



## 2018 Newcastle Local Health Report

### Acknowledgement of Country

The John Hunter Hospital acknowledges the traditional custodians of the land and waters surrounding Newcastle, the Awabakal people. We pay respect to knowledge holders and community members of the land and acknowledge and pay respect to Elders past, present and future.

### Year at a Glance

Our vision at John Hunter Hospital is to provide each patient with world class care, exceptional service and the compassion that we would want for ourselves and our loved ones.

This year's Local Health Report will showcase a selection of the real success stories achieved at John Hunter Hospital - by clinicians, support staff, committees, volunteers and our community of consumers.

Throughout the year we have celebrated the accomplishments of teams and individual clinicians:

- Outpatient Services - Winner, NSW Health Awards, Supporting Our People, Improving Specialist Outpatient Service Waitlists
- Outpatient and Surgical Services - Winner, Hunter New England Excellence Awards, Delivering Integrated Care, Improving Access to John Hunter Hospital Neurosurgery Outpatient Department
- Ms Amie Musgrove - Best Poster Award, Hunter New England Essentials of Care and Quality Improvement Showcase 2018
- Dr Deepash Bhavsar - Winner, Junior Medical Officer Teaching Award
- Dr Toby Sutton - Winner, Junior Medical Officer Award

- Associate Professor Aaron Sverdlov - Ministerial Award for Rising Stars in Cardiovascular Research.

Their success is the culmination of hard work and commitment to improving outcomes for the patients within our facility, and the broader community.

As a facility we have achieved Accreditation through the National Standard Accreditation Survey by the Australian Council on Healthcare Standards, and re-accreditation under the Baby Friendly Health Initiative (BFHI). Both of these achievements demonstrate our commitment to the highest standards of patient care and outcomes.

In pursuing our vision of Excellence, the focus for this past year has been on improving the patient experience. With this at the forefront of decision making, we have:

- Launched the John Hunter Hospital public website to improve awareness and understanding of our facility and the services provided for patients and visitors and health professionals.
  - Upgraded our Cardiac Catheter Laboratories to enhance the ability to diagnose and treat coronary artery disease and heart disease at John Hunter Hospital.
- Commenced Transcatheter Aortic Valve Implantation (TAVI), an innovative treatment for patients with aortic stenosis who may not have tolerated open heart surgery.
- Implemented new models of care for patients within areas such as the Acute General Surgical Unit (AGSU) and the Medical Assessment and Coordination Unit (MACU).
  - Developed a District model of care for adults with eating disorders with John Hunter Hospital as the tertiary site for acute admission.
  - Developed Palliative Care and End of Life Care services with the appointment of a Palliative Care Clinical Nurse Consultant and Nurse Practitioner at John Hunter Hospital.

- Expanded our Intravenous Cannula Nurse Team resulting in decreased bacteraemias due to intravenous cannula infection.
- Increased the number of attended Telehealth appointments across the Royal Newcastle Centre North and South Block Outpatient Clinics by 64%.

More improvements are on the way, with the commencement of pre-planning for the development of critical infrastructure for the John Hunter Campus with a focus on improvements to clinical services and facilities for ambulatory and outpatient care, tertiary services and clinical care, technology, rehabilitation, and our partnerships. Core to the developments success will be our collaboration with our partners to determine what the future development of the campus will mean for our patients, families, staff, research and education partners.

Our successes and innovations over the past year are owed to our dedicated staff and a passionate community. I hope you enjoy reading about achievements as we celebrate the year that was.

**Debbie Bradley**  
General Manager  
John Hunter Hospital

**Mrs Debbie Bradley**



Debbie has been the General Manager of John Hunter Hospital since September 2013.

Debbie's background as a registered nurse has provided her with the skills to implement various strategies to improve performance at John Hunter and make it one of the most efficient tertiary referral hospitals in NSW. In 2010, Debbie was awarded Hunter New England Health Manager of the Year for her work at Belmont Hospital.

Debbie is an advocate for social equality and values patient safety and experience as her top priority as General Manager.

**Mrs Joy Burt**



Joy is an active member of the Newcastle community, volunteering her time to the Red Cross Blood Bank and supporting the Newcastle National Seniors group.

With a background in nursing and teaching, and a Bachelor of Education, Joy's focus is to gather further understanding of the current health system and advocate for health care in the elderly community.

**Mr Stephen McLean**



## Our Health Committee

### Introducing the Newcastle Local Health Committee

The role of a Local Health Committee is to provide leadership for and on behalf of the local community, to ensure health services meet local health needs, and ensure the promotion and enhancement of health in the community.

The Newcastle Local Health Committee works in partnership with senior management of John Hunter Hospital and Community & Aged Care Services to:

- Provide advice and direction for development of strategic and operational plans,
- Support the planning and implementation of quality improvement activities, and
- Evaluate and provide feedback on key initiatives and projects across the service.

The committee held its inaugural meeting on Wednesday 21 September 2016 and continues to meet on a bi-monthly basis. Our committee boasts a wealth of knowledge with the following members from John Hunter Hospital and the Newcastle community.

Stephen is the current Operations Manager for Ingenia Communities, responsible for the management of 9 "Over 55" residential communities across the Hunter, Central Coast and Regional NSW.

Stephen provides a wealth of knowledge to our committee, with a Bachelor of Allied Management Studies, Advanced Diplomas in Management (Human Resources and Business), and Diplomas in Quality Auditing and Project Management.

As a lifelong asthmatic and father of a hearing impaired child, Stephen has joined our committee to give back to the health service and community for their support over the years.

#### Mr Denton Skinner



Denton joins our committee with extensive experience in the pharmaceutical industry, sharing knowledge obtained throughout his career as a Pharmaceutical Sales Representative and Para Medical.

Denton is active within the Newcastle community, offering his services as a Volunteer Peer Educator for Health Promotion Service for Older People. Denton is also a member of Hunter Institute of Mental Health, supporting them in the promotion of suicide prevention programs.

With a keen interest in health issues, Denton's knowledge will assist the committee in achieving better outcomes for our patients and visitors.

#### Mr Ian Rhodes



Ian is the committee representative for the Newcastle City Council in his current position as Community Planning Coordinator.

Ian brings with him an extensive knowledge of government services, with experience at Wyong Council, Gosford City Council, and NSW Parks and Wildlife Service.

With a Bachelor of Arts in Geography, Planning and Ecosystem Management and a Graduate Certificate in Public Policy, Ian is committed to using his experience and connections with council services to contribute positively to the well-being of all John Hunter Hospital patients and visitors.

#### Mr Jim Cartwright



Jim started his working life as a management cadet at BHP before a change of career path took him into the public hospital system at Royal Newcastle Hospital.

For the past 42 years Jim has worked in various healthcare settings both in the public and private sector, and completed a Bachelor of Applied Science and Master of Health Services Management.

Jim commenced in his current role of Manager of Operational Support and Facilities in 2003 and is the lead for John Hunter Hospital facility projects.

#### Ms Melissa Harvey



Melissa is the acting Manager Operational Support and Facilities for John Hunter Hospital/John Hunter Children's Hospital and the current Chair of the Newcastle Local Health Committee.

Melissa commenced her nursing career as a student nurse at the Royal Newcastle Hospital. After taking a break to travel Melissa started working in operating theatres at the John Hunter Hospital in 1991, initially as an instrument nurse and later as a Nurse Unit Manager.

Melissa's qualifications are inclusive of a Bachelor of Science (Biology), a Perioperative Nursing Certificate and Master of Health Services Management, and she brings to the committee knowledge gained from working in accreditation, redesign, and Clinical Governance roles.

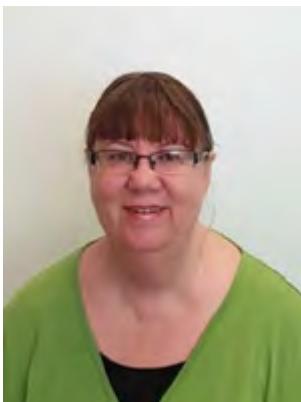
#### Mr Barry Greensmith



Barry is an advocate for better health outcomes for our patients. With extensive experience as a Board Member for the Australian and International Prader-Willi Syndrome Organisation, Barry brings with him knowledge in research, policies and education.

Until retiring last year, Barry owned and ran his own business for 20 years. He remains active in the community through his volunteer work as a driver for Meals on Wheels, Lake Macquarie Support Services and Charlestown Caring Group. In addition to this, Barry provides consumer representation on the Delirium Committee for Belmont Hospital.

Ms Derene Anderson



Derene is the General Manager representative on the committee for Community and Aged Care Services (CACS).

CACS encompasses adult community health in the Newcastle, Lake Macquarie and Port Stephens region as well as Wallsend Aged Care Facility and Tomaree Community Hospital.

As a registered nurse with qualifications inclusive of a Diploma in Teaching (Nursing), Bachelor of Health Science (Nursing) and Masters of Health Administration, Derene's knowledge will assist us in forging greater partnerships with the local community as we work together to improve health outcomes for our patients.

## Our Health Service

The John Hunter Hospital is the largest hospital in the Hunter New England Local Health District, housing approximately 650 beds (inclusive of John Hunter Children's Hospital). Our facility forms part of the Greater Newcastle Sector which covers the Newcastle, Lake Macquarie and Port Stephens area.

Located in New Lambton Heights, the facility functions as tertiary referral, major trauma and teaching hospital, servicing a population of more than 900,000 people.

With support from the Westpac Rescue Helicopter and NSW Ambulance, the Hospital provides a retrieval service for critically ill patients across the Hunter and North Coast regions.

## Our Services

- Rehabilitation
- Urology / Rheumatology
- Orthopaedics
- Immunology / Respiratory / General Medicine
- Cardiovascular
- General Surgery
- Acute Surgery
- Neurology / Neurosurgery
- Cardiology
- Emergency Department / Short Stay Unit
- Special Surgery / Trauma
- General Medicine
- Nephrology / Dialysis
- Maternity / Post-Natal / Gynaecology Oncology
- Coronary Care Unit
- Intensive Care / Paediatric Intensive Care / High Dependency Units

## Our commitment

Providing high quality, consistent and excellent care for our patients is the ultimate aim of John Hunter Hospital and at the core of our culture.

Our staff behaviours and interactions with patients, their families and carers, are based firmly on our agreed values. As a patient, carer or visitor of our Hospital, you can expect the following:

Understanding – In being understanding we promise to:

- Treat you with respect, as a person with your own values, feelings and opinions
- Do all we can to relieve your physical discomfort
- Talk to you in a way that you understand

Honesty – In being honest we promise to:

- Give you as much information as you want to know
- Tell you about the risks and benefits of your treatments
- Tell you what we know and think about your health condition and treatment

Helpfulness – In being helpful we promise to:

- Meet your immediate needs to the best of our ability

- Give you information and advice to achieve the best possible health and quality of life
- Assist you to make decisions about your health and treatment and respect the decisions you make



## Partnering with Our Community

### NSW Health Awards

The NSW Health Awards recognise innovation and excellence in the delivery of health programs and services to the NSW community throughout the public health system each year.

On the back of their win at the Hunter New England Local Health District Excellence Awards, our Outpatients Team were the winners in the 'Supporting our People' category for their project '*Improving Specialist Outpatient Service Waitlists*' in the 2018 NSW Health Awards.

The team aimed to improve timely access for patients referred for specialist outpatient services but implementing collaborative whole-of-service approach designed to engage and enable staff and stakeholders to improve access to care.

A suite of data-informed and clinically-led strategies were introduced within and across specialist outpatient services, and collaboration with a range of internal and external partners were integral to the success of this program.

Over the past four years, the number of patients waiting more than one year without a scheduled appointment fell by 68% (5711 patients). The longest wait time for a patient without an appointment has more than halved.

Congratulations to our Outpatients team for this fantastic recognition of their hard work!



*L-R – Elizabeth Koff (Secretary of NSW Health), Susan McCarthy (Waitlist Coordinator, JHH Outpatient Service); Brad Hazzard; Ruth Toneguzzi (Contact Centre Clinical Care Coordinator); Karen Harrison (Manager Integration and Partnerships); Robin Haskins (Data Manager, JHH Outpatient Service); Sush Wagener (Operations Manager, JHH Outpatient Service).*

### Bed Replacement Program

As part of the recent bed replacement program for John Hunter Hospital and John Hunter Children's Hospital we received 215 new beds, consisting of 140 Enterprise 8000 beds and 72 Select trolley beds.

As we received the new beds we removed 215 old Medicraft beds from use across the hospital. Our staff worked closely with Paul McCormack and the Charlestown Rotary Club to have the old beds donated to hospitals in Fiji.

Rotary Club members assisted with the preparation of the beds for their journey, while John Hunter Hospital funded the provision of Allied Pickfords removalists to assist with packing the beds into three 40 foot shipping containers in our Loading Dock.

In January, the last lot of new beds were received by John Hunter Hospital, with the old beds sent to the Philippines for reuse.

*"As the old beds were still in good working order, it was great to be able to donate them to a place where they would be valued and can continue to be used."* – Darienne Scanes, JHH Work Health & Safety Coordinator.

### National Reconciliation Week



*Donna Meehan*

This year, all Australians were invited to learn and explore Aboriginal and Torres Strait Islander history and culture as part of the National Reconciliation Week campaign "Don't Keep History A Mystery: Learn. Share. Grow".

National Reconciliation Week was celebrated from 27 May until 3 June, with support from the John Hunter Hospital Lighthouse Hospital Project team and our Aboriginal Hospital Liaison Officer. The goal was to openly engage the hospital community, giving a platform for staff and patients to share stories, cultures and develop relationships.

As part of the celebrations a stall was held at the Front Entrance of the hospital. Keeping with this year's theme, staff were encouraged to leave their fingerprint on a hand painted tree, in a symbolic gesture of unity.

## R U OK?

R U OK? Day is a national day of action dedicated to reminding everyone that any day is the day to ask, "Are you ok?", because meaningful connection can make a difference to those who might be struggling.

On 13 September, representatives from NSW Ambulance set up an R U OK? stall in the ambulance bay outside our Emergency Department.

Staff and visitors were provided with an opportunity to have a chat with Ambulance staff, and were treated to a few snacks for their troubles.

Got a niggling feeling that someone you know or care about it isn't behaving as they normally would? Perhaps they seem out of sorts? More agitated or withdrawn? Or they're just not themselves. Trust that gut instinct and act on it.

You can take part in the action at any time, it's as simple as using the four 'R U OK?' conversation steps; "Ask, Listen, Encourage Action, and Check in."



R U OK? Ambulance team

## NAIDOC Celebrations



This year NAIDOC Week celebrations centred on the theme *Because of her, we can.*

The theme reflected the significant role that Aboriginal women play in our society, cultural identity and Aboriginal and Torres Strait Islander history.



Sam Weiczorek

John Hunter Hospital staff gathered in Civic Park with the Newcastle community on Monday 9 July for the annual NAIDOC march. Closing the Gap flags were waved as they marched proudly to the foreshore for the community day festivities.

In partnership with Hunter Registered Medical Officers Association, John Hunter Hospital and Lighthouse Project staff we hosted a health pit-stop at the foreshore. The health pit-stop offered free blood pressure and blood-glucose tests to the community, and staff got their hands dirty providing plaster casts for the children.

NAIDOC celebrations continued throughout the week at the John Hunter Hospital for our staff and visitors, and included a flag raising ceremony, didgeridoo performances, an Aboriginal art exhibition and installations, and a panel of strong Aboriginal staff and community members discussing what the theme *Because of her, we can* means to them.



Donna Meehan, Raymond Smith and Leonie Garvey (L\_R)

NAIDOC week is a highlight each year at John Hunter Hospital. We are grateful for the overwhelming response and support received from our staff and community who make the effort to organise and contribute to our celebrations.

# Hunter New England Local Health District



## Highlights

### Excellence in Nursing & Midwifery Award Winner

Congratulations to Brendon Williams from Maternity and Gynaecology Services who took home the 'Excellence in Innovation – Education' Award at the 2018 NSW Excellence in Nursing and Midwifery Awards.

These awards recognise the contribution and dedication of nurses and midwives working in the NSW public health system make to their profession, their teams and the community through their practice, leadership and research endeavours.

Brendon was acknowledged for his role in supporting a practice change initiative, which assists clinical staff in the delivery of recommended antenatal care for women who consume alcohol during pregnancy.



Brendon Williams & Brad Hazzard (L\_R)

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### NSW Scientist of the Year

Hunter-based gastroenterologist, Laureate Professor Nicholas Talley AC, was named the 2018 NSW Scientist of the Year at the NSW Premier's Prizes for Science and Engineering.

Professor Talley is a Senior Staff Specialist in gastroenterology at the John Hunter Hospital, and holds a major research role as Pro Vice-Chancellor (Global Research) at the University of Newcastle.

Revered as an international authority in the field of neurogastroenterology, Professor Talley specialises in unexplained gut disorders affecting nerves and muscles of the gut, such as irritable bowel syndrome (IBS), functional dyspepsia (indigestion), gastroesophageal reflux and gastroparesis (stomach pump failure). He is credited with a number of ground-breaking contributions to the understanding of these diseases, that affect one in five Australians.

Listed among the 400 most highly cited biomedical scientists in the world, Professor Talley has previously been invited to lecture across the globe, and has published more than 1,300 high quality papers in top ranking scientific journals. He is also currently the Editor in Chief of the *Medical Journal of Australia*.

In 2017, Professor Talley was named Australia's most cited academic by Google Scholar and currently has more than 95,000 citations in the medical literature. He was also recognised this year with a Companion in the Order of Australia (AC) in the Australia Day honours.

The Premier's Prizes reflect the State Government's strong commitment to the local research and development community, and aim to raise community awareness and appreciation of the important contribution scientists and engineers make to our daily lives, and encourage careers in both fields.

As a global leader in his field, Professor Talley is an impressive example of our local clinical and research leaders making an impact in regions all around the world.



Professor Nick Talley

## Specialist treatment for those in need

Imagine a world where you are unable to access the medical care you require for yourself or your children. This is the reality for a vast number of Ugandan families. Almost a third of the population live below the poverty line, hence travelling abroad to access surgeons to perform much needed procedures is often well outside their means.

Dr John Christie, a valued member of the John Hunter Hospital Neurosurgery Team, and a passionate patient advocate has gone above and beyond his duty of care to arrange medical treatment for Ugandan patients in need with assistance from colleagues across several specialities at John Hunter Hospital.



Dr Christie with Mary Nalugo and her parents post-procedure

Mary Nalugo, a young Ugandan woman who suffered an injury to her oesophagus 10 years ago, has been unable to eat properly since. In 2017 she underwent an oesophagectomy under our General Surgical team to repair the damage. The procedure was a huge success and Mary is now able to eat normally. She has since been discharged home with her family.

Robert Mukwaya is a young boy who suffered an injury to his spinal cord in a heartbreakingly tragic story of an attempted child sacrifice. Following surgery with our Orthopaedic and Paediatric

Surgical teams, and ongoing specialist treatments with Physiotherapy and Occupational Therapy to lengthen his tendons, Robert is now able to walk short distances independently.



Robert Mukwaya (front) attending school in Uganda

Dr Christie made the journey back to Uganda in February 2018 and checked in with the families and patients who underwent surgery. Both Mary and Robert are doing extremely well following their treatment. Robert has recently started school with his friends, and Mary is happily attending high school with the dream of becoming a Nurse.

"Everybody that we had contact with at John Hunter Hospital over those four months showed great kindness and care to Robert and Mary, and it is great to be part of an organisation where you can ask for help and the default answer is yes," Dr Christie said.

## Community Health Highlights

### Cardiac Catheter Laboratory Opening

This year our Chief Executive, Michael DiRienzo, accompanied by Dr Jim Leitch and Darrin Gray, officially launched our newly refurbished interventional laboratories.



Dr Jim Leitch, Darrin Gray, Michael DiRienzo (L-R)

This \$8 million upgrade will enhance the ability to diagnose and treat coronary artery disease and heart disease at John Hunter Hospital, with the potential to reduce the need for surgery for

our patients. This state-of-the-art technology will provide our clinicians with improved imaging to support the delivery of high quality cardiac and vascular care.

A number of staff across imaging, surgical, and medical and interventional services, as well as capital works and planning worked tirelessly over the past 15 months on this project.



The upgraded JHH Cardiac Cath Lab

Congratulations and thank you to you all for your hard work and commitment to patient care.

## Launch of the John Hunter Hospital Website

In consultation with consumers, clinicians, and staff, we have launched our first ever John Hunter Hospital public website.

Consumers and health service providers recognise tertiary teaching hospitals such as ours as credible sources of information on health related matters. The new website aims to improve awareness and understanding of our facility and the services provided for not just patients and visitors, but also for health professionals.

Wayfinding and instructional information for patients and visitors preparing for their upcoming hospital visit is the predominant focus of the website. Patients are now able to obtain everything from parking directions, to preparing for admission or an outpatients appointment at the click of a button.

The John Hunter Hospital website can be accessed via the following link: <http://www.hnehealth.nsw.gov.au/John-Hunter-Hospital>



*John Hunter Hospital website*

## Parenting Education Film Launch

The Parenting Education Service is part of the John Hunter Hospital Maternity and Gynaecology Service and offers a range of educational programs to expectant parents on pregnancy care, childbirth, parenting and breastfeeding.

The service has been very busy over the past 12 months with an Essentials of Care project titled *Parenting Education – A Service Reset* which has focused on ways to reinvigorate the programs and to increase client engagement. One aspect of the project was the production of a short promotional film to sit on the JHH Maternity and Gynaecology webpage and be used in social media as a way to inform expectant parents of the value and benefit of attending the educational programs.

The film features staff from the Parenting Education Service as well as 18 consumers, who all allowed us to film them during one of our Birth and Parenting programs. Another five couples kindly gave up their time and generously shared their thoughts and feelings this special time in their life.

The official launch was held on in July with consumers, film and production crew and staff in attendance. It was wonderful to share the film with the starring couples and meet their new born babies.

Our thanks are extended to all involved in this production of this short film. The video can be found on the Hunter New England LHD website via the following link:  
<http://www.hnehealth.nsw.gov.au/HavingABaby/Pages/The-Parenting-Education-Service.aspx>



## TAVI: The Key to Treating Cardiac Patients

John Hunter Hospital has commenced using an innovative treatment for patients with a condition called aortic stenosis. This serious and potentially life-threatening disorder involves the narrowing or hardening of the aortic valve, making it harder for the heart to pump blood around the body.

The treatment is called Transcatheter Aortic Valve Implantation (TAVI) and involves keyhole surgery to place a new heart valve using a tube inserted into a leg blood vessel. It is a minimally invasive procedure recommended for patients who may not have tolerated open heart surgery.

The team at John Hunter Hospital is being led by Dr Rohan Bhagwandeen and Professor Andrew Boyle from the Department of Cardiology. They lead an exciting collaboration with clinicians from other departments including Dr's Taranpreet Singh, Ross Mejia from Cardiothoracic Surgery and Nick Gan from Anaesthetics.

## Telehealth Growth in John Hunter Hospital Outpatient Service

The John Hunter Hospital Outpatient Service has made a commitment for Telehealth to be a key focus of service delivery. Given the number of distance patients we receive in the Outpatient Service there is so much potential to save these patients valuable time and money.

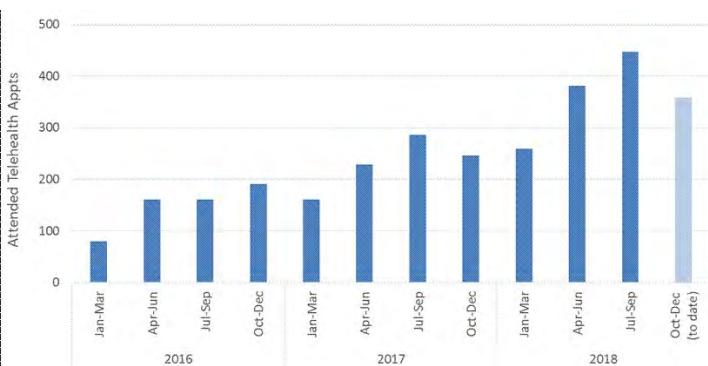
A multifaceted approach was adopted to drive Telehealth numbers. As a result of these strategies the volume of attended Telehealth appointments in North/South block clinics increased by 56% in the July-September quarter relative to the corresponding period in 2017.

Some of the strategies included:

- Changes to administrative processes (via outcome forms and ward discharge forms) to better identify patients that are suitable for Telehealth.
- More streamlined processes for seeking clinical approvals for Telehealth appointments.
- Upskilling team members to help with administration of Telehealth bookings.
- Clinician engagement with Telehealth - as clinicians trialled the use of Telehealth the positive experiences they encountered further reinforced the value of this mode of service delivery.
- The Outpatient Service is also noticing a growing demand for Telehealth from patients as awareness of the service builds within the community.

The Outpatient Service would like to thank the Telehealth team, for their support with our initiatives for growth, plus clinicians and staff for being open to this service and promoting its use within Outpatients.

## North and South Block Telehealth Appointments:



## Our Medical Leaders

### Introducing the John Hunter Hospital Medical Leadership Team

The goal of the John Hunter Hospital Medical Leadership Team (MLT) is to enhance medical leadership and accountability at John Hunter Hospital by ensuring that the Medical Director of each service is able to provide the John Hunter Hospital Executive with advice from the perspective of their medical staff.

Throughout 2018, the MLT have met weekly to provide advice and direction for priorities such as:

- the redevelopment/ redesign of clinical spaces
- models of care for patients within areas such as the Acute General Surgical Unit (AGSU) and the Medical Assessment and Coordination Unit (MACU)
- equipment upgrades and purchases
- the implementation of the electronic medication prescribing program MedChart
- the implementation of the electronic ordering of pathology, medical imaging and cardiology – eOrders
- the John Hunter Hospital Medical Staff Unit
- the approval process for research ethics application
- medical staffing profile
- the wellbeing and support for Junior Medical Officers.

Our annual Doctors Day event was celebrated on the 23 May 2018, acknowledging the superb work of the over 400 junior medical staff from interns to registrars at John Hunter Hospital.



JHH Junior Medical Staff

A number of events were hosted at our facility in conjunction with the Hunter Resident Medical Officers Association. Doctors started their day with a yoga session followed by cold drip coffee and fresh pastries in the Resident Medical Officer

Lounge. The loveable therapy dogs made a guest appearance for the doctors to pat while they wrote notes of recognition for those who have provided them assistance or made a difference.

Later in the day a luncheon was held for our doctors, with presentations by Professor Michael Hensley, Dr Scott Twaddell, Dale Erwin and Victoria Wall to update junior doctors on the important work being undertaken around fatigue and wellbeing.

## Our John Hunter Hospital Medical Leadership Team members

### Emeritus Professor Michael J Hensley

Michael Hensley is Director of Medical Services at John Hunter Hospital, Senior Staff Specialist in the Respiratory and Sleep Department and Emeritus Professor of Medicine at the University of Newcastle. He has more than 40 years' experience in medical education, medical research, clinical epidemiology, public health and clinical practice. Professor Hensley has spent 39 years with Hunter New England Health and the University of Newcastle. Professor Hensley is a passionate advocate for the provision of safe care to every patient, every time, and for high quality clinical training and clinical research.

### Conjoint Associate Professor Jonathan Gani

Jon Gani is Medical Director of Surgery at John Hunter Hospital. He completed medical school and commenced training in the United Kingdom, and completed his specialist training in surgery in Australia. Dr Gani commenced his affiliation with the University of Newcastle lecturing in surgery in 1990, and was appointed as Conjoint Associate Professor of Surgery in 2015.

### Conjoint Associate Professor Michael Boyle

Michael Boyle is the Medical Director of Medical and Interventional Services at John Hunter Hospital. He originally trained at St Vincent's Hospital in Sydney in Immunology and HIV medicine. After his specialist training he completed a Doctor of Medicine in HIV associated malignant disease and did further study at the National Institute of Health in Washington DC. He returned to work in John Hunter Hospital in 1994 in HIV, Immunology and General Medicine. His research interests include allergic disease, autoimmunity and HIV infection.

### Dr Robert Thomas

Rob Thomas is the Director of Anaesthetics at the John Hunter Hospital. He completed his training in Anaesthesia and Pain Medicine at the Royal Brisbane and Women's Hospital and went on to complete his training in Intensive Care Medicine at the Princess Alexandra Hospital. He started at John Hunter Hospital in 2015 as a Staff Specialist in Anaesthesia and was appointed Medical Director in 2017. He has research interests in the effects of opiates on natural killer cells in cancer. He enjoys camping and power tools.

### Dr Ken Havill

Ken Havill is the Director of Intensive Care Service at the John Hunter Hospital, and the Medical Coordinator of Hunter New England Local Health District Home Total Parenteral Nutrition Service.

### Dr Dragan Petkovic

Dragan Petkovic is the Medical Director of Division of Emergency Medicine at John Hunter Hospital. He trained in Emergency Medicine in former Yugoslavia obtaining his specialist qualification in 1991. After his specialist training he worked as an emergency physician in Bosnia and Herzegovina, Serbia and New Zealand.

### Dr Andy Woods

Andy Woods is the Director of Obstetrics at the John Hunter Hospital. He trained at Kings College School of Medicine and Dentistry in London and undertook his specialist training in both the United Kingdom and Australia. Dr Woods is a strong advocate for multi-disciplinary care for women throughout their pregnancy journey, with a main interest is in optimising outcomes for women with high risk pregnancies through delivering high quality antenatal care, evidence based intrapartum care and experience focussed postnatal care. He has a particular focus on endocrine disease and diabetes.

Dr Woods also runs the John Hunter Hospital Breech Service providing high quality information and care, including the option for vaginal breech birth, for women with a breech baby at term.

### Dr Jonathan Young

Jonathan Young is currently a Consultant Orthopaedic Surgeon at six Hunter Region hospitals and Medical Director of Orthopaedics for John Hunter Hospital. On completing his orthopaedic training in 1994 Dr. Young undertook fellowships in joint replacement and sports medicine in Edinburgh, at Harvard University and in New York. He has been on numerous joint replacement design teams and regularly presents at international meetings. He has also taught orthopaedic techniques extensively throughout South-East Asia.

Dr. Young is committed to providing the best possible outcomes for his patients by using minimally invasive techniques including his Anterior Approach Hip Replacement (AMIS), Knee ACL Ligament Reconstruction and is a recognised expert in Computer Assisted Knee Replacement.

### Dr Mary Morgan

Mary Morgan is the Medical Director for Hunter Retrieval Services, and an Emergency Medicine Specialist at John Hunter Hospital.

## In the Spotlight

### Baby friendly accreditation

This year, the John Hunter Hospital achieved re-accreditation for the fourth time under the Baby Friendly Health Initiative (BFHI).

The BFHI project was developed by UNICEF and the World Health Organization (WHO) in 1990 with the aim of providing every baby with the best possible start in life by promoting breastfeeding and focusing on the health and wellbeing of all women and babies.

As a 'Baby Friendly' hospital, we demonstrate a commitment to the highest standard of maternity care. All staff who encounter pregnant women, mothers and babies are provided education on breastfeeding policies to ensure they are implemented appropriately throughout Maternity and Gynaecology Services.

As a result of hard work of our staff, John Hunter Hospital is now reaccredited until 2021, which will mark 14 years of being a 'Baby Friendly' hospital.



*The JHH Maternity and Gynaecology Team*

### Celebrating Our Staff

Throughout 2018 the John Hunter Hospital recognised the contribution of our employees who have each notched up 25 - 35 years of service within our organisation.

I'm sure you would all agree that it takes a person with a great deal of dedication and passion for their profession to achieve such momentous career milestones.

During Staff Recognition Ceremonies held throughout the year, the John Hunter Hospital Executive Team presented individual awards to each of the employees, congratulating and thanking them for their commitment to our hospital, patients and the community. The formalities were followed with a luncheon with employees and their guests to celebrate.

The John Hunter Hospital Executive are incredibly grateful to all our long-standing employees for their contributions over the years. We look forward to celebrating with many other staff at future Staff Recognition Ceremonies throughout 2019.



*JHH Staff recognised for 25 years of service to the organisation in 2018*

### Opening of New Units at the John Hunter Hospital

In April the John Hunter Hospital welcomed Parliamentary Secretary for the Hunter, Scot MacDonald MLC, as he officially launched the redevelopment of our Maternity Assessment Day Unit (MADU) and Acute General Surgical Unit (AGSU).



*The new JHH MADU*

The new MADU Unit is located adjacent to the Birth Suite and contains two single-assessment rooms, a procedure room, and a four bed assessment room.

We are excited to offer this contemporary space to women and families of the Hunter region.

Redevelopments have also been completed on the six bed Acute General Surgical Unit (AGSU). The AGSU Unit opened in mid-May and allows for rapid assessment, treatment and admission of Emergency patients with acute general surgical conditions.



Entrance to the new JHH AGSU

## National Standards Accreditation

This year saw us successfully undergo our National Standard Accreditation Survey by the Australian Council on Healthcare Standards. The purpose of these three yearly surveys is for an independent, external peer assessment of our hospital's performance in relation to standards that are designed to ensure we protect the public from harm and continue to improve our services.

All of the surveyors made comment on the positive and welcoming atmosphere they felt from the time they walked in the front door of the John Hunter Hospital, and we were complimented on how ready we are to talk about where we need to improve - as not all organisations are able to do this. Some members of the survey team had visited John Hunter Hospital previously and were impressed with the improvements to what is now an old building and commented on it looking more modern, clean and less cluttered. They also highlighted our strong philosophical commitment to staff learning, and exceptional training and education opportunities within the organisation. So too our investment in technology to improve patient outcomes and experience through initiatives such as Telehealth and MedChart.

Many of our local initiatives and quality activities came in for special mention, including:

- Clinical governance systems and medical leadership around risk identification and incident management.
- Consumer partnership in quality improvements such as the renal options program and Rankin Park Hospital co-design.
- Staff health services, leadership in sterilising services and outstanding hand hygiene rates.
- Our medication safety efforts.
- Clinical handover initiatives such as personal handover by nurses who accompany patients from

the Emergency Department to wards (rather than by telephone).

- Efforts to identify and improve outcomes for deteriorating patients, including involving an intensive care liaison nurse in critical response teams.
- Falls prevention efforts, including the By Your Side initiative.

Over the next three years we will be busy transitioning to version 2 of the National Safety and Quality Health Service Standards. This has already commenced with a review of all John Hunter Hospital committees to align with the eight Standards in version 2.

## Redevelopment of John Hunter Hospital

In response to pre-planning funding provided by the New South Wales government for the redevelopment of the John Hunter Hospital and John Hunter Children's Hospital we commenced discussions for the improvement of clinical and support infrastructure for the John Hunter Campus.

The economic and social impact of the John Hunter Campus is much greater than its geographic boundaries with providing specialised health care, employment and training opportunities to the New South Wales population from the Hawkesbury through the Queensland border.

The process of shaping the future of the campus to improve clinical services and facilities provided to the region involves discussion with our existing partners Newcastle Private Hospital and the Hunter Medical Research Institute on what the future development of the campus will mean for patients, families, staff, research and education partners.

As the planning progresses we will be focusing on improvements to:

- ambulatory and outpatient care
- tertiary services and clinical care
- technology
- rehabilitation

our partnerships with other hospitals, education and training partners, community health, primary care and community organisations.

Already a number of needs have been identified including accommodation on the campus, for patients who do not need a hospital bed, family and carers and visiting clinicians. And since over 4,000 people attend the campus every day there is a strong case for enhanced retail services.



**80,906**



**61.5%**



**1,001,375**

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



**4,132**

Babies were born



**3,032**

Day only surgical procedure were performed



**100%**

of Category A patients received their elective surgery within the 30 day timeframe ^



**97%**

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



**92%**

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



**2929.02**

Full-time equivalent staff



**\$586,316**

Expenditure budget ^

## Feedback & Acknowledgement

Thank you to our wonderful staff and volunteers who have allowed us to feature their photographs and have joined us in celebrating our successes over the past year.

A special thank you to those who contributed to the production of this year's Local Health Report.

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**Feedback:**

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

**By post:**

John Hunter Hospital  
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Newcastle Region Mail Centre 2310

**By phone:**

John Hunter Switchboard: (02) 4921 3000

**By email:**

Fill out the Contact Us form via the below link  
<http://www.hnehealth.nsw.gov.au/Pages/ContactUs.aspx?source=/Pages/Form-Submission.aspx>

**Further information**

This report can be viewed at:  
<http://www.hnehealth.nsw.gov.au/about/Pages/Local-Health-Committees.aspx>