

Caring for the Coast Awards

Recognising our people for
their outstanding contribution



23

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About the Caring for the Coast Awards

The *Caring for the Coast Awards* were launched in 2020 to provide a formal opportunity to recognise our people for their outstanding contribution and achievements.

The *Caring for the Coast Awards* encourage and celebrate our staff who go above and beyond in their roles, demonstrating excellence and exemplifying our core values and behaviours:

- **Collaboration** – we work together to achieve our shared goal of providing the highest level of care.
- **Openness** – we communicate in an open and honest way to build trust.
- **Respect** – we listen to the needs and choices of others to ensure everyone has a voice.
- **Empowerment** – we encourage participation in decision making to foster continual improvement.

About us

Central Coast Local Health District (CCLHD) provides high-quality public healthcare to the Central Coast community, working towards our vision of delivering exceptional, timely care in the right place, for every patient, every time.

Our work is achieved through a network of hospitals, healthcare centres and other community-based services, driven by dedicated clinicians and support staff, all working together to ensure people can receive quality, patient-centred healthcare when and where they need it.

Our strategic priorities are focussed on caring for our patients, community, staff, resources and future.

For more information visit www.cclhd.health.nsw.gov.au



A message from our Chief Executive Scott McLachlan

Welcome to the Caring for the Coast Awards. I would like to extend a special welcome to our finalists and sponsors.



The Caring for the Coast Awards is a very special occasion to recognise and celebrate the outstanding achievements of our staff and volunteers.

I am extremely proud of our staff at Central Coast Local Health District. They provide exceptional care each and every day, always putting their patients first and seeking to achieve the best possible outcome.

We are fortunate to have such a talented and passionate workforce and we thank all of our staff for their amazing efforts this year and their unwavering commitment to our Central Coast community.

The Caring for the Coast Awards recognise the team members who have gone a step further – those who have driven innovation, pioneered new ways of doing things, inspired others and gone above and beyond in the course of their work.

We received many remarkable nominations this year and our judges had the difficult task of choosing our finalists and winners.

I would like to thank everyone who took the time to make a nomination, I am grateful for their commitment to recognising the achievements of their colleagues and team members.

We were delighted to see a diverse range of entries representing the many individuals and teams, both clinical and non-clinical, contributing to the work of the District and the high quality care we provide.

Congratulations to all our incredible nominees, finalists and winners.

Finally, thank you to our sponsors for partnering with us and supporting these awards – we appreciate you making this celebration possible.

Thank you to our sponsors



We are excited to welcome our brand new sponsor for 2023, **Premier Shades**.

Premier Shades is an independent, family-owned business based here on the Coast providing top-quality blinds, shutters, curtains and awnings. With priority placed on great customer service, Premier Shades has earned scores of top reviews from customers and a well-deserved 4.9 Google review rating.

Premier Shades' skilled specialists take the time to help their customers solve all their window treatment needs, considering light control, privacy and insulation. With a wide range of fashionable fabrics and products they help their customers create a stylish living space reflecting our coastal lifestyle.



We are thrilled to have **SalaryPackagingPLUS** as a sponsor again this year.

SalaryPackagingPLUS is one of Australia's leading providers of salary packaging services. Every day, public health, charity, not-for-profit, rebatable and government organisations entrust them with maximising their employees' income.

They focus on delivering a beneficial and enjoyable service to employers and employees alike, guided by organisational values of respect, quality, courage and growth.



We are delighted to have **the University of Newcastle** return as a sponsor in 2023.

The University of Newcastle is dedicated to outstanding education and research. It is ranked in the top 200 universities in the world. Degrees are shaped around flexible and transferable skills, work placements and entrepreneurial opportunities. Across campuses in Newcastle, the Central Coast, Sydney and Singapore, the University of Newcastle enrolls more than 37,000 students from diverse backgrounds, with a focus on equity and developing the world's next generation of socially-oriented leaders, entrepreneurs and innovators. The University is fully committed to building on their strengths in Indigenous higher education and providing a supportive space for their Indigenous students and communities.

Our finalists

Volunteer of the Year

Recognising a volunteer who provides excellent support for staff, patients, carers and families.



Gail McKenna

Gail takes great pride in wearing her blue vest and celebrates her ten-year volunteering anniversary this year. Gail has a warm smile and connects easily with those around her. She volunteers two days each week in Cancer Services and is a great ambassador and willing buddy to new volunteers. During the pandemic she was one of the first to sign up for the Help from Home program and is always the first to put her hand up when there is a call out for urgent volunteers.

Over the years it would be impossible to count how many patients, visitors and staff Gail has supported. Gail gives her time not for reward or recognition but happily and humbly, hoping to positively impact someone's day. Gail sums it up perfectly, "To see a smile on the face of the people you have helped, nothing else could be more rewarding."



Noeline Darcy

Noeline's husband persuaded her to move to the Central Coast saying, 'The village and community will need you'. Sadly, Noeline's husband passed away but Noeline made the move to the Central Coast and didn't waste any time connecting with her new community. Within a few weeks she was up and running as a Wyong Hospital volunteer.

Fast forward to 2023 and an incredible 20 years later, Noeline is currently the longest-serving volunteer at Wyong Hospital. She supports the Wyong Rehabilitation Unit, Ambulatory Care, Medical Day Unit and maternity services organising their store rooms and treatment rooms. Noeline's work ethic, reliability and ability to independently manage her workload make her a great asset and a highly valued member of the team at Wyong Hospital.



Sue Newham

Sue has been a volunteer at the inpatient Oncology Haematology Ward K8 for eight years. Sue arrives with a smile, radiates positive energy and quickly establishes rapport with patients, carers and their families. She advocates for patients and assists them and their carers in asking questions and getting advice about their care.

Sue is an excellent ambassador and volunteer mentor. New volunteers are motivated and inspired by her work ethic and passion. Sue has been involved in our staff influenza program, was a volunteer in the COVAX clinic and occasionally brings her beautiful therapy dog Sasha into the hospital to create joy for patients and staff alike.

Sue has a natural ability to connect with patients and make them feel safe. She is a valued member of the K8 team.

Our finalists

Excellence in Aboriginal Healthcare Award

Recognising exceptional healthcare that is responsive to the local Aboriginal community's health needs.



Aboriginal Elders NAIDOC pre-screen

This initiative offers Aboriginal Elders the option to attend a health pre-screen at Nunyara Aboriginal Health Unit before NAIDOC community events.

The screening is facilitated in partnership with allied health services including nutrition, respiratory and cardiac teams which allows for a comprehensive screening and referral process. All participating Elders are registered and have discharge summaries sent to their GP for further investigations if required.

The Elders attending the pre-screening event express improved feelings of well-being and appreciate that they can be screened in a safe, culturally-suitable environment.



Gawal Matjarr (Many Hands)

The Many Hands project was a collaboration between Central Coast Local Health District, local government, headspace National, an Aboriginal Elder, Aboriginal staff and young people. This diverse group worked together to create an Aboriginal cultural and outdoor therapy garden at headspace Lake Haven.

The Aboriginal Cultural Garden, named Gawal Matjarr (Many Hands), is an enriching natural environment which includes Aboriginal storytelling and art, an Aboriginal edible garden, a yarning circle and a walk and talk track. This healing space will enable Aboriginal young people to connect with culture, land and nature when they come to headspace Lake Haven – instead of sitting in an indoor consult room.

The Many Hands project team hopes that this innovative approach will inspire new ways of working with Aboriginal young people, families and communities now and into the future.



Transition to high school Aboriginal community art project

This project harnessed the transition to high school program at Northlakes High School and is part of the larger Activate Your Space initiative which seeks to improve the physical and social environments of suburbs with larger health inequities and encourage greater use of public spaces. Aboriginal students in Year 6 from three local primary schools co-designed a community artwork which was then installed at a local reserve in San Remo. The artwork holds cultural significance for both students and the local community.

The project has the potential to be embedded in the high school transition program for Aboriginal students. Since the artwork installation, there has been no new graffiti or vandalism which had been prevalent. Observational studies have shown an increase in park use and engagement by all members of the community, but particularly young people.

Our finalists

Research, Innovation and Sustainability Award

Recognising the design and delivery of new, future-focussed approaches and solutions that positively inform our health decisions, policies and practices.



Capacity building in research for palliative care staff to enable a better end-of-life experience for the Central Coast community

This innovative research project built research capacity at the same time as conducting research by partnering novice researchers with experienced researchers and exposing the new researchers to a range of methodologies. The research was co-designed, clinician-led and patient-centred and allowed bereaved carers, healthcare providers and other stakeholders to share their experiences of end-of-life care on the Central Coast.

Three research projects were commissioned and their findings identified clear steps that could be taken to deliver better end-of-life care on the Central Coast. The findings supported a submission for enhancing end-of-life care funding and the design of the new Palliative Care Unit at Wyong. Clinicians involved in the project report that they have adopted a more multi-disciplinary approach to their patient care.



Pharmacy PROcurement and FORMulary Improvement (PRO-FORM-I) initiatives

The Pharmacy PROcurement and FORMulary Improvement (PRO-FORM-I) initiatives project comprised a number of key pieces of work that were undertaken by the Pharmacy Department to improve medication inventory, governance, efficiency and provide cost savings for CCLHD. The project included the implementation of statewide NSW Medicines Formulary; the introduction of new statewide pharmaceutical contracts; and lastly undertaking an expansive, structured Pharmacy Procurement Saving Strategy (PPSS).

Together these initiatives have resulted in changes to over 2000 medication products and major changes to medication governance structures. Cost savings of over \$1.7 million have been achieved and there have been significant efforts to ensure patient safety throughout.



The Dino Op program

A distressed or anxious child can cause significant operating theatre delays. The novel Dino Op program familiarises children with the process of having an operation in a fun and child-friendly way. Children read the Dino Op book before their operation, staff caring for the child wear a name and role sticker that matches their character in the book and a scavenger hunt activity distracts children on their way to theatre.

The Dino Op program has resulted in reduced perioperative anxiety and distress, reduced the time taken to manage anxiety and distress and created cost savings by reducing theatre delays. There was also a reduction in the use of pre-meds and post-op analgesia. The team is looking to embed the program into standard practice and other Districts have expressed interest in adopting the program.

Our finalists

Patient Safety and Experience Award

Recognising a commitment to quality improvement to ensure safe, patient-centred care that leads to better health outcomes.



CNC-pharmacist referral pathway to reduce falls, delirium and polypharmacy

The Drug Burden Index (DBI) is a clinical risk assessment tool that measures an older person's total exposure to medicines with anticholinergic and sedative effects that impact physical and cognitive function. Patients with a high DBI are more likely to suffer falls, delirium and medication misadventures. This initiative created a pathway whereby clinical nurse consultants (CNC) refer patients with a high DBI for a priority medication review by the ward pharmacists with the aim of deprescribing and reducing DBI.

Of the referrals to date, more than 70 per cent received an immediate pharmacist review. There were opportunities to deprescribe in 80 per cent of cases and 75 per cent of these patients had a reduced DBI score at discharge. Where deprescribing was not possible in inpatient settings, goals were shared with primary care teams. This unique referral pathway ensures the patient receives timely, patient-centred, multidisciplinary care.



Improving paediatric pathways to care

This innovative collaboration between Wyong Paediatric Unit (WPU) and Child and Family Health nurses (CFHN) identifies children on the WPU waitlist with common early childhood issues that could be addressed by CFHN nurses. Families are contacted and offered a CFHN appointment. Following the CFHN appointments some clients are discharged, others remain on the waiting list, while others are referred to additional services for assessment or support.

The waitlist and wait times have been reduced since the project commenced. In July 2022 there were 231 children on the waitlist – this number was only 27 in April 2023. The reduced wait time will have significant health impacts with early recognition and intervention pivotal to improving the wellbeing of children and their families.



K8 falls prevention project

In 2022 the K8 team implemented an initiative in response to patient falls on the ward. Investigations revealed that patient falls were occurring in or on the way to bathrooms. Analysis of patient experience audits indicated that three quarters of patients were not aware of their individual falls risk.

Adjustments were made to patient communication boards to include individual risk status and mobility function. Standard practice was changed to highlight the communication boards and include a discussion about a patient's risk status with the patient or family during bedside handover. The K8 team also prioritised staying with high-risk patients in the bathroom. There has been a 68 per cent reduction in patient falls over a 12-month period.

Our finalists

Keeping People Healthy Award

Recognising the promotion of good health through raising awareness of healthy choices, preventing ill health and improving the overall health and wellbeing of the community.



Central Coast School Garden Interest Group

The Central Coast School Garden Interest Group (CCSGIG) supports primary school teachers by sharing ideas, knowledge and skills for healthy eating learning experiences at school. Strong partnerships have been developed with the Department of Education's Rumbalara Environmental Education Centre (EEC) and local primary schools to promote healthy eating and environmental sustainability via school kitchen gardens.

The engagement of local schools throughout COVID-19 disruptions was maintained via innovative online workshops and the Harvest for Health grant scheme, offered in partnership with Rumbalara. These activities provided expertise, resources, funding and professional learning to further facilitate the delivery of healthy eating experiences in local schools.



Get Active San Remo and Blue Haven

Get Active San Remo and Blue Haven is a place-based community sport, active recreation and physical activity initiative delivered in partnership with the NSW Office of Sport, Central Coast Council and the Health Promotion Service. The aim of the initiative is to get the San Remo and Blue Haven community more physically active, particularly those who are least active. Following extensive community consultation, the initiative provided 155 activities over one month, most of which were free (111) or low cost (28) and inclusive of people with a disability (126). A community survey after the initiative showed that 43 per cent of adults and 27 per cent of children increased their physical activity levels.

While the program of activities ran for one month, 80 per cent of activity providers indicated they would offer their activities beyond the initiative, increasing both the longevity of the program and positive outcomes for the community. Due to its success, Get Active San Remo and Blue Haven will run again in October 2023.



The evaluation of Activate your Space

Health Promotion traditionally works via settings-based approaches, but Activate Your Space (AYS) was the first 'place-based approach'. The approach targets the specific circumstances of a place and engages local people and stakeholders. Over the last five years, Health Promotion implemented multiple initiatives under the banner of Activate Your Space in Blue Haven and San Remo. The initiatives targeted healthy eating and physical activity and included San Remo parkrun, Aboriginal Lunchbox Connection and Healthy Jarjums.

The evaluation demonstrates many positive outcomes for the community and a legacy of strong partnerships and connections. San Remo parkrun continues today and work in the physical environment had significant impacts with the park and pathway well utilised and the local shops invigorated. AYS demonstrates that a place-based approach offers value for money by combining partner resources and efforts and utilising existing infrastructure for the benefit of the whole community.

Our finalists

Staff Member of Year

Recognising a staff member who provides excellence in service to support staff, patients, carers or families.



Catherine Palmer

Clinical Midwifery Educator

Cath is legendary for her wealth of knowledge about the care of postnatal women and newborn infants. In her role as a Clinical Midwifery Educator, she supports a large number of staff and facilitates training and education days.

Cath is passionate about improving the care and experiences of women. She provides support to midwives in becoming accredited in the Comprehensive Check of the Well Newborn (blue book), is working to implement changes in the way the Midwifery Support Program (MSP) documents care and has championed the use of expressed breast milk by midwifery staff.

Cath empowers all midwives to be their best. Cath is calm, approachable, has a can-do attitude and is highly regarded by her colleagues.



Jessica Mulcahy

Recruitment Manager

In a relatively short time, Jess has had a big impact on recruitment at CCLHD. She has changed our approach to recruitment with candidate-focused care and increased collaboration and accountability within the Recruitment Team. She implemented a pilot project which significantly reduced the average time needed for a recruitment episode. Backlogs have been reduced and emails are actioned the day they are received. Training for hiring managers has been rolled out, internal processes have been improved and refined and there is a new strategy for hard-to-fill positions.

Her innovative approach has inspired her team who value her caring and compassionate leadership style. They credit Jess with creating a renewed attitude to recruitment and are excited for the future of recruitment at the District.



Leanne Andrew

Health Promotion Officer

Leanne is diligent, hardworking and committed and has had a diverse career for over 20 years with CCLHD. She started her career as a registered nurse and is dedicated to prevention and health promotion. Leanne is passionate about connecting and empowering people.

For Leanne, her greatest achievements are the legacies she leaves in the community. Most recently Leanne led a large-scale community project, Activate Your Space, in the Blue Haven and San Remo area. Her ability to engage local people resulted in this project's ongoing success. Leanne goes above and beyond her role, even volunteering at weekends to clean graffiti in the San Remo area.

Our finalists

Team of the Year

Recognising a team who collaborate to support our people and culture and provide exceptional service to staff, patients, carers or family.



Nursing and Midwifery Directorate

The Nursing and Midwifery Directorate (NMD) is made up of nursing and midwife leaders who work across the District providing leadership and expertise in workforce development, research, education and clinical practice. They are a small team but their output and impact is significant, playing a pivotal role in promoting positive cultural change, collaboration and shared learning.

In the last year they have worked to improve and enhance clinical documentation, novice to expert pathways, NUM development pathways and NUM self-assessment against the professional practice framework. The NMD used creative and innovative ways to attract and increase the workforce of casual nurses and midwives and developed supported transition programs for nurses, midwives and nursing assistants. A recent stand out achievement was the creation of the innovative 'O Week', an orientation event for graduate nurses.



Nutrition Services

The Nutrition Services team is cohesive, caring and supportive. They go above and beyond to look after their patients and each other. The team has sought out additional ways to support each other, recognise success and rallied during times of stress and short staffing to maintain an excellent service to their patients. The team recently completed a Malnutrition Point Prevalence study of all admitted patients across the District. The results of this have been used to highlight the prevalence and risks of malnutrition, engage with the multidisciplinary team to provide education, and find solutions to identify, assess and treat patients admitted with malnutrition.

The team is dedicated to ongoing education, working together and with colleagues across allied health to provide and coordinate education to improve staff knowledge, confidence and skill.



Recruitment Team

The Recruitment Team has come a long way. In 2022 the team was dealing with a huge backlog at every stage of the recruitment process, dealing with complaints from hiring managers and losing candidates due to delays. Since the implementation of a new approach to recruitment and a customer care program, the backlog has been cleared and average recruitment times significantly reduced. The whole team embraced the change and continues to adapt to provide better outcomes for hiring managers and candidates.

With a growth mindset the team has increased their capabilities and developed genuine collaborative and respectful relationships with hiring managers. The team's purpose is to serve the District so that staff can focus on caring for our community. Department managers now regularly compliment team members on the speed of their recruitment and on their outstanding customer service.

