

Central Coast Local Health District

CARING FOR THE COAST AWARDS 2021

Sponsored by

CENTRAL | REAL CAPITAL



Health
Central Coast
Local Health District

ABOUT US

Central Coast Local Health District (CCLHD) provides expert public healthcare to the Central Coast community, located between Sydney and the Hunter Valley.

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

The region is served by two acute hospitals. Gosford Hospital is the principal referral hospital and regional trauma centre for the Central Coast, and Wyong Hospital is a major metropolitan hospital.

The District also includes two sub-acute care units, Woy Woy Hospital and Long Jetty Healthcare Centre, and eight community health centres as well as other community-based services.

CCLHD's strategic priorities revolve around caring for our patients, community, staff, resources and future.

Gosford Hospital's \$348 million redevelopment, Wyong Hospital's \$200 million redevelopment, and the development of the \$72.5 million Central Coast Medical School and Research Institute with the University of Newcastle, are examples of the District's commitment to providing world-class care to the community and the generations that follow.

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

Sponsored by

CENTRAL | REAL CAPITAL

Supported by

Gold sponsor



Silver sponsor



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.



The 2021 Awards

Our staff have faced significant challenges again this year with the global COVID-19 pandemic continuing to have a major impact on our health services.

Despite the ongoing stress and pressure this has caused, our staff have continued to shine and strive for excellence.

Central Coast Local Health District is fortunate to have so many driven and talented professionals working across our services and these awards are an important opportunity to honour their hard work and achievements.

It was wonderful to see nominations in each of the 10 categories from right across the District this year, with a diverse range of clinical, non-clinical, hospital and community-based submissions.

With so many incredible nominations the judging panel had a difficult job in shortlisting the finalists and selecting our winners.

All entries were closely reviewed and we thank everyone who took the time to make a submission.

We received countless examples of staff going above and beyond their duties for our patients and community and all teams and individuals who were nominated should be extremely proud.

Our finalists featured in this souvenir booklet deserve to be recognised and rewarded for their exceptional commitment, dedication and outcomes.

Unfortunately due to the extended stay-at-home orders we were unable to plan a gala dinner celebration again this year for our finalists, but we look forward to coming together when it is possible.

To highlight the amazing work of our finalists and formally announce our winners we have created a series of videos on our intranet and internet sites. Thank you to all those finalists and sponsors who submitted video content – we hope you enjoy the final result.

Finally, thank you to our generous sponsors who make our awards possible. Each of our partner organisations are passionate about supporting Central Coast Local Health District staff and championing quality health care.



Thanks to our sponsors

Platinum sponsor

CENTRAL | REAL CAPITAL

Central Real Capital are a boutique private lending business, who offer fast and flexible debt solutions as an alternative to mainstream banks and other traditional lenders.

The Team pride themselves on a commercial approach to lending criteria and a genuine speed to market as the ultimate decisionmakers for all credit applications.

Complementing their lending capabilities, the Central Real Capital 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 and property and finance expertise, the group is renowned for being nimble and able to help our clients by successfully partnering on opportunities as private debt or equity.

As a privately funded lender, we're able to offer you a customised loan that is faster and more flexible than the big institutions.

We offer –

- An accelerated lending process giving you quicker access to funds.
- A less constrained and flexible lending criteria as we are the sole decision makers.
- A collaborative approach throughout the life of your loan with guidance from our 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% for 1st Mortgage Security.
- Certainty – because Central Real Capital are backed by a significant private balance sheet who owns the business.

To chat to our lending team today about a tailored debt solution, contact us on info@centralrealcapital.com.au



CARING FOR THE COAST AWARDS 2021

Gold sponsor



The University of Newcastle's College of Health, Medicine and Wellbeing is defined by its commitment to the development of effective, integrated healthcare solutions through innovation and excellence in education and research.

The College has a global reputation for producing exemplary healthcare professionals through research-driven, innovative teaching and learning. They bring together a wide variety of undergraduate, postgraduate and professional training programs aimed at preparing students for rewarding careers in the field of healthcare.

Their extensive engagement with local communities includes strategic research and education partnerships with the Central Coast, Hunter New England and Mid North Coast Local Health Districts, Hunter Medical Research Institute and Calvary Mater Hospital Newcastle.

Silver sponsor



Our finalists

Emerging Leader

Recognising an individual who shows leadership promise through their contribution, initiative and enthusiasm. They lead by example and demonstrate maturity and courage in decision making – showing great potential to grow their leadership qualities and deliver further positive outcomes in the future.



Dr Rebecca Richardson

Acting Clinical Director Women Children and Families

In her role as the Acting Clinical Director for the Women, Children and Families Directorate, Rebecca demonstrates the highest level of integrity and respect for her colleagues.

She is integral in engaging and mentoring the junior medical workforce to ensure their learning experience is valuable and they are prepared to be the clinicians of the future.

Rebecca has implemented many service improvement initiatives, working collaboratively with her peers across disciplines and other directorates to ensure a high standard of care is provided for all patients.

Improvements to service delivery are always made with a high level of consideration for her colleagues from both within her own team and from other services.

Above all, Rebecca is kind and sensitive to everyone she interacts with and has exceptional collaboration and leadership qualities. Thank you, Rebecca.



Rani Goodacre

Clinical Lead, Connected Recovery Program (CRP)

Rani is a Senior Psychologist who has worked within the headspace and Connected Recovery Program (CRP) for the past six years.

She is a skilled and knowledgeable clinician in youth mental health, working effectively in supporting families and leading others clinicians into senior clinical roles.

Passionate about young people, Rani always advocates strongly for the service to be flexible to meet their needs.

A key focus for Rani is integration and she continues to build relationships across teams to enable young people to receive streamlined, holistic care.

Highly respected for her leadership and collaboration, Rani involves the team in decisions and will always involve young people in decisions around their care. Rani's guidance is always clear, well informed and brings staff along on the journey. Congratulations, Rani.



Erin Perrot

Clinical Nurse Educator, Wyong Medical Services

Erin's leadership skills are evident in the way she communicates with people, bringing positivity, respect and empowerment to her work environment.

She is known for her innovative ideas which she implements to improve both patient and staff experiences.

One example of this is her work to decrease inpatient falls within Ward M3 at Wyong Hospital. Erin reviewed processes and practices and implemented improvement plans and staff education sessions. She also introduced a 'Falls Friday' where staff and patients were encouraged to wear orange and promotional banners were placed throughout the ward to focus attention on the issue.

At the beginning of this work Ward M3 had an average of 7.93 in-patient falls per 1000 bed days. This has now been reduced to 2.8 in-patient falls per 1000 bed days.

Her generosity with her time, skills and knowledge has allowed these learnings to be shared with other units and informed the Wyong Hospital Clinical Improvement Plan. Well done, Erin.

Our finalists

Outstanding Leadership

Recognising an individual who demonstrates exemplary leadership qualities such as integrity, dedication and determination. They display the highest levels of professionalism and are seen as a role model among their peers – driving positive change and opportunity. They lead through their actions and support and encourage the personal development of those around them.



Dr Cameron Hunter

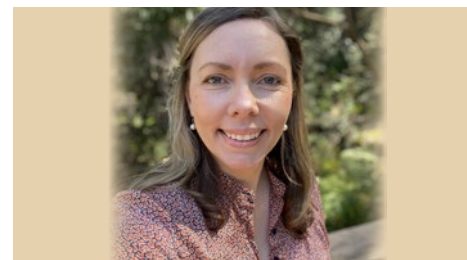
Head of Department for General Medicine - Wyong Hospital

Cameron was instrumental in establishing the medical model for Wyong Hospital during the COVID-19 pandemic. He became one of the main consultants to manage the dedicated COVID ward and redesigned how medical consultants and junior medical officers (JMOs) work to manage the rest of the hospital in a COVID-safe way.

Outside of COVID activities, Dr Hunter has been heavily involved in the planning associated with the Wyong Hospital Redevelopment.

He is a main driver for reviewing and developing the models of care for patients at Wyong Hospital including the current work he is leading on the Medical Assessment Unit model of care and Wyong Respiratory Service Development.

Cameron always maintains a very calm, approachable manner, is a strong patient and staff advocate and, regardless of his own workload, is extremely generous with his time. Congratulations, Cameron.



Kara Pollard

District Health Information Manager (HIS)

Kara's outstanding leadership skills have fostered a happy and collaborative working environment for her team.

She always listens to the point of view of others and provides a considered approach. Kara champions working together to meet a common goal and always puts the patient at the centre of all decision making.

An honest leader, Kara has led difficult and open conversations to enable change. She empowers her managers and staff to continually learn and improve. Kara supports her team to gain the knowledge and skills required to do their jobs.

Kara has led initiatives in HIS which have reduced the medical records scanning backlog from more than 15 days to now consistently meeting a 24-hour turnaround. Fantastic work, Kara.



Jenny Martin

Director of Allied Health

Jenny joined CCLHD in early 2019 as the Director of Allied Health and is greatly respected for her integrity and genuine commitment to care.

She is a collaborative, inclusive and adaptive leader who also encourages these skills in her teams. She is highly skilled in engaging people and building partnerships, bringing a calm and reassuring presence to circumstances that would otherwise make staff feel anxious or overwhelmed, such as the COVID-19 pandemic.

She inspires hope and possibility for allied health staff across the District and leads with empathy, promotes accountability and effectively paints a vision of an innovative future.

Notable achievements over the past 12 months have been sponsoring and participating in an innovative inter-professional allied health mentoring program, achieving outcomes through her strong commitment to innovation, patient care and financial sustainability, contributing to national guidelines and creating the Allied Health Awards now being adopted by NSW Health. What a great achievement Jenny.

Our finalists

Volunteer of the Year

Recognising the outstanding service and contribution of a CCLHD volunteer. This award acknowledges the wonderful difference volunteers make to our organisation through their work to assist our staff, patients, visitors and community.



Diana Akers

Diana was a hairdresser for 18 years before she started volunteering at the Central Coast Wig Library, known as the Wig Wam.

She helps build up the confidence and self-esteem of cancer patients experiencing hair loss as a result of their treatment.

Confronting hair loss brings home the serious nature and reality of cancer. Being prepared for hair loss can help patients regain some control over their lives. Diana helps patients understand the process of hair loss, the eventual return of their hair and the changes they may experience.

At her Wig Wam appointments Diana gives patients all the time they need to find a wig style that they are happy and confident to wear.

Diana has a wonderful way of showing support and making fitting sessions fun and joyful.

Diana loves helping patients find the confidence to help them maintain important social connections and become less isolated. We thank Diana for her wonderful work.

CARING FOR THE COAST AWARDS 2021



Terry Davidson

Terry joined the CCLHD Volunteer team in 2019 following his retirement and has since given more than 450 hours of his time. He goes above and beyond each and every shift. He embodies all the qualities of a great volunteer: he is collaborative, caring, compassionate, respectful, diligent, and reliable.

Terry works at the volunteer desk and is often the first person visitors and patients see as they walk through Gosford Hospital's main entrance. He is approachable and welcomes everyone with a friendly smile and helping hands. Terry's friendly and genuine nature combined with his knowledge of the hospital is appreciated by staff, patients, carers and visitors.

Through escorting patients and visitors throughout the hospital, Terry is more than a guide. He is often a listening ear to those needing to talk. He has helped visitors find their lost cars, wives find their wandering husbands, and escorted patients to help them get to and from their destination in a friendly and safe manner. Thanks Terry for going above and beyond.



Sandra Frazer

Sandra has been part of the CCLHD volunteer team for the past four years. During this time she has provided outstanding service in a variety of capacities.

Her main role is delivering reading materials to patients with Gosford Hospital's magazine trolley. The patients greatly enjoying seeing her happy smile and her efforts to find them just the right thing to read.

Outside of this role Sandra also helps the emergency department with their collating needs.

Sandra has provided extraordinary support to Gosford Hospital during the COVID-19 pandemic. She was able to continue to volunteer during this time because she did not fit into the vulnerable worker category. She often worked up to seven hours a day over multiple days per week to fill the gaps the volunteer service was experiencing as a result of COVID.

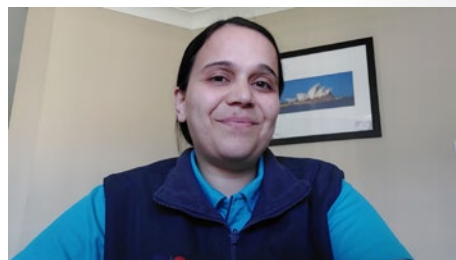
She didn't hesitate to take on new roles or learn new tasks – nothing is ever too much trouble for Sandra. Thank you Sandra for your commitment and dedication.

Our finalists

The Belinda Collier Award

– in memory of our former Executive Director of Workforce and Culture

Recognising an individual who demonstrates attributes that Belinda Collier exemplified throughout her working life. The employee promotes positive interactions among their colleagues and fosters a collaborative, safe and supportive working environment. Nominees go out of their way to boost morale; improve the physical and/or mental wellbeing of their colleagues; and encourage and inspire others.



Gauri Godbole

Team Leader Pharmacist, Aged Care and Mental Health

Gauri is a role model team leader who has created a supportive learning environment for her team. She has created a safe culture where everyone feels confident to ask for help and is motivated to achieve their goals.

She is approachable not just to her team members but also to other members in the pharmacy and wider hospital staff. She is a wonderful teacher who is known for being very patient, kind and caring to intern doctors and has nurtured many pharmacy interns who are now competent pharmacists.

For the past three years she has supported University of Newcastle pharmacy students to complete their honours project with her team.

Gauri has recently developed Australia first guidelines for Advanced Training in Geriatric Medicine Pharmacy practice to be used on a national level by the Society of Hospital Pharmacists of Australia (SHPA). Congratulations Gauri.



Amanda Webber

Registered Nurse Inpatient Unit K4 Gosford Hospital

Amanda builds and promotes a positive workplace culture through her amiable and supportive personality.

Core staff, medical and allied-health teams regularly comment that Amanda is their “go to nurse” as she is approachable, knowledgeable and always available to help.

Amanda motivates and inspires her colleagues, especially nursing students and new graduates, going above and beyond to share her knowledge and successfully communicates complex information to staff in a manner that is easily understood.

She treats her patients with the upmost kindness and compassion. She regularly checks on how they are feeling and goes above and beyond to support her patients for example, staying after her shift had finished to provide company to a palliative patient with no family.

Her colleagues describe her as an excellent nurse, who makes them feel valued and is committed to creating a happy and safe environment for staff and patients. Great work, Amanda.



Erin Heine

Manager, Diversity and Inclusion

Erin is a hard working individual who is innovative, proactive and oozes positivity and happiness that is infectious throughout their team.

They will always take the time to help others in need. This includes staff members, patients, carers and consumers. They are often a voice and an advocate for those who are vulnerable or disadvantaged.

Within their team, Erin fosters a collaborative approach and ensures colleagues are safe within their working environment.

Erin is professional at all times and along with providing education and support for our diverse consumers, has developed resources and information that is easily accessible for staff to view on the intranet.

Among their many achievements are developing the strategic direction for Diversity and Inclusion throughout the District and coordinating the implementation of the diversity and inclusion strategic program which consists of Disability Inclusion, Culturally and Linguistically diverse (CALD) and Lesbian Bisexual Transgender and Intersex portfolios (LGBTI). Well done, Erin.

Our finalists

Excellence in Research

Recognising demonstrated excellence in research. The individual (or team) may be undertaking or have completed research that is of significant importance and has, or has the potential to improve knowledge and outcomes in their field. They are dedicated to transferring their research into practical solutions.



Improving hypoglycaemia management through a bundled hypoglycaemia care approach – a pilot study

The 'Hypo kit' project aimed to improve patient safety through the implementation and evaluation of a multifaceted hypoglycaemia bundled approach. The bundle comprised a cost-effective, standardised hypo kit with treatment algorithm, guidelines for hypoglycaemia recognition and treatment, procedure for routine hypo kit checks, an education package, supporting resources and audit tools.

Diabetes Services led a multidisciplinary effort to implement the bundle in two wards at Gosford Hospital. This involved specialist nurses, speech pathology, dietitians and food services, and involved ward-based education. Evaluation included audits of all hypoglycaemia episodes at baseline and post-implementation to assess best practice management, as well as hypoglycaemia knowledge surveys.

The findings demonstrated a reduction in hypoglycaemia events and significant improvement in knowledge of hypoglycaemia management. The hypoglycaemia bundle was accepted by ward staff; the hypo kit was considered useful and easy to use and, as a result, roll out at Wyong Hospital is imminent.



Implementing and Evaluating Clinical Procedure Videos

Within acute cardiology, there are several emergency procedures that registered nurses may be asked to assist with. However, the frequency of these procedures can be rare, so maintaining competency for such high risk can become an issue.

This multi-stage project aims to discover whether clinical procedure videos in three areas – non-invasive ventilation, temporary cardiac pacing and pericardiocentesis – can help with maintaining this competency.

Stage 1 involved a staff survey based on the Theoretical Domains Framework and behaviour change principals to plan implementing the videos as a companion to written documents. Stage 2 evaluated the experience of staff and patient actors involved in the video development.

Results found participants felt video could enhance understanding of clinical procedures and memory/recall of written procedure steps. Participants also expressed beliefs that video could potentially reduce errors and delays to procedures.

The next stage of the project will evaluate nurses' experiences using the videos to support their clinical practice.



Thriving or Surviving? The experience of new graduate nurses at an Australian regional hospital

Graduate nurses are known to be a vulnerable group within the healthcare workforce. What is less well known is what factors enable their professional culturalisation alongside their emerging competence in clinical skills.

Using a mixed-method prospective cohort design, this study aims to understand the barriers and enablers to thrive, not just simply survive, the graduate year. Nurses completed a survey during their first year. Four main themes emerged: varying experiences of the model-of-care within assigned clinical areas; advantages and drawbacks of both high and low expectations of clinical-skill competence; perceived understanding and experience of peer-support; and the importance of leadership and culture within the clinical learning-milieu and within the organisational threads of influence.

The findings will evidence the evolution of new-graduate and preceptor programs, helping to support graduate nurses make the transition from student to healthcare professional, retain them in the profession, and enable them to thrive.

Our finalists

Excellence in Inclusion and Diversity

Recognising the achievements of an individual (or team) who has promoted and enhanced equal opportunity and inclusion for all persons, regardless of their background or identity – including Indigenous Australians, people from culturally and linguistically diverse (CALD) backgrounds and people with a disability. This may be in relation to the nominee/s delivering accessible and respectful care to our patients, visitors and the community; or embracing diversity and equity in the workplace.



Elevating the Experience of our Deaf Patients in Oral Health

The District's Oral Health service has always been a frequent user of interpreter services, particularly to support deaf consumers through Auslan interpreting. However, with COVID-19 restricting access to onsite interpreters, the team quickly needed to adapt so deaf consumers could continue to access their support.

The team established a quality improvement initiative to improve outcomes and experiences for deaf consumers. This involved video interpreting, clinicians and staff learning basic Auslan signs, adapting communication to suit consumers' needs such as SMS instead of phone calls and the development of a customer oral health communication kit with whiteboards and customised laminated resources, as well as changes to reception processes.

This has led to increased consumer satisfaction amongst deaf consumers, with many stating a better connection with staff and a more welcoming environment. It has also helped reduce cancellations and no shows and resulted in improved outcomes related to denture care and waitlist processes.

CARING FOR THE COAST AWARDS 2021



First Nations Women Birthing off Country in CCLHD Maternity Services

First Nations people believe a child should be born on the lands of his or her ancestors to ensure the child has a spiritual connection to their land. This is known as Birthing on Country and has been shown to significantly improve health outcomes for Aboriginal mothers and babies. However, for a number of reasons, many First Nations women, including a large proportion seen by CCLHD Maternity Services, must birth off country.

This collaborative project empowers First Nations women and their families to speak to their Birthing off Country needs throughout the pregnancy, birth and post-partum period. These needs are identified and documented in Cultural Birth Plans, while a Cultural Birth Kit for the traditional welcoming ceremony is available within the Birthing Unit at Gosford Hospital. These were developed in consultation with consumers and key stakeholders.

The project is not only improving the cultural birth experience of First Nations women, but also improving the health of the women, their infants and their families.



Creating an Integrated and Inclusive Maternity Experience for Deaf Mums

After providing successful support for a deaf patient with a high-risk complex twin pregnancy in late 2020, Maternity Services led the development of a best-practice, multidisciplinary and inclusive model of care for the high number of deaf or hard of hearing mums on the Central Coast.

A Plan-Do-Study-Act quality improvement approach was applied. This included strategies and tools for clinical teams and midwives supporting deaf or hearing impaired mums such as an education package with helpful tips, Auslan video interpreting resources, and a deaf communication toolkit containing resources such as a whiteboard and appointment calendars, as well as improved processes such as SMS communications.

In developing the model of care, research found there is no existing published evidence of best practice models to meet the needs of deaf mums in NSW and Australia, and so the model will be shared with other maternity services.

Our finalists

Excellence in Improvement and Innovation

Recognising the efforts of an individual (or team) who has proposed or implemented a better or more efficient way to deliver care or services through a new idea or initiative. This may have been achieved through the introduction or improvement of an idea, method, technology or process in the workplace. The nominee/s will be forward-thinking, driven, innovative and creative in their approach.



Volunteer Taster Program for Nursing Students

This innovative pilot program from the Nursing & Midwifery and Volunteer Services teams involved undergraduate nursing students from the University of Newcastle being partnered with experienced volunteer buddies for five four-hour shifts in various locations at Gosford Hospital. The aim was to assess the impact of volunteering on students' empathy levels.

Students had opportunities to volunteer within 'Meet and Greet', the Paediatric playroom, Oncology Department, Cancer Day Unit, Renal Ward and the Intensive Care Unit. The program created the opportunity for future nurses to connect with patients and their families outside the sphere of clinical education.

Feedback from all stakeholders was overwhelmingly positive, with three students returning to volunteer in an ongoing capacity at Gosford Hospital. The pilot also demonstrated improvements in empathy levels amongst students. Further research is planned in 2021, with the expansion of the program to nursing and medical students.

CARING FOR THE COAST AWARDS 2021



Paediatric Behavioural Triage Clinic at Wyong Hospital

Over the last 10 years, paediatric services everywhere have seen a significant rise in children 5-12 years of age with behavioural concerns, leading to delays in families being able to access paediatricians and lengthy waits in diagnosis and management.

The Paediatric Behavioural Triage Clinic (PBTC) was established to provide earlier intervention for children with behavioural concerns. It uses a multi-agency and disciplinary approach, with meetings involving representatives from Paediatric and Mental Health services, education, Child Protection Services, NDIS and non-government agencies to make recommendations on pathways of care and support for each child. A Care Navigator also provides initial screening, communicates with the child's school prior to the PBTC appointment and supports families with implementing clinic recommendations.

Although in its infancy, the PBTC is already bringing about a cultural shift on the Central Coast by breaking down barriers between services, thereby fostering a lasting improvement on a child's mental health, family relationships, academic performance and wellbeing.



Improving Healthy Menu Planning in Early Childhood Education and Care Services

Early Childhood Education and Care (ECEC) services participating in NSW Health's Munch & Move program are encouraged to have their menus regularly reviewed to ensure they meet state guidelines on providing children with enough nutrition. However, of all 16 Munch & Move practices, menu reviews for the guidelines has the lowest achievement rate in the state, with ECEC services reporting confusion in understanding the guidelines and how to address them.

Nutrition Services and Health Promotion joined forces to demystify the process by creating a tutorial video stepping services through the process of preparing and reviewing menus. An award scheme was also introduced to acknowledge services that meet the guidelines, with promotional resources packaged together in a communications toolkit to encourage take-up of the review process.

The percentage of Central Coast ECEC services with a successful menu review has since increased by 50% to seven percentage points above the state average. Menus reviewed are also achieving an average rating of 4.3/5 stars, demonstrating improved healthy food provision in childcare.

Our finalists

Excellence in Patient Experience and Safety

Recognising an individual (or team) for their commitment to quality, patient-centred care. This award recognises a nominee/s who strives to provide positive health outcomes and improve patient safety and experience. The nominee/s sees patients as partners in their care and also works with patients, families, carers and other clinicians to provide the best possible outcomes.



Pets are Family Too: Integrating the Human-Animal Bond into Patient Centred Care

People's animal companions can help them cope with and alleviate the stress and low morale that often accompany ill health. Being separated from a pet during a personal crisis can be associated with severe depressive symptoms. This innovative patient experience project developed a unique opportunity for current patients in Ward C5 to have their own pet visit them.

Over 12 weeks, 14 personal pet visits took place in C5, with the visits resulting in joy, laughter, tears of happiness, smiles, and improved energy and motivation. Support for carers increased during the project too, with engagement facilitated by the Carer Support Unit. Feedback from patients and their carers was consistently positive, with requests to continue the project to allow other patients to experience the joy of personal pet visits. Following the project, staff can now refer carers to the Carer Support Unit for a facilitated pet visit.

CARING FOR THE COAST AWARDS 2021



Rapid Access Cardiology Clinic (RACC)

The Rapid Access Cardiology Clinic (RACC) at Gosford Hospital is providing an innovative way of managing our chest pain patients. The clinic sees patients presenting to the emergency department with chest pain who show no evidence of emerging acute coronary syndrome and are deemed low to intermediate risk of a future event.

Patients are getting seen by a cardiology specialist quickly, with an average of 4.2 days from presentation at ED. Clinic follow-ups are comprehensive, with a definitive diagnosis from the cardiac team, along with investigative testing that might not otherwise be progressed. The result: patients' absolute risk of cardiovascular disease events has been halved for five years.

The model is also reducing patients' length of stay in the emergency department and leading to fewer hospital admissions, with an average 41% reduction in bed days for a patient.



Improving functional outcomes for stroke rehabilitation patients at Woy Woy

In 2018, data from the Australasian Rehabilitation Outcomes Centre demonstrated functional outcomes achieved by stroke survivors during their inpatient rehabilitation admission at Woy Woy were on average 40% below expected gains.

The team set about improving this with a strategy involving changes such as introducing the AN-SNAP classification calculator in case conferences to reduce ambiguity in predicting length of stay and to provide a target for expected functional gains, multidisciplinary patient therapy timetables and various group-based therapy interventions to increase the amount of therapy patients in rehabilitation receive, implementation of constraint induced movement therapy, an increased team-wide focus on continence and management of toileting and shared IT resources to improve case conference efficiency.

The changes have been significant, with functional improvements for stroke survivors admitted to Woy Woy now comparable to national averages. What's more, this was achieved without compromising length of stay, rates of hospital-acquired complications and without the need for additional therapy, nursing or medical staff.

Our finalists

Staff Member of the Year

Recognising an employee who has made an exceptional contribution. Their work or actions have made a significant difference to our patients, visitors, and/or staff. This employee may be a quiet achiever or unsung hero but is someone who is clearly passionate about their role and strives to make a positive impact in all they do. They go above and beyond the everyday requirements of their job to help others.



Courtney Clapham

Senior Physiotherapist

Courtney underwent Lymphoedema training in 2017 and returned to CCLHD with an idea to improve breast cancer care, with a focus on preventing the onset of Lymphoedema (a burdensome and costly lifelong morbidity) post-cancer treatment. Over the last three years with support from the Physiotherapy Department, Courtney has advocated and worked hard to set up the Physiotherapy Early Intervention Clinic for Lymphoedema and Shoulder Dysfunction in breast cancer patients and transformed the multidisciplinary care that these patients receive. The results of the clinic are outstanding, reducing breast cancer related Lymphoedema in 30 per cent of patients to only seven per cent. This clinic has been a major asset to the Central Coast and has been picked up by the Ministry of Health to be piloted across NSW Health in 2021. The effects of the clinic are widespread, reducing wait times for Lymphoedema services and improvements in quality of life and outcomes for patients. Well done Courtney on these amazing achievements and your commitment to caring for the Coast.



Jody Milson

Aboriginal Hospital Liaison officer

Jody provides Aboriginal Hospital Liaison officer coverage for hospitals and community health centres for local Aboriginal patients. She supports patients, families and carers as well as supporting and educating staff across our sites. Jody also covers the palliative care service, supporting patients and families through the palliative care journey as well as cancer services. Jody has formed relationships and partnerships with multiple organisations to be able to further assist Aboriginal patients through their patient experience in and out of hospital. Jody is passionate about Aboriginal health and her patients and families. She strongly advocates on their behalf, ensuring there are supports and systems in place for them. Jody is also skilled in supporting CCLHD to better understand how to work with Aboriginal patients and improve their patient experience and health outcomes. Congratulations to Jody on this fantastic work and making a positive difference.



Kate Oliver

Senior Social Worker

Kate is described by her colleagues as an unsung hero. She is committed to enhancing and supporting the local community's health and wellbeing. Kate is a skilled clinician who goes above and beyond for her patients and for staff by providing excellent supportive counselling; coordinating services; and providing crisis intervention supports. End of life care support is one of her key strengths. Kate also cares for her colleagues – providing guidance for those working on complex cases and debriefing and supporting staff who have experienced emotionally challenging situations. She always has a positive can-do attitude even during difficult or uncertain times. Kate is an exceptional advocate for patients and staff. Thank you Kate for your wonderful work and enthusiasm.

Our finalists

Team of the Year

Recognising a group of employees who have come together to make a significant, positive impact. This team has demonstrated effective cooperation and collaboration to successfully achieve a common goal or outcome. They create an environment that promotes openness, trust and respect for all team members, leading to excellent outcomes for staff, patients or the community.



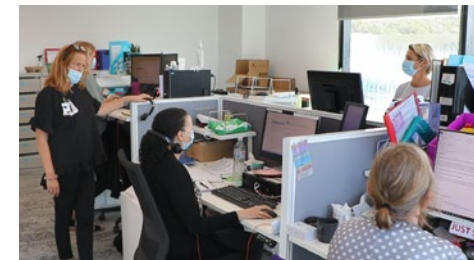
Patient Experience Officers – Gosford Hospital

The Emergency Department (ED) is a notoriously busy and challenging environment. Lisa, Ashleigh and Emily are our Patient Experience Officer team. These three are the communication interface between the ED waiting room patients and the clinical staff in the department. They calmly reassure and seek information for people that are often anxious, stressed and scared. They can face any number of responses and questions from the people they are dealing with and they do this with patience, empathy and relentless courtesy. They provide comfort and support for people that are waiting for an unknown period of time, in unexpected and unwanted circumstances. Their capacity to smile and stay calm surprises even the most experienced ED clinician! Well done to this amazing team.



Maternity Services leadership team

The Maternity Services leadership team members work across both Gosford and Wyong sites and multiple outreach clinics and comprises unit MUM/NUMs, After Hours MUMI's team, CMC/CNC, CME/CNE and a CNS2. This forward-thinking and creative team actively pursues goals and are drivers of positive change and opportunity, leading through action with effective and efficient management of resources and support for professional development through educational and experiential opportunities including acting in higher grade positions. This team delivers excellent outcomes for patients, staff, and community with recent innovations evidenced below and outlined in the maternity services strategic plan. In the past twelve months there has been an increase in compliments and improved patient satisfaction. Congratulations on these fantastic outcomes.



Public Health Unit

The Public Health Unit (PHU) is a small but extraordinary team of individuals working together behind the scenes to protect the health of the Central Coast community against a once-in-a-lifetime pandemic. During the pandemic, the PHU have interviewed and provided daily telephone follow ups for local cases of COVID-19, undertaken contact tracing and follow up of their contacts, and provided assistance to other Australian outbreak responses (Victoria, Southwest Sydney and Northern Beaches) in July and December. The PHU have also conducted over 500 COVID-safety inspections of local businesses, investigated more than 70 reports of adverse events following COVID immunisation, established COVID sewage surveillance on the Coast and continue to respond daily to calls from the community, service providers and external partners across the District. This is in addition to attending to core business of responding to notifiable infectious diseases and outbreaks, environmental health threats and supporting immunisation providers and programs on the Coast. Thank you to our Public Health Unit for your phenomenal efforts.

