

Southern NSW Local Health District

Quality Awards

23 June 2021

The annual SNSWLHD Quality Awards recognise and celebrate the remarkable commitment and innovation of staff to improve the care and service provided across all aspects of our health service.

Each year we encourage managers, clinicians and other staff to nominate their peers or colleagues either in team awards or individual categories.

SNSWLHD is pleased to present the following entries in the 2021 SNSWLHD Quality Awards. We thank all of those staff who entered submissions and congratulate those who have been selected to receive awards.



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Transforming Patient Experience Award

Recognising that patients are partners in their healthcare, this award aims to acknowledge projects/programs which promote collaboration between the patient and the health care team to improve health.

Winner

The Dinosaurs Did It!!! – Queanbeyan Maternity Services

Team: *Jenny Flaherty, Amanda Sibley, Sue Ahearn, Luke Blumer*

The aim of this project was to bring Queanbeyan maternity services in line with a more modern and contemporary way of accessing care and information through the creation of an online platform.

The platform provides maternity specific information online that is easily accessible, culturally appropriate and inclusive of information from booking-in procedures, available models of care, antenatal education options, virtual tours, frequently asked questions, links to evidence based websites and information brochures offered in a range of languages.

The introduction of the online platform has been overwhelmingly successful with the uptake of women registering online at Queanbeyan >99%. It has streamlined the process, reducing administrative workload, resources, freeing up phone lines and improving communication between consumers and the maternity services.

This project has been so successful it has been rolled out across the LHD with three other maternity services coming online. Murrumbidgee LHD have now also expressed interest in implementing the online service platform.

Entries

Community Palliative Care Triage Tool – Goulburn Palliative Care Service

Team: *Mira Glavan, Belinda Unicomb, Rosie Doherty, Phillipa Baker, Liddy Longhurst*

This project aimed to implement a Palliative Care Triage Tool, to provide effective, efficient and supportive communication with timely response to 99% of patients following referral. This would enable better understanding of care needs between patients, families/carers and the Palliative Care Team overall, improving the patient and family/carer experience.

A search of literature and current practices in this specialty area was conducted. The team, through consultation and collaboration, identified clinical and patient personal needs in the referral and first visit process.

A tool was developed and trialed which resulted in further refinement of the tool before implementation.

The triage tool has resulted in improvements to timely access, with 99% of patients now seen within 2 days of their triage priority score. A person centred focus has been embedded into the referral process.

COVID Triage Team: The Voice on the end of the phone – Keeping the public safe through effective communication, support, education and testing facilitation – Integrated Care, SNSWLHD

Team: *Edwina Lewis, Netty Swinburne Mephram, Marie Callan, Rebecca Armstrong, Rachael Rogan, Katherine Jones, Kylie Philips, Catia Whalley, Antonia Harajli, Lucy Favetta, Theresa Smith, Donna Gray, Jaimi Harding, Vicki Sanki, Sarah Bruno, Amelia Davies, Rebecca Traynor*

The formation of the SNSWLHD COVID Triage line team was in response to the COVID-19 crisis in March 2020. Team members worked across the LHD, forming a cohesive, patient focused and value-driven service that embraces the NSW Health CORE values, while attending to the intricacies of working remotely, enabling patient self-care and monitoring through information sharing and education.

During the health crisis patients required direction, support and consideration for their personal circumstances while navigating the difficult and unprecedented process of attending a COVID testing clinic, isolating and receiving results.

The COVID Triage team responded by encouraging and supporting clients to become confident with being tested, taking responsibility for their own and others health and responding to government direction in the face of a pandemic. Information was provided on public health orders, contact locations, isolation requirements and border closures.

The team partnered with clients taking over 30,000 calls and providing reassurance, symptom investigation and activity history, testing registration, data system updates and supporting individuals with vulnerabilities. As a result patients experience and knowledge about COVID 19 was transformed.

“Early Days” Goulburn Child and Family Health Project – Goulburn Child and Family Health Team

Team: *Kerry Ennis, Sharon Divall, Jocelyn McLean, Nicole Fleming, Rebecca Hallam, Leah Pennay, Lauren Rodger, Gay Woodhouse*

Through the implementation of an ‘Early Days Drop-in Clinic’ for mothers/parents, Child and Family Health Nurses were able to reduce the amount of time spent on

providing two or more home visits to parents with newborns by 50%, and at the same time improve the support offered to new mothers in Goulburn and surrounding areas.

The outcomes of the project include:

- Increase in mother/nurse interactions by 50%
- Decrease in home visit hours by over 50%
- Reduction in travel time for clinicians, increasing opportunity for face to face interactions
- Qualitative feedback from mothers demonstrates an increase in parenting skill confidence and satisfaction with the flexibility of access to the Child and Family Health service.

Holistic BPSD Support - Supporting People to Thrive Despite Dementia – David Morgan Centre, Kenmore Hospital

Team: *Kelsey Hoy, Anna Smith, Juanitta Phiri, Dr Gayatri Majumdar, Dr Otsile Dinama, Josyia Vanderkunnel, Helen Johnson, Rony George*

“Holistic Behavioural and Psychological Symptoms of Dementia (BPSD) Support” was developed as a strategy to document an individual’s unique care requirements in order to enable consistency of care, meaningful interventions and current best practice guidelines in the provision of dementia support.

The objectives of this initiative include to reduce the use of PRN medication, reduce the incidence of aggression, ensure that staff interactions with consumers are aligned with identified interests and meaningful, and support Residential Aged Care Facilities (RACF) to manage consumers with the goal of reducing readmission rates.

The program consisted of several collaborative components;

- A weekly multi- disciplinary BPSD analysis meeting
- Top 5 Tool (Clinical Excellence Commission, 2021)
- The Sunflower Tool (Agency for Clinical Innovation, 2020)
- Comprehensive nursing care plan on discharge
- Inservices and buddy shifts for RACF staff
- Regular review of the BPSD management plan
- Implementation of 1:1 leisure based sessions unique to identified interests

The outcomes of this project include consistency of care during hospital admission with transference to home or care environment; reduced incidences of aggression leading to fewer consumer and staff injuries and increased morale; reduced used of PRN medications related to BPSD; and no readmissions within 28 days.

Delivering Integrated Health Care

Integrated care involves the provision of seamless, person centred care across different health settings, focused on preventing illness and deterioration of health and delivering flexible, continuous and appropriate care in the right place at the right time. This award recognises innovative partnerships which promote an integrated approach to care.

Winner

Oral Wellness Lifelong (OWL) - Aged Care Program – Oral Health Program SNSWLHD

Team: *Trolisa Knudsen, Jennifer Lang, Sibghat Ullah Wazir, Jane Smith, Annie Cummins, Elizabeth Russel, Margaret Selvey Horvat, Zachary Forostenko, Angela Rankin, Sue Winders, Kathleen Mathews, Neville Heer*

Oral Wellness Lifelong (OWL) is a collaborative program between Oral Health and Aged Care aiming to address a number of highlighted concerns regarding lack of oral health service delivery in the ageing population in rural, regional and remote ageing populations.

In 2020, the OWL extended its reach to service Southern NSW LHD (SNSWLHD) as well as Murrumbidgee LHD (MLHD). OWL is an ongoing program offering dental screening and treatment to residents across 23 publically funded residential aged care facilities (RACF) throughout MLHD and SNSWLHD.

Oral Health Services and Aged Care staff have introduced referral pathways for problems experienced by residents between visits. To supplement this, tele-dentistry pathways enable nursing care staff to send pictures of oral health concerns to oral health professionals for review, recommendation provision and facilitation of service delivery as required. This is a significant cost saving to the health system and a more efficient use of staff time and resources.

The OWL program has enabled RACF residents to have improved oral health and develop more skills to keep their mouth and dentures healthy, with the aid of RACF staff as needed.

The need for travel for dental assessment has been negated for all consenting RACF residents assessed so far, who previously would have been required to see a private provider or travel to the nearest public dental clinic.

Entries

Covid-19 Pandemic Eurobodalla Response Team Leaders – Eurobodalla Covid-19 Testing Clinics

Team: *Loren de Vries, Lisa Wilson, Rebecca Miller, Gillian McIntosh, Kaye Casey, Kristy Spooner, Lynn Wilson, Helen Blake, Rebecca Du Field*

The aim of our team was to work in conjunction with NSW Health to establish a Covid-19 assessment clinic and drive-through pop-up clinics, to provide the community with access to timely and safe testing facilities and information. We also provided testing to those in residential care and to people in their homes if they were vulnerable.

As a team, we ensured our health care workers were educated in appropriate testing techniques and personal protective equipment usage, and in regards to educating the community on isolation requirements and obtaining results.

While at times it has been a steep learning curve (for example when daily testing numbers exploded from 50/day to 700/day) we have managed to keep calm under pressure, at times of extreme stress and adverse circumstances. We have provided access to testing for the community 7 days a week, rain hail or shine... even gale force winds! Literally.

The outcome of this massive undertaking was effective and efficient management of testing for Covid-19 in the Eurobodalla, keeping the community and health care workers safe, informed and healthy. We worked with the state government to maximise daily testing numbers, minimise outbreaks and manage clusters.

Overall, the team leaders in this group have done an outstanding job throughout the last 14 months. We have been innovative, adaptive and passionately motivated to care for the health of our community and fellow colleagues on the frontline of this pandemic.

Eurobodalla Clinical Coordinator – We Rose to the Challenge - Eurobodalla Community and Palliative Care Nursing Service

Team: *Kylea Haslope, Robyn Rodger, Eurobodalla Community and Palliative Care Nursing team*

The aim of this project was to evaluate the Clinical Coordinator role and highlight the importance of continuing the role to provide efficient, evidence based, person centred quality care to the Eurobodalla Community.

Development of the Clinical Coordinator role was an outcome of an Essentials of Care project the Eurobodalla Community & Palliative Care Nursing team undertook in 2017 to look for solutions to answer the question – *How do we provide the same or better level of excellent nursing care with fewer hours?*

The evaluation demonstrates that the role has been a success and provided outcomes that matter to patients, has a positive impact on patient experience and enhances effectiveness and efficiency of care delivery.

The role has continued to grow since its inception in 2017, and has established itself as a valued and essential role in the service delivery of Community and Palliative Care Nursing. The role is sustainable and able to be replicated in other local health districts.

The role provides a professional avenue for nurses aspiring to practice and gain skills in leadership and promotes the speciality of Community Nursing.

Maternity Antenatal Postnatal continuity Service [MAPS] - Queanbeyan Maternity

Team: *Jess Brack, Amanda Sibley, Jenny Flaherty, Emma Mann*

The aim of the MAPS service is to allow women wishing to birth at Queanbeyan the opportunity to have a “known “midwife providing their antenatal and postnatal care. Care is planned and delivered in collaboration with the woman, her family, midwife and GP obstetrician. The service promotes continuity of care throughout pregnancy and early parenting.

All midwives were invited to submit an expression of interest to join the MAPS team, 4 midwives then commenced offering the continuity service in February 2020, each taking 10 women per calendar month. Existing staffing levels were used for the continuity service.

The MAPS service is receiving positive feedback from the women and the community, GP obstetricians are now able to communicate with one midwife, ensuring concerns are addressed and women are receiving timely care and referral.

The MAPS team have now absorbed all the current Aboriginal Maternal and Infant Health Services clients with very positive feedback from this cohort and collaboration with the Aboriginal Health workers.

Old to new; collaborating with consumers to provide a seamless, patient centred and unique experience in moving from an old, historic building into a brand new facility.

– Braidwood Multi-Purpose Service

Team: *Jennifer Mitchell and all members of Braidwood MPS staff- nursing, allied health, medicine, asset management, domestic services and Kirsty Campbell/ health infrastructure*

When funding was made available for a new Multi-Purpose Service at Braidwood, it was to be built on the current site and would involve the demolition of the old and historical building and the move of all patients, residents and their belongings into the new facility.

Planners, site managers, nurses, allied health, asset management and kitchen staff all worked together with our residents. Local community groups such as gardening clubs, craft groups and local artists were involved in creating a meaningful interface

within the building and grounds that incorporated resident's plants, artwork and those from the old building.

Staff, residents, patients and their families, and the community worked together to ensure that what could have been an extremely stressful and upsetting time; moving from their ward/ residential aged care facility, was a positive and person centred project. Years of planning a building and months of work planning the logistics of a move were all focused on a few days. The end result is very happy residents and their families, and staff and a community that can be justifiably proud of this facility.

Responding to COVID-19 – Establishment of COVID Triage - Integrated Care, SNSWLHD

Team: *Rachael Rogan, Netty Swinburne Mephram, Rebecca Armstrong, Monica Alcock, Kylie Philips, Catia Whalley, Antonia Harajli, Lucy Favetta, Theresa Smith, Donna Gray, Jaimi Harding, Vicki Sanki, Edwina Lewis*

Southern NSW Local Health District (SNSWLHD) established a 1800 number for the COVID19 Triage Line in March 2020 and expanded in response to the pandemic throughout 2020/1. The aim was to establish a single coordinated service that minimised the possible spread of COVID-19 while promoting testing across SNSWLHD.

Through this service, presentations to the emergency department and general practice for testing have been minimised, and access to testing has been prioritised for those at risk.

Administrative and clinical staff were supported by Mobicall, an Interactive Voice Response (IVR) solution, which enabled staff to work from anywhere in the district or to work from home. The IVR enabled up to 17 staff members to take calls and respond to enquiries, at any one time. Clinicians, administrators, GPs and surgeons were all able to contact the triage line to request testing for their patients or access results (in line with privacy and confidentiality undertakings).

Patients were supported to access testing and results, as well as enquire about border closures or public health orders. Many callers reported satisfaction with the service, and expressed gratitude for the education, clinical and emotional support.

Right Place, Right Time, Right People – Autism Assessment – Eurobodalla Community Health

Team: *Sharon Newman, Gretchen Buck, Tamara Keogh*

The Early Years Assessment Team (EYAT) gather a 'whole of child' picture across local contexts – preschool, childcare, home and clinic settings. This approach allows relationships with families to form and therefore a more thorough understanding of children's development.

The aim of this project was to enhance the current EYAT local service by providing standardised assessments to support autism diagnosis in addition to traditional developmental assessments for preschool aged children.

The existing EYAT attended training to undertake Autism Diagnostic Observation Schedule (ADOS-2) assessments. Following completion of the ADOS-2 training EYAT is now conducting ADOS assessments for relevant children who have been referred to their service. Due to a need identified in other local paediatric services, EYAT is also hoping to extend the ADOS assessment service to other local paediatric health services such as the Aboriginal Early Intervention Team (New Directions) and Speech Pathology.

The use of a standardised autism assessment supports early identification, addressing the distress and at times expense experienced by local families who have reported 'being in limbo' waiting for assessments.

The results gathered from the ADOS assessment provide families and other service providers, including paediatricians with evidence and standardised based results supporting a more comprehensive and hopefully early diagnosis. Ultimately this means that children can access the NDIS and specialist services in a timely manner.

Emergency Department Cultural Art Wall – South East Regional Hospital

Team: *Angelique Schaefer, Jo Donovan, Andrew Gray – CEO, South East Arts*

The project aim focussed on improving the Aboriginal patient experience when attending the South East Regional Hospital (SERH), Emergency Department as this can often be an environment that has a clinical focus and lacks a sense of cultural safety.

We collaborated with South East Arts to develop a visual art wall that represented the Bega Valley geographical area incorporating Aboriginal and non- Aboriginal local artists. In doing so, the Aboriginal patients now experience an Emergency Department waiting room that provides a sense of cultural safety and competence and in effect, Aboriginal patients are able to feel valued and recognised in our local community.

The benefits of having Aboriginal art work displayed in the waiting room is symbolic of welcoming our Aboriginal community to our Emergency Department which in turn facilitates timely, adequate and culturally inclusive healthcare. All visual artists were paid for their art work which was critical in the context of local artists being impacted by a number of natural disasters which has affected the regions employment in addition to recognising the artistic credentials.

'The Right Click' project – Queanbeyan Health Service – Operating Theatres

Team: *Sheridan Williams, Lauren Rodger and the Queanbeyan Operating Theatre nurses*

The aim of the Right Click project was to reduce the number of SurgiNet errors at Queanbeyan District Hospital by 50% by September 2020.

Errors in our documentation impact the quality of data collection, which in turn contributes to inaccurate activity data, delays in clinical coding and impedes appropriate funding for our unit, Hospital and to our Local Health District. Identifying and correcting errors is time consuming and costly in staff hours.

The Right Click project aimed to address the issue of SurgiNet errors through:

- Education provided to staff
- Each staff member was sent an error report for the cases they were responsible for
- Resources and “cheat sheets” developed for staff guidance

Results:

- Number of initial errors decreased from 43% to 11%
- Following correction, error rates dropped to less than 1% of total cases
- Queanbeyan cases displaying errors was 0.2% compared to other SNSWLHD OT cases which was 12.7%

These results allows for improved benchmarking within facilities and other LHDs and increases the accuracy of clinical costing.

Universal Health Home Visiting referral project – Queanbeyan Child & Family Health Team

Team: *Judy Anderson, Barbara Bennett, Lauren Rodger and the Queanbeyan Child and Family Health Nurses*

The aim of this project was to improve compliance with the Families NSW Key Performance Indicator ‘Families with newborns receive a home visit by Day 14’ from 25% to 70% by June 2020.

Strategies implemented were:

- Collaboration with Central Intake to streamline the process of Child and Family Health (CFH) team receiving referrals
- Collaboration with Queanbeyan Maternity Unit to improve documentation of referral form and improve communication between the two teams
- Highlight high priority referrals to ensure timely access to CFH services

The results were:

- Improved compliance with the Families NSW KPI
- 86% of high priority referrals were being seen with one week of discharge (increased from 0%)

- Number of missed referrals decreased to zero
- Average length of time for a referral to be action decreased to 3.6 days (from 7.9 days).
- Improved quality of referrals received from Queanbeyan Maternity unit, improving communication and transfer of care.

Patient Safety First

Providing world-class clinical care where patient safety is first is a key priority for NSW Health. NSW Health has a shared vision that Patient Safety is everybody's business. This award acknowledges a commitment to putting patient safety first every day.

Winner

Keeping pregnant women safe and close to home – quantitative fetal fibronectin (fFN) testing – Nursing and Midwifery Service

Team: *Amanda Gear, Maree Hatton, Elizabeth Simpson, Amanda Sibley, Claudia Stevenson, Hannah Bird, Gemma O'Sullivan, Stephanie Walker, Erin Petty, Jennifer Flaherty, Wendy Pryke, Sarah Andersen, Celine Conrad, Brett Delahunty*

The aim of implementing quantitative fFN testing across maternity services was to improve women's safety and reduce unnecessary transfers to tertiary facilities.

The technology, takes ten minutes to process, and enables clinicians to predict the likelihood of a preterm birth occurring within seven days of testing. It improves patient safety, engages patients in their care, reduces the risk of transfer, interventions and costs to the woman and the health service.

Executive support for implementation was obtained and engagement with key stakeholders (Maternity, medical staff, NSW Pathology, Hologic PeriLynx) was established. There was a coordinated roll out to implement testing in late 2020. Staff at each maternity service received education, resources and equipment.

What were the outcomes/benefits?

There has been a 79% reduction of women with threatened preterm labour, being transferred to a tertiary facility.

For the families, the advantages of having women safely stay in their communities are immeasurable. Given information, the women/families feel empowered and their decisions about their care are respected.

For the health service, 3 months of testing cost \$1,977.60 for the Quantitative fFN tests. Just three women were transferred costing \$16,215. There were estimated savings of \$70,265 from 13 women who did not need transfers.

Entries

Improving Gastrostomy Tube Management – Dietetics, Bega Valley

Team: *Ella Fennessy, Astyn Friend*

The aim of this project was to reduce incidents related to gastrostomy tubes within the Bega Valley Health Service through staff education and resource development aimed

at improving the confidence and competence of staff providing direct patient care to people with gastrostomy tubes by 2021.

Actions for improvement centred around education, resources, equipment and engagement with a surgeon.

The results to date include:

- Improved availability of gastrostomy tubes by locating them in the ED
- Receipt of referrals from ED, wards and community health.
- Reduction in complaints and clinical incidents
- Reduction in hospital admissions directly related to gastrostomy tube management
- Initiation of scheduled, rather than emergency, tube replacement
- Improvement in the correct placement of initial tubes at SERH
- Positive engagement from education sessions with all nursing staff on wards
- Positive feedback from patients and their families/carers

Introduction of a Clinical Coordinator improves patient safety in the ICU – Goulburn and SERH Hospitals

Team: *Janice Andersen, Sarah Little, Sherri-Leigh Bayliss, Laura Younger, Zoe Lawler, Laura Isberg, Shannyn Bennett*

As part of the work undertaken in meeting the Agency for Clinical Innovation Intensive Care Level 4 Service Model standards, a supernumerary Clinical Coordinator role for each shift was implemented in both SNSWLHD ICUs in late February 2020.

The supernumerary ICU RN Clinical Coordinator is rostered to each shift and is responsible for overall coordination of the delivery of care including supervising staff in management of patients and resources, upholding professional standards, portraying positive culture, demonstrating advanced problem solving and communication skills, modelling expected behaviours and supporting and advocating for patients and staff.

As a result of this implementation we have been able to demonstrate:

- Great improvement in patient care and safety with no SAC 1 or serious clinical incidents requiring Clinical Review or Root Cause Analysis in 2020 or 2021 for either unit.
- Increased development of junior staff skill and knowledge with junior staff progressing through Clinical Ladders towards managing mechanical ventilation at faster rates than previously achieved. All Transition to Practice nurses from 2020 are progressing to mechanical ventilation in 2021.
- 100% retention of Transition to Practice nurses at SERH

- Decreased interruption of patient care due to hospital Rapid Response activity and maintenance of excellent continuity of care. All Rapid Responses prior to implementation of the Clinical Coordinator role were attended by staff with a patient load, meaning 2 (often junior) staff were left to manage the 6 patients. Post-implementation it is rare that a staff member with a clinical load attends a Rapid Response.
- Improved staff satisfaction and feeling supported
- Improved data available from Patient Flow Portal including patient to staff ratios, ventilation hours and Exit Block, now sitting at 95 – 100% completion (Feb 2021 data)
- Improved completion of audits

The Clinical Coordinator role has been pivotal in this improvement.

Protecting the community from COVID – SNSWLHD Public Health Unit

Team: *Tracey Oakman and the Public Health Unit team*

The aim of the Public Health Unit (PHU) team was to provide an expert, decisive and immediate response to the evolving COVID-19 pandemic.

To do this, the PHU team adapted individual roles to provide expertise and skills as needed in the various elements of the public health response to the pandemic, including COVID-19 case management, contact tracing, quarantine monitoring, COVID safety plan development and compliance with businesses and community, vaccination and response to adverse events from immunisation and provision of support to Ministry when response to outbreaks elsewhere in the State needed.

The PHU team demonstrated dedication and excellence when put under considerable workload strain with the high demand for service. They were able to meet the demands of the Ministry, the Chief Executive and the community. Staff surged in their roles working with a focus to reduce the risk of COVID-19 in the community and high risk scenarios were managed successfully multiple times. Staff developed caring client/patient relationships with those put in quarantine to ensure better patient outcomes, and with businesses who sought guidance on how to remain open and functioning.

The PHU staff provided a source of current information and interpretation and application expertise to health practitioners, policy makers, businesses and the public. The PHU team played, and continues to play, a significant role in keeping people in the community healthy and safe from COVID-19.

Queanbeyan ED triage redesign. Being the worst, makes you first – Queanbeyan Emergency Department

Team: *Bronwyn Maher, Tim Keun*

The aim of this project was to put value on the role of the triage nurse, improve KPIs in triage to treatment times, ensure processes aligned with policy and improve patient safety and experience in the waiting room.

After the redesign, education and implementation of new processes the Queanbeyan Emergency Department, triage now met policy and guidelines, it demonstrated increased patient safety; there was a reduction of incidents of deterioration in the waiting room. The triage nurses reported feeling like they were able to provide care to the patients in the waiting rooms. There was an improvement of KPIs for Triage Category 2 and Category 3 patients' time to treatment and a reduction in patients leaving the waiting room prior to being seen.

Winter Is Here! – Medical Ward, South East Regional Hospital

Team: *Gabrielle Merrett*

The Winter is Here (WIH) project's main purpose was to improve compliance with documentation of a respiratory assessment in combination with increasing the confidence of staff in evidence-based nursing interventions related to respiratory admissions.

The WIH project used a multi-disciplinary approach using a multi-model framework to meet the staff's different learning styles.

There was significant improvement seen with 'documentation of a respiratory assessment' improving by 50%. Improvements were also seen with patient outcomes indicating nursing staff are recognising deterioration earlier resulting in a reduction of patient transfers into a higher care unit.

Medication related incident reporting increased post-education which indicated improved knowledge of staff relating to medication administration and increased identification of near misses. A post-education survey shows staff reported an improved knowledge base and practice change. To sustain the change and create a more in-depth understanding of respiratory anatomy and pathophysiology, the quality improvement project Respiratory 2.0 is about to commence implementation phase.

Keeping People Healthy

This award aims to acknowledge innovative projects and programs which promote good health through raising awareness of health choices, preventing ill health and improving the overall health and wellbeing of the community.

Winner

You CAN try this at home! Expanding the reach of a rural cardiac rehabilitation program – Eurobodalla Cardiac Rehabilitation

Team: *Deana Efraemson, Trina Castell-Brown, Jennifer Lloyd, Gretchen Buck, Kathryn Harris, Edwina Fynmore*

During 2020, Eurobodalla Cardiac Rehabilitation improved the accessibility of its program by adjusting the model of care to include a home-based option for clients rather than the traditional gym-based group sessions. A simple telehealth approach was adopted. This allowed the program to continue to provide support, exercise guidance and education to those people experiencing cardiac events during COVID after having just experienced a bushfire crisis.

There were small improvements in program completion rates and patient outcome measures data for 2020 as compared to 2019 despite the pandemic. Notably, 15% of clients in 2020 indicated they would not have participated in a traditional gym-based program even in 'non-COVID' times due to issues with transport, family and work commitments or social anxiety.

The simple telehealth program was not only successful in allowing for the continuity of the service during a pandemic, it improved patient outcomes compared to previous non-pandemic years. The team is planning to discuss a small increase in resourcing with management to allow for the continuation of the dual-delivery model for the program and help overcome the traditional barriers to cardiac rehabilitation participation in a rural area.

Entries

Balance Right: A Falls Prevention Program Initiative – Eurobodalla Physiotherapy

Team: *Trina Castell-Brown, Gretchen Buck*

Falls are the leading cause of injury related hospitalisation and mortality in older people. The need to develop a flexible, sustainable alternate falls prevention program during the COVID-19 pandemic was identified. This project aimed to develop a Falls Prevention program so we could continue to provide falls prevention initiatives to the aged and vulnerable population of the Eurobodalla with the secondary benefit of

reducing the risk of potential deconditioning due to increased inactivity during the COVID-19 pandemic and associated lock downs and movement restrictions.

The Balance Right program and associated resources were developed as a result of collaboration between health service professionals and external agencies. Balance Right was developed with flexibility to allow for the fluid transition between each mode of delivery at any time which is important during the ongoing uncertainty relating to COVID-19.

Balance Right was a successful falls prevention program. Within Eurobodalla we were able to: provide a continuity in falls prevention service; avoid increased waitlist numbers; maintain participant independence; provide support to maintain quality of life for our participants; provide a program that would maintain social connections for our aged population; provide strength and balance exercises to prevent deconditioning, muscle wasting, increased falls risk and potential frailty in our community during the COVID-19 pandemic.

Balance Right has been formalised as a state-wide telehealth falls prevention program with associated resources and program plan for use across the state as an alternate falls prevention model during the COVID-19 pandemic. The flexible model and adaptable approach has empowered health service sites to be able to utilise the program matching the needs of their health service and their communities.

Bubble CPAP- Keeping Families together – Maternity Services, Goulburn Hospital

Team: *Erin Petty, Liz Simpson, Lynn Wenham*

Neonatal respiratory distress affects approximately 7% of babies. The most common include transient tachypnoea of the newborn (TTN), respiratory distress disorder (RDS), and meconium aspiration syndrome (MAS).

Prior to June 2018, midwives were having to physically hold on the mask of the Neopuff and mechanically deliver continuous positive airway pressure (CPAP) to babies, this was taking two staff members away from the ward, one to deliver care and the other to scribe and document.

Often mothers would not be able to go with their baby due to lack of postnatal beds at the tertiary hospital and were either discharged from the ward or were transferred the next day so that they could be with their baby and start the bonding process.

Bubble CPAP was introduced to the Maternity Ward on 01/06/2020 with the goal to decrease the number of babies needing transfer to a tertiary hospital that could be in Sydney or Canberra, therefore decreasing separation from mum and baby.

The results demonstrate that 100% of babies requiring respiratory support with Bubble CPAP, with no other co-morbidities, remained in Goulburn Special Care Nursery with

their mother and family. Furthermore, cost to the health system has decreased by decreasing the transfers out to tertiary hospitals and then retrieving the babes back so that breastfeeding can be established and mother crafting can begin.

Njindiwan Gadhu – Eurobodalla Health Service

Team: *Loren De Vries, Andrea White, Raylene Merritt, Karina Kelly, Ivan Goolagong, Jackie Jackson*

The aim of the Njindiwan Gadhu project is to improve the identification of and referral pathways for Vulnerable Aboriginal Persons over the age of 45 presenting to the Eurobodalla Health Service. This included the patients at risk of unplanned readmission.

The project was initially a consultation between the Director Aboriginal Health, the Aged Care Nurse Practitioner and the Quality Partner that evolved from a clinical case review that recommended the establishment of a Vulnerable Aboriginal Persons Advisory Group to improve care planning and outcomes for this group in our community.

The team developed business rules and a flow chart for the project. A weekly meeting was scheduled with key stakeholders and an action log was developed from these meetings.

There has been improved individual patient care and coordination of care for those patients involved. There has been improved engagement with the patients and carers and long term outcomes are still to be assessed as this project continues.

The Aboriginal Health Workers and support services have adopted this process as a way of continuity of care and have been supported to maintain this process as their core business. Acknowledgement and change by other service providers has been undertaken and commitment to continue this partnership with services has been supported.

This project is sustainable and meets the “Closing the Gap” initiatives by utilising the holistic approach of engaging with clients in the co-design of care for them to get better health outcomes.

People and Culture

Developing and supporting our people and culture is a priority for SNSWLHD. By supporting the people working for in our District, positive interactions in the workplace are inspired and health outcomes are improved.

Winner

Collaborating For Our Future – Goulburn Hospital and Mental Health Inpatient Unit

Team: *Kristy Wilson, Morgan Holloway*

The aim of this project was to develop a GradStart program that supported new-graduate nurses across general and mental health nursing settings. Before December 2020, Goulburn Health Service will retain less than 80% of Gradstart Nurses. We have found by having a New Graduate Program that allowed for all specialties, the GradStart Nurses feel confident in their knowledge and experience.

This project required collaboration between the generalist Clinical Nurse Educators (CNE) and the CNEs from the MHDA service with the mutual goal of developing a program that would assist new-graduate nurses to complete their GradStart year with increased supports. In order to develop this project the CNEs identified gaps in education and support provided to GradStart nurses that impacted the overall retention rate for the Goulburn Health Service. Following this, it was identified that the retention rate of new-graduate nurses across the health service could be improved by implementing one GradStart program for all new-graduate nurses that involved both generalist, mental health, and specialty rotations.

The outcome of the project was an 89% retention rate. Not only have we been able to improve the retention rate, but we also found we were able to support and nurture the growth of our GradStart Nurses which in turn made for highly skilled nurses in both General and Mental Health nursing.

Entries

SNSWLHD Clinical Learning Pathways – SNSWLHD Essentials of Care – Nursing and Midwifery

Team: *Rowena Mitchell, Dot Hughes, Lauren Rodger, Leanne Ovington, Nigel Smith*

The aim of this project is to establish a framework to inform the development and standardisation of Clinical Pathways (CP) for nursing specialties across SNSWLHD where no state-wide program is available, by 2023.

Development of the Clinical Pathways consists of a collaborative approach where specialty working parties are formed ensuring content experts across SNSWLHD are included. The pathways are designed to be multi-modal to enable more engaged

learning and is built on a knowledge continuum designed to create foundations of knowledge and build upon these. The CPs aim to create a more self-directed and accountable approach to learning.

Through this work a streamlined governance structure for SNSWLHD Clinical Skills Assessments has been created, which previously did not exist. The SNSWLHD CP project has been successful with five CP under development compared to one CP available pre commencement. There is one CP, the nursing learning pathway, targeted at all nursing disciplines that has been developed and is currently being trialled by the 2021 GradStart cohort. Interest has been gained from other NSW Local Health Districts who would like to use and/or adapt the current pathways.

Education is key in improving health outcomes – SNSWLHD Cancer Services

Team: *Tracey Hobbs, Tracy Blake, Marissa Blackwell*

This project is a collaborative service approach that aims to increase health literacy and encourage cancer patients to act on health information to ensure better health outcomes through enhanced knowledge.

The Cancer Services team came together and developed a standardised educational tool to assist patients to understand their treatment, outcomes, side effects and safety within the home.

The benefit of a standardised education tool is to assist cancer care nursing staff, (including novice cancer nurses) to be confident in providing correct information, improving their skills and confidence when educating patients and their carers.

Inter-District Mental Health Professional Development Collaboration – Mental Health Pathways in Practice

Team: *Jo Graham*

The aim of this project is for rural LHDs to work collaboratively to share professional development resources in order to grow and support the mental health workforce.

Mental Health Pathways in Practice (MHPiP) Coordinators work together to share professional development calendars and arrange for mental health clinicians to present in-services across the LHDs.

The benefits of this is strengthening relationships with other districts, working collaboratively across the state, learning what contemporary Mental Health practices are being utilised in other districts, sharing resources that other districts may not have access to, improving efficiency and enhancing access to professional development opportunities.

Keeping our Team Happy, Healthy and Connected - Eurobodalla Cancer Care Centre

Team: *Tracy Blake, Moria Christie, Jocelyn Pfitzner, Emma Bell, Richelle Matheson, Jennifer Cater, Jibin James, Leighann Oats, Lauren Hare, Catherine Maiden, Clare Waite, Michele Polach, Rebecca Du Field*

The *Keeping our Team Happy, Healthy and Connected* project is a collaborative service approach that aims to support staff culture to deliver a team that understands the perils of burn out, and the pressures of providing health care using techniques taught about mindfulness, meditation, self-care and the care we need to take of each other.

The project uses a multifaceted approach by creating a workforce that is happy, healthy and embraces NSW Health CORE values. With the collaboration of Eurobodalla Mental Health Drug and Alcohol team we were able to learn new skills about the Wise Mind and the Emotional Mind.

The primary outcomes measure was improvement in the team work and our relationships with our patients. We had 100% positive feedback from this year's program.

“Close the loop” – a team debriefing model – Queanbeyan Emergency Department

Team: *Bronwyn Maher, Lauren Rodger, Sam Sherd, Donna Bailey, Emma Peden, Katie Maher, Cassie Mohell, Elizabeth O'Connor, Melanie Roberts.*

The aim of this initiative was to implement a sustainable team debriefing model in the Emergency Department at Queanbeyan Hospital by June 2021.

Strategies implemented included:

- Development of a 2 tier debriefing model designed to reduce stress and trauma associated with traumatic events in the Emergency Department.
- Development of resources and a implementation toolkit
- Education provided to senior staff to facilitate peer to peer debriefs
- Development of reporting mechanisms

Results:

- 78% of events that fit the criteria had a Tier-1 'close the loop' debrief
- Staff are reporting improved support felt following traumatic events
- Traumatic events are being transformed into team learning opportunities

Queanbeyan Hospital leadership development – Queanbeyan Hospital

Team: *Kassandra Packwood, Amanda Sibley, Tim Keun, Lauren Rodger*

The aim of this project was to implement and grow a positive workplace culture at Queanbeyan Hospital. The use of the Safety Attitude Questionnaire was utilised so as

to be able to give each team an individual report on their culture. The information was used by the individual teams to design action plans to suit the needs specific to their environment.

A whole of hospital action plan was developed and led by the hospital leadership team and included:

- Workplace bullying and grievance resolution processes
- Monthly Staff forums
- Daily Safety Huddles
- Leadership capability development strategies

The individual teams developed 22 actions including:

- 16 quality improvement initiatives aimed at improving patient experiences, safety and outcomes
- 6 of the initiatives developed aimed at improving staff wellbeing and culture.

Transition to Ambulatory Nursing Care Program (TANCP) – Goulburn Community Health Nursing

Team: *Leah Pennay, Lauren Robinson, Cheryl Tozer, Judy Ryall*

The aim of this project was to implement a formal 12-month transitional ambulatory nursing care program for Goulburn Community Health, which provides formal training to a successful applicant and subsequently, addresses succession planning for the unit.

A significant staffing shortfall of 2.0 full-time equivalent (FTE) was predicted for August/September 2020 as a result of maternity leave and retirement of permanent staff. It was also identified that there was no appropriate succession planning program in place to encourage and attract new staff to the Goulburn Community Health unit. The COVID-19 pandemic also provided considerable pressure to recruit more nursing staff to the unit, so that patients could receive care appropriately and not have to be admitted to the Goulburn Base Hospital (GBH).

The benefits of this Transition to Ambulatory Nursing Care Program are far reaching. This program not only addresses a significant shortfall for the Goulburn Community Health unit but it addresses risk and financial matters also. Previous managers and nursing staff have expressed concern regarding new graduates joining the community health team early in their graduate year as they generally do not have the autonomy and experience yet. Therefore the TANCP is aimed at second year to thereafter registered nurses (RN) who have foundational skills in acute care prior to coming to ambulatory care. Financially the TANCP addresses the use of casual employees as well as year 8 RNs.

Health Research and Innovation

This Award acknowledges that collaboration between researchers, policy makers, service users, health managers and clinicians in research is critical and can lead to findings that are more likely to be innovative and positively inform health decisions. This includes innovative future focused infrastructure and digital health initiatives.

Winner

Smoking Cessation During Pregnancy and Low Birth Weight - Population Health

Team: *Lorraine Dubois, Pramesh Raj Ghimire, Jackie Jackson, Jenifer Mozina, Maree Hatton, Shirlena Gallagher, and Amanda Gear.*

The Quit4Bub project addresses smoking in pregnancy. Reducing smoking during pregnancy is a policy priority; and prevention of Low Birth Weight (LBW) is a safety priority for women and maternity services.

Phase 1 research identified progress on reducing LBW and examined if smoking cessation during the second half of pregnancy could prevent LBW.

A sample of 2099 mothers in SNSWLHD who reported smoking during the first half of pregnancy (2011-2019) was utilized. LBW over the study period remained high, and progress to promote smoking cessation during the second half of pregnancy has been slow. Mothers who ceased smoking during the second half of pregnancy were 44% less likely to have LBW babies compared to those who continued smoking throughout pregnancy.

Phase 2 research is an enhanced brief intervention using a quasi-experimental design (mixture of pharmacological and psychosocial approaches). Based on results from the Phase 1 research, our hypothesis is women who receive smoking cessation enhanced brief intervention during pregnancy would quit smoking in the second half of pregnancy compared to those who receive usual smoking cessation care.

Excellence in the provision of Mental Health Services

Mental Health is a priority area for the NSW Government. This award recognises and showcases innovation in improving the quality and safety of mental health patient care.

Winner

No Wrong Door – Queanbeyan Hospital and Community MHDA

Team: *Lauren Rodger, Katie Maher, Casey Hill*

In response to a carer story collected in 2019, the ‘No wrong door’ initiative was a collaboration between Queanbeyan Emergency Department (ED) and community Mental Health Drug and Alcohol (MHDA) with the aim of this initiative being multifaceted to explore and improve many aspects of care provision for Mental Health (MH) consumers that present to Queanbeyan Hospital.

Strategies implemented:

- Implementation of Safewards in Queanbeyan ED
- MH specific education provided to ED staff
- Redevelopment of the safe assessment room
- Carer information packs on MH services developed and available in ED and community MHD&A
- Promoting and educating on the ‘No wrong door’ policy and other services provided by community MHD&A to Queanbeyan Hospital Staff

Results:

- Increase to 87% of patients diagnosed with MH related concerns seen by MH services prior to discharge
- MH related representation rates decreased to 3%
- Increased rates of ‘walk-ins’ to community MHD&A was noted
- Reduction in seclusion rates were reported with no seclusion during 2020
- Reduction in the use of chemical restraint and rates of absconding noted in comparison to episodes of physical and verbal aggression.
- Staff knowledge and confidence improved in the provision of MH care

Entries

Implementation of the Safewards model to MHDA inpatient units – SNSWLHD Mental Health Drug and Alcohol Service

Team: *Emily Bunt, SNSWLHD Mental Health Inpatient Services*

The aim of introducing Safewards into SNSWLHD mental health services is to develop a sustainable model of care that minimises restrictive practices and provides an

environment in which consumers feel safe and are less at risk of escalating. Staff will also feel safe and able to confidently work with consumers without fear of harm.

The Safewards model is identified as a specialist concept, designed for use in mental health inpatient units. It guides members of the workforce to recognise potential sources of conflict or 'flashpoints', and implement a range of strategies to contain risks. The model supports the care of people with mental deterioration as they deteriorate both in inpatient services and also general health settings, ensuring appropriate care is provided in a timely and efficient way.

At the commencement of the implementation of the Safewards model the acute mental health inpatient units were above the state benchmark for the use of seclusion and restraint in SNSWLHD, particularly so in the Chisholm Ross Centre, located in Goulburn.

Since the introduction of the Safewards model both acute mental health inpatient units (SERH and Chisholm Ross Centre) are now below the state benchmark for their use of seclusion and restraint and have been able to sustain this change for the last two quarters.

'Walkie-Talkie' Group and Writing Discussion Group – SNSWLHD Mental Health Drug and Alcohol Service

Team: *Sandra Morgan, Yvonne McAviney, Anne Pratt, Zoe Ryan*

Research reveals that group activities for Mental Health consumers, such as discussion groups, are beneficial for recovery and healing, for promoting overall well-being, for reducing stress, and for expressing thoughts and feelings about significant life challenges, trauma, and mental health issues.

The aim of this initiative was to provide a peer support group for consumers with a lived or living experience of Mental Health illness, provide a positive forum for mutual support and networking amongst consumers.

Strategies implemented include:

- Redevelopment of the writing discussion groups, to be peer-led and focus on a person interest topics of the participants.
- Due to 'COVID' restrictions, the groups were then redeveloped to be 'walkie talkie' groups, so that social interaction and support could remain during the pandemic.

Results:

The participant's feedback showed that it lessened the social isolation felt, improved and gave opportunity to improve physical and mental health and work towards personal goals.

Development of a SNSWLHD Community Mental Health Service Clinical Processes and Documentation Manual - Community Mental Health Drug and Alcohol Service

Team: Jenni Hudson with contributions, feedback and support from a wide range of SNSWLHD clinicians and related staff

Clinical processes and documentation in Community Mental Health Service (CMHS) are complex, often misunderstood and at times inconsistent across SNSWLHD. Feedback from new CMHS clinicians also indicates that the orientation process regarding clinical processes and documentation has often been poor.

A Quality Improvement Project was undertaken during 2020 to develop a CMHS Clinical Processes and Documentation Manual for new and existing CMHS clinicians. To ensure consistency across SNSWLHD, consultation was undertaken with all CMHS Team Managers, Clinical Leaders and CNEs, as well as numerous clinicians and related staff across SNSWLHD.

This initiative has been welcomed and positive feedback received from all stakeholders. New and existing CMHS clinicians have reported that this has supported their orientation and ongoing documentation.

Implementation of sensory modulation in SNSWLHD MHAOD Inpatient units - Community Mental Health Drug and Alcohol Service

Team: Emily Bunt, Ling Koh, Tara Field, Caroline Picton

The aim of this project was to implement sensory modulation across SNSWLHD MHAOD inpatient services. This project hopes to contribute to the reduction of the incidence of restrictive practices in conjunction with the implementation of the Safewards model across the district.

Throughout this project we successfully developed and implemented 3 new dual purpose sensory rooms and upgraded the existing sensory room at the Chisholm Ross Centre. Additionally, we implemented training sessions for both consumers and staff developed collaboratively with the entire multidisciplinary team.

Since the implementation of the sensory rooms, consumers have been able to use these spaces to self-soothe using sensory modulation strategies reducing the use of PRN's and develop distress tolerance skills that can be translated to the community setting. Staff have been upskilled in both de-escalation and sensory modulation, and are able to use these skills to avoid the use of restrictive practices.

Improving the Transfer of Care follow up from MHIPU to Community Mental Health for Aboriginal and Torres Strait Islander Consumers – SNSWLHD Mental Health Drug and Alcohol Service

Team: Kimberley Green, Wayne Cumberland, Emily Bunt, Phillip Stamatellis

The aim of this project was to improve the mental health inpatient journey and discharge process for consumers that were admitted to the Chisholm Ross Centre to

the relevant community mental health team. This project was initially for 6 months, however has since improved the 7 day post discharge follow up Key Performance Indicator (KPI) to above the benchmark, and continued to maintain the success of the project.

A small team of Mental Health staff, including a Peer Supported Transfer of Care (STOC) Worker, a community mental health team leader, the Aboriginal MH&AOD District Coordinator and the Chisholm Ross CNC, collaborated to achieve a driver diagram that became the key points of the project.

The project provided education for staff of the inpatient and community teams in improving identification of Aboriginal and Torres Strait Islander consumers on admission, and highlighting the importance of the transfer of care forms and information to ensure contact details and discharge information was accurate. Consumers discharged from the Chisholm Ross Centre were monitored by the Aboriginal MH&AOD District Coordinator, to ensure that follow up was conducted by the community mental health team where possible, and provide additional support to the allocated mental health clinician.

The 7 day KPI statistics for Aboriginal and Torres Strait Islander consumers, inclusive of qualitative and quantitative data, was collected to inform the process. The data shows a marked improvement in the 7 day KPI since June 2020, with the 80% benchmark achieved consistently since December 2020.

Volunteer of the Year

The Volunteer of the Year Award recognises the significant contribution of an individual or group of volunteers within SNSWLHD.

Winner

Rhonda Crowe - Volunteer, South East Regional Hospital

Rhonda has dedicated over 20 years to volunteering. She started her volunteering services at the Bega Hospital in 1999 as a Pink Lady, and helping out the Hospital Auxiliary, she continues to volunteer today at South East Regional Hospital.

In 2009 Rhonda began volunteering for the new Dementia Delirium Hospital program. Rhonda trained under the guidance of Cath Bateman at the University of Wollongong in Bega. This included 4 training days over a 2 week period, a big commitment for a busy volunteer, wife and mother.

In 2018 Rhonda moved to our new Sub Acute Rehabilitation Unit assisting with the Breakfast Club and activities during the day three days per week.

Rhonda is a formidable advocate for her community and is an exceptional volunteer who makes continuous efforts to help others. She enriches the lives of her patients, particularly those who are vulnerable or less able to help themselves. The distinctive features about her volunteering work are that she has earned the respect of her peers by becoming a role model in her field and by demonstrating innovation in delivering lasting results.

Entries

Queanbeyan Hospital Auxiliary Kiosk – Queanbeyan Hospital

The Queanbeyan Hospital Auxiliary provides an invaluable service, always providing friendly and welcoming service to patients, visitors and staff alike.

The Queanbeyan Hospital Auxiliary Kiosk has a regular roster of 20 volunteers who provide a kiosk service in the foyer of the hospital and a ward trolley service ensuring access to ward areas for patients, visitors and staff for friendly conversation, refreshing food and beverages and incidental items that make a day more cheery and comfortable.

In addition to providing a Kiosk and ward trolley service, the Auxiliary donates funds raised in the Kiosk to purchasing items for the hospital. 2019/20 saw the Kiosk raise and donate \$61,031 with a further \$40,696 raised year to date.

Dianne McGaw – Volunteer Day Procedure Unit, Goulburn Base Hospital

Dianne has been volunteering with Health for the last six years in Wound Clinic, Community Health and the Day Procedure Unit (DPU). Dianne also volunteers with a local school and U3A, plus tutoring school children.

Dianne has spent the last three years in the DPU and staff state that when they see their awesome volunteer Di coming, it gives a great sense of encouragement and relief as she provides a massive assistance to the unit.

The staff describe Di as “reliable, pleasant, and professional” and that the assistance she provides is invaluable particularly when the unit is under the pressure of a high patient turnover which is typical of this unit.

Dianne demonstrates our CORE values in her daily duties. She actively works to achieve the team’s administration goals within designated timeframes. The staff have commented that “Regardless of how big the list of papers to organise is, Di just keeps working through it to complete the job”.

I believe all Dianne’s actions have contributed to a positive team culture and workplace in DPU.

Richard Elliott – Volunteer Driver – Braidwood MPS

Richard has been one of our volunteer drivers for many years. He was one of a few who kept volunteering even during the peak of the COVID pandemic. We had a number of clients in the Braidwood community who needed transport to their oncology appointment into Canberra. Due to the pandemic the hospital had to restrict transport and were only taking the people needing chemotherapy, radiotherapy or anything major their specialist wouldn’t recommend to postpone. These people in our community have no family or friends nearby who would be able to help them with their daily travel. Richard was always available even when some of the client’s appointments were as early as 7.am, which meant he had to leave Braidwood around 5.30 in the morning and stay in Canberra all day till their treatment finished.

Collaborative Staff Member of the Year

This award aims to recognise SNSWLHD employees who have made an exceptional contribution to the health system within SNSWLHD.

This award aims to acknowledge an individual who:

- As part of their clinical or support role in SNSWLHD, provides excellence in service to support staff, patients, carers or families
- Is a role model for promoting positive cultural change and inspiring other staff within the LHD
- Uses new and innovative ways to engage staff, patients, carers or families
- Supports effective teamwork to collaboratively improve patient care
- Demonstrates strong corporate and clinical governance and CORE values in all health services.

Winner

Katie Maher - Clinical Nurse Specialist – Emergency Department, Queanbeyan

Katie has been nominated for this award due to her exceptional kindness, support and service to all Mental Health patients presenting to the Queanbeyan Emergency Department. Katie has always expressed passion for Mental Health patients and consistently ensures each patient presenting with Mental Health issues is listened to and receives optimal care at all times, even if it is not her direct patient. Katie exhibits strong leadership skills around the treatment of mental health patients, always having their best interests at heart. Her positive attitude then rubs off onto the team around her, promoting patient centered care while building strong therapeutic relationships.

Since Katie has earned the role of CNS she has put many initiatives into place which has created dynamic changes in the treatment of Mental Health patients. This has been demonstrated through rapid decrease in seclusion and restraint being used and improvement in verbal de-escalation skills, therefore giving both patients and staff a positive experience.

Katie is highly valued by the Queanbeyan ED staff as one of their most compassionate and dedicated workers.

Entries

Claire Smith - Patient Safety and Quality Officer – Quality, Safety and Patient Experience

In 2020, Claire was the SNSWLHD project lead for the implementation of the ims+ system. Throughout the project, and in returning to her role as Patient Safety and Quality Officer, Claire has worked collaboratively with nearly all services areas across

the District to ensure ims+ is functional, reflects service structure and the users have the appropriate access and skill to manage incidents and consumer feedback.

It was Claire's responsibility to ensure not only that was the system delivered in functional manner suitable for use in Southern, but also ensure staff were appropriately trained and felt supported as they adapted to the system. Claire's strong communication skills and friendly, approachable disposition, allowed her to foster collaborative relationships with the eHealth implementation team, facility champions and managers for a successful go-live on 2 September.

Dante Celaya - Registered Nurse /CNE – Queanbeyan Renal Unit

Its only when we commit to the path we truly make progress. In order to achieve a clearly defined goal we need diverse team who can commit and collaborate with various professionals. Dante Celaya is integral part of our Renal Unit team. He is a consummate professional in all his clinical duties and then goes above and beyond our expectations to support our team, our customers and our values. One of the key accomplishments recently has been to collaborate care and manage our best clinical practice.

Dr David Wicaksono - Intensive Care Unit / High Dependency Unit, SERH

David is a regular ICU registrar. His main priority is to attend ICU patients but when there is a need or a concern in ED or on the ward, David is there promptly, always ready to help and gets on with saving lives. He is collaborative. He respects all his colleagues and is highly respected in return.

Donna Skelly – A/Clinical Nurse Educator – Crookwell Hospital

Donna has been acting Clinical Nurse Educator at Crookwell District Hospital since October, 2020. During this time she has developed and executed an education plan that has not only met the needs of individual staff but also the needs of the facility. She ensured appropriate staff were enrolled in the First Line Emergency Care Course, and then supported them through the program both online and clinical. This reduced the facility requirement for an agency nurse, thus improving budget. Donna has also provided education in response to the Covid Pandemic, running drills to ensure all staff felt competent in the event of a Covid presentation. These drills included staff from the local Ambulance station as well as cleaners and kitchen staff from Health Share Services. She has also responded to deficits identified through incidents and audits which has improved KPI's such as Transfer of Care and deteriorating patients. She has become the face of education for all staff at Crookwell District Hospital, including nursing, medical and health share staff as well as the wider community caring for patients at home.

Donna is a shining example of CORE values and demonstrates these on a daily basis. She is constantly collaborating with senior staff and management in relation to educational needs of the facility and community.

Giselle Savage - Medical Workforce Unit – Medical Services

Giselle has re-written and standardised all the processes for recruitment and onboarding of medical locums across the District.

She has worked really well with a very disparate group of administration staff who have previously worked independently. In addition, Giselle has designed templates to make their lives easier; and has provided her Executive with excellent suggestions about cost reduction.

She is innovative and very patient with those at other sites who require her assistance.

Hannah Bird – Registered Midwife (former A/Midwifery Unit Manager) South East Regional Hospital

Hannah has been nominated for her leadership and promotion of pregnant woman and their rights in the most effective and collaborative way.

Hannah has skill and knowledge, purpose and direction. She is valued by all medical staff – obstetricians, anaesthetists and paediatricians; all her staff and the women she serves. Executive see her as an asset and she is role model for her peers.

Jackie Ross - A/Deputy Director of Nursing - Bombala MPS

Jackie has led by example since taking on this role. She talks with her team, she works with her team, and she helps develop clinical skills with all staff regardless of where they are in their nursing career. Jackie has the ability to bring the team along with her and is mindful that not all will follow.

Jackie is willing to tackle the difficult issues and her character strengths of firmness, calmness, sense of humour and ability to get along with all has opened the team to a greater collaborative culture than before.

Her time management skills are to be commended and Jackie follows through with things she says she will do, in a timely manner and according to either clinical or management priority.

Jo Donovan - Aboriginal Health Team Leader - Coastal Network

Jo has a strong commitment to achieving patient outcomes, this can be seen through her consistent evaluation of the services and programs in her portfolio. Jo is always striving to deliver the most appropriate and effective healthcare to our patients.

Jo's commitment to identifying opportunities for improvement often result in the effective collaboration between staff, services and patients to achieve the identified

improvements. The staff engaged by Jo to facilitate change and improvement, are inspired and driven by Jo's passion and innovation to evoke change.

Julie Mackay - TACP Administration Officer and Admissions Officer – Eurobodalla Health Service

“Consistently kind – penultimate Professional”

Julie is a quiet achiever and would not like to have attention drawn to herself, however, through her principles and actions, her professionalism, respectfulness, her words and kindness and caring, she shines as a Collaborative team member, and demonstrates CORE values in every task and interaction she has.

Julie's managers refer to having her on their team as “having struck gold”. Dealing with Julie on a one on one basis is a pleasure, she is respectful and courteous, she takes the time to listen and is an excellent communicator both verbally and via electronic communication. Her eye for detail and capacity to complete work in a timely manner and with high accuracy is admirable.

Katherine Lee – Administration – Respiratory Protection Program

Kath is an amazing team player whose generosity ensures the teams' goals are met. She will take a back seat and gently ensure processes are followed by the Fit Test assessing team to reach a common goal. Kath's curiosity gets to the root of the issue and addresses not only her own needs but those of individual team members. She is brilliant at providing gentle reminders to the team and providing support to the team leader. Her organisational abilities are unbeatable and we would be lost without her. Kath also wears many hats in her work and she prioritises and juggles these multiple roles with ease – her time management and multi-tasking skills are impressive. Kath's baking has united the team and we anticipate the cakes and slices on every single trip!

Ruth Craze - Executive Assistant to Executive Director Medical Services – Medical Services

To be a good Executive Assistant you need skill, to be a great Executive Assistant you need to undertake work completely reliably and look in advance what needs to be done. Ruth does this with great skill and humility and always makes her colleagues feel valued and supported. She works with all people really well – collaboration is in her DNA.

Shannan Craig - Risk Manager - Governance, Risk and Audit

Shannan Craig's work ethic and professionalism is seen and experienced by all who have the opportunity to work with her. Shannan is a quiet achiever, completing all tasks required of her at an exceptional level and always makes herself available to help and support colleagues in learning and understanding all aspects of SNSWLHD business.

Shannan epitomises what you want to strive for as an employee – demonstrating the principles of the Elevate program in her every day work and continuously going above and beyond in both her work and for her colleagues.

Viji Prakash - Acting Clinical Nurse Consultant - Chisholm Ross Centre, Goulburn

There is increasing global attention on the role of quality boards in encouraging exceptional care. Viji has been instrumental in ensuring the quality board in Chisholm Ross Centre (CRC) explicitly reviews, analyses, and disseminates information relating to the performance of the acute mental health inpatient unit (AMHIPU) against the National Safety and Quality Health Service standards (NSQHS). Viji's process ensures the auditing results are reviewed and brought to a team meeting monthly where a collaborative approach is used to formulate solutions for areas for improvement. This process using teamwork amongst the staff, and in partnership with consumers, reinforces a culture of incessant progress on the unit.

Viji acknowledge other's perspectives and ideas attentively and strives to collaborate in the process and work as a team. The communication within the team has always been transparent to foster confidence of the staff. She welcomes new ideas and treats colleagues and consumers with utmost respect.

Outstanding Leadership Award

Through the introduction of the Elevate program in our District, we are committed to building capacity and capability in our leaders at all levels. The purpose of this award is to recognise and encourage excellence in leadership people, projects or teams.

Winner

Judy Ryall - Nurse Manager Leadership and Development – Nursing & Midwifery

Judy is an exceptional leader who is generous and deeply committed to the organisation. She has shown this over the past year by assisting the organisation by taking on a number of interim leadership positions across the district including the General Manager of the Tablelands Network, site Director of Nursing at Cooma and District Director Nursing and Midwifery. Judy has achieved this while also taking on the role of COVID Coordinator for the district.

Judy was an obvious choice to lead the district in our response to the COVID 19 pandemic. Judy did not take a backward step when it was suggested that she would become the COVID Coordinator for the district. This task was very overwhelming especially in the beginning as there was so much to do to prepare for the impending change we were to undergo. Judy never faltered and worked day, night and on weekends to coordinate our response. The district has managed the COVID 19 response well, largely due to Judy's ability to work collaboratively to bring others along to meet requirements in a rapidly changing environment.

Entries

Bronwyn Maher - Nurse Unit Manager – Emergency Department Queanbeyan

Bronwyn is motivated and passionate and has really made a difference within Queanbeyan Emergency. Queanbeyan ED has been included in a "Good to Great" project, which a project is offered to top performing Emergency Departments - this has partly been due to Bronwyn's dedication to excellence and leadership.

Bronwyn is a dedicated and positive role model for NSW Health. During the bushfires in early 2020, she went to Batemans Bay Hospital and assisted. She took a leading role in setting up the COVID Clinic in Queanbeyan. She has lead Queanbeyan ED to be a great performing Emergency Department. Bronwyn has a wonderfully supportive attitude and always tries to bring the best out of her staff.

Bronwyn's professionalism and passion elevates her above her peers. Bronwyn has a 'can do' attitude and is always looking for ways the Emergency Department can do things better, keeping her focus on providing excellent patient care.

Donna Bailey - Facility Nurse + COVID Clinic Manager - Queanbeyan Hospital

Donna has shown herself to be a true leader throughout the COVID pandemic.

Without fuss or complaint Donna took over the role as COVID Clinic manager, whilst also continuing in her role as Facility Nurse. Donna remained calm and flexible in an environment that continually changes. Many of the COVID clinic staff were very new or junior staff members who have entered the work place in a very scary confronting time. Donna has nurtured and mentored these staff and this is evident when working with these staff in the ED Department.

Donna has made herself available to staff even outside of work hours to support and educate on the most up to date information around the global pandemic. Most importantly Donna has been the face of our COVID clinic - she is affectionately known as the QUEEN of the COVID Clinic.

Kind and compassionate to staff, patients and visitors, Donna has approached this pandemic head on with a smile on her face and kindness in her heart. This is reflected in the positive feedback from the community often seen on social media and from the public.

Dylan Bradbery – Nurse Unit Manager, Medical Ward, South East Regional Hospital

Dylan is a new Nurse Unit Manager to SERH. He shows great leadership in all aspects of his work. He has revitalised a unit with a mixture of skill, interpersonal communication and expectation of high standards.

He proactively engages with medical staff, both senior and junior, and leads by example every day.

Jane Retalic - Bushfire Recovery Clinician – Community MHAOD

Jane was deployed to the Bega Valley from Northern Sydney LHD during the Black Summer Bushfires in 2020 as the Team Leader. At that time Jane worked closely with the Bega Valley Community Mental Health Drug and Alcohol (CMHAOD) team to reach out and support the local community at time of high distress.

Fortunately, Jane chose to return to SNSWLHD in the role of Bushfire Recovery Clinician to continue her support for the local community as they recovered from the Black Summer Bushfires in 2020.

Jane has proved to be a robust advocate for evidence based, community led recovery initiatives. Jane has played a pivotal role in many community led projects including *Does the rain make it ok?; Bega Valley Shire Council Cuppa and Chat; Seeing Recovery through the Eyes of the Yuin People and Building Bushfire Resistant Gardens with The Crossing*. These collaborations have enabled Jane to support and mentor community development and group staff creating a work space that promotes recovery – connections, respect, empowerment and kindness.

Leanne Ovington - Nurse Manager Workforce and Planning, Nursing and Midwifery Directorate

Leanne Ovington has been an inspirational leader over the past 12 months, working tirelessly in numerous crucial Eurobodalla and District roles, often concurrently. In the past 12 months Leanne has worked as the Eurobodalla Director of Nursing and Midwifery (DONM), Acting District DONM, Acting Nurse Manager Leadership and Development, Acting South East Regional Hospital (SERH) DONM and is currently transitioning into the Nurse Manager for Workforce and Planning position in the Nursing and Midwifery Directorate for the LHD.

In each of these complex roles, Leanne has empowered staff with her responsive and resilient management style. Notably, Leanne has also been the District's COVID Vaccination Coordinator and the District's COVID representative at the State Health Emergency Operations Centre (SHEOC), achieving excellent rates of timely staff immunisation and dealing with a constantly-changing health landscape.

It is amazing to note that all of the above work was undertaken in the immediate aftermath of the 2019/2020 bushfire crisis on the south coast. As Eurobodalla DONM and as a representative for NSW Health in the Eurobodalla Emergency Operations Centre (EOC), Leanne's exemplary skills in communication and fast, efficient problem-solving were highly valued at all levels during this crisis.

Leanne is an asset to NSW Health, an outstanding leader and epitomises our organisation's CORE values.

Sue Winders - Manager Oral Health, Integrated Care Directorate

Sue Winders reflects the values and strengths of a true leader.

She has managed the Oral Health Service across both SNSW and Murrumbidgee Local Health District for the past 18 years. In Sue's words, over that time she has built a 'toolbox' of resources that have helped her to become the best manager and leader that she can be.

Being a manager of staff across such a large geographical area requires her to draw on resources to overcome the challenges of managing people with varying communication styles, risks, issues and complex strategic matters. Sue 'pulls her toolbox out on a daily basis' to inspire and empower her team and other colleagues to be their very best. Sue has mentored and supported hundreds of aspiring managers and clinicians over the years. The outcome of this is seen in her high performing team that functions at an enviable level, critically thinking and analysing. The Oral Health team are always on the lookout for a way to make improvements. They have been recognised with numerous local and state-wide awards for their innovative projects and change ideas. It is through the leadership, sponsorship and mentoring by Sue that

the team have been successful in their endeavour to change the system on an ongoing basis for the benefit of their client group.

Wendy Grealy - Deputy Director of Nursing and Midwifery – Bega Valley Health Service

Wendy is simply the best:

Muse

Organiser

Inspirer

Worker

Carer

Leader we have at SERH.

I think she is the best I have ever seen. She has a no fuss, unbelievably humble attitude to her work. She seeks no accolades and her joy is in helping people.

She really cares about her staff and her community. She is an inspiration.

Outstanding Contribution to Improving Aboriginal Health

This award aims to recognise an individual who demonstrates exceptional commitment to the provision of quality, safe, compassionate and culturally appropriate health care of Aboriginal and Torres Strait Islander peoples and/or communities.

Winner

Seeing Country Recover Through The Eyes of the Yuin People – Aboriginal Health

Team: *Jo Donovan, Joseph Stewart, Ivan Goolagong, Paula Cauduro, Jane Retalic, Erin Evans, Jennifer Mozina, Brendan Blacklock, Jane Hughes, Martine Mathieson*

The SNSWLHD Project “Seeing Country Recover Through the Eyes of the Yuin People” is the first project in the District to begin to explore and understand the impact of the 2019-2020 Black Summer fires on Aboriginal people and their lands and how we can walk together on the journey called recovery.

The impact of the Black Summer Fires on the Bega Valley and Eurobodalla communities has been substantial with Aboriginal people one of the most affected groups. Despite this, there has been limited discussion in Australia with Aboriginal people about their fire experience as residents, distinct communities and First Peoples including the role of Aboriginal people in disaster recovery and planning (Williamson, Markham & Weir 2020).

The aim of the project was to assist the healing of the local Bega Valley and Eurobodalla Aboriginal people following the Black Summer Fires and foster interagency collaboration. An innovative and collaborative co-design model was used to engage a suite of SNSWLHD services. The project was supported by the PHN and NGO sectors and local Aboriginal Community Members. Connections were fostered and the reach of current health promotion and recovery messages were extended.

Patient Safety Hero

Inspired by World Health Organisation (WHO) World Patient Safety Day, this is a new award category in 2020 which aims to celebrate a staff member who works consistently to create a culture of patient safety within their team.

Winner

Ljiljana Cvetkoska – Clinical Nurse Specialist – Emergency Department – Queanbeyan

Ljiljana has worked as senior registered nurse in Queanbeyan Hospital for 25 years and has always been a tireless advocate for patient safety. Her most recent project aimed at improving patient handovers from ED to the ward. She has relentlessly put in effort every shift, ensuring everyone is doing their best to promote patient safety at handover time. This has resulted in extremely positive patient and family feedback about being kept informed.

Ljiljana is a caring mentor to all students and junior staff, providing so much support and education for them. She creates and models great nurse-patient relationships and is always known as the patient's number one advocate.

Entries

Dr Sam Tormey – Medical Officer – Emergency Department, SERH

Doctors often do not get recognition in these types of awards.

Sam is one of the best doctors I know.

He is smart, well trained and protects our patients from harm by listening, examining and creating a plan to ensure they get better.

Same is an excellent teacher and has great rapport with colleagues and with patients who come in all shapes and ages. He makes a difference every day. He inspires junior doctors to do better.

Simone Shaw – Quality Partner, Coastal Network

Simone is a very competent clinical midwife who has very successfully transitioned from bed-side to system-side.

As a Clinical Governance Business Partner (now Quality Partner), Simone is relentless in finding out why we went wrong and how we can do better in the future.

She does this in a non-judgemental and collaborative manner.

She is very skilled at what she does and is a role model for her colleagues.

Sylvana Tierney - Registered Nurse, COVID Clinic, SERH

Sylvana is an unsung hero at SERH. In May 2021, we often forget how fraught life was 12 months ago – lockdown, multiple COVID clinics in multiple sites. Starting up extra clinics in 24 hours!

Sylvana was a real hero in making sure what we did was right – not occasionally but all the time.

She is an excellent nurse, a humble leader that quietly goes about her business. She leads by example – a real hero of in the time of COVID.

Vanessa Humphreys - After Hours Nurse Manager / Registered Nurse ICU – SERH

After hours coordinators are some of the unsung heroes of a health services. 60% of our care to patients is after hours.

Vanessa is the very best in after-hours coordination.

She is clinically excellent (ICU trained and still works there). She is calm with in a crisis; escalates appropriately; she looks ahead; she plans.

In short, there is never a mistake or an error of judgement when she in on duty.

She is engaging and communicates well with all staff, senior and junior.

Heather Scroope - Nurse Manager, Delegate

Heather understands the importance of patient safety activities and their link to assessing whether the care and treatment at Delegate is as safe as it can be. She stands out as a 'Patient Safety Hero' due to her advocacy of these activities and diligence to ensure they are undertaken as required. She channels her energies into achievements for Delegate and ensuring their patient safety activities are never outstanding or incomplete. She impresses with her willingness to reach out to obtain the information and understanding she needs to complete these activities.

Whenever you have contact with Heather, she leaves you with a sense that she is completely empowered to reach the milestones and achievements that are needed. There is no doubt that she makes a positive and productive contribution to Delegate MPS.

Care and Kindness Award

Kindness, trust and respect are fundamental in building a positive workplace culture in an organisation. Kindness matters in healthcare, as there is a direct relationship between staff wellbeing and patient wellbeing. This award, new in 2021, aims to recognise and celebrate a staff member who consistently displays care and kindness in all interactions with patients, their families, their co-workers and the general community.

Winner

Jennifer Price - Mental Health Clinician – Older Persons Mental Health Team - Goulburn
Jenny demonstrates caring and kindness in every interaction she has. Jenny has been a dedicated staff member of NSW Health for many years in varying roles, but has been a dedicated and inspiring Older Persons Mental Health Clinician with Goulburn Community Mental Health for many years.

Jenny displayed the CORE Values of NSW Health in every consumer, staff and visitor interaction, and is always willing to put her hand up to help when it is needed. Jenny provides sound and reliable advice to consumers and staff, and exceeds expectations in her role. Jenny is selfless, and always puts others needs before her own.

Jenny is compassionate, respectful and empathetic, and is often seen as a role model. She is incredibly humble, and is very appreciated within the Goulburn Community Mental Health Team.

Entries

Bincy Thomas – Registered Nurse – Renal Unit, Queanbeyan

The Phrase “Make the case “is probably is one of the most significant learning for me this year. We need to make a case of our colleagues, staff and consumers to show that they care for each and being kind to each other.

I have known Bincy for a year and have found her kind, compassionate, efficient and unfailingly punctual. She is an ultimate dedicated and tolerant employee. Bincy always wears a smile on her face when she walks in to work. She has a tremendous patience to listen to consumers and colleagues.

Bincy consistently shows kindness towards her colleague’s, whether it is providing a helping hand or trouble shooting a problem, checking on her colleagues who are upset or being tolerant of others. She enters the unit with a positive and “bring it on “attitude’.

Cath Bateman - ACEU Research Project Officer – Research - Medical Services

I wish to nominate Cath Bateman for the care and kindness award.

As I have gotten to know Cath over the past 6 years, at every turn she is helping either a colleague, patient, volunteer or someone from the local community and wider. She is an amazing caring and kind woman with so much compassion to all she meets.

During the devastating bush fires there were several people left homeless and some of these people were friends of Cath's and others who Cath had a connection with from her days as a community nurse/bush nurse. Some of these people were quite elderly. So, in true Cath style she started preparing food dishes for those affected and I don't mean just a few dishes, I mean dozens of portions on a scale to feed a family for several days. Things from slices, cakes, curries, soups, salads – you name it, Cath cooked anything that would transport well, keep and fill people's bellies with good wholesome food at a time when all they wanted to do was curl up into a ball and give up. This wasn't just a day or two, it was a month and beyond with some sort of support.

Cath demonstrates CORE values plus many more in every aspect of her life. She says that's what life is about - to get the most out of your life and others.

Dani Mcparland - Executive Assistant to the Tablelands General Manager, Goulburn

Dani demonstrates great administrative ability and has been a wonderful resource for Goulburn Hospital since her appointment in August 2020. This Quality Award nomination however focuses on her ability to build positive workplace culture. As a new member of staff, Dani has been an invaluable resource. She has a very caring and kind presence and I always look forward to our interactions. Her positive attitude and presence radiates in meetings and in her daily professional activities.

Dani has gone above and beyond in welcoming me to the Goulburn Base Hospital team and has assisted us greatly with our workload/workflow. Dani has actively invited us to multiple forums and provided introductions to the appropriate people. Dani has a lot of experience in working with families and the general community and she has brought this into her current role. She has been an advocate and driving force in incident management and notification as well as addressing complaints in a timely manner.

Dani has exceptional qualities and certainly meets the criteria for the care and kindness award which includes compassion, kindness, trust and empathy. Dani goes beyond her role as an EA and therefore deserves recognition of her wonderful presence and performance.

Kym Kasprzak - Administration Fleet and Medical Imaging - Queanbeyan Hospital

Kym organises fleet and works in main reception and reception in Medical Imaging. Kym has also worked in numerous other areas around the hospital. She is a bubbly person and is well known around the hospital for her care, kindness and wealth of knowledge.

Kym is quick to help everyone she comes across. She is always the first to step in and help a staff member, a lost patient or visitor. She is always pleasant and kind to all and can be found helping all who come past main reception or into medical imaging. When relating to patients she is kind, calm and empathetic in her approach gaining the trust of patients and helping to find solutions for issues that arise.

Le Trung Dang - Registered Nurse - Braidwood MPS

I am writing this submission as a work colleague and as a consumer of the health service. I have observed Le during his shifts- caring and having interactions with his patients. I have also been a consumer (or my family and friends have received his care).

Le is a valued team member at the Braidwood MPS. He is always professional, compassionate, kind and respectful to his peers, patients and families that visit and work within the Braidwood MPS. He promotes a positive workforce culture and leads this change by example. He always provides person centred care- his patients have provided lovely feedback about his care and work ethic. Le certainly adds a little bit of sunshine around the Braidwood MPS, with his infectious smile, radiating enthusiasm and wonderful work ethic- we are so lucky to have him as a part of our MPS community.

Rachel Morgan - Endorsed Enrolled Nurse - Batemans Bay Hospital

Rachel in everyday practice shows a maturity and kindness in all aspects of her work. Clinically Rachel is diligent, hardworking and compassionate. Throughout a shift it is often recognised that Rachel will offer help to all of her colleagues through the day. She achieves all her work on time and makes time to get to know her patients and their families.

Rachel is acutely aware of the human condition. She displays reservation of judgement and always keeps an open mind when talking with others. Rachel always gives people time to talk, and takes time to listen to other staff and patients throughout her day. I am often receiving verbal compliments of her kindness shown to others by spending time making patients and families more comfortable while in hospital when they feel so vulnerable. Rachel displays this kindness to her colleagues also by taking the time to ensure they are ok, coming on shift with a positive attitude and always a welcoming smile. Rachel is well known for her contagious laugh, and singing throughout the ward.

Rachel celebrates milestones with patients and is always encouraging them to improve their health, no matter what stage of recovery they are in.

Renata Sheehan - Community Engagement Manager - SNSWLHD

Renata embodies kindness and empathy. Her work with Community Consultative Committees is excellent. Her role in supporting patients and carers who complain is first class. She works many weekends, drives 100s of kilometres and never complains. She is often away from home but gives of herself in all that she does.

She is a role-model for the best in empathetic collaboration. I am a better person for knowing her.

Rosalie Baseler - Ward Clerk – Moruya Hospital

Rosalie is our first point of contact on entering the ward. She greets individuals with a smile and a positive attitude, this in turn, automatically provides people with reassurance through her empathetic and compassionate nature.

Rosalie is forever assisting all members of staff and the public continually going above and beyond when a crisis arises. Nursing staff are continually given positive feedback by patients and their families on the kindness and sensitivity shown by Rosalie when dealing with their intimate details of their health.

Rosalie is known for her kindness, patience and professionalism. She is consistently supportive of the new Junior Medical Staff, as they transition through our system.

ACI Award for Innovation

This is the 7th year that Agency for Clinical Innovation (ACI) have offered an ACI Award for Innovation at each of the rural Local Health District Quality Awards.

The ACI Innovation Award is awarded for projects which:

- Are innovative and creative, using existing resources
- Demonstrate an improved experience for hard to reach or vulnerable population groups
- Have embedded the change, and have potential to be taken up by other health sectors

The winner for 2021 is a project team who used the COVID pandemic as the CATALYST for change. Using sound quantitative diagnostics, they came up with a solution to disinvest in what was a historically out of date process, getting buy in from IT to model a new and sustainable platform which has saved time, workforce hours and improved connectivity with consumers.

Winner

The Dinosaurs Did It!!! – Queanbeyan Maternity Services

Team: *Jenny Flaherty, Amanda Sibley, Sue Ahearn, Luke Blumer*

The aim of this project was to bring Queanbeyan maternity services in line with a more modern and contemporary way of accessing care and information through the creation of an online platform.

The platform provides maternity specific information online that is easily accessible, culturally appropriate and inclusive of information from booking-in procedures, available models of care, antenatal education options, virtual tours, frequently asked questions, links to evidence based websites and information brochures offered in a range of languages.

The introduction of the online platform has been overwhelmingly successful with the uptake of women registering online at Queanbeyan >99%. It has streamlined the process, reducing administrative workload, resources, freeing up phone lines and improving communication between consumers and the maternity services.

This project has been so successful it has been rolled out across the LHD with three other maternity services coming online. Murrumbidgee LHD have now also expressed interest in implementing the online service platform.

Chief Executive Award

This year the Chief Executive has chosen two recipients for her Chief Executive Award – one individual and one team.

Both have demonstrated a remarkable commitment to improving the health and wellbeing of our SNSWLHD community during times of unprecedented bushfires and the COVID-19 pandemic during 2020-21.

Winners

Jane Retalic - Bushfire Recovery Clinician – Community MHAOD

Jane was deployed to the Bega Valley from Northern Sydney LHD during the Black Summer Bushfires in 2020 as the Team Leader. At that time Jane worked closely with the Bega Valley Community Mental Health Drug and Alcohol (CMHAOD) team to reach out and support the local community at time of high distress.

Fortunately, Jane chose to return to SNSWLHD in the role of Bushfire Recovery Clinician to continue her support for the local community as they recovered from the Black Summer Bushfires in 2020.

Jane has proved to be a robust advocate for evidence based, community led recovery initiatives. Jane has played a pivotal role in many community led projects including *Does the rain make it ok?; Bega Valley Shire Council Cuppa and Chat; Seeing Recovery through the Eyes of the Yuin People* and *Building Bushfire Resistant Gardens with The Crossing*. These collaborations have enabled Jane to support and mentor community development and group staff creating a work space that promotes recovery – connections, respect, empowerment and kindness.

COVID Triage Team: The Voice on the end of the phone – Keeping the public safe through effective communication, support, education and testing facilitation – Integrated Care, SNSWLHD

Team: *Edwina Lewis, Netty Swinburne Mephram, Marie Callan, Rebecca Armstrong, Rachael Rogan, Katherine Jones, Kylie Philips, Catia Whalley, Antonia Harajli, Lucy Favetta, Theresa Smith, Donna Gray, Jaimi Harding, Vicki Sanki, Sarah Bruno, Amelia Davies, Rebecca Traynor*

The formation of the SNSWLHD COVID Triage line team was in response to the COVID-19 crisis in March 2020. Team members worked across the LHD, forming a cohesive, patient focused and value-driven service that embraces the NSW Health CORE values, while attending to the intricacies of working remotely, enabling patient self-care and monitoring through information sharing and education.

During the health crisis patients required direction, support and consideration for their personal circumstances while navigating the difficult and unprecedented process of attending a COVID testing clinic, isolating and receiving results.

The COVID Triage team responded by encouraging and supporting clients to become confident with being tested, taking responsibility for their own and others health and responding to government direction in the face of a pandemic. Information was provided on public health orders, contact locations, isolation requirements and border closures.

The team partnered with clients taking over 30,000 calls and providing reassurance, symptom investigation and activity history, testing registration, data system updates and supporting individuals with vulnerabilities. As a result patients experience and knowledge about COVID 19 was transformed.

SNSWLHD Board Chair Award

Dr Allan Hawke, Chair of the Southern NSW Local Health District, has awarded the Board Chair award to the Braidwood Multipurpose Team for their careful and thoughtful engagement of the community and the residents during the transition to their new facility.

Winner

Old to new; collaborating with consumers to provide a seamless, patient centred and unique experience in moving from an old, historic building into a brand new facility.

– Braidwood Multi-Purpose Service

Team: *Jennifer Mitchell and all members of Braidwood MPS staff- nursing, allied health, medicine, asset management, domestic services and Kirsty Campbell/ health infrastructure*

When funding was made available for a new Multi-Purpose Service at Braidwood, it was to be built on the current site and would involve the demolition of the old and historical building and the move of all patients, residents and their belongings into the new facility.

Planners, site managers, nurses, allied health, asset management and kitchen staff all worked together with our residents. Local community groups such as gardening clubs, craft groups and local artists were involved in creating a meaningful interface within the building and grounds that incorporated resident's plants, artwork and those from the old building.

Staff, residents, patients and their families, and the community worked together to ensure that what could have been an extremely stressful and upsetting time; moving from their ward/ residential aged care facility, was a positive and person centred project. Years of planning a building and months of work planning the logistics of a move were all focused on a few days. The end result is very happy residents and their families, and staff and a community that can be justifiably proud of this facility.

Thank you

The SNSWLHD Board and Executive would like to acknowledge and thank the following people for participating in the judging panels for the 2021 SNSWLHD Quality Awards: Narelle Davis (Board and HCQC member), Margaret Lyons (Board), Jackie Jackson, Lou Fox, Julie Mooney, Damien Eggleton, John Casey, Simone Blay, Niccola Follett, Deb Plant, Laurence Walker, Vanessa Barratt, Lynne Somerville (Consumer) Dr Dan Smith and Tracey Elkins. Thank you for your time and expertise.

Thanks to Dr Cathy Balding, for agreeing to be our guest speaker and inspiring us by sharing her vision and passion for high quality healthcare for all.

Thanks to Tracey Elkins and the Quality, Safety and Patient Experience team for their work in organising the awards.

Lastly, our thanks to all of the teams and individuals who not only took the time and effort to submit their entries but most importantly who have so clearly demonstrated their commitment to ongoing improvement in the care and service we provide to our community.

Congratulations again to the winners – we are very proud of your achievements.

Booklet prepared by Tracey Elkins, A/Director Quality, Safety and Patient Experience

Photo front cover - **Njindiwan Gadhu** – Eurobodalla Health Service

Team: Loren De Vries, Andrea White, Raylene Merritt, Karina Kelly, Ivan Goolagong, Jackie Jackson