



Central Coast  
Local Health District

# CARING FOR THE COAST AWARDS 2022

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## About us

Central Coast Local Health District (CCLHD) provides high quality public healthcare to the Central Coast community through our network of hospitals, healthcare centres and other community-based services.

Our dedicated teams of clinicians and support staff genuinely care about the people around them and take pride in their service to others, knowing that with every patient helped, they are making a real difference.

We are focused on ensuring people can receive quality, patient-centred healthcare when and where they need it and are excited to be implementing new models of care to meet the changing needs of our community.

At CCLHD, our strategic priorities are centred around caring for our patients, our community, our staff, our resources and our future.

For more information visit [www.cclhd.health.nsw.gov.au](http://www.cclhd.health.nsw.gov.au)

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THE UNIVERSITY OF  
NEWCASTLE  
AUSTRALIA

SalaryPackagingPLUS

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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.



## A message from our Chief Executive



It is a great pleasure to be able to welcome all our guests, including finalists and sponsors to finally celebrate in person.

This is a rare and exciting opportunity to come together and recognise our incredible staff and volunteers for their special achievements.

Our staff continued to provide exceptional care for the Central Coast community this year, despite the ongoing, significant impacts of COVID-19.

Everyone displayed a commitment to growth, collaboration and improvement, amid increased pressures and demands.

Staff demonstrated their dedication, resilience and adaptability – finding new, innovative and safe ways of caring for our patients and always putting them first.

We are lucky to have such a talented and passionate workforce who continue to go above and beyond for their local community.

The high standard of this year's award nominations was a perfect example of this.

Our judges certainly faced a difficult task with so many excellent submissions from right across CCLHD, with a diverse range of clinical, non-clinical, hospital and community-based entries.

Congratulations to all our amazing nominees, finalists and winners.

Thank you to all CCLHD staff for your unwavering efforts and commitment to *Caring for the Coast*.

Finally, thank you to our sponsors for getting behind these awards and championing quality healthcare – we appreciate you making this celebration possible.

# Thank you to our sponsors

Platinum sponsor

## CENTRAL REAL CAPITAL

Central Real Capital has been our loyal Platinum Sponsors since the inception of the Caring for the Coast Awards.

Central Real Capital is a boutique private lending business that offers an alternative to mainstream banks and other traditional lenders. They pride themselves on a commercial approach to lending criteria and a genuine speed to market as the ultimate decision makers for all credit applications.

**As a privately-funded lender, Central Real Capital customises loans to best meet client needs and commits to delivering faster, more flexible loans than the big institutions.**

The Central Real Capital team is proud to offer:

- An accelerated-lending process giving you quicker access to funds
- A less constrained and flexible lending criteria as the sole decision makers

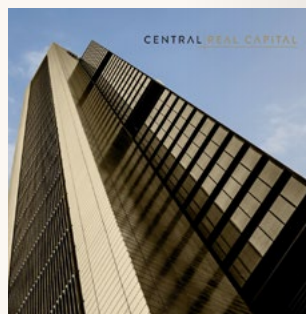
A collaborative approach throughout the life of your loan with guidance from an experienced team. Loans from \$500,000 to \$20,000,000 secured against registered 1st and 2nd mortgages

A loan-to-value ratio (LVR) of up to 70 per cent for first Mortgage Security.

Complementing their lending capabilities, the team also possess an in-depth property and construction knowledge that allows Central Real Capital to successfully partner in real estate projects as preferred equity participants and property development joint venture partners.

With streamlined processing they are nimble and help clients with genuine speed backed by an excellent reputation for successfully partnering on opportunities as private debt or equity.

We thank Central Real Capital for their ongoing support.



## CARING FOR THE COAST AWARDS 2022

Gold sponsors



We are thrilled to have the University of Newcastle return as Gold Sponsors in 2022.

The University of Newcastle is dedicated to outstanding education and research. They are ranked in the top 200 of the world's universities by QS World University Rankings. Their degrees are shaped around flexible and transferable skills, work placements and entrepreneurial opportunities. Across their campuses in Newcastle, the Central Coast, Sydney and Singapore, the University of Newcastle enrolls more than 39,000 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 of Newcastle is fully committed to building on their strengths in Indigenous higher education, and providing a supportive space for Indigenous students and communities.

## SalaryPackagingPLUS

It is exciting to welcome SalaryPackagingPLUS on board as Gold Sponsors 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.

Silver sponsor





# Our finalists

## Volunteer of the Year

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



### Christine Glazebrook

#### Gosford Hospital

Christine is a positive, engaging, and caring volunteer. After retiring, Christine felt a need to contribute to the local community and she chose to volunteer with CCLHD as her way of giving back.

While Christine has only been with us for 18 months she has already contributed so much. Christine will tell you that joining the team at Gosford Hospital has given her purpose again, something that is meaningful and brings her joy. From the moment you meet Christine, you feel compassion and warmth.

Christine joined us during the pandemic and all the changes, restrictions and lockdowns have not stopped her. She picked up extra days and does things from home to help too.

Christine goes above and beyond for her patients. Nothing is ever too much to ask for Christine and her caring nature is demonstrated in all she does.



### Judy Rumsey

#### Community Health Centres (Woy Woy and Kincumber)

From Wig Wam to Staff Health, patient-facing and behind the scenes, Judy is here to help with a commitment that is second-to-none.

There is never a time when Judy has said no to a request and if she misses a volunteering day due to illness or a holiday, she works another day.

The COVID stand-down didn't stop her either. As soon as the call for help went out, Judy replied and was more than happy to drive in, collect the work, take it home, and get it done.

Not only is Judy committed to her work for CCLHD, but she has also created and led a support network with other volunteers, past and present.



### Suzanne Baillie

#### Wyang Hospital

Suzanne joined the volunteer team in 2012, starting at Wyong Hospital as a Companion and Feeder and has since become one of our most versatile volunteers. Prior to the pandemic she was actively engaged in five different volunteer roles at the one time, including in the Gosford Cancer Day Unit, Wyong Hospital's Shop Trolley, Wyong Central Community Health Centre and Gosford's Carer's Retreat, as well as her Companion and Feeder role.

Suzanne has a special connection to the Carers' Retreat as the Carers' Cottage was her childhood home where her mother dispensed cups of tea, coffee and cakes to people visiting Gosford Hospital. Suzanne has continued her mother's legacy with her willingness to help and support those who need it.

Currently she spends two days each week volunteering at Wyong Cancer Day Unit, where she is much-loved for the positive impact she has on staff and patients.

# Our finalists

## People and Culture Award

*Recognising a staff member who promotes a positive culture by inspiring those around them and encouraging effective teamwork.*



### Dr Jasmine Fyfe

**Resident Medical Officer  
Gosford Hospital**

Dr Jasmine Fyfe is a Resident Medical Officer who demonstrates an ongoing commitment to "Caring for the Coast" in all that she does.

In all of her interactions with patients, Dr Fyfe aims to promote health education to improve their quality of life.

She is the Vice Chair and Secretary of the Junior Medical Officer Quality and Safety Committee and Bedside Teaching Coordinator in CCLHD's Near-Peer Medical Teaching (NPMT) for the Joint Medical Program (JMP).

Through these voluntary roles, Dr Fyfe oversees quality and improvement projects and contributes to medical student education, coordinating 80 tutors and 200 students.

This work reflects her dedication to supporting the learning and growth of young doctors, while always maintaining a focus on improving patient outcomes.



### Leanne Hamilton

**Nursing Unit Manager  
Wallama Clinic  
(Opioid Treatment Program)**

Leanne brings passion and a can-do positivity to her role as the Nursing Unit Manager of the Opioid Treatment Program (OTP). Leanne unites and inspires her nursing team and the multidisciplinary services wrapped around the OTP, creating an environment where staff and patients feel heard and valued.

Leanne is driven to find new ways to reach her patient cohort. She implemented innovative drug-and-alcohol-specific COVID-19 screening practices and vaccination clinics in a way that kept patients informed and supported.

She maintains a strong presence and availability within her team while promoting independent thinking and autonomous practice. This gives staff the opportunity to shine while still feeling safe and well supported in the workplace. Leanne's approach to her role allows innovation to become part of normal practice and for staff to feel empowered in their decision making and in their communication across multidisciplinary teams.



### William McClean

**Team leader ACAT (Inpatients)  
Aged Care Assessment Team**

William McClean is a team leader for the Aged Care Assessment Services who has worked for CCLHD for more than 20 years.

William is a natural leader, who motivates and inspires other staff and helps to set and maintain the bar for positive workplace culture. He has an engaging manner and is collaborative and patient-centred when dealing with any challenges.

Ensuring older people receive dignity and respect in all aspects of their care is one of William's passions. He maintains a clinical load, no matter how busy he gets in his leadership role, to help him better understand the pressures and challenges from different perspectives. He brings these perspectives with him and uses them to inform the care he provides as an assessor, a team leader, staff educator and clinical consultant.

William has been involved in a host of key projects that support service performance, client wellbeing, staff morale and contribute to positive organisational culture.



# Our finalists Excellence in Aboriginal Healthcare

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



## Aboriginal Lunchbox Connection

### Health Promotion

This project took a coordinated community approach to improving access to healthy food and drink, and support services for Aboriginal primary school families from local areas recently impacted by floods, fires and COVID-19.

Food insecurity affects 22-31 per cent of Aboriginal and Torres Strait Islander people and negatively impacts adults' and children's health.

A working group facilitated school and community-based solutions to complement existing food access and support services for Aboriginal families, including employment of an Aboriginal Community Liaison Officer.

A lunchbox pack was distributed to all Aboriginal families of primary school students and 60 families (57 per cent of Aboriginal students) participated in the program with 100 referrals made to support services. This approach improved access to food, drinks and services for families and strengthened community relationships.

## CARING FOR THE COAST AWARDS 2022



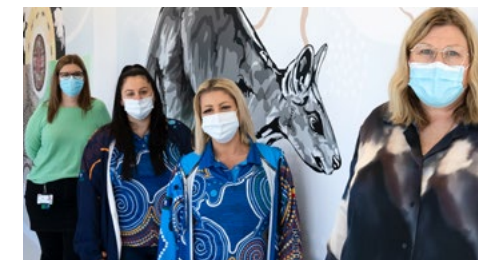
## Healthy Jarjums

### Nunyara/Allied Health

Healthy Jarjums was a health promotion project run for Aboriginal and Torres Strait Islander families targeting children starting Kindergarten in 2022.

The project aimed to provide health information to Aboriginal and Torres Strait Islander families, with screening and referral for children, as appropriate, to community services in speech pathology, dental, audiology, nutrition, physiotherapy and occupational therapy.

The event aimed to provide this health information in a culturally-sensitive and inclusive environment while gauging child development against the five key domains of motor skill development, emotional health, social knowledge, language skills and general knowledge and providing support to Aboriginal and Torres Strait Islander families to meet these domains.



## Wyong Redevelopment Art Strategy

### Wyong Redevelopment Team/ Nunyara Aboriginal Health Unit

The Wyong Hospital Redevelopment Team, in collaboration for with the Nunyara Aboriginal Health Unit, Health Infrastructure and the Creative Ingredient liaised with the Darkinjung Land Council, community groups and the CCLHD Aboriginal Advisory Council to develop the Wyong Redevelopment Art Strategy.

The art strategy for the Wyong Redevelopment was seen as an opportunity for the culture and environment of Wyong to be celebrated through creative process. The result is a welcoming, safe and calming space for the local community to seek the care they need, to improve their health and wellbeing.

The art strategy involved participation by local Aboriginal elder and youth groups, school children and Wyong Hospital staff.

A key vision of this strategy was to provide opportunities for local artists to present aspects of Wyong's First Nations culture, conveying Darkinjung stories, and the interconnections between resources, Country and understandings of health.

The art is a reflection of the guiding principle of this project – Better Healthcare, for the community, with the community.

# Our finalists

## Research and Innovation Award

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



### Large scale solar panel project and electric fleet car establishment – Gosford Hospital

Through the installation of solar panels at Gosford Hospital and roll out of electric fleet vehicles, CCLHD has made a major commitment to reducing its carbon foot print.

The solar panels utilise roof space on the main Gosford Hospital building, Mental Health building, Health Services building and two demountables, providing up to 13 per cent of the hospital's electricity needs, saving \$285,000 a year.

The purchase of electric vehicles was the first step towards CCLHD's objective of meeting the NSW Government's objectives on net-zero carbon emissions and green fleet procurement by 2030.

Central Coast was the first Local Health District in NSW to purchase fully-electric fleet cars.



### SLAM-B: Self-administration of Bortezomib for patients with myeloma: A pilot study

The SLAM-B project pilots a new model of care for eligible myeloma patients using self-administration of Bortezomib chemotherapy in the home setting.

The model of care will potentially improve quality of life by reducing hospital visits, reducing infection risk and giving back a degree of control for a patient group with incurable cancer.

Following a period of training, patients/carers complete a competency tool prior to sign-off as eligible for the home program.

Day one of each treatment cycle is delivered in the Cancer Day Unit; subsequent injections for the cycle are self/carer-administered at home.

Prior to each self-administered injection in the home, a telehealth 'myeloma pre-chemotherapy' assessment is undertaken.

The multidisciplinary team have worked together to achieve the shared goal of developing an evidence-based model of care that improves service delivery and patient care.



### The Specialist Wound Centre: A new model of integrated wound management

Individuals with chronic wounds are an increasingly complex patient group and their multimorbidity weighs heavily on the health system. At CCLHD Community Nursing Service, 75 per cent of all patients are admitted for wound management, accounting for 84 per cent of all clinical activity.

A clinical practice review revealed low referral rates to existing specialist wound clinics. To improve client outcomes the Specialist Wound Centre (SWC) was established in 2019 as a new Nurse Practitioner-led, integrated model of care.

The SWC works in partnership with the patient and the health care team and provides: comprehensive wound assessment and identifies underlying causes and barriers to healing; diagnostic tests; wound debridement; pathology and biopsy requests; prescribed medications; referrals to specialists and allied health clinicians; and recommended treatment options and care plans.

The SWC has demonstrated a number of system improvements and increased referral rates. A mixed method design research project is currently being undertaken in partnership with the Hunter Medical Research Institute to analyse economic costings associated with the SWC vs the previous model and patient outcomes and experience.



# 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.*



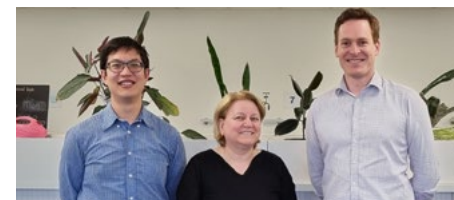
### Improving Gosford Discharge Lounge utilisation

Delayed access to beds contributes significantly to emergency department overcrowding and increased pressure on our hospitals. The purpose of this project was to improve the Gosford Hospital Discharge Lounge utilisation to help expedite inpatient bed availability and improve patient flow.

A multidisciplinary working party was established and a comprehensive diagnostics process was undertaken. Patient and staff surveys helped to identify opportunities.

Numerous changes were implemented to improve utilisation including the development of a patient information brochure to improve communication; ward education to improve staff's knowledge of discharge lounge criteria; a streamlined referral process; changed opening hours; and maintenance works to improve the environment.

The initiative has resulted in increased utilisation of the service, which contributes to freeing up beds for patients waiting in ED or theatres. This helps us to deliver the best care in a timely manner.



### Improving patient safety: A state-first eMR solution for dysphagia fluid modifiers and medications

This project evolved from review into an incident involving a patient.

A multidisciplinary working group was established to innovate solutions and prevent future incidents. The group developed three eMR solutions as well as producing a comprehensive guideline.

This work established the compatibility of 75 medication formulations and their appropriate thickened fluid diet modifiers via rigorous testing and informed the eMR solutions which are: An alert to identify patients who have had a thickened fluid order on a previous hospital encounter in the past year; an alert to warn of incompatible liquid medications when ordering thickened fluids; and an alert at point of prescribing liquid medications which are incompatible with thickened fluid orders.

This strong collaboration between pharmacy, speech pathology, the eMR team, nursing and nutrition has resulted in improved clinician experience and productivity as well as safer patient outcomes.

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### Subcutaneous Immunoglobulin (SCIg) Home-based Therapy Program – Community Pharmacy collaboration

Immunoglobulin is a plasma-derived blood product used in the treatment of a range of autoimmune conditions. Patients usually receive intravenous infusions in hospital every month and for many, this is a life-long requirement.

Subcutaneous Immunoglobulin (SCIg) provides an alternative to intravenous infusions and offers patients convenience and autonomy; avoiding the constraints of hospital schedules.

Until recently SCIg was only made available to patients willing to travel outside of CCLHD. A local SCIg program has now been established and is available to all eligible patients.

Those who have transitioned to SCIg have all reported improvements to their quality of life and health outcomes. To ensure sustainability of the SCIg program, an integrated care approach involving community pharmacies has been established to enable dispensing of immunoglobulin in locations accessible to patients. This collaboration has reduced the burden on hospital pharmacies and allowed for program expansion.

# 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.*



### Heal-Thy-Self

#### CoastCanCare/Carer Support Unit

The Heal-Thy-Self collaboration between the Carer Support Unit (CSU) and CoastCanCare focuses on evidence based holistic wellness programs and information bulletins for Central Coast locals affected by cancer.

Adults living with cancer and their carers can take part in free classes including art therapy, yoga and journaling to help them look beyond the cancer diagnosis and enjoy life. This collaboration has resulted in a substantial increase in CSU carer consultations.

Today cancer is one of the main reasons carers connect with the CSU. This holistic approach and access to a diverse range of free therapies and information is “keeping locals healthy”.



### Move Like a Mariner

#### Health Promotion

The Move Like a Mariner program was developed as an initiative to improve participation in physical activity for the early childhood sector in partnership with the Central Coast Mariners.

The six-week program aims to encourage intentional and daily teaching of fundamental movement skills for 3-5 year old children attending childcare services. The teaching of fundamental movement skills in early education and care services is influenced by an educator's level of competence and understanding which can determine the amount of daily physical activity being achieved.

By employing this approach of using key community partnerships and the training of educators to deliver the program, Health Promotion was able to target a key area in childhood development in improving physical activity and fundamental movement skills in 3-5 year olds in a sustainable, effective and fun way. Twenty eight Central Coast early childhood education and care services partook in the program in 2022, with a total of 1650 children.

## CARING FOR THE COAST AWARDS 2022



### Youth Booth

#### Youth Health

Youth Booth is a mobile, outreach, targeted, comprehensive health check program designed to assist marginalised young people to access basic, yet significant, health care assistance.

Youth Booth visits local alternative education facilities, refuges, community youth services, young parent programs and Aboriginal services giving young people the opportunity to attend different stalls to engage in health checks and conversations about their health.

The program provides young people with health information on drug and alcohol, sexual health, healthy relationships, mental health, oral health, catch up immunisations, height and weight checks, and vision and hearing screenings.

By providing young people with the opportunity to have positive interactions with healthcare workers, Youth Booth assists in breaking down the fear, stigma and discrimination than can be associated with accessing health services, resulting in improved health outcomes and a reduction in avoidable hospital admissions in vulnerable young people.



# Our finalists

## Staff Member of Year

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



### Berna Gurisik

#### Speech Pathologist

Berna is described by her peers as a dedicated and highly skilled individual. Her drive for achieving best clinical outcomes for her patients has resulted in the introduction of pioneering programs including the effective swallowing screening tool – ASSIT.

Berna fosters an open and collaborative working environment among her colleagues. Her knowledge, passion and determination has led to the successful implementation of the ASSIT tool. She has supported staff with education to interpret and utilise the tool effectively for better patient outcomes.

Berna's approach to patient care is also something to admire as she strongly believes in delivering the best care for "every patient, every time."



### Kami Dibden

#### Volunteer Services Manager

Kami has been instrumental in strengthening and supporting our volunteer services across CCLHD. Among her colleagues and volunteers she is highly respected and trusted.

Kami is known for her generosity and for always being willing to give a helping hand. She has implemented a number of new improvement initiatives including setting up a digital sign-in system for the volunteers and developing specific volunteering roles with standard operating procedures.

Kami is an effective communicator and collaborator. She kept the volunteering team engaged and connected throughout COVID-19 with the introduction of the "help from home" program. Our volunteers all say they enjoy coming to work because of Kami's joy and positivity.



### Lenore Sutherland

#### Fire Officer, Wyong Hospital

Lenore has been a professional, diligent and effective member of the District's Fire Service Team for six years. She provides engaging education for staff to teach them what they need to do in a fire emergency and maintains the hospital's fire equipment to ensure it is safe and ready to use.

One of the Lenore's key responsibilities is to train security staff for the important role they play during a fire emergency. Lenore is committed to empowering the security officers by giving them the knowledge and skills they need to be confident to perform their role.

Lenore is known for willingness to go above and beyond to create positive experiences for patients at Wyong Hospital. Last year she organised the local fire brigade to bring Santa to Wyong Hospital to spread Christmas cheer, even dressing up as the Grinch herself, to the delight of Wyong's youngest patients.

## 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.*



## CCLHD Pharmacy Department

The Pharmacy Department does an incredible behind-the-scenes job in procuring, supplying, reviewing, dispensing and educating about medications to help our patients improve and to keep them safe from medication-related harm.

During the past year, the relatively small team of just over 100 Pharmacy staff have individually dispensed over 220,000 inpatient, outpatient and discharge medications to our patients, undertaken almost 9,000 distributions to supply over 125,000 medications to clinic and ward imprests, and manufactured over 6,000 chemotherapy bags.

Our pharmacists have taken approximately 23,000 medication histories, been involved in reconciling over 33,000 discharges and have made thousands of interventions to improve care.

In addition, the Pharmacy Department has played a key role in leading CCLHD through numerous important changes in recent years including transitioning to eMEDS, setting up medication distribution systems in two major hospital redevelopments and navigating supply and governance complexities of new COVID-19 vaccines and treatments.

## CARING FOR THE COAST AWARDS 2022



## COVID Community Support Team

The COVID Community Support Team provides high quality, compassionate care for COVID-positive patients in their own homes using remote monitoring and virtual care modalities to monitor for signs of clinical deterioration.

Care is supported by on-site GPs, and escalated via multiple referral channels, with treatment and care being delivered in the community, reducing presentations to emergency departments/hospital.

The team has successfully looked after over 5,000 patients, provided over 200 Sotrovimab infusions for at-risk patients, supported accommodation for over 200 clients, attended over 2,000 COVID swabs in the community for vulnerable patients and extended hours to allow for out-of-hours support, providing an acute care response/point of escalation for patients.

## COVID Vaccination Program

New and existing staff came together in response to the COVID-19 pandemic, to form a phenomenal team coordinating our local vaccination program.

The team faced constant changes and challenges throughout the year – meaning they had to work together to be adaptable, flexible and resilient. The team has vaccinated 149,000 people, including all CCLHD staff, local emergency services, aged and disability services, along with outreach clinics to vulnerable people in group homes, community centres, members of the local Aboriginal community, and the general public.

The team worked hard each day, despite the ongoing pressures and hurdles they faced. They created a close knit, supportive environment to keep staff morale high. Fostering this welcoming, respectful and collaborative atmosphere helped them to deliver an excellent service and keep our community safe with the successful roll-out of the vaccination program.



