hospital and will mainly focus on the care of patients across the hospital whose condition may be deteriorating.

### ACI graduates improve access to care

Congratulations to Sharon Lawrence and Jessica Crombie from Maitland Hospital, who graduated from the Agency for Clinical Innovation (ACI) Centre for Healthcare Redesign at a ceremony in Sydney.

Sharon and Jessica were awarded a Graduate Certificate (Clinical Redesign) by Elizabeth Koff, Secretary, NSW Health, for their project "When's it my turn?" *The Maitland Hospital Paediatric Ambulatory Care Service*.

The project has improved the efficiency and effectiveness of their service in the areas of referral (including the introduction of electronic referrals) and waitlist management to ensure patients have better access to safe and timely care.

## Feedback & Acknowledgements

Thank you to everyone who takes the time to give your feedback.

We are always heartened to receive compliments and feedback about our services and our staff. 2018 was no exception and the following were just a few.

## Mum super-stoked by care



Baby Sidney with parents Emily and Rob Elliott.

*"We would all like to pass on our enormous gratitude to all your staff for making our time in the maternity ward the best possible experience. I know that nurses and midwives don't always get the credit they deserve so I thought I'd put my thoughts on paper.*

*In particular I would like to acknowledge the amazing work of 4 particular midwives that we had. I was very lucky to have the same midwives on each shift for the 3 days I was admitted.*

*Naomi was my midwife through the whole process at the Mt Pleasant Street Cottage and saw me every visit. This in itself was amazing to have the continuity of seeing the same familiar bubbly smiling face each time I went for my appointments. I was super-stoked when Naomi asked if she could follow me through the whole birth process as it meant a familiar face in the room, and oh boy wasn't that an understatement. Was so nice to have her there supporting me through my rather short but full-on labour and delivery. But Naomi's care didn't stop there, although she wasn't assigned me as a patient in the maternity ward she came and checked up on me each shift she was in for. Couldn't have asked for better!!*

## Facebook compliment to midwives and doctors

*"To any midwives or doctors in Maitland Birthing suite and Maternity ward that were working on 9 and 10 September I just wanted to say thank you for everything. Helping me in labour then my huge blood loss and looking after me until I got transferred to the John Hunter Hospital ... you all made me calm and relaxed although it was super scary time for me. You guys made it bearable. I cant thank you enough."*

## Surgical unit shines

*"The Day Surgery Staff are excellent. Routine and procedures excellent. Most food was okay and for an old Hospital the facilities and cleanliness was surprisingly good. I am very satisfied with the care I received during my pre-op and post operative.*

*All staff in theatre and recovery ward were caring, helpful and well trained."*

*Thank you"*

## Fracture

*"Recently I had cause to attend the Maitland Hospital with a broken wrist. This is to commend the staff for their courtesy, helpfulness, efficiency and care. Particularly the staff where I had my wrist set and Dr Hammond.*

*"So much praise and big thanks to all concerned."*

## Medical 1 and MAU

*"I recently was admitted to the Maitland Hospital by ambulance.*

*I would like to say thank you to the staff who attended to me whilst in your emergency ward.*

*Later I was admitted to the Medical Assessment Unit and would like to say a very big thank you to the staff who looked after me on my arrival at the ward. There were two Indian nurses (a male and female). Unfortunately I did not record their names but they were a pleasure to have them attend to me. Later on I was attended by a nurse by the name of Jacquie who was magnificent in her attendance to patients always tolerant to all requests and treated all patients equally. Another nurse called Jamie was also excellent in the way she responded to all the patients.*

*Unfortunately I did not record the names of the nurses that looked after me at various times when I moved to the medical ward they also were a credit to the hospital."*

## Your service excels

*"Last Thursday and Friday my daughter presented to Emergency (and) I would like to pass on our thanks to the teams that looked after her through her stay.*

*To the ED staff, thanks for your compassion and care, ensuring Olivia received adequate pain relief. The team were exceptionally busy on Thursday and were, at all times, friendly, courteous and caring. On her return Friday she again encountered friendly, upbeat staff who recognised her and again did their best to manage her pain.*

*To the porters who took her to ultrasound, theatre and the ward - thank you for being cheerful and keeping her company? They were professional and helped keep her relaxed.*

*The radiologist who did the initial scan was professional, kind and caring, knowing what she had to do would cause pain.*

*To the receptionist on Friday afternoon in the main entrance who kept us informed of Olivia's whereabouts and let the recovery staff know we were waiting for her. This small act ensured that Olivia knew we were waiting for her and this helped calm her post-op.*

*To the anaesthetists who saw how nervous she was and explained the process and kept the mood positive.*

*To the recovery nurse who stayed with her when she woke and kept her calm. She had woken quite distressed and the nurse's kindness and compassion quickly helped her. She took the time to let Olivia know we were waiting for her.*

*The staff in surgical ward who again responded to her needs in a very busy environment, with humour and compassion.*

*And finally to the member of the support staff who delivered her meal after the operation. She was most concerned that the meal wasn't exactly what was ordered and took the time to advise Olivia what she could and couldn't eat, apologising that it wasn't quite what the dietician had ordered. This lady also took the time to ensure the older ladies in the ward had their containers opened and had a cheery word for each of the patients.*

*The care Olivia received demonstrated Excellence across all the teams she interacted with and I want to again pass on our thanks."*