

FAR WEST LOCAL HEALTH DISTRICT



2022 - 23 REPORT

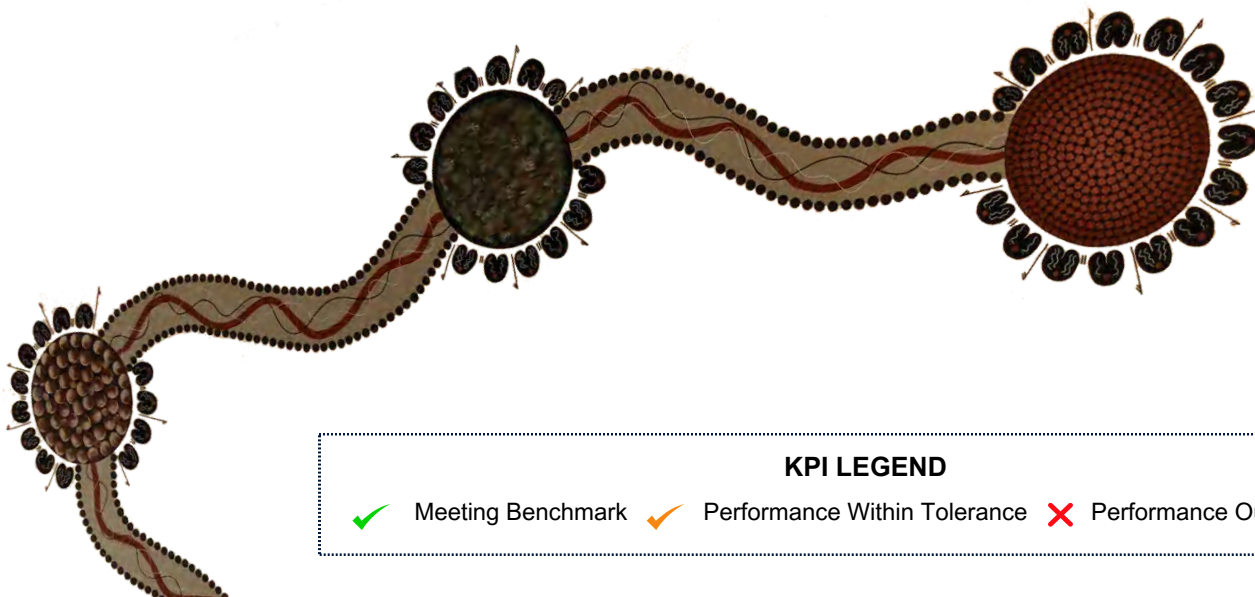
2023 - 24 FUTURE PRIORITIES

SAFETY & QUALITY ACCOUNT



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KPI LEGEND

✓ Meeting Benchmark
 ✓ Performance Within Tolerance
 ✗ Performance Outside Tolerance

ACKNOWLEDGEMENT OF COUNTRY

The Far West Local Health district acknowledges the traditional owners of the lands within its boundaries including: the Barkandji; the Muthi Muthi; the Wilyakali; the Ngiyampaa; the Wadigali; the Malyangaba; and the Wangkumara. We acknowledge and pay respects to the Elders past and present and their ancient wisdoms. We also acknowledge the communities of today and the Aboriginal community members who are part of our communities.



Ngaratya — Together in Company

Corey Payne Paakintji / Wilyakali Aboriginal Artist born and raised in the Far West of NSW, Broken Hill

STATEMENT

We are pleased to present the Far West Local Health District's (FWLHD) Safety and Quality Account for 2023-2024. This account summarises the progress and achievements of the District over the past 12 months and our plans for the future.

Far West utilises the principles underpinned in the following definition for embedding a culture of patient safety and quality care;

“The safety culture of an organisation is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behaviour that determine the commitment to, and the style and proficiency of, an organisations health and safety management. Organisations with a positive safety culture are characterised by communications founded on mutual trust, by shared perceptions of the importance of safety and by confidence in the efficacy of preventive measures”.

It also reflects our CORE values of Collaboration, Openness, Respect and Empowerment in all the work we do, and services provided to consumers of our services. Within the FWLHD, the culture of patient safety is conceptualised as an arrangement of interventions deeply embedded in principles of leadership, and teamwork, for all systematic and behavioural changes impacting quality improvements and patient safety.

Strategies to promote a culture of patient safety includes a multifaceted approach encompassing organisational governance, reporting and accountability structures, diagnosis of safety incidents, raising awareness, evaluating patient safety interventions, and tracking changes over time, benchmarking, fulfilling directive and regulatory requirements and maintaining continued focus.

Accreditation using National Safety and Quality Health Service Standards (NSQHS) 1-8 is a system utilised to promote and support safe patient care and continuous quality improvement of health services within the District. We work closely with our partners to identify health needs within our communities, plan and collaborate to strengthen our health system and improve overall community health outcomes.

STATEMENT

In January 2020 the World Health Organisation declared COVID-19 to be a pandemic. The following years health systems across the globe faced significant challenges never seen before.

During this period the Far West Local Health District continued to deliver acute inpatient and community based services across the LHD in partnership with our stakeholders. Our unique geographical challenges is the driver for innovation to ensure our communities feel supported and continue to have access to the health care they need.

Our remarkable staff have gone above and beyond during the last three years, we have all been impacted personally and as an organisation during the COVID pandemic our workforce has demonstrated their commitment and resilience to our communities. The Executive and Board are proud and humbled by the efforts of our workforce, we asked for extra and our workforce delivered. It is this dedication to our communities and each other that makes a difference to live of others.

The Far West LHD see the pandemic experience as an opportunity to reflect on our many achievements during this time and harness the innovations and lessons learnt to improve the services we provide as a health care system to our communities in collaboration with our partners.

Far West Safety and Quality Account is a testament to our commitment to safety and quality and we are proud of achievements for the year 2022-2023 and look forward to going from strength to strength in 2023– 2024.



Brad Astill
Chief Executive

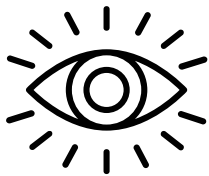


Sally Pearce
Interim Board Chairperson



OUR VISION

OUR VISION



Our vision is 'Excellence in Rural and Remote Health'. We offer high quality patient care and services, and work with our communities to help them to be as healthy as possible.

OUR VALUES



Our Board, executive, managers and staff work together to support the values of collaboration, openness, respect and empowerment in everything we do.

OUR PRIORITIES



Give evidence-based, quality, integrated health care to all. Communicate and collaborate effectively. Be accountable and an employer of choice.



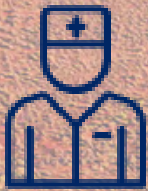
Our workplaces strive to make continuous improvement to workplace culture, embodying NSW Health's CORE values of Collaboration, Openness, Respect and Empowerment.



**23,271 ED
PRESENTATIONS**



**184 BIRTHS IN
HOSPITAL**



**1,777 SURGERIES
PERFORMED**



**8,448 ADMISSIONS TO
OUR FACILITIES**



**135,716 OCCASIONS OF
CARE WITHOUT
ADMISSION**

**ABOUT FAR WEST
LOCAL HEALTH
DISTRICT**

OUR DISTRICT

OUR PEOPLE AND THEIR HEALTH

The Far West New South Wales population is geographically dispersed across a large region, which includes communities ranging in size from regional centres to small rural communities.

The Far West LHD covers a geographical area of 194,949 square kilometres and includes the traditional lands of the Barkandji/Paakantji, Wilyakali, Muthi Muthi and Nyampa. The Far West operates on the traditional lands of seven Aboriginal nations with a population of 13 percent of residents that identifies as Aboriginal.

It uniquely shares borders with three states (South Australia, Victoria and Queensland) and is closer to Melbourne and Adelaide than Sydney (1,100km away)

Far West NSW is a diverse region, rich in community and culture, yet has some of the most remote and most vulnerable populations in NSW.



30,144

Residents in
FWLHD

13%

from Aboriginal
or Torres Strait
Islander
background

8.9%

speak a
language other
than English at
home



OUR DISTRICT

OUR PEOPLE AND THEIR HEALTH

The FWLHD is sparsely populated, with 62% of its approximately 30,000 inhabitants living in the Silver City of Broken Hill.

The remainder of the population live in agricultural towns along the Murray River, in small remote communities of 80-800 people or on stations throughout the District.

FWLHD is the most sparsely populated local health district in NSW and has the highest proportion of Aboriginal residents (13%).

The FWLHD employs approximately 800 staff across nine facilities, which include six public health facilities, two multi-purpose services and a primary health care centre. Broken Hill Hospital is the largest health service in the region.

The FWLHD works closely with the Royal Flying Doctor Service, Aboriginal Health Services (Maari Ma and Coomealla Health) Primary Health Network and various non-government organisations (NGOs) scattered through the region. The FWLHD partners with South Australian Health to provide high-level specialist care to those who require this intervention.



SNAPSHOT

Safer Baby Bundle

In NSW for every 1000 babies born, six will be stillborn, therefore affecting a high number of families and communities each week.

The Stillbirth Centre for Research Excellence (CRE) Safer Baby Bundle aims to reduce the number of preventable stillbirths that occur after 28 weeks gestation, by 20% by 2023. The Safer Baby Bundle has five evidence-based elements that emphasise the importance of best practice maternity care. Health promotion and integration of the five elements of the Bundle in conjunction with continuity of care, has the potential to strengthen the Bundle's impact and reduce the rate of stillbirth.



The five elements that are implemented via various antenatal care pathways and interventions are: Smoking cessation, Fetal Growth Restriction, Decreased Fetal Movement, Side Sleeping and Timing of Birth.

FWLHD Safety & Quality Newsletter

The release of the Safety and Quality Newsletter by the Clinical Governance Unit of the Far West Local Health District in January 2023 is undoubtedly a significant achievement.

Through this ambitious initiative, the CGU team has successfully engaged healthcare professionals in a continuous conversation regarding patient safety and quality care.

By promoting a focused theme of the month, the newsletter empowers its staff to uphold the highest standards of patient care. The newsletter also provides staff with an insight into the clinical governance unit and what the team do.



SNAPSHOT

Telestroke

The implementation of Telestroke has provided our local medical officers with specialist support when treating a patient with stroke-like symptoms.

The aim of this service is to improve health outcomes, diagnosis and treatment in the Far West NSW for people experiencing stroke symptoms by linking specialist stroke physicians through the NSW Telestroke Service, to Broken Hill Hospital using telehealth technology to provide time critical delivery of stroke care. As we know, stroke is a medical emergency and timely access to specialist clinical diagnostics and management is crucial.

Recent figures show that prior to Telestroke, Broken Hill had an average door to CT time of around 40 mins for FAST+ patients. Since the Telestroke service began back in June 2022, the average is now 25 mins for FAST+ patients, which is below the state average. It is a fantastic service for Broken Hill and the surrounding areas for people who present to our hospital with stroke like symptoms, knowing they are going to receive the best care possible from the best stroke specialists available.



QIDS MatIQ

FWLHD use maternity data to improve practice

The CEC Maternity Intelligence System has been implemented at Far West LHD which will enable maternity leaders to access up to date data and statistics including births that occurred as recently as the previous week. The system allows benchmarking of the local maternity service against NSW as well as against services of a similar size and capability level. QIDS MatIQ includes data from over 300,000 births since 1 January 2019.

Information that can be accessed includes:

- How many caesareans were performed in the last year?
- How many stillbirths after 28 weeks have occurred since January 2020?
- How many women had a post-partum haemorrhage of over 1000ml and required a blood transfusion in the last 6 months?

SNAPSHOT

Educators Residential School

This initiative created, implemented and evaluated in partnership between the Far West LHD, the CEWD, and SLHD has provided the Far West LHD Education Team with the opportunity to be involved within a comprehensive professional development opportunity, on-site within the Centre for Education and Workforce Development (CEWD). This pilot comprehensive professional development opportunity has involved, so far, a one of two-week residential training course, in which is aimed at upskilling the FWLHD Education Team in areas of need identified during a gap analysis.



This initiative allowed for the upskilling of the Education team within FWLHD, and importantly, has built stronger collaborative partnerships with Sydney LHD, and between the Education teams of both LHD's.

Plans are now in progress for other innovative, unique and pioneering programs that the FWLHD, SLHD and the CEWD can work on together, with the fundamental ideology in mind of improving person centred care outcomes for our consumers at the best and worse times of their lives.

RPAvirtual Fracture Clinic

Collaboration between Sydney LHD and Far West LHD to trial a virtual fracture clinic for simple fractures went live on 26th April 2023.

Patients with specific uncomplicated fractures seen at Broken Hill ED can be referred to RPAvirtual Virtual Fracture Clinic by their treating ED clinician for the follow up care of their injury.

The RPA virtual Physiotherapist will contact the patient at home to provide support and a suitable management plan. In most cases, the patient won't need to return to the health service to be seen by local clinicians.

This model of care ensure patients receive the most appropriate care in the most appropriate setting and minimising the need to return to ED for routine follow up.

"RPA virtual clinic has been a game changer. It's a fantastic service where we can help our patients receive specialist advice in a promptly fashion."





SAFETY & QUALITY PROCESSES

Far West Local Health District includes 9 public health facilities, 2 multipurpose services, and 1 community health service. Ensuring that care is safe and high-quality across such a large service requires planning, coordination, and governance. Planning includes the District's Strategic and Operational Plans. These documents set out the District's goals and expectations, as well as the priority actions and initiatives that help us achieve the goals. Governance includes the systems that monitor the safety and quality of the many clinical services across the District.

At FWLHD, safe quality care is everyone's responsibility. We recognise patient care and quality improvement occurs at the frontline in every service, unit and department. There are a number of committees and working parties that provide oversight of our local initiatives and monitor our processes and improvements; these include;

- Safety and Quality FWLHD Board Subcommittee
- District Clinical Governance Committee
- Accreditation Committees x 8
- Incident Review Committee
- Drugs and Therapeutics Committee

Our priorities demonstrate alignment and accountability of strategic priorities for the NSW Premier, NSW Health and Far West Local Health District, all the way through to our individual sites and services. This provides aligned foundations and supports long term initiatives, strengthening our direction to meet the community's needs.

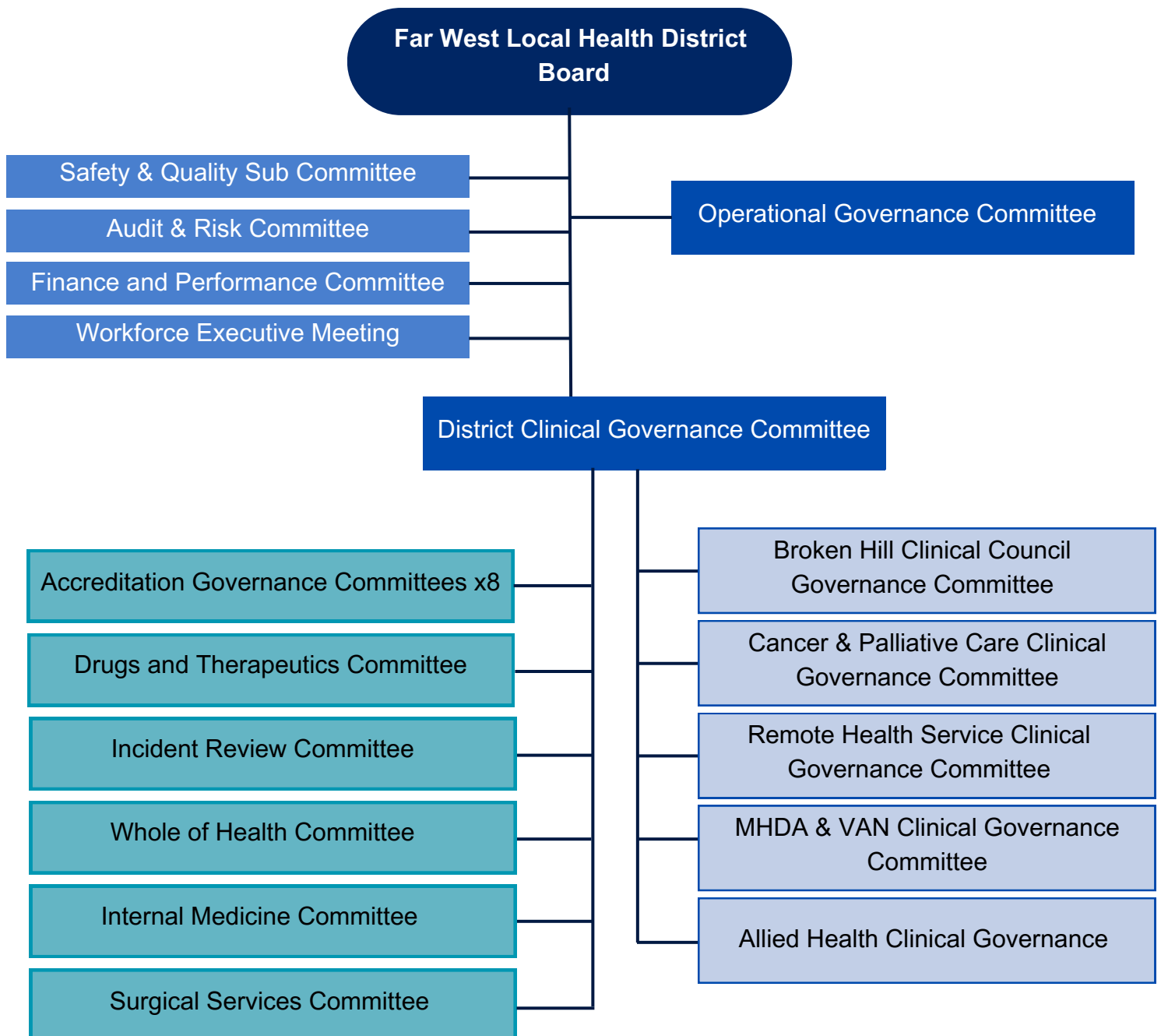
FWLHD uses National Safety and Quality Health Service Standards to guide quality, consistency and improvement for safe care.

All of our health services are accredited against the National Safety and Quality Health Service Standards. These National Standards provide a consistent statement of the level of care consumers can expect from health service organisations. The primary aim of the Standards are to protect the public from harm, improve the quality of service provision and provide quality assurance.

The FWLHD Board has oversight of achievement of the Standards through the safety and quality board sub-committee. District governance groups ensure ongoing improvement and evaluation and risks in each standard are identified and addressed.

SAFETY & QUALITY PROCESSES

Our Safety & Quality Structure





ACHIEVEMENTS

OVER THE PAST 12 MONTHS

KYEESHA JONES 1ST ABORIGINAL VIOLENCE, ABUSE AND NEGLECT SERVICE (VANS) CLINICIAN IN NSW

Kyeesha Jones successfully completed the VANS Traineeship program, becoming the first Aboriginal VANS Clinician within NSW. This significant accomplishment reflects the collaborative effort with the Education Centre Against Violence to create an employment pathway into VANS specifically designed for Aboriginal Women.

Proud Barkandji woman Kyeesha Jones said it had always been her dream to work in health and help her people access services.

Violence, Abuse and Neglect is an umbrella term used to describe three primary types of interpersonal violence that are widespread in the Australian community. It refers to domestic and family violence, sexual assault and all forms of child abuse and neglect.

These achievements exemplify our commitment to diversity, inclusion, and continuous growth within the Far West Local Health District.



"MY NAN WORKS AS A CLERK IN A SURGICAL WARD AND I ALWAYS SAID I WANTED TO WORK IN THE HOSPITAL WITH HER ONE DAY"

ACHIEVEMENTS

OVER THE PAST 12 MONTHS

BURONGA HEALTHONE - OFFICIAL OPENING

Far West Local Health District and Health Infrastructure successfully reached a Land Lease Agreement with the Barkandji Nation, securing the site for the construction of the Buronga HealthOne facility. This agreement was part of an Indigenous Land Use Agreement, fostering collaboration between the LHD and the Barkandji Nation for a duration of 40 year lease.

To ensure meaningful cultural engagement throughout the project, both parties developed a robust Cultural Engagement Strategy. The Barkandji Nation representatives played a pivotal role in shaping various aspects of the facility, including the design of yarning circles and meeting areas, language and wayfinding signage, and the integration of indigenous landscaping with the use of medicinal plants. The partnership also encompassed the creation of interior and exterior artworks and the planting of a relationship tree.

Moreover, the collaboration extended to providing employment opportunities for local Aboriginal community members and Aboriginal organisations, further reinforcing our commitment to mutual respect. This unique partnership honours and embraces the cultural heritage of the Barkandji Nation, enriching the development of the Buronga HealthOne facility and creating a lasting legacy for generations to come.



The newly built Buronga HealthOne was successfully completed in July 2022, and the service became operational in mid-July 2022. Prior to the official launch, a Community Open Day was organised, attracting over 110 community members who eagerly participated in guided tours of the upgraded facility.

Subsequently, Buronga HealthOne was officially opened in January 2023, marking a significant milestone in our commitment to providing exceptional healthcare services to the community.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

MY EMERGENCY DOCTOR (MED)



The introduction of MY Emergency Doctor and the use of virtual Doctors has helped us to provide a timely service for all patients presenting to our ED.

The M.E.D model of care was implemented on November 30th 2022. This is a virtual service whereby a Fellowship of Australasian College Emergency Medicine (FACEM) consults with a patient virtually. Currently there is an approximate six week wait to see a GP in Broken Hill. The MED service allows a low category patient, Category 4's & 5's to be treated by a senior ED Dr in the virtual space. The average monthly number of patients up until April 2023 is 185

The average daily patient numbers up until April 2023 is 6.

Patients in the Broken Hill Emergency Department rated their experience as high with 98.89% reporting a good to very good experience. The Broken Hill Emergency Department also noted compliance with Triage Wait times improve (For example, a 22% increase in compliance for Triage Category 4 in 8 weeks post-implementation).

HEALTH MANAGER INTERNSHIP

In partnership with the Australasian College of Health Service Management (ACHSM) the Health Management Internship program provides the opportunity for the Far West LHD to professionally develop staff to obtain the required knowledge and skills in management positions that are hard to fill in the organisation.

This program concentrates on the upskilling of Far West LHD's current employees to succession plan for future management positions within the organisation. Interns will complete rotations with a variety of the executive leadership team over a duration of 2 years.

“Over the two-year program Olivia hopes to gain as much knowledge as possible to be an effective and passionate leader, promote awareness and advocate for our communities, to effect positive change and strongly promote healthcare and patient equality. Olivia wants to lead by example, empathy and compassion, staying true to her ‘girl from the bush’ roots with a strong focus on collaboration.”

ACHIEVEMENTS

OVER THE PAST 12 MONTHS

BABY FRIENDLY HEALTH INITIATIVE ACCREDITATION

Broken Hill Health Service underwent Baby Friendly Health Initiative accreditation on 3-5 May 2023 and has successfully gained accreditation for the 6th time, much to the delight and pride of the Maternity Unit staff and all health care staff who care and support pregnant women and new mothers and babies.

The Baby Friendly Health Initiative is a globally recognised accreditation governed by the World Health Organisation and nationally managed by the Australian College of Midwives that strives to promote, protect and support breastfeeding and infant feeding best practices by fully implementing the Ten Steps to Successful Breastfeeding.

The Ten Steps to Successful Breastfeeding includes implementing evidence based policies, educating staff and women about breastfeeding support, keeping mothers and babies together, facilitating skin-to-skin contact after birth and providing infant feeding support and care in the community.

The accreditation included 3 days of interviewing health service staff, pregnant and postnatal women as well as careful review of Far West LHD policies, educational materials and breastfeeding and infant feeding data.

The Baby Friendly Health Initiative accreditation certificate will soon be on display in the main hospital foyer and in the Maternity and Paediatric clinical areas to celebrate and promote this prestigious status of maternal and newborn health care in Far West LHD.



The Australian College of Midwives assessors said that ***“Broken Hill Health Service demonstrates the Gold Standard for breastfeeding and it was a pleasure for the ACM BFHI assessment team to recognise this with recertification.”***



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

PLANNED CARE FOR BETTER HEALTH ANIMATION

The Planned Care for Better Health Animation project was developed in collaboration with Far West Local Health District, Limelight Creative Media and the NSW Ministry of Health.

The Planned Care for Better Health (PCBH) program promotes self-management of health conditions and supports consumers in achieving this goal by providing education into their conditions and health, assistance coordinating their healthcare, and assistance in navigating the healthcare system in their community.

The animation was designed to provide an alternative medium for health promotion with both clients and healthcare professionals. By utilising an animation supporting people who are visual and auditory learners and those people who may struggle with general literacy, or have difficulty interacting with traditional hard copy materials.

Our team were able to work collaboratively to design the storyboard, character creation and general audio of the video. We were also mindful that we needed to have several versions for overarching understanding and then focused shorter cuts of the video.

This animation is now being adapted for all Integrated Care Teams across the Local Health Districts within NSW Health. The feedback from the statewide Planned Care for Better Health leads has been overwhelming with all LHDs requesting adaptation for their regions. It has been used as an orientation tool for both patients and clinical staff within the Far West with extremely positive feedback of how easy it is to understand.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

'TUNE IN TO COUNTRY' MENTAL HEALTH FORUM



The 2023 Aboriginal Mental Health and Wellbeing Workforce Forum was proudly hosted by the Far West Local Health District on 17th & 18th May 2023. The Far West LHD Aboriginal Mental Health Drug & Alcohol Services took the opportunity to showcase and demonstrate the CORE values of the Far West LHD and demonstrate partnerships and connectedness through the theme 'Tune In, To Country'.

"'Tune In, To Country' is an acknowledgment of the achievements that have taken place on country. The Forum offered insights into what we all bring to our country and how country takes care of us. Being on country is a part of our identity. It helps us heal, learn, and teach".

Corina Kemp, Committee Member and Director Aboriginal Health and Community Relations at the Far West LHD stated, "the forum enabled the Far West LHD to demonstrate the positive working relationships and the importance of developing a strong partnership with the Aboriginal Medical Services and other agencies to ensure culturally safe and sensitive services are delivered to Aboriginal People".



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

'TUNE IN TO COUNTRY' MENTAL HEALTH FORUM

The Forum brought together Aboriginal Mental Health & Social and Emotional Wellbeing workers from Public Health sectors, Aboriginal Community Controlled Organisations and other Non-Government Organisations, and other people that support mental health & social and emotional wellbeing, including service providers and researchers.

Approximately 200 Aboriginal and non-Aboriginal participants attended the forum, travelling from across NSW and interstate, working within various streams of Aboriginal Mental Health and Drug and Alcohol Services.

The Forum was supported by local Aboriginal Artists and local and national service providers holding a stall, sharing information, resources, cultural artefacts, local art and cultural knowledge and storytelling.

A gala dinner attracted over 140 delegates, having Wilcannia band Black Shadows, Leroy Johnson and the band provide great energetic entertainment for the evening. The gala dinner provided delegates the opportunity to network and connect.

“A Walk on Country was held at Mutawintji National Park as part of the forum, where Owen Whyman and the Wilcannia Cultural Dancers welcomed all delegates with a Welcome and Cultural Dancing. This highlighted the distinctiveness and importance of a welcome to the lands of the traditional owners, the Malyankapa and Pandjikali people.

Mutawintji tour guides Mark Sutton, Keanu Bates and Alfred Fazledeen shared the enrichments of the sacred sites that included a visit to the Cultural Centre.

They shared the history of the Aboriginal engravings, sacred sites, bush tucker and artworks that was left behind by the Ancestors that walked the sacred lands before us. The day ended with a cultural smoking ceremony as part of the Aboriginal Culture, a cleansing / healing ceremony said Ms Kemp”.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

MENS MENTAL HEALTH WEEKEND DROUGHT SUPPORT PROGRAM

Farmers in NSW experience significant stress from the effects of drought which impacts individuals, families and entire communities. Statistics show that men living in rural and remote areas of Australia have a higher rate of suicide in comparison to those living in urban areas.

Rural and remote areas experience increased difficulty to accessing health care due to their geographical location, making it harder for them to maintain good mental health. Alongside the issue of isolation, farmers must also overcome the perceived stigma associated with seeking support around their mental health and well-being.

The aim of Men's Mental Health Weekend Drought Support Program is to raise awareness of, and help address, the short and long term mental health needs of farming men in rural and remote communities of Tibooburra, White Cliffs, Pooncarie, Tilpa, Wilcannia and Menindee resulting from drought, recovery from drought, rural adversity and climate change.

During the most recent period of drought, there were notable gaps identified in the services that support men's mental health. This is where the idea for the Butchering Day's came about. A place for men (as well as women and kids!) to come along and learn a new skill, while also capacity building and enjoying some social interaction.

“Great social day connecting with local people and having conversations with familiar faces and services.”

“Had a blast. Best day out in a long time, bringing together a group who are currently cut off from one another due to flooding”



These events were in Partnership with the Rural Adversity Mental Health Program (RAMHP), Royal Flying Doctor Section South Eastern Section (RFDSSE) and the We've Got Your Back Program. The Butchering Days were held at Packsaddle, Pooncarie, White Cliffs (Goodwood Station), Menindee (Big Ampy Station), Tilpa, and Wilcannia (Volo Station). There are still several communities that have since shown their interest in hosting a Butchering Day to build social connections and mental health awareness following adverse events.

ACHIEVEMENTS

OVER THE PAST 12 MONTHS

MENS MENTAL HEALTH WEEKEND DROUGHT SUPPORT PROGRAM

98.4%

felt more connected to community members.

91.8%

said that attending the Butchering Workshops had enhanced their awareness of what Mental Health Services are available locally.

A total of 143 people attended these butchering days across Packsaddle, Pooncarie, Menindee (Big Amp Station), Tilpa, Wilcannia (Volo Station) and White Cliffs (Good Wood Station).

At these butchering days there was a wide range of demographic, with the majority being aged between 45-54, however all age groups attended. 10% of the total number of participants who attended these butchering days were Aboriginal or Torres Strait Islander.

These butchering days were successful in engaging with rural men who historically have been a difficult demographic to engage with in the past and in particular when it comes to mental health.

ALLIED HEALTH LEADER OF THE YEAR

Congratulations to Rebecca Smith for winning the Allied Health Leader of the Year at the 2022 NSW Health Excellence in Allied Health Awards, which was held on Thursday 23rd February 2023 at Luna Park Sydney.

Rebecca is the Manager of Integrated Care for the District based in Broken Hill. Rebecca's career as an Occupational Therapist has seen her work in rural and remote areas of South Australia, Queensland and New South Wales for the last 17 years, in both clinical and management positions.

Rebecca has been working across a range of areas over the last year with considerable focus on COVID-19 Community Response Team, Chronic Disease management and hospital avoidance services. She is passionate about clinical redesign for better access and service delivery for the people of the Far West and NSW.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

HEALTHY STEPS

The Health Steps Program was the winner of the Far West Local Health District Innovation Awards for 2023. This program was developed through the collaboration of the Integrated Care Osteoarthritis Chronic Care Program (OACCP) and the Dietetics Department. The aim of the project was to educate and empower participants with the knowledge and skills to reduce their overall body weight, improve diet quality and engage in regular physical activity, in line with the gold standard treatment for osteoarthritis (OA) conditions.

The program had a heavy focus on goal setting, health coaching and behaviour change, which have been shown to have positive impacts on sustaining outcomes long term in OA populations. Participants were assessed and referred to the appropriate treatment interventions to ensure an MDT approach to conservative care.

The program was run over 8 weeks, to ensure adequate timing for physiological change and establishment of healthy behaviours. Initially, 8 patients were engaged and attended an initial assessment with the Dietitian & Exercise Physiologist to gather the baseline measurements for the following:

- Patient reported outcome measures including PROMIS-29 & Oxford Knee/Hip Scores
- Current physical activity & dietary behaviours
- Anthropometry data, personal goals and interventions

To track patient outcomes, this program utilised Patient Reported Measures in the Health Outcomes and Patient Experience (HOPE) Platform. PRMs capture the participants' perspectives about how their illness or care impact upon their health and wellbeing.

For the group, we found excellent improvements in PROMIS-29 domains highlighting overall improved health and wellbeing markers. This was also consistent across the board with an average improvement in Oxford scores by 1.5 (knee) and 6.5 (hip) points further highlighting improved condition specific function.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

VIRTUAL NURSE ASSIST

Virtual Nurse Assist is an innovative telehealth project collaboratively launched this year by Far West Local Health District and Sydney Local Health District. With this system, nurses at any remote facility in the Far West can now seek assistance simply by calling a central number. Whether they need advice or find themselves in an emergency situation or for an inpatient, the Royal Prince Alfred (RPA) Virtual centre's nurse can step in to handle notetaking and documentation of medications administered. This seamless coordination ensures a safer environment for patients receiving care in remote facilities.



By using cameras and speakers in the emergency room and mobile virtual devices, the Virtual Nurse gains a comprehensive view of the patient's condition, allowing them to observe everything that unfolds in the Emergency Department and interact with the nursing staff and inpatient at their bedside. Enabling the patient to feel as if the nurse is physically present in the room. The feedback from staff and patients received so far has been overwhelmingly positive when service has activated for:

- Support to inexperienced Registered nurses in Emergency Department with Triage and clinical supervision.
- Support in Inpatient facility for inexperienced Registered nurse with management and clinical supervision of inpatients



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

LGBTIQ+ PARTNERSHIP WITH THE FWLHD AND COMMUNITY

With the release of the NSW Health NSW LGBTIQ+ health strategy the focus on improving health outcomes for people of diverse sexualities and genders and intersex people and the inclusiveness of care has become a priority for NSW Health. By having a focused strategic plan the unique health needs of the LGBTIQ+ community can be best served.

The FWLHD has an abiding belief that every person in our communities deserve respect, dignity, safety, kindness and to be unashamedly themselves. To this end the FWLHD has committed to providing our LGBTIQ+ community members quality, inclusive healthcare which delivers positive outcomes. Within the NSW LGBTIQ+ health strategy there are certain strategic priorities that the FWLHD is working with our community to meet.

Delivering safe, inclusive and responsive healthcare. Staff within the FWLHD are committed to improving knowledge and awareness amongst all staff around the specific health issues and needs of LGBTIQ+ community members and the needs of their families, carers and social networks and the role that intersectionality plays in individual health outcomes.



The FWLHD has committed to responding to the health needs of transgender and gender diverse people residing in the LHD. Hunter New England LHD operates Maple Leaf House a service which provides a specialist gender diverse health service which is available to be accessed by children adolescent and young people up to the age of 24 years and their families who reside within the FWLHD.



ACHIEVEMENTS

OVER THE PAST 12 MONTHS

LGBTIQ+ PARTNERSHIP WITH THE FWLHD AND COMMUNITY



Clinic 9 based at the Community Health Centre (CHC) is a driving force in outreach to the LGBTIQ+ community driving targeted healthcare initiatives to meet the communities specific needs, including gender affirming care in partnership with the Gender Centre, working with ACON to promote progress toward the target of eliminating HIV transmission in NSW. Community outreach at events such as the Broken Heel Festival are an important part of connecting with the LGBTIQ+ community within the LHD and ensuring community members are engaged and confident in the services provided by Clinic 9 and the FWLHD generally.

A youth advisory council has been established to encourage young people to be part of the future vision of the LHD, while this is a representative group there has been an identified need for a LGBTIQ+ young person to be included and supported to engage with the advisory group to ensure the needs of LGBTIQ+ young people can be planned for and enacted.

FWLHD staff lead by example in their daily practice making inclusive health practice a core principle of their work and acting as allies to the LGBTIQ+ community members and ensuring health facilities within the FWLHD are safe, inclusive and stigma free places for all members of our communities.

Working with the LGBTIQ+ community is crucial to achieving our strategic goals on both a state-wide and local level. At the core of service provision to the LGBTIQ+ people within our communities is recognising the human experiences and addressing inequities in order to elevate health outcomes and this can be done by making space for the needs of the LGBTIQ+ community as expressed by the community themselves.

PATIENT EXPERIENCE

MAKING A DIFFERENCE

YOUR EXPERIENCE MATTERS

At Far West Local Health District we aim to provide everyone with the best health care possible.

There are a number of ways we gather, monitor and analyse feedback from our consumers about the care they experience within our health services. This feedback helps drive change and improvement in the care provided across our district.

Complaints provide unique and valuable information to a health service and provide health services with an opportunity to improve the quality of the service provided. The challenge in a complex health environment is to capture and use the complaint information productively to improve the quality and safety of the health system for consumers.

An effective complaints management system provides an organisation with a second chance to provide service and satisfaction to dissatisfied consumers. Evidence reflects that an effectively handled complaint will strengthen consumer satisfaction and support for the health service.

The benchmark for complaints management is to provide acknowledgement of a consumer's complaint within 5 days, in 2022-23 FWLHD acknowledged 85% of complaints received within 5 days.

In 2022-23 FWLHD received 99 complaints, which has decreased by 25% compared to 2021-22.



PATIENT ENGAGEMENT INDEX RESULTS

ADULT ADMITTED PATIENTS

8.18

FWLHD Benchmark 8.5

EMERGENCY DEPARTMENT

8.21

FWLHD Benchmark 8.6

OVERALL PATIENT EXPERIENCE INDEX

ADULT ADMITTED PATIENTS

8.21

FWLHD Benchmark 8.7

EMERGENCY DEPARTMENT

7.54

FWLHD Benchmark 8.5

The Elevating the Human Experience Committee is implementing strategies to improve quality of patient care experience and engagement.

PATIENT EXPERIENCE

MAKING A DIFFERENCE

COMPLIMENTS FLYER

Compliments are an important part of how Far West LHD caregivers learn and improve safety. The promotion and sharing of compliments provides important recognition for our staff, helps build a safe work culture, improves communication and drives improvement.

Far West LHD has introduced a compliments flyer as an initiative to promote the acknowledgment of excellence staff performance by consumers.

In addition, a certificate of consumer recognition has been developed to award the outstanding efforts of our staff.

It is encouraged that these certificates are proudly displayed on the Quality Learning Boards on each department/ward, allowing the public to appreciate the brilliance of our staff.

This marks a complete and comprehensive approach towards celebrating excellence and promoting positive patient experience.



Since the implementation of this flyer, the FWLHD has received 47 compliments in 2022-23 which has increased by 58% compared to 2021-23.

Snippets of compliments received below:

'... prompt, efficient and kind care and attention I received, I couldn't have received better care, and definitely wouldn't have been similar in the 'big smoke' ... - ED

... the care that our family member received was second to none. thank you to the doctors and brilliant staff on medical ward, nurses, clerks etc. ... - Medical Ward

... from the time of presentation to discharge the quality of care I received was above and beyond. Broken Hill community are so fortunate to not only such a caring team but resources available on hand... - ED

... these staff members need to be recognised for there time, heart whelming care they provide they make you feel loved and wanted just like your apart of a family ... - Paediatrics Unit

PATIENT EXPERIENCE

MAKING A DIFFERENCE

PATIENT EXPERIENCE SURVEY

Consumers are asked to complete a patient experience survey prior to being discharged. This survey can be completed using the QR code displayed on the posters or staff can provide a paper form. The feedback is anonymous and is used to evaluate our patient experience and make improvements as required.

IN MARCH 2023, 77% OF PAEDIATRIC SURVEYS WERE COMPLETED

PATIENT EXPERIENCE OFFICER

The introduction of a Patient Experience Officer in our Emergency Department at Broken Hill has made a positive impact, not only to the patient experience, but also to the staff experience as they provide support to the clinical staff focus on what they are trained to do. They bring a wealth of experience to their work while creating a level of trust in our services.

45% OF CONSUMERS WHO OPENED THEIR GO SHARE BUNDLES SAID THE INFORMATION WAS VERY HELPFUL

MENTAL HEALTH YES SURVEY

The Your Experience of Service (YES) survey is Australia's national measure of consumer experience in mental health services.

The electronic version of YES (eYES) allows consumers to provide feedback via their computer, smartphone or tablet. Together with results from paper YES surveys, they are used to provide detailed feedback reports to services. These reports are provided every month, with summary reports also provided every quarter.

80% of Far West LHD Mental Health Consumers scored their experience as very good or excellent. FWLHD Benchmark = 80%



79% OF CONSUMERS IN FWLHD REPORTED AN EXCELLENT OR VERY GOOD EXPERIENCE VIA THE YES SURVEY.

THIS IS THE SIXTH YEAR IN A ROW THAT FWLHD HAS HAD THE TOP RANKING EXPERIENCE SCORE FOR CARE IN HOSPITALS

GO SHARE BUNDLES

FWLHD sent over 5,107 Go Share Bundles to consumers during 2022-23. These bundles provide information to consumers about the ED and ask them to rate their experience. 40.69% of the bundles sent were opened.

PATIENT EXPERIENCE

MAKING A DIFFERENCE

PATIENT STORY

By capturing participant stories (patient, staff, carer or family member) the Far West LHD can improve the care and services they provide to all. The way we do this is by listening to stories of people that have visited or work in our health services, as every person has a unique experience.

A trained staff member meets with the participant to discuss the process, where a de-identified story is written and endorsed by the participant. If the participant no longer wants their story told, they can withdraw at any time.

The story can then be shared with the Board, Senior Management, Departments and Wards and used to provide feedback to relevant teams.



The below patient stories intertwine, as one is the experience of a patient and one from their carer.

From the Carers Perspective..

My name is Mark and I am 43 years, married to Jessie. I have two children with Jessie and two step-children.

My wife was admitted into the Broken Hill Hospital and was extremely unwell, they did not expect that she would recover.

We were informed later that she had Status Asthmatics', community acquired pneumonia and a collapsed right lung from a bacterial infection.

This is the story from my perspective of the journey through the Broken Hill health service and further.

My wife gets chest infections quite a lot, nearly every winter, so I was confident that she would be alright.

I met Jessie in the Emergency Department at the Broken Hill Hospital on Valentine's Day to support her as she was constantly coughing and could not catch her breath. They commenced her on some medication and she started to pick up a little, the coughing had settled so I thought she was on the mend.

I decided to go home and put some washing on and then went to bed, it was approx. 2.30am. I awoke to the Police banging on the door at approx. 4am, I felt that if the Police were there then it must be that something has gone wrong, they asked me to get to the hospital immediately.

I arrived at the hospital, when there, the nurse informed me that Jessie's health had declined significantly in the last hour and that they will have to intubate her (they explained what this meant).

When they told me this, I know I went as white as a ghost. They said if I wanted to see her and speak with her to do it now.

I went in and was holding Jessie's hand, we were telling each other how much we love each other and Jessie was worried about the children, I told her that I would care for the kids, do not worry about that.

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PATIENT EXPERIENCE

MAKING A DIFFERENCE

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The staff informed me of the link up to Royal Prince Albert as there was a man on the screen talking, they were trying to stabilise her so they could fly her out for more intense care, and I was not sure where she was going at this time. All the staff were so professional and just knew what to do, how to do it, it was unbelievable.

It was at this time that I felt powerless, all I could do was to remain confident and hold onto my hope that Jessie was going to be ok, I could not think of the alternatives, I had to hold onto my hope.

I could not do anything, just sit and wait and hope that they could get this going, the staff at Broken Hill ICU informed me that she was stabilised however whenever they moved her she would go into cardiac arrest and her breathing would stop. They thought that they may need a stronger machine to assist her to breath something about the carbon-dioxide was not leaving her lungs.

There were so many tubes coming out of her, at least 5 around the neck area, arms, moon boots and cords everywhere.

Finally, they told me her carbon-dioxide levels had stabilised at around 40. The team came in and were getting her ready to be flown out to Sydney as they said Adelaide did not have the equipment to keep her alive and the equipment on the plane was not strong enough to keep her lungs going.

I was in shock that she had to be flown to Sydney and apparently had to have a special machine to assist her to breath for the flight.

The Social worker at the Broken Hill Hospital informed me that they will help me to get to Sydney, she did everything, booked flights and accommodation, and it was absolutely, amazing.

I can't thank the social worker enough as I would have had to drive myself and my car had just blown up. Throughout this again I held onto my hope.

I had arrived in Sydney with my wife, going to the Royal Prince Albert Hospital every day to be with her to wait and hopefully she will wake soon...

I felt so relieved and overjoyed when I walked in on Friday 24 Feb 2023, to find her awake. The emotions bubbled over and the tears flowed, she was finally awake, I have her back.

I had just got a coffee on my way there and Jessie was wondering where hers was! Jessie was talking, moving her hands, it was absolutely unreal.

Over the next few days Jessie realised that she now had work to do as you don't realise how much mobility you lose in a short period of time and all of the fluid build-up in her body, she was puffy.

This was nothing compared to what she had been through, I was confident that Jessie was where she needed to be to get the best care possible.

There was nothing missing in the care that Jessie received, all of the staff were like clockwork, they all knew their jobs well.

I witnessed the best teamwork that I have ever seen in my life and I believe in the world.

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PATIENT EXPERIENCE

MAKING A DIFFERENCE

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We have never been in Broken Hill Intensive Care Unit (ICU) prior, the teamwork was second to none, from the Broken Hill nursing staff, Physician, Anaesthetist, Social Worker, Adelaide team, Royal Flying Doctor (RFDS) to the Virtual Intensive care team both in Broken Hill and Royal Prince Albert Hospital it was an absolute masterpiece, a demonstration of perfect teamwork.

My wife and I would like to thank the entire team involved.



From the Patients Perspective..

I am 33 years, a wife and mother of 4 children. I had COVID Dec 2022, and have had a cough since then. Early Jan 2023, we had a holiday closer to the sea and this is the only time my cough eased a little.

In Feb 2023, I was coughing all day so I went to ED as I felt I may have a chest infection. I commenced with the medication I was given however it did not seem to get better, I went back to the hospital and was admitted for 2 nights.

I was discharged from the hospital with an asthma diagnosis, with follow up tests and appointments. After couple of days on Valentine's Day 2023 I had to go back to hospital as I was having difficulties breathing.

I do not have allot of memories as to what happened, they are slowly coming back.

I was frustrated initially as I had to keep going back to the hospital as the tablets that they had given me were not working so I had to keep returning as I was not getting better.

Nothing that I would usually do was working and this also made me angry because I was given puffers to keep my airways open and this was not working either.

I was arguing with my husband because I did not want to go back to the hospital for the third time (by this time I was constantly coughing and struggling to catch my breath) I wanted to wait until the morning, luckily I didn't as I would have died at home. My husband's persistence was what made me go back to the hospital. I was just very frustrated as the coughing would not stop, I was coughing up phlegm and struggling to breath.

I attended the Broken Hill hospital emergency department, I was given medication and started to settle, and my husband left me at the hospital as at this time I was breathing ok.

I was admitted to Intensive Care Unit (ICU) later, this is when my memories are a little vague. I do remember thinking that things are not going the way I had expected them too. I gave my phone to the nurse and she was going to call my husband however his phone is on "do not disturb" in the night, so I do recall saying you will have to call my sister Peggy as my mum is deaf and will not hear the call either.

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PATIENT EXPERIENCE

MAKING A DIFFERENCE

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Apparently the Police went and woke my husband early hours of the morning to come back to the hospital as my health was declining and the staff asked if there was anything we wanted to say prior to them putting me on a breathing machine and putting me to sleep.

I do remember talking to my husband about the kids, to take care of them, I felt scared that I was not going to make it and that the kids are not old enough.

I was afraid that I would pass away and I was anxious about my children as 2 of my children have a different father. My husband has promised me that he will take care of all 4 of our children if something happens to me.

This is my biggest fear that I won't be here to care for my children as I am only 33 years and did not plan to have anything like this happen whilst my family is still so young 14, 12, 10 and 7 years old.

I was so confused when I woke up, I had no idea as to where I was, what day it was or even what was going on.

I awoke at the worst possible moment that anyone could have, it was when the nursing staff were completing personal cares on me.

I was alarmed and confused, the nurse had to explain to me multiple times what had happened, where I was and what day it was. I was in the Royal Prince Albert Hospital in Sydney and it was Friday 24 Feb 2023, the last I have any recollection it was Valentine's Day, I had lost 10 days.

This information took a while to settle in, I was happy to see my husband there when I awoke, he was in Sydney with me, IPTAAS were wonderful and were able to fly him there and arrange accommodation as soon as possible.

"I am grateful to be alive, I received the best care that I needed, my husband's phone will never be on 'do not disturb' again.

Both staff at Broken Hill Hospital and the Royal Prince Albert Hospital were fantastic, however I don't remember much of what happened in Broken Hill.

The staff at RPA were very honest with me, I appreciated this and they said that they don't really know what caused this.

I was diagnosed with Status Asthmaticus, Community Acquired Pneumonia and partially collapsed right lung, and transferred from Broken Hill with a severe asthma attack.

My husband and I are discussing leaving Broken Hill in the next few years due to my lungs and breathing as I do breathe easier closer to the sea.



PATIENT EXPERIENCE

MAKING A DIFFERENCE

HEALTH COUNCILS

Consumer representatives are valued members of committees, project teams and advisory groups at many different levels of the organisation.

The role of the eight (8) FWLHD Health Councils and the types of people that comprise the councils are community representatives, local healthcare workers and FWLHD board rep.

Engaging members of our community is an important aspect to ensuring that the services and programs we deliver are in line with the community's needs and expectations.

Broken Hill Health Council, Two Rivers Health Council, Wilcannia Health Council, White Cliffs Health Council, Menindee Health Council, Balranald Health Council, Ivanhoe Health Council, Tibooburra Health Council

Of the 8 LHD Health Councils there is 5-10 Health Council members, which includes a Chair and a Secretary.

The Health Councils collaborate local Health Service to keep them informed of local health issues / concerns and to keep Communities informed and to continue to provide improvements within community.

Safety and Quality data is shared with the Health Councils to increase consumer engagement and awareness of Safety & Quality.

Each of the Health Councils have 2-year action plans:

- Promotion of programs / community education sessions / services in the location
- Suggesting services from community such as in-home care or additional allied health support
- Concerns with a lack of transport such as bus services
- Support and information for telehealth services or alternative ways to deliver care

Community members who are representatives on the Health Council provide input into the planning, development, evaluation and ongoing health care provided within each of the Communities.

The Health Councils are able to:

- Seek local community perspectives and obtain feedback
- Advocate for local Community Members
- Promote programs / community education sessions / services
- Providing feedback to Health Service Managers and Manager of Community Engagement in regards to identified service gaps / needs within Communities



PATIENT EXPERIENCE

MAKING A DIFFERENCE

VOLUNTEER SERVICES

We have over 80 volunteers that give their time in a variety of different roles within the FWLHD.

Approximately there are 50 volunteers within the Broken Hill Kiosk, where they work tirelessly to provide home cooked food for staff and community. They have donated more than 1800 hours to run the kiosk.

Kiosk volunteers were nominated for FWLHD award and 2 volunteers and the team have been nominated for NSW Volunteers of the year awards.

The kiosk staff have donated approx. \$160,000 towards purchasing equipment for the Broken Hill Health service.

The Multi-purpose Health service and Day Centre in Balranald have over 25 Volunteers in a variety of roles, from auxiliary to bus drivers and day centre activities support.

The volunteers received an award in FWLHD Health awards for the support and care they provide to the staff and aged care patients of the Balranald Health Service.

The volunteers assist with taking on some of the workload and give the patients opportunities to participate in outings and activities which they would not be able to attend if the volunteers were not there.

They have also been nominated for NSW Volunteer of the year award.



PATIENT EXPERIENCE

MAKING A DIFFERENCE

YOUTH HEALTH ADVISORY GROUP

The Far West Local Health District established a Youth Health Advisory Committee in 2022. The purpose of the Youth Health Advisory Group is to increase the representation of young people living in rural and remote areas and to provide information and local perspectives on improving young people's health through empowerment, purposeful engagement, and inclusiveness.

This will enable young people to advocate, share their lived experience, contribute to the planning and evaluating of youth health projects, develop and inform policy and make recommendations to enhance the service for young people.



The Far West Local Health District is dedicated to empowering the Youth Health Advisory Committee to steer the progress of Far West LHD's healthcare provisions, specifically tailored for young people residing in rural and remote areas. By engaging with our local young people, Far West LHD can disseminate targeted health information effectively through various channels, including social media, local newspapers, radio, schools, and workplaces, ensuring that the message reaches the young population.

Over the past year, the Youth Health Advisory Committee actively participated in significant events like Youth Health Week at Sturt Park and NAIDOC week celebrations held at the Broken Hill Health Service. Going forward, the Committee will continue to expand its reach and provide unwavering support to the advancement of services, delivery, and advocacy to improve the health and wellbeing of young people.



PATIENT EXPERIENCE

MAKING A DIFFERENCE

ADVANCED CARE PLANNING

Advance care planning is important for patients, families and health professionals.

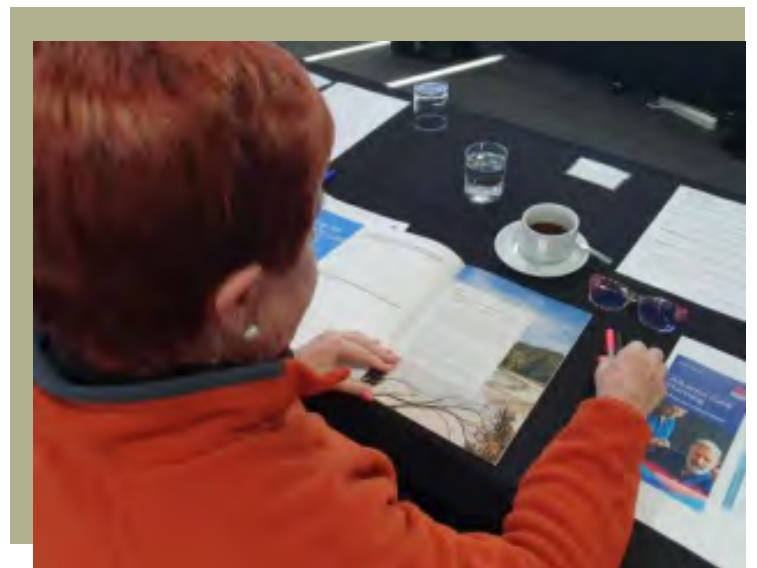
It involves you, your loved ones and health professionals talking about your values and the type of health care you would want to receive if you became seriously ill or injured and were unable to say what you want.

19 education and training sessions were held at various health facilities across FWLHD with a total of 108 participants. Health professionals found the education sessions has increased their knowledge and confidence to have ACP and end of life discussions.

Coomealla Health Aboriginal Corporation (CHAC) and Maari Ma Broken Hill and Wilcannia received 8 culturally sensitive ACP training, Yarning sessions, and opportunistic informal meetings with a total of 22 health professionals, community and elders attending. Other GP practices in Broken Hill have been well engaged in ACP training.

A total of 10 community events have been held across the district with a combined total of 137 attendees. Eg Aboriginal Land Council, NSW Rural Fire Service, Senior Citizens, Country Women's Association, Lions Club and Rotary

Three Advance Care Planning community forums were held in Broken Hill during National Palliative Care Week in May.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

The Far West LHD is committed to building a strong, vibrant culture that demonstrates our values in action.

NURSING & MIDWIFERY AWARDS 2023

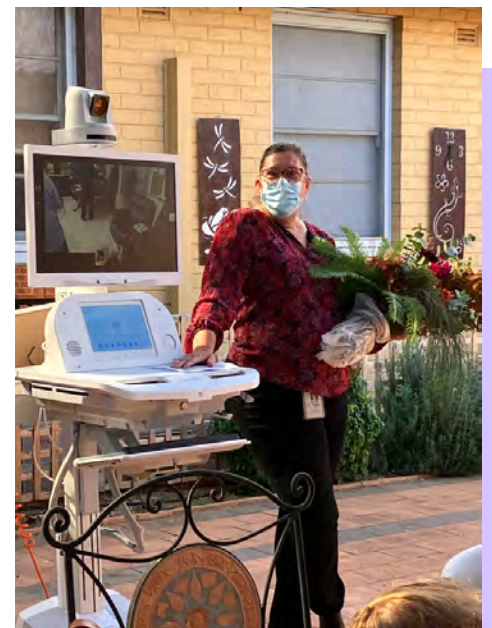
Far West LHD celebrated the Excellence in Nursing and Midwifery Awards in May 2023. An afternoon tea was held to award, celebrate and recognise our midwives who work tirelessly to ensure women, newborn babies and families have access to excellent care in our rural and remote communities. The Far West LHD Midwife of the Year for 2023 was awarded to Chelsea Anderson, our Clinical Midwife Consultant. Chelsea Anderson is an exceptional and accomplished Midwife and Clinical Midwifery Consultant, as well as a passionate leader and role model for the profession.



Chelsea Anderson

International Nurses Day is celebrated around the world on 12th May, the anniversary of Florence Nightingale's birthday. On this day, we take the time to honour and thank our dedicated and amazing nursing staff. A barbeque lunch was held on 12th May to celebrate the hard work and dedication of all our nurses. The barbeque lunch was a success, providing a great opportunity for nurses to come together and celebrate their achievements, with six awards presented to deserving nurses who have gone above and beyond in their duties.

The winners were chosen based on their exceptional contributions to their respective fields, and their dedication to improving the lives of their patients. The six awards presented on the day were Nursing and Midwifery Leadership Award, Aboriginal Torres Strait Islander Registered Nurse/Midwife/AIN/EN, New to Practice Nurse/Midwife of the Year, Nurse of the Year (AIN/RN/EN), Judith Meppem Lifetime Achievement Award and Team of the Year Award.



Denise McCallum - GM RHS

WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

The winner of the Nursing and Midwifery Leadership Award was Elizabeth Mackie. Elizabeth Mackie is a registered nurse on Surgical Ward and is a natural leader, who excels in her role as a senior nurse, bringing out the best in her team, contributing to positive team culture and workplace, and ensuring that junior staff and students are supported.



Elizabeth Mackie



Babette Cruickshank

The winner of the Aboriginal Torres Strait Islander Registered Nurse/Midwife/AIN/EN award is Babette Cruickshank. Babette Cruickshank is an Assistant in Nursing and an Aboriginal Cadet who is in her third year of a Bachelor of Nursing at Flinders University. Babette role models culturally safe and appropriate care, and strongly identifies as a proud Aboriginal woman who contributes positively to our local health district.

The winner of the New to Practice Nurse/Midwife of the Year Award is Chloe Deighton. Chloe Deighton is a Second Year Registered Nurse at Wilcannia Multipurpose Service. Chloe has shown outstanding potential as a Registered Nurse during her New Graduate year, and now in her Second Year, she has been praised by her colleagues, patients, and their families, for her clinical knowledge and high standard of nursing practice, willingness to learn, and support of her team members.



Chloe Deighton



Sharon DeFranceschi

The winner of the Nurse of the Year (AIN/RN/EN) Award is Sharon DeFranceschi. Sharon is a Registered Nurse working in Palliative Care at Far West LHD. Sharon has consistently displayed outstanding teamwork, collaboration and leadership skills throughout the Health Service during times of need, compassionately supporting her colleagues, and even cancelling her own leave to support her patients and team.

WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

The winner of the Judith Meppem Lifetime Achievement Award is Roberta McPherson. Roberta (Bobbie) demonstrates exceptional leadership skills, knowledge, commitment and passion in supporting and growing the Wentworth Health Service clinical staff including undergraduate students in the delivery of safe and quality health care. Bobbie works tirelessly often in her own time to ensure staff are supported both professionally and personally.



Roberta (Bobbie) McPherson



SARU Team

The winner of Team of the Year Award is the Sub Acute Rehabilitation Team. The Sub Acute Rehabilitation Unit (SARU) Team excel in effective collaboration both with each other within the team as well as others outside, they collectively support the CORE values and initiatives of NSW Health.

The awards ceremony was broadcasted virtually via Microsoft Teams to all district sites, allowing nursing staff from different locations to celebrate together. The virtual format allowed for a wider audience to participate in the event, making it more inclusive and accessible. Overall, the award ceremony and barbeque lunch was a great way to celebrate International Nurses Day and to show gratitude for the invaluable work done by nurses every day.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

FWLHD & NAIDOC WEEK

National NAIDOC Week celebrations are held across Australia in the first week of July each year. This year's theme for NAIDOC 2022 was Get Up! Stand Up! Show Up!

Far West LHD hosted a variety of afternoon and morning teas across the Far West during NAIDOC week to celebrate the culture and the achievements of Aboriginal and Torres Strait Islander peoples and provided an opportunity to recognise the history of First Nations people.

NAIDOC Week is an opportunity for all staff to learn about First Nations cultures, histories and to participate in celebrations of the oldest, continuous living cultures on earth.

At the NAIDOC Week celebration in Broken Hill, a Welcome / Acknowledgement to Country was conducted by Corina Kemp, followed by a recognition speech by CE Umit Agis acknowledging the wonderful work of all Aboriginal Health Workers across the District.



This gathering for an afternoon tea and cake cutting for NAIDOC 2022 was held at the Broken Hill Community Health Centre due to the COVID restrictions at the Broken Hill Health Service. Staff and community were welcomed to come along and celebrate and recognise together NAIDOC Week 2022.

FWLHD joined Broken Hill locals to celebrate our Indigenous community in Sturt Park on 6 September for NAIDOC Week, which attracted a very large crowd!

NAIDOC Week is a national celebration which is held all across Australia in the first week of July but Broken Hill has always held the family fun day in September due to warmer weather. NAIDOC Week is an opportunity for all Australians to learn about First Nations cultures and participate in celebrations of the oldest living cultures on earth.



WORKPLACE CULTURE

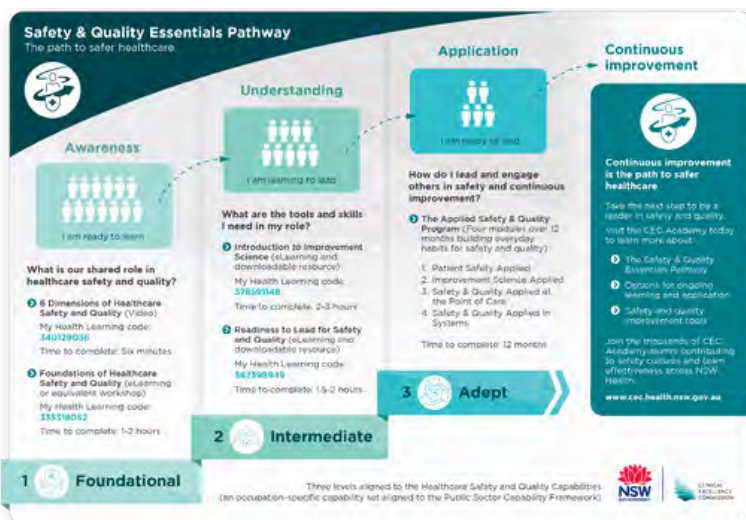
DRIVES SAFE, HIGH-QUALITY CARE

APPLIED SAFETY AND QUALITY PROGRAM

FWLHD collaborates with the Clinical Excellence Commission (CEC) to support safety improvement, safety culture and quality capability development for the whole of the Far West LHD workforce.

The CEC Safety and Quality Essentials Pathway is designed to meet the current safety and quality capability needs of everyone in NSW Health. Starting with the foundational level, it also provides a path for ongoing training and career development.

Having completed the initial 2021-23 phase of the partnership to implement the NSW Health Safety & Quality Essentials Pathway (SQEP), incorporating online and face-to-face learning modules, FWLHD and CEC have now committed to an ongoing partnership from 1 July 2023 to 30 June 2026.



This phase of the partnership seeks to further enhance the development and reliability of safety and quality habits in daily practice of all staff and establish sustainable succession pathways, maturing how safety system capability is coordinated. As a component of this partnership, a three year strategic and operational plan has been developed and implemented. This plan includes development of a core faculty of staff within FWLHD with the capability and capacity to establish sustainable education / training and succession pathways for ongoing implementation of SQEP.

FWLHD has also partnered with Western NSW LHD in the delivery and implementation of the Applied Safety and Quality Program, as part of the SQEP. Through a selection process, successful applicants attend four face to face modules of the program over a 12 month period, and undertake a quality improvement project. These participants will form the core faculty of staff and support organisation wide capability and capacity building to embed skills, knowledge, and behaviour change in applying patient safety and quality improvement initiatives in everyday practice.

The CEC Academy and FWLHD implementation leaders meet each 90 days to discuss partnership progress, goals, timelines and needs, and build on our efforts towards a common goal.

WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS 2022

The FWLHD Health Innovation and Staff Recognition Awards 2022 was celebrated in September 2022 with a return to attendance in person (the first time since 2019 and the COVID-19 pandemic) and a successful foray into an off site, more formal style of event.

Held at the Broken Hill Civic Centre on 21 September 2022 and broadcast across the LHD, the 12th annual awards highlighted the great achievements across the LHD through innovative projects and staff excellence, and long service to health.

One Health Innovation Award was presented and three runner up projects acknowledged, and nine Staff Recognition Awards presented, with some winners sharing the accolades.

The Awards ceremony also featured for the first time a special guest speaker, local Mr Brendan Cullen. Brendan spoke about being an advocate and champion for mental health wellbeing that took him to swim the English Channel earlier that year – an incredible achievement and an inspiring talk!



To all the staff nominated for recognition awards and the winners, congratulations! A big thank you also to the long service award recipients for your ongoing commitment to the organisation.

To the staff undertaking improvement projects and working tirelessly to improve the way our services are delivered, thank you and keep up the great work.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS

The winning project in the 12th annual Far West LHD Health Innovation Awards (2022) was a program dedicated to improving the clinical outcomes for local residential aged care residents with COVID-19.

The Innovation Award was presented to 'FWLHD COVID-HITH (Hospital in the Home): Improving outcomes for Residential Aged Care Residents with COVID-19'.

This project was implemented to urgently address the increasing number of COVID-19 positive Residential Aged Care Facility (RACF) residents presenting to the BH Hospital Emergency Department (ED), being admitted to hospital and dying in hospital following a RACF COVID19 outbreak.

Innovation Award runner up projects were: Closing the Documentation Loop – Collaboration is key to Quality & patient Safety; Outpatient psychotherapy public community mental health: A Sustainability Analysis; and Wilcannia COVID Integrated Wellbeing Response.



Brianna Smith - Physiotherapy and Occupational Therapy Manager at Broken Hill Base Hospital - awarded Extraordinary Staff Member Award — Allied Health.

Brianna is recognised for demonstrating good leadership, finding solutions to others problems and always caring for her staff and patients.

James Pollack – NDIS Mental Health Officer – awarded Extraordinary Staff Member Award — Mental Health in a tie.

James is recognised as being an extraordinary addition to the mental health team. He is knowledgeable in relation to the NDIS and has proven an asset when assisting clients to apply for NDIS and ensuring they obtain the most beneficial packages available to them.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Dr Sarah Wenham - Specialist Palliative Care Physician and currently Acting Director of Medical - awarded Extraordinary Staff Member Award — Medical.

This award is for the extraordinary work that Dr Sarah Wenham has done and continues to do as part of the COVID response in Residential Aged Care, which is unrelated to her role in Specialist Palliative Care.

Tahlia Kerin – Peer Supported Transfer of Care Worker for the Community Mental Health Drug & Alcohol Team – awarded Extraordinary Staff Member Award — Mental Health in a tie.

Tahlia fills a vital role in her team and provides an additional layer of support for clients. She is very professional and organised and is always looking for ways to improve service delivery.



Noeline Cook – Administration Officer, Wentworth Health Service – awarded Extraordinary Staff Member Award — Support Staff.

Noeline has been an extraordinary support to the Wentworth Health Service staff. She has constantly kept up to date developing her skills and knowledge base, forming a key role in the Wentworth health Service team and with external key stakeholders.

Janet Daley – Registered Nurse on Sub Acute Rehabilitation Unit at Broken Hill Health Service – awarded Extraordinary Staff Member Award — Nursing and Midwifery.

Janet Daley is an exceptional example for all of her peers. Janet has been nursing for many years, her approach to each patient is respectful and professional and she takes a patient centred approach to her nursing.



Jennifer Wellington – School Nurse Coordinator – awarded Consumer Nominated Staff Member Award.

Jennifer is recognised for the understanding care and coordination she provides to young people and their family through the Healthy Start Staying Healthy Initiative.

WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Kahlia Liston – Clinical Nurse Educator Critical Care - awarded Peer Recognition (Staff Brilliance) Award.

There were multiple Brilliance Nominations received for Kahlia over the year, some of the comments received are:

- Kahlia networks excellently and is inclusive in her communication
- She shares information and seeks to empower at every opportunity

Palliative Care Volunteers – awarded Volunteer Superstar Award.

Community Palliative Care Volunteers provide compassionate and person centred volunteer services to palliative care patients and carers receiving Specialist Palliative Care in the community. They also provide companionship and person centred support for patients in hospital. The Palliative Care Volunteer Service has continued whilst adapting to COVID restrictions and following COVID safe practices at all times.



Broken Hill Community Mental Health Drug & Alcohol Team – awarded Inspiring Team Award (in a tie).

The Broken Hill Community MHDA team consists of multiple clinicians and peer workers of various backgrounds who work together and for the community of Broken Hill and outreaching to Menindee and Wilcannia. The team have worked together in seriously extraordinary circumstances of acute staffing shortages, sick leave and absent managers whilst the regular managers act in more senior positions.

FWLHD Palliative Care, Oncology and Cancer Services team for Broken Hill and Buronga – awarded Inspiring Team Award (in a tie).

The multidisciplinary team members within the FWLHD Palliative Care, Oncology and Cancer Services Directorate (Broken Hill and Buronga) epitomise the definition of an "inspiring team". All team members from clinical to administration to volunteers regularly 'go above and beyond' to provide accessible, timely and high quality care to patients and carers.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS 2023

The District's great work in innovative projects and our exceptional staff were celebrated and acknowledged at the 13th annual Staff Recognition and Health Innovation Awards held 30 June 2023.

Award finalists and invited guests gathered for the ceremony held in Broken Hill and which was broadcast via Teams to all our facilities.

Chief Executive Brad Astill welcomed everyone and urged everyone to remember that as well as noting and acknowledging the staff being recognised today, we should all remember everyone who are contributing to the health and wellbeing of our communities every day through their work.

Mr Astill said it was an important time for "...us to just stop, take a breath, and remember why we're here...acknowledging people that are doing really great work but also remembering all of you are doing great work".

Mr Astill said the Far West is developing a reputation as a 'can-do' organisation, and is recognised as an organisation that's innovative, and always with the interest of our patients in the community as a focus. "I'd like to thank you for your commitment, and congratulate those who receive awards today but I think you should all take the opportunity to share in those awards and share in the recognition those awards represent."



A 'Welcome to Country' was given by Abashai White and Alex Page did a great job as our MC.

This year's Awards featured a personal pre-recorded video message from the Hon. Ryan Park, Minister for Health, and Ms Susan Pearce, NSW Health Secretary.

Mr Wincen Cuy also spoke on behalf of the FWLHD Board and congratulated all those in the Awards, adding the Board expressed its heartfelt thanks and appreciation to all staff for their continued dedication to our patients and clients. His sentiments extended to those receiving long service recognition.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Aboriginal Staff Excellence: Craig Colling

Craig is an Aboriginal Health Practitioner at Buronga HealthOne and is recognised for his dedication as a collaborative and empowering team member. He demonstrates these core values by providing practical support and encouragement to others. He genuinely cares about colleagues and clients and is a great support and mentor for new Aboriginal Health workers and trainees. Craig promotes positive cultural change and inspires other staff within the Far West LHD.

Consumer Nominated – Staff Member: Leighton King

Leighton is a Sonographer in the Radiology Unit and is being recognised by consumers for his exceptional level of care and manner. Consumers have described him as a friendly, great young guy who is an absolute delight. Leighton makes patients feel comfortable by taking care and time to explain the ultrasound process and what he is scanning. He is an asset to the hospital with a bed side manner handled in a manner beyond his years.



Consumer Nominated – Team: Paediatrics Ward

The Paediatrics Team has been recognised by consumers for the high level of care they provide to children and families. Consumers have described paediatrics staff as being amazing, making children feel welcome, safe, and relaxed. The Award was accepted by Nurse Unit Manager Cherry Santos Luneza (left) and Tayla Solomon.



Extraordinary Staff Member – Medical: Dr Cameron Spenceley

Dr Cameron Spenceley is the Clinical Director for Broken Hill Health Service Emergency Department and is recognised for consistently being engaged, invested, reliable and focused on delivering positive experiences for everyone as well as working toward improving our service models. He is also a clinical leader across a number of programs and initiatives in FWLHD and his dedication enables others to engage and work towards innovative solutions.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Extraordinary Staff Member – Allied Health & Integrated Community Services: Elise Callaghan

Elise is a Paediatric Community Dietician and has worked in all areas of the Dietetic Department, including rotations in acute ward, adult and paediatric community outpatients and community programming. She has been instrumental in developing a nutrition presence in high schools and is about to launch a new Body Project program to help address poor body acceptance in high schools. Elise is a valued member of the Dietetics team and is willing to contribute and help her peers when asked. She frequently receives compliments.

Extraordinary Staff Member – Mental Health Drug and Alcohol, Violence, Abuse and Neglect: Sherree Ferrall

Sherree has recently resigned from Far West LHD after 12yrs of service in the Mental Health Drug & Alcohol and Violence Abuse & Neglect Directorate, including as Manager VANS. She is recognised for being an inspirational leader in the VANS team and the individualised support and guidance to meet the needs of each team member. Sherree has extended learning opportunities across the district to advance the district's VAN response skill and knowledge and is passionate about the Far West community receiving the best VAN response possible. This is demonstrated with her being a pivotal member of the interagency networks across this LHD and across the state. Through these networks she is a strong voice working always towards a dependable and effective VANS response to the Far West community.



Extraordinary Staff Member – Cancer and Palliative Care Services: Hayley Mayne

Hayley is an Executive Assistant and is being recognised for the support she provides to the cancer and palliative care directorate. She has streamlined processes that improve the teams daily work activities and the overall patient experience. Hayley is an engaging colleague always willing to help to improve staff and patient experiences. She has a unique way of looking at situation and providing creative solutions that meet the Business and organisational goals of the Directorate.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS

Extraordinary Staff Member – Nursing and Midwifery: Corey Sclater

Corey is Nurse Manager Nursing & Midwifery Leadership and Work force Development and is recognised for being an exceptional leader who engages with staff and promotes a positive workplace. Corey is enthusiastic and thinks outside the square and is very hardworking. He takes pride in his work and goes above and beyond expectations. He is very supportive and understanding when it comes to all things to do with the health service. Corey's Project "Far West LHD Education Team Residential School" initiative allows for the upskilling of the Education team within the FWLHD and importantly builds strong collaborative partnerships.



Extraordinary Staff Member – Clinical Governance Unit: Grace Matthews

Grace is Clinical Quality Systems Manager and is being recognised for her outstanding work towards promoting the national standards and ensuring patient care is delivered to a safe and high standard. She has an incredible ability to navigate complex systems and ensures that every detail is addressed in order to meet national standards. Grace is an asset to the FWLHD and her dedication, drive, and passion to pursue excellence does not go unnoticed. She has worked tirelessly to develop and implement a strong and robust framework around clinical quality which directly supports staff, patients, carers, and families. She always goes above and beyond to ensure staff are ok and confident in their work, always offering extra assistance whenever required.



Extraordinary Staff Member – Finance and Corporate Services: Eureka Van Der Merwe

Eureka is the FWLHD Clinical Document Specialist and is being recognised for her high-level commitment, passion and engagement in ensuring that our staff understand and follow the correct processes for patient-care documentation. Eureka is very thorough with investigating all possible aspects of documentation and finds innovative and user-friendly ways to educate and encourage clinical staff with following correct and prompt patient-care documentation. An example is the focused time she spends with the junior medical officers to ensure that patient information is recorded promptly and accurately in the electronic medical records system.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Extraordinary Staff Member – District Remote Health Services: Merrawyn Townsend

Merrawyn is the Health Assistant for Tibooburra Health Service and is being recognised for her commitment to the Tibooburra Health Service and community. Her local knowledge of people and terrain has supported the myriad of nurses and support staff that have worked in Tibooburra. The past few years have seen Merrawyn be a staunch supporter of the RN Graduates, her encouragement of them to enjoy their placement in Tibooburra and to experience the joys of living and working remote has ensured they have had a positive start to becoming Remote Area Nurses for their chosen career path. The community would be lost without their beloved 'Mrs T.'

Extraordinary Staff Member – People & Culture: Jacinta Barraclough

Jacinta is the FWLHD Learning and Development Lead and has been recognised for the extraordinary work she has done in the transition to the Performance and Talent (PAT) system. The implementation of PAT has been a major initiative and required an enormous amount of background work to establish within our organisation. To support this process Jacinta has engaged with the State-wide PAT working group and PAT Community of Practice, she has created a webinar to support staff with using PAT and also provided one-on-one support for staff as needed. Jacinta's engagement with staff is always respectful, encouraging and empowering and is demonstrated by the way she has taken away the fear of change and uncertainty for staff about transitioning over to this new system.



Brilliance Staff Member: Brooke Napier

Brooke is a Clinical Support Officer with the Clinical Governance Unit. Brooke has received multiple Brilliance Nominations over the year. Some of the comments received are: 'Brooke is always so enthusiastic & happy to assist. She is approachable and willing to help, no matter what the task', 'Nothing is ever too much for Brooke to do. Brooke is an asset to the CGU team. She has prepared an innovative newsletter for Clinical Governance that is very professional', 'She goes out of her way to help and provide up to date evidence for accreditation and quality safety requirements.' Brooke goes the extra mile in every aspect of her role. She provides initiative in everything she does.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS



Inspiring Team: Clinical Governance Unit

The CGU team have been recognised for their outstanding work towards promoting national standards and patient safety in healthcare. The team prides themselves on attention to detail and the promotion of safety and quality. CGU is an exceptional team that collaborates effectively and works tirelessly to advance the delivery of high-quality healthcare services to patients. The CGU team have successfully developed innovative resources such as the compliments flyer to encourage consumers to nominate staff for their excellent service,

Brilliance Team: Intensive Care Unit

The ICU Team have received multiple Brilliance Nominations over the past year. Some of the comments received are: 'The ICU staff are all a pleasure to work with, they really contribute to a positive work environment. They show excellent critical thinking skills, collaborative and effective teamwork and are often advocates for their patient's safety', 'The ICU Senior staff provide exceptional care to patients and junior staff in ICU even during difficult times concerning staffing. Their knowledge and experience is extensive', 'ICU staff have delivered excellent care despite short staffing' and have an incredible display of continuing educational development and positive attitudes towards educational opportunities.



Volunteer Superstar: Hospital and day centre volunteers at Balranald MPS

The Hospital and Day Centre Volunteers are recognised for the support and care they provide the staff and aged care patients of the Balranald Health Service. The volunteers assist with taking on some of the workload and give the patients opportunities to participate in outings and activities which they would not be able to attend if the volunteers were not there. Patients are able to go to one-on-one outings and get assistance with transfers, meals, activities, tea and coffee in the day centre and BBQ's within the facility.



WORKPLACE CULTURE

DRIVES SAFE, HIGH-QUALITY CARE

HEALTH INNOVATION AND STAFF RECOGNITION AWARDS

Rapid Response Dashboard wins ACI Rural Innovation Award

The ACI Rural Innovation Award was won by the Rapid Response Dashboard project.

This project aims to ensure clinical deterioration and escalation data was meaningful, transparent and appropriately accessible across all areas at the Broken Hill Health Service. The project also aimed to increase awareness for National Safety and Quality Health Service Standard 8, Recognising and Responding to Acute Deterioration Standard.

It is the first in-real-time and interactive clinically-led dashboard in the Far West LHD that is identifiable for both clinicians and consumers. The project required identifying key performance indicators and marrying complex data with a visual, easy-to-read dashboard, for both clinicians and consumers. The project has had a positive impact on patient outcomes which is being measured by capturing escalation trends, timings and patterns.

The Health Innovation Award finalists acknowledged at the ceremony included: AMBER Care Bundle, NSW Telestroke Service, Broken Hill Adult Oral Health Patient Waitlist Project, Rapid Response Dashboard, Educators Residential School and Planned Care for Better Health – Animation Short Film





KPI LEGEND

- ✔ Meeting Benchmark
- ✓ Performance Within Tolerance
- ✗ Performance Outside Tolerance

OUR PERFORMANCE

Monitoring and evaluation of improvements in safety and quality is an important component of the continuous quality improvement cycle. This supports greater accountability in a learning system that is able to identify opportunities for improvement, supports organisational change and a culture of safety and quality.

Key performance indicator data is monitored and analysed against the FWLHD Service Agreement targets and benchmarks. Strategies for improvement are implemented in all hospitals and services across FWLHD.

1. KEEPING PEOPLE HEALTHY

Childhood Obesity

Measuring and monitoring all children's height and weight when they present to our services for care, with an exception of ED presentations.

FWLHD Result = 71.8% ✓
FWLHD Benchmark = 70%

NSW Health First 2000 Days Implementation

Delivery of the 1 - 4 week health check

FWLHD Result = 82.6% ✓
FWLHD Benchmark = 85%

Get Healthy Information and Coaching Service

FWLHD Result = 13 ✗
FWLHD Benchmark = 29

Strategy to Improve: Staff continue to refer to the program, but are no longer able to influence the result against target as it depends on consumer choice as to whether they enrol.

Smoking During Pregnancy

At any time:

FWLHD Result = ✓
14.5% Non-Aboriginal
15.9% FWLHD Benchmark

FWLHD Result = ✓
53.8% Aboriginal or Torres Strait Islander
75.9% FWLHD Benchmark

Pregnant Women Quitting Smoking

By second half of pregnancy:

FWLHD Result = 31% ✓
FWLHD Benchmark = 10.6%

95.9% ✓

of all FWLHD children were fully immunised by one year of age.



OUR PERFORMANCE

Hepatitis C Antiviral Treatment Initiation

FWLHD Result = 3 ✘
FWLHD Benchmark = 23

Strategy to Improve: Training of FWLHD Sexual Health staff occurred for the roll out of the point of care testing (POCT) research trial. Awaiting next quarterly reports.

BreastScreen Participation Rate

Women Aged 50 - 69 Years
FWLHD Result = 43.8% ✘
FWLHD Benchmark = 55%

Women Aged 70 - 74 Years
FWLHD Result = 40.9% ✘
FWLHD Benchmark = 55%

Strategy to Improve: BreastScreen services within Far West LHD are visiting services, usually to Broken Hill, and at times there is also a mobile van that travels the district. Screening rates fluctuate in line with visiting clinics. Promotion continues throughout the district of the BreastScreen service.

2. PEOPLE ACCESSING CARE IN AND OUT OF HOSPITAL SETTINGS TO MANAGE THEIR HEALTH AND WELLBEING

NSW Health is working towards having more people access care outside hospital settings and provide more options for care in the community and the home, facilitated through strong partnerships with GPs and non-government organisations.

Electronic Discharge Summaries

Sent electronically and accepted by General Practitioners

FWLHD Result = 60.3% ✔
FWLHD Benchmark = 51%

Potentially Preventable Hospital

Potentially preventable hospitalisations are an indicator of where care could have been provided in another and more appropriate setting.

FWLHD Result = 27% ✔
FWLHD Benchmark = 29.8%

Virtual Care Access

Non-admitted services provided through Virtual Care

FWLHD Result = 15.8% ✔
FWLHD Benchmark = 30%



OUR PERFORMANCE

Mental Health Peer Workforce

The NSW peer workforce provides direct care to people across public mental health services, including acute in-patient care and the community.

Peer workers draw upon their own personal lived experience of mental illness, suicidal crisis and recovery to provide authentic engagement and support for people accessing mental health care. Peer workers are in a unique position to build connections and rapport with people by inspiring hope and role modelling recovery.

Support includes individual and group peer support, recovery planning and goal setting, help with navigating the mental health service system, and individual and systemic advocacy.

Our peer workforce plays an important role working closely with other mental health staff to help build understanding and improving empathy.

Mental Health Acute Readmission - Within 28 Days

FWLHD Result = 13.7% ✓
FWLHD Benchmark = 13%

Mental Health Peer Workforce Employment

FWLHD Results = 9 ✓
FWLHD Benchmark = 7

Domestic Violence Routine Screening

FWLHD Result = 85.8% ✓
FWLHD Benchmark = 70%

Mental Health Acute Post-Discharge Community Care

Follow up within seven days

FWLHD Result = 88.9% ✓
FWLHD Benchmark = 75%



OUR PERFORMANCE

3. PEOPLE RECEIVE TIMELY EMERGENCY CARE

The number of people presenting to our Emergency Department has increased 10.48% more than last year.

Emergency Department Extended Stays - Mental Health

FWLHD Result = 1 ✓
FWLHD Benchmark = 0

Transfer of Care

Patients transfer from Ambulance to ED

FWLHD Result = 89.9% ✓
FWLHD Benchmark = 90%

Emergency Treatment Performance

Admitted Patients Treated within 4 Hours

FWLHD Result = 30.7% ✗
FWLHD Benchmark = 50%

Strategy to Improve: An issue that impacts this indicator across the LHD is time to transfer patients to another facility for escalation of care and treatment.

Emergency Department Presentations

Treated within the benchmark time

TRIAGE 1 (2 minutes)

FWLHD Result = 100% ✓
FWLHD Benchmark = 100%

TRIAGE 2 (10 minutes)

FWLHD Result = 94.5% ✓
FWLHD Benchmark = 95%

TRIAGE 3 (30 minutes)

FWLHD Result = 76% ✗
FWLHD Benchmark = 85%

These numbers have increased in comparison to 2021-22.



OUR PERFORMANCE

4. PEOPLE RECEIVE HIGH QUALTY, SAFE CARE IN OUR HOSPITAL

A hospital acquired complication (HAC) is when a consumer suffers an unexpected problem in hospital. We do our best to prevent complications, however complications are not always avoidable.

FWLHD utilises high quality data and analytics to develop a comprehensive understanding of our clinical performance to support decision making and to inform opportunities for system, process and practice improvement.

Hospital Acquired Complications (Rate per 10,000 episodes of care)	FWLHD 22-23	FWLHD Benchmark
Hospital Acquired Pressure Injuries	5.2 ✓	8.1
Healthcare Associated Infections	91.5 ✗	74.6
Hospital Associated Respiratory Complications	15.3 ✗	15.1
Hospital Acquired Venous Thromboembolism	0.0 ✓	6.3
Hospital Acquired Renal Failure	0.0 ✓	0.8
Hospital Acquired Gastrointestinal Bleeding	8.5 ✓	9.9
Hospital Acquired Medication Complication	8.5 ✓	13.4
Hospital Acquired Delirium	11.9 ✓	28.4
Hospital Acquired Incontinence	1.7 ✓	4.4
Hospital Acquired Endocrine Complications	57.6 ✗	21.8
Hospital Acquired Cardiac Complications	33.9 ✗	31.7
3rd or 4th Degrees Perineal Lacerations During Delivery	252.1 ✓	537.8
Hospital Acquired Neonatal Birth Trauma	113.6 ✓	139.3
Falls-Related Injuries in Hospital (Resulting in fracture or intracranial injury)	11.9 ✗	9.9

OUR PERFORMANCE

Performance is frequently compared and monitored against clinical indicators and targets through all levels of the organisation, ensuring achievement of relevant quality and safety targets and health benchmarks. Reporting these indicators and other measures of patient safety and quality extends to and from the clinical governance committee structures, as well as appropriate forums at all levels of the organisation.

Elective Surgery Access Performance

Patients Treated On Time

Category 1 (within 30 days)

FWLHD Result = 100 ✓

FWLHD Benchmark = 100

Category 2 (within 90 days)

FWLHD Result = 85.2 ✗

FWLHD Benchmark = 97

Category 3 (within 365 days)

FWLHD Result = 98.1 ✓

FWLHD Benchmark = 97

Overdue Elective Surgery

Category 1

FWLHD Result = 31 ✗

FWLHD Benchmark = 0

Category 2

FWLHD Result = 202 ✗

FWLHD Benchmark = 0

Category 3

FWLHD Result = 289 ✗

FWLHD Benchmark = 0

Strategy to Improve: Wait-list discussed at Surgical Services meeting, impact from COVID-19 remains on-going.

Mental Health Acute Seclusion

Occurrence

FWLHD Results = 0.0 ✓

FWLHD Benchmark = 5.1

Duration

FWLHD Results = 0.0 ✓

FWLHD Benchmark = 4.0

Mental Health Involuntary Patients Absconded Inpatient Mental Health Unit

FWLHD Results = 0.0 ✓

FWLHD Benchmark = 0.8

Unplanned Hospital Readmissions

FWLHD Results = 3.9% ✓

FWLHD Benchmark = 4.6%



OUR PERFORMANCE

The Far West LHD continues to work to reduce the number of Aboriginal People who take their own leave from our care, before their treatment or episode of care is completed.

Discharge Against Medical Advice for Aboriginal Inpatients

FWLHD Results = 1.8% ✓
FWLHD Benchmark = 1.6%

FWLHD has recorded a decrease in the number of Aboriginal people who leave our services against medical advice compared to 2021-22.

5. OUR PEOPLE AND SYSTEMS ARE CONTINUOUSLY IMPROVING TO DELIVER THE BEST HEALTH OUTCOMES AND EXPERIENCES

Aboriginal Workforce Participation

FWLHD Results = 7.5% ✓
FWLHD Benchmark = 3.0%

Employment of Aboriginal Health Practitioners

FWLHD Results = 1.9 ✗
FWLHD Benchmark = 5.0

Strategy to Improve: The Aboriginal Workforce plan 2021-2026 commits to increasing the Aboriginal staff to 13% over the next 5 years.

Staff Engagement - People Matter Survey Engagement Index

FWLHD Results = 59% ✓
(2021 = 57%)
Improved by 2%

Staff Engagement and Experience - People Matter Survey - Racism Experienced By Staff

FWLHD Results = 8% ✓
(2021 = 13%)
Improved by 5%

Take Action - People Matter Survey

FWLHD Results = 33% ✓
(2021 = 29%)
Improved by 4%



OUR PERFORMANCE

Staff Performance Reviews - Within The Last 12 Months

FWLHD Results = 21.9% ❌
 FWLHD Benchmark = 100%

Strategy to Improve: The LHD is implementing the NSW Performance and Talent system which will move staff performance reviews online. The transition from paper based to the online platform is affecting response rates.

Compensable Workplace Injury (Claims)

FWLHD Results = -27.6% ✅
 FWLHD Benchmark = 0.0%

PMES

The NSW Public Service along with NSW Health undertake an annual engagement culture survey called the People Matters Employee Survey. This is an opportunity for staff to voice their experience of FWLHD.

The Far West LHD understands recruitment is a key activity for supporting our people to ensure that we have the staff to provide excellence in rural health whilst ensuring that our people are able to take annual leave and have a work/life balance.

During 2022-23 the Far West has:

- Engaged 132 FTE in Agency nurses across the district. This represents a 240% increase on the previous year and the availability of agency nurses increased post Covid.
- Processed 947 recruitment requisitions raised advertising and readvertising. This resulted in 417 permanent Letters of Offer and 132 agency Letters of Offer.



FUTURE PRIORITIES

BROKEN HILL HEALTH SERVICE REDEVELOPMENT

In April 2022, the NSW Government announced the Broken Hill Health Service Redevelopment project. The hospital's Emergency Department will undergo a \$10 million upgrade, and a new Acute Mental Health Inpatient Unit with the estimated cost of \$15 million, will be delivered as part of the NSW Government's Statewide Mental Health Infrastructure Program (SWMHIP).

The master planning for the project is now complete and it is in the design phase.

The first design images for the Acute Mental Health Inpatient Unit were released in July 2023. The co-designed facility will be built to the north-west of the current facility and adjacent to other existing community mental health related services. It will provide eight beds, which can be used flexibly to care for a range of mental health consumers including the most vulnerable and those with high needs.

Stakeholder feedback is being used to inform the facility design to ensure it meets the needs of staff and the community, with co-design being crucial. Consultation and engagement with local stakeholders, including hospital staff, consumers and carer representatives, Broken Hill Health Council, Broken Hill Shire Council, and the general community, including Aboriginal people, has been ongoing since the early planning stage and will continue as the project design progresses.

A local Arts Working Group has been established to drive the integration of arts into the project design, meeting for the first time in June 2023. The group will help to identify potential arts opportunities in both the Emergency Department and the Acute Mental Health Inpatient Unit, develop briefs for local artists to tender, and be part of the art selection process.

The concept design for the Emergency Department is expected to be released and consulted in September 2023, with construction on track to commence in mid-2024.



WENTWORTH HEALTH SERVICE REDEVELOPMENT

The NSW Government has committed \$30 million to providing comprehensive, accessible, culturally welcoming and consumer friendly health care services to support the needs of the Wentworth community.

Concept design was unveiled in October 2022, revealing plans for the new hospital to be built on a raised flood levy next to the existing hospital.

FUTURE PRIORITIES

Once the new hospital is fully operational, the existing hospital will be demolished to allow construction of a new ambulance drop-off bay, and further landscaped areas for use by patients and their families.

Schematic design was unveiled in February 2023, providing staff, clinicians, and other stakeholders with a greater level of understanding of what the new hospital will look like and how it will function internally.

Detailed design then specified what the façade of the building will look like, the layout of each room, and what furniture and fixtures will be placed in each space. Building design has been shaped by feedback from key stakeholders including Wentworth Health Service staff, Two Rivers Health Council, Wentworth Shire Council, the local Aboriginal community, and the Wentworth community. Detailed design was completed in June 2023.

The LHD and project team are actively engaging with the community, facility staff, local stakeholders, and Aboriginal Elders through a variety of strategies including:

- Aboriginal Focus Group meetings
- Heritage Group
- Arts Working Group
- Staff information sessions
- Community engagement opportunities

The Wentworth Redevelopment Arts Working Group has enthusiastically provided input into artistic design elements. The Group has been responsible for advocating the successful integration of arts and heritage items for wellbeing into the redevelopment.

The redevelopment enters the procurement phase from July 2023, with construction on track to commence by the end of 2023.



KEY HEALTH WORKER ACCOMMODATION PROGRAM

In June 2022, the NSW Government announced \$45.3m for the KHWA Program to deliver modern, sustainable accommodation for health workers close to health facilities in the Far Western (\$15.3m), Murrumbidgee (\$15m) and Southern NSW (\$15m) Local Health Districts (LHDs).

The Program will deliver suitable self-contained accommodation to meet the short- and long-term housing accommodation needs of key health workers. The Program is strongly aligned to the NSW Regional Health Strategic Plan 2022-2032 which outlines the strategic focus for the future supporting healthcare provision in regional, rural and remote communities in NSW.

FUTURE PRIORITIES

MENTORING IN MIDWIFERY

Mentoring in Midwifery program supports our Far West LHD midwives.

Far West LHD will begin Mentoring in Midwifery (MiM) sessions on 31st July, 2023.

The program, Mentoring in Midwifery, aims to develop a reciprocal learning relationship between a midwife and midwifery student to allow them to grow and feel supported, while also staying in the profession long-term.

The sessions run for 1 hour and introduces appreciative inquiry tools to expand opportunities for connecting, learning and growth for our midwives.

AMS MONITORING IN THE DISTRICT



Monitoring antimicrobial usage in a health facility is an important element of all antimicrobial stewardship (AMS) programs and a specific requirement under the National Safety and Quality Health Service (NSQHS) Standards.

Work is underway in the FLWHD to provide remote prescribers a set of antimicrobial pathways in line with the Australian Therapeutic Guidelines to allow restricted antimicrobial approvals and to support remote prescribing.

A request has been submitted to the eMeds team to enable a full report of all medications for all facilities across the FWLHD. Work has begun on a project to digest and analyse this information to identify patients of interest for antimicrobial stewardship review across all FWLHD facilities via a set of 300+ direct relational rules for 'at risk' patient identification. These will be used to target antimicrobial stewardship ward rounds and pharmacy services.

NATIONAL SAFETY AND QUALITY HEALTH SERVICE (NSQHS) STANDARDS FOCUSING ON MEETING THE NEEDS OF ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE

FWLHD is committed to providing a culturally safe healthcare service, free of prejudice and inequity for Aboriginal people. We acknowledge the holistic view of health that encompasses mental, physical, cultural and spiritual health.

FWLHD focus of 2023-2024 is to develop and implement a strategy to fulfil the description of success to having an 'established system' in each of the areas covered by the Aboriginal and Torres Strait Islander specific actions in the National Safety and Quality Health Service (NSQHS) Standards.



ATTESTATION STATEMENT

ATTESTATION STATEMENT AND DECLARATION

Our governing body's annual Attestation Statement was proudly re-signed by our Board Chair and Chief Executive in September 2023.

Health services in Australia are regularly accredited against the The National Safety and Quality Health Service (NSQHS) Standards by an accrediting agency. The accrediting agency for Far West Local Health District is The Australian Council on Healthcare Standards.

All Australian health service organisations are required to submit an annual attestation statement to their accrediting agency. The attestation statement is a formal document stating that the District is complying with safety and quality and clinical governance processes as set out within the NSQHS Standards.

Our attestation statement acknowledges the governing body's responsibility, compliance and commitment to safety and quality care relating to all governance, leadership and culture within our organisation.

The statement confirms our commitment to identifying and addressing the health needs of Aboriginal and Torres Strait Islander people, in partnerships with local communities.



The NSQHS Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations.

This attestation statement
is made by

Sally Pearce

Holding the position/office
on the Governing Body

Interim Far West Local Health District Board Chair

For and on behalf of the
governing body titled

Far West Local Health District Board

Far West Local Health District

1. The Governing Body has fully complied with, and acquitted, any Actions in the National Safety and Quality Health Service (NSQHS) Standards, or parts thereof, relating to the responsibilities of governing bodies generally for Governance, Leadership and Culture. In particular I attest that during the past 12 months the Governing Body:
 - a. has provided leadership to develop a culture of safety and quality improvement within the Organisation, and has satisfied itself that such a culture exists within the Organisation
 - b. has provided leadership to ensure partnering by the Organisation with patients, carers and consumers
 - c. has set priorities and strategic directions for safe and high-quality clinical care, and ensured that these are communicated effectively to the Organisation's workforce and the community
 - d. has endorsed the Organisation's current clinical governance framework
 - e. has ensured that roles and responsibilities for safety and quality in health care provided for and on behalf of the Organisation, or within its facilities and/or services, are clearly defined for the Governing Body and workforce, including management and clinicians
 - f. has monitored the action taken as a result of analyses of clinical incidents occurring within the Organisation's facilities and/or services
 - g. has routinely and regularly reviewed reports relating to, and monitored the Organisation's progress on, safety and quality performance in health care.
2. The Governing Body has, ensured that the Organisation's safety and quality priorities address the specific health needs of Aboriginal and Torres Strait Islander people.

**Far West
Local Health District**



3. I have the full authority of the Governing Body to make this statement.
4. All other members of the Governing Body support the making of this attestation statement on its behalf *(delete if there is only one member/director of the governing body)*.

I understand and acknowledge, for and on behalf of the Governing Body, that:

- submission of this attestation statement is a pre-requisite to accreditation of the Organisation using NSQHS Standards under the Scheme
- specific Actions in the NSQHS Standards concerning Governance, Leadership and Culture will be further reviewed at any onsite accreditation visit/s.

Signed

Position

Interim FWLHD Board Chair

Date

28 August 2023

Counter signed by the Health Service Organisation's Chief Executive Officer (however titled)

Signed

Position

Chief Executive Far West LHD

Name

Mr Brad Astill

Date

12 July 2023

Schedule of health service organisations covered by this attestation statement

Name of health service organisation	Address
Broken Hill Hospital	176 Thomas Street Broken Hill NSW 2880
Balranald Multi-Purpose Service	Market Street Balranald NSW 2715
Wentworth Health Service	Silver City Highway Wentworth NSW 2348
Wilcannia Multi-Purpose Service	14 Ross Street Wilcannia NSW 2836
Broken Hill Community Health Centre Child and Family	2 – 4 Sulphide Street Broken Hill NSW 2880
Broken Hill Community Health Centre Dental Services	2 – 4 Sulphide Street Broken Hill NSW 2880

FAR WEST LOCAL HEALTH DISTRICT



PRODUCED BY THE CLINICAL GOVERNANCE UNIT