



2018 Moree Local Health Report 2018

Acknowledgement of Country

Moree District Health Service respectfully acknowledges the Gamilaroi/Kamilaroi people as the traditional owners and custodians of the land in which our health facilities are located.

We pay our respects to the Elders, community members and the Aboriginal services who partner with us to improve health outcomes for the Aboriginal and Torres Strait Islander people in our district.

Year at a glance

Completion of the Moree Integrated Care program

The Moree Integrated Care project (ICP) team completed its project after four years. Moree Health Service received four years of funding from the Ministry of Health to improve integration across chronic disease services targeting renal disease and antenatal care for isolated communities. Many great things came from this project including improving communication for renal clients across services and implementing outreach antenatal clinics for the women of Mungindi and Collarenebri.

The ICP team presented at many conferences and were also the recipients of the ACI Innovation Award for Connecting Primary/Integrated Care at The Rural Health Innovation and Research Awards in October 2016.



Farewell for the ICP team Denise Haines Aboriginal health worker, Jennifer Gallagher ICP team leader, Vicki Newton registered nurse, Marilyn Swan Aboriginal health worker.

Service stalwarts honoured

Congratulations to the 27 staff from Moree Hospital who were recognised for their years of service. Nurses Heather Mooney and Susan McDonald, were recognised for the longest service of 40 years. This is a fantastic achievement and we thank Heather and Susan for their dedicated service. Heather says she is now aiming for 50 years of service!



Among the 27 staff recognised for more than 25 years of service was Lloyd Matthews, who has served 36 years in the maintenance department, and nurse Helen McNamara for 35 years service.

We are lucky to have so many dedicated staff who commit years of their lives to helping others in times of need.

Other award recipients include:

- Jennifer Hamilton - 25 years.
- Jennifer Gallagher - 25 years.
- Susan Coleman - 25 years.
- Maureen Rainger - 26 years.
- Narelle Davis - 26 years.
- Jenyl Warner - 26 years.
- Debbie Swan - 27 years.
- Leanne Smith - 27 years.
- Anne Lemmon - 28 years.
- Wendy Stevens - 29 years.
- Grant Heffernan - 29 years.
- Doris Davis - 29 years.
- Sandra Scotton - 29 years.
- Bronwyn Cosh - 29 years.
- Shayne Quirk - 30 years.
- Helen Wilson - 31 years.
- Kym Brown - 32 years.
- Patricia Bardsley - 33 years.
- Donna Fay Brown - 33 years.
- Karen Gulson - 34 years.
- Helen McNamara - 35 years.
- Vicki Newton - 36 years.
- Lloyd Matthews - 36 years.
- Bronwen Marsden - 37 years.
- Colin Rice - 37 years.
- Susan McDonald 40 years.
- Heather Mooney - 40 years.



Lunch to celebrate staff years of service - Rachel Assef, Shayne Quirk, Annabelle MacLellan, Bronte Marshall, Jenyl Warner, Wendy Withers, Rita Rogers, Sue Coleman, Teresa Boughton, Marcia Baguley.

National Reconciliation Week celebrations

The Moree District Health Service held its annual lunch to celebrate National Reconciliation Week.



Renal nurse unit manager Jodie Slacksmith, community health manager Anne Lemmon, CHIME service provider Colin Paton, drug and alcohol Counsellor Rod Tighe, Mervyn Tighe.

New renal dialysis unit for Moree

On November 21 the new renal dialysis unit accepted its first patients for treatment. Over the past 16 years Moree has been fortunate to be able to offer renal dialysis treatments to our local community however the space was being outgrown.

The new unit has accommodation for eight treatment chairs per shift and each patient has an area around their treatment chair of nine square metres - a significant increase to the space available in the previous unit.

The patients and staff alike are delighted with all aspects of the new unit which also includes purpose built storage, a new water plant, staff room and waiting area.

The generous Renal Support Committee donated \$51,000 to purchase new patient treatment chairs for the unit.



The generous Renal Support Committee in the new renal dialysis unit the day prior to opening.

HNELHD Support Team of the Year

In September 2018, Moree Hospital was very excited to have the Moree administration team named as the HNELHD Support Team of the Year at the District's Excellence Awards. This is a very prestigious award and Moree staff were thrilled to have our administration team recognised in this way.



Administration team members: Jenna Lee Duncan, Sharmaine Craigie, Amy O'Neile, Paula Swan, Teresa Boughton, Marcia Baguley, Julianne Cain, Leeanda Cain.



Attending the awards were Fanella Copeland, Paula Swan, Theresa Boughton, Julianne Cain

Other achievements for 2018

- Refocus and re-launch of the REACH program
- Refocus on escalation procedures
- Commencement of clinical handover at the bedside both morning and afternoon shifts
- Introduction of safety huddles and documentation process
- Staff education in how to appropriately care for patients with delirium
- Building clinical Telehealth room proximal to chemotherapy to enable timely assessments by oncologist to outreach chemotherapy service
- New steriliser and reverse osmosis water plant installed in CSD
- Rebuild of the maintenance staff rooms following fire damage
- Upgrading of signage throughout the Health Service
- Installation of new 'Nurse Call' system
- Electrical upgrade including a new substation; new electrical switchboards; a new generator and a new building to house this generator.
- Fire rectification works to ensure compliance with fire codes
- Replacement of video colonoscope x2
- De-escalation and violence prevention training for front line staff

Our Health Committee

Members of the committee are as follows:-

- Ann Madden - Chairperson
- Bronwyn Cosh - Acute health service manager
- Anne Lemmon - Community health service manager
- Roslyn Laws - Moree Plains Shire Council
- Wendy Long - Community representative
- Rodney Tighe - Staff representative

Our local health service is a small but committed group of people who assist the staff at Moree in different ways by being the voice and the ears of the community as well as working with us to share important messages with the community.

At flu vaccination this group became involved in an email awareness program to their local communities to ensure the district had a high compliance with flu vaccination. As many people were aware, this past flu season has been one of the least disruptive to health services and local businesses due to the low rate of influenza in the community.

Committee members, Ann Madden and Wendy Long, have been working with the Moree managers to record the history of the Moree Hospital with the aim to have a photographic display available at the front of the hospital in 2019.

Ann Madden and Wendy Long also represent the community as consumers at our Moree and Mehi clinical quality and patient safety meetings.

Our Health Service

The Moree District Health Service (MDHS) has both acute and a community services that operate within Hunter New England Local Health District. MDHS is classified as a C2 District acute hospital which provides clinical care to the agreed role delineation level (see Hunter New England Health Role Delineation) which is predominantly level 3.

The MDHS provides non inpatient services via an emergency department, a renal dialysis unit, day surgery, oncology, chemotherapy, radiology department and community health centre. acute inpatient services include general medicine, general surgery, obstetrics, paediatrics and palliative care.

The MDHS has visiting specialist surgeons who provide services in orthopaedics, ophthalmology, ear, nose and throat surgery. The MDHS operating theatre provides regular elective theatre sessions and a 24 hours per day, 7 days per week on-call emergency service. The maternal and neonatal care within the hospital is provided by registered midwives and credential GP-obstetricians and supported by a visiting maternal fetal medicine high risk clinic.

Moree Community Health Service (MCHS) provides primary and community care to the people of Moree and district. A range of services to inpatients of the health service support the delivery of integrated clinical care. Allied health services include dietitian, physiotherapy, occupational therapy, speech pathology, sexual assault, child protection counsellor and social worker. Community nurses provide specialist services including cardiac and pulmonary rehabilitation, diabetes and asthma education, child and family health, foot care clinic, Aboriginal maternal service, palliative care, cancer care and generalist community nursing. Colocated on the site are mental health and alcohol and other drug services.

Clinical support services include a general radiology unit, private imaging service (Alpenglow Imaging) and private pathology laboratory (St Vincent's pathology). The private radiology imaging service offers computerised axial tomography scans and ultrasound. The radiology on call service covers general x-ray and computerised axial tomography scans. The pathology laboratory and the hospital radiology service provide a 24 hour per day 7 day per week on service.

Medical services are provided to the hospital and the community health service by visiting medical officers and visiting specialists from rural referral and tertiary referral hospitals. Of the 12 local general practitioners, four provide anaesthetics, two provide surgical procedures and four provide obstetrics services. There are four general practitioner registrars providing general medical services to the hospital under the supervision of their local medical supervisor. The specialist eye surgery service provides predominantly cataract surgery and is conducted by four visiting ophthalmologists. Specialist ear, nose and throat surgery is conducted by a group of surgeons who visit from St Vincent's Hospital in Sydney. Local doctors

are rostered on-call to cover the specialties of anaesthetics, obstetrics and surgery.

The MDHS emergency department provides a 24 hour per day, 7 day per week service. Emergency care is managed and provided by registered nurses, enrolled nurses and on-call visiting medical officers. Those patients requiring a higher level of care than can be provided at MDHS are transferred/ retrieved to either a rural referral hospital or a tertiary referral hospital. The mode of transport is decided upon by the NSW Ambulance Service medical retrieval unit and the treating local medical officer.

Partnering with our community

NAIDOC celebrations

The Moree District Aboriginal Health Collaborative held another successful day to celebrate NAIDOC week. This year a morning tea and BBQ lunch was held along with health stations provided by Moree community health service providers. NAIDOC week this year celebrated the invaluable contributions that Aboriginal and Torres Strait Islander women have made and continue to make to our communities under the theme Because of her, we can!



Donna Taylor, Val Dahlstrom and Marlene Howard

MUBALI exhibition

The Mubali (which means pregnant in Gamilaroi/Kamilaroi language) project is run by Beyond Empathy in collaboration with the Aboriginal maternal and infant health strategy (AMIHS) team and encourages young Aboriginal mothers-to-be to make positive connections with local midwives. This program has been in place since 2004.

When the women are between 36 and 40 weeks pregnant, a mould is made of their bellies using plaster bandage. When dry a local Aboriginal elder artist will come along to the Mubali workshops to paint the mould or sometimes the women want to paint their own cast, but the elders are there to guide them.

This year bellies created were a part of a national show being exhibited in art galleries across our capital cities and also in our local Bank Art Museum Moree (BAMM).



Moree AMIHS bellies on display at BAMM

Community support

Moree Hospital has the support of a very generous community and once again this year have received very generous donations that have been in the tens of thousands of dollars.

The Moree Picnic Race Club

In May the Moree Picnic Race Club donated \$5,000 to the oncology unit.



Palliative care clinical nurse consultant Sally Laurie, accepts cheque for oncology unit from the Moree Picnic Race Club

The Moree Rugby Club

The Moree Weebollabolla Bulls Rugby Club held a fundraising day to raise funds for cancer services at Moree - on this day the club raised an astounding \$30,000. These monies are being used to support all areas of cancer services such as the chemotherapy unit, the McGrath breast care nurse, palliative care, social work services related to cancer and for providing educational opportunities for the staff that work in all of these cancer related areas.



Acute health service manager Bronwyn Cosh accepts a cheque for \$30,000 from Moree Bulls ladies day committee members Sarah Grant, Marguerite McCormick, Nicole Youngberry, Club President Paul King and Lisa Moore.



New patients are presented with care packages at the commencement of their treatment - these packages have been purchased with some of the funds donated by the Rugby Club of Moree.

Moree United Hospitals Auxiliary (UHA)

The Moree United Hospitals Auxiliary (UHA) donated \$27,000 to purchase four new vital signs monitors for the acute inpatient unit. The Moree Hospital has recently nominated the local UHA for 'Volunteers of the Year' for the Australia Day Awards.



Moree Hospital acute inpatient unit nurses thank the Moree Hospital Auxiliary for the generous donation of four vital signs monitors.

Renal support committee

The renal support committee continues to be generous supporters of the health service. With the building of the new renal dialysis unit the renal support committee have donated \$50,250 to purchase seven new chairs for the unit. They recently inspected the new unit and presented the health service with a cheque for \$51,000.

The group has been an incredible support since 2002 and in that time \$405,000 has been raised, and all of these funds have been donated to the Moree Hospital to purchase equipment.



Moree renal unit staff thank the Moree renal support group for the generous donation of \$50,250 for purchase of seven new renal dialysis treatment chairs.

Moree Hospital is so fortunate that the community values the services provided and are keen to donate funds to ensure that Moree Hospital has the equipment and resources required to ensure the best comforts and care for the community.

Cancer support group

Moree patients can now connect to any specialist at any hospital without having to travel hundreds of kilometres thanks to two generous donations to Moree Hospital.

Moree cancer support group and local woman Sophie O'Neill each donated more than \$10,000 to go towards the purchase of a Telehealth video-conferencing unit, as well as the refurbishment of the room in which the equipment is housed.

The Telehealth video-conferencing unit allows cancer patients to have an appointment with oncologist, Dr George, prior to receiving chemotherapy treatment.

Moree outreach chemotherapy and infusion service nurse-in-charge Jenny Bingham said when patients have chemotherapy elsewhere, they would see a doctor beforehand, but since there is no oncologist based in Moree, local patients would have the treatment without a prior consultation, or over the phone. Otherwise, they'd be forced to travel.



Moree outreach chemotherapy and infusion service nurses Jenny Bingham (second from left) and Karen Gulson (centre) with Sophie O'Neill (left) and Moree cancer support group members Val McLennan, Wendy Long, Edith Garvey and Val Lemmon in the Telehealth room with the new equipment which they helped purchase.

Hunter New England Local Health District



Highlights

Support Team of the Year

It was with great excitement that members of the Moree administration team attended the 2018 HNELHD Excellence Awards in Newcastle where this team had been nominated in the Support Team of the Year category.



Pictured attending the awards night were Teresa Boughton, Fanella Copeland, Richie Hair, Bronwyn Cosh, Paula Swan and Jillian Cain.

There was great excitement when the Moree administration team was announced as the Support Team of the Year. As all members were unable to attend the awards presentation a celebration was held at Moree Hospital where general manager, David Quirk, presented the award to the entire administration team.



Mehi General Manager, David Quirk, Presents the HNELHD Excellence Award for Support Team of the Year 2018 to Moree administration team members Gina Duncan, Jillian Cain, Wendy Withers, Amy O'Neill, Teresa Boughton, Marcia Baguley, Paula Swan, Fanella Copeland and Stacey Swan (absent Sharmaine Craigie).

Visit by the Alison Bush simulation van

In November 2018 the Alison Bush simulation van visited Moree. During this visit education in emergency situations was offered to different health provider groups. The highlight was a two day emergency master class that was provided to four general practitioners, four paramedics and four registered

nurses to enhance teamwork in emergency situations. All who participated agreed that this was a fantastic opportunity for local teams to practice in a simulated environment. This education was provided by two emergency medicine specialists who travelled from Sydney.

The team from the simulation van provided education to ward nurses and maternity nurses in Moree as well as travelling to all the other hospitals in the Mehi Sector.



Community Health highlights

Final curtain call for Integrated Care program

The team leader for the Integrated Care Project, Jennifer Gallagher was invited to present on renal disease at the Integrated Care Conference held in Sydney. This was the last presentation given by the team prior to the program completion.



Jennifer Gallagher presenting at the Integrated Care Conference in Sydney.

New position in palliative care

Moree community health was allocated a new position being a palliative care clinical nurse consultant 2 to improve palliative care education and clinical care across the Mehi Sector. Since stepping in to this position, Sally Laurie has improved the use of

Telehealth technology to improve care and Scopia for palliative clients whose family cannot be present at the end of life.



Sally Laurie

Sally has also submitted a poster to the recent rural and regional conference held in Tamworth on 'Telehealth Enhancing Quality of Life In Rural Palliative Care.'

Gym equipment

Enhancements were made to the Moree community health gymnasium with updated equipment. The new equipment is electronic and includes handrails and stairs.



Moree Muscle Muster - Step On Health Challenge

Moree community health held a health challenge in September 2018. We invited community businesses to participate to improve community focus on health. Each participant was provided with a pedometer, full health assessments and referrals as required. The program was a great success and highlighted to the community the need to get healthy and invest in their wellbeing.

Overall 182 participants from 18 businesses entered the challenge. Of these, 55 participants took advantage of a follow up health check which demonstrated an average waist measurement loss of 1cm per participant.



Step On Health Challenge community health team.



Peter Weal and health challenge organisers Belinda Reid Diabetes Educator and Sally Lavery Dietitian at the function night.



Function night held at Moree BMM involved guest speakers and health information.

Safety Leader Award

Moree community health nursing unit manager, Lee Clissold won the inaugural award of HNE Health "Safety Leader of the Month." This award acknowledges the recipient's dedication to the safety of staff, clients and visitors. Well done Lee!



David Brand, Lee Clissold, Teresa Boughton Mehi Work Health and Safety Officer, Anne Lemmon Community Health Manager and David Quirk Mehi General Manager.

New full-day antenatal class at Moree a resounding success

The Moree community health Aboriginal midwifery team introduced a full-day antenatal education and parenting class for first-time mothers giving birth to Aboriginal or Torres Strait Islander identified babies. The program is led by midwife Debbie Key and Aboriginal health education officers Kelly Lawton and Sharlene Williams. The team has held three classes this year which include a tour of the maternity unit, and many practical activities including safe wrapping, sleeping and bathing of newborns. The newly introduced program has been met with praise from the first groups of expectant mothers.



Midwife Debbie Key with Celina Moore.



Mothers to be Grace O'Neil, Ashleigh Roach, Celina Moore and Celina's support person Sarah Moore with her baby enjoying their antenatal class with midwife Debbie Key.

Telehealth project increases engagement and improves client care

In 2017 drug and alcohol clinical services (DACS) were successful in gaining an allied health grant for the implementation of Telehealth services to help clients access timely and appropriate care.

Our aim of the project was to reduce waiting times, increase the efficiency of assessment and treatment, thereby reducing client discomfort and risk of harm to themselves and to the community. The funding grant has also allowed clinicians to access team meetings, education, clinical review, case conferencing and regular support from management. More importantly Telehealth has decreased the sense of isolation staff can sometimes experience in working in rural areas and increases contact with colleagues.

Referred clients are now being reviewed by staff specialists in Newcastle via video conference with the case manager present with the client in Moree. ACS Aboriginal health worker Rod Tighe is also working closely with the clients and providing cultural support. The experience can be daunting for clients and like us, not all of them like seeing themselves on screen, but they have appreciated being reviewed earlier and the necessary treatment changes made.



From left to right on videoconference Dr Adrian Dunlop, Aboriginal health worker Rodney Tighe, Dwayne and registered nurse Narelle Crossley.

Our medical leaders

Moree GP numbers boosted

Moree GP numbers were boosted this year with five general practitioner (GPs) registrars choosing to work under the guidance of local Moree GPs. This year Moree was fortunate enough to have the services of two GP surgeons, five GP obstetricians and five GP anesthetists. In 2018 there were 13 Visiting Medical Officers who supplied services to the Moree Hospital.

Dr Lisa Simpson and Dr Lauren Vernon came to Moree as GP registrars and are both proceduralist anaesthetists. These skills were a huge boost for the Moree Hospital theatre and emergency departments and for the Moree community as well.



Dr Lisa Simpson and Dr Lauren Vernon



Val pictured with her artwork and great grandson Isaiah Priestley, granddaughter Tara Priestley, Bronwyn Cosh Acute Health Service Manager, Val Pitt, Candice Dahlstrom Aboriginal Health Coordinator, Anne Lemmon Community Service manager, Lee Clissold NUM Community Health.



Dr Lisa Simpson went on to be named the 2018 GP Synergy New England/Northwest GP Registrar of the Year.

The award, presented by local GP training provider GP Synergy, recognises excellence and ongoing commitment to quality general practice education and training.

In the spotlight

Artwork selected for Moree District Health Service

As a part of Moree District Health Services commitment to ensuring the facility is culturally appropriate and welcoming to Aboriginal people, the Moree Aboriginal Collaborative Committee held an artwork competition inviting local artists to participate. Valmai Pitt with her artwork depicting the Mehi River was selected as a winner. The artwork will appear on future signage, brochures, shirts etc.

New renal dialysis unit

2018 saw the realisation of a new renal dialysis unit for Moree Hospital. Building works were commenced in April 2018 and the first patients received treatments on November 21 2018. This new build has seen the renal dialysis unit grow from a small area with five treatment chairs to a purpose built eight chair unit that is modern, comfortable, light filled and spacious. This area is appreciated by patients, staff and the community alike.



Unit manager, Jodie Slack-Smith, Rachel Hennessy, general manager David Quirk, Anne Lemmon, Madonna McInnes, Lola Shearer, Ros Law, Margaret Young, Councillor John Tramby, Sharon Broadie, Shirley Thompson and Northern Tablelands Member Adam Marshall.



8,666

patients presented at our emergency department



84.3%

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



25,408

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



138

Babies were born



266

Day only surgical procedure were performed



100%

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



100%

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



100%

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



97.46

Full-time equivalent staff



\$21,657

Expenditure budget[^]

People Matter Survey 2018

The People Matter Survey of 2018 showed that Moree Hospital has a staff that are engaged with their place of employment. The overall response was 75 per cent with employee engagement of 72 per cent. It noted 97 per cent of staff strive to achieve customer satisfaction; 96 per cent of staff work collaboratively to achieve their objectives and 90 per cent are proud to say that they work at Moree Hospital.

Compliments

Moree staff received compliments on their care on many occasions and on two occasions the compliment made front page headlines of the local newspaper. Some of the feedback included a story from a mother about the survival of her son after he was involved in a motorbike accident where he hit the side of a semi-trailer.

“Miracle number two happened at the hospital with the fast actions of the medical team. I will never forget your name doctor Jim Reed, you saved my son.

To Dr Boyd, Dr Omar, Dr Shirkey, the nurses Steph Sharp, Kim Brown, Robyn Ticehurst, Elky, Hollie and trainee Katie, from John Hunter's point of view, he should never had made it past that golden hour.

Your quick response to Jack saved his life. He had tubes in the right places IVs in and plenty of them so they moved fast at John Hunter, without trying to do them, you gave them extra time to do other things to save him”.

Another compliment printed in the local newspaper read;

“I wonder if you could allow me some space in your paper to sincerely and publicly thank both the Moree District and Tamworth Hospitals for all the first-class care I received during my six-month recovery from a very rare and extremely painful condition.

I don't know what I would have done if it wasn't for their expertise and loving devotion.

I think, all too often, people in general seem to knock country hospitals, and you hear, “don't go hear, go to a large city”. Well, I would like to say, from the staff administration to the emergency department, to pathology, to oncology, to radiology, to day and night nurses, to kitchen and cleaning staff, I was treated like royalty. Thank you immensely”.