

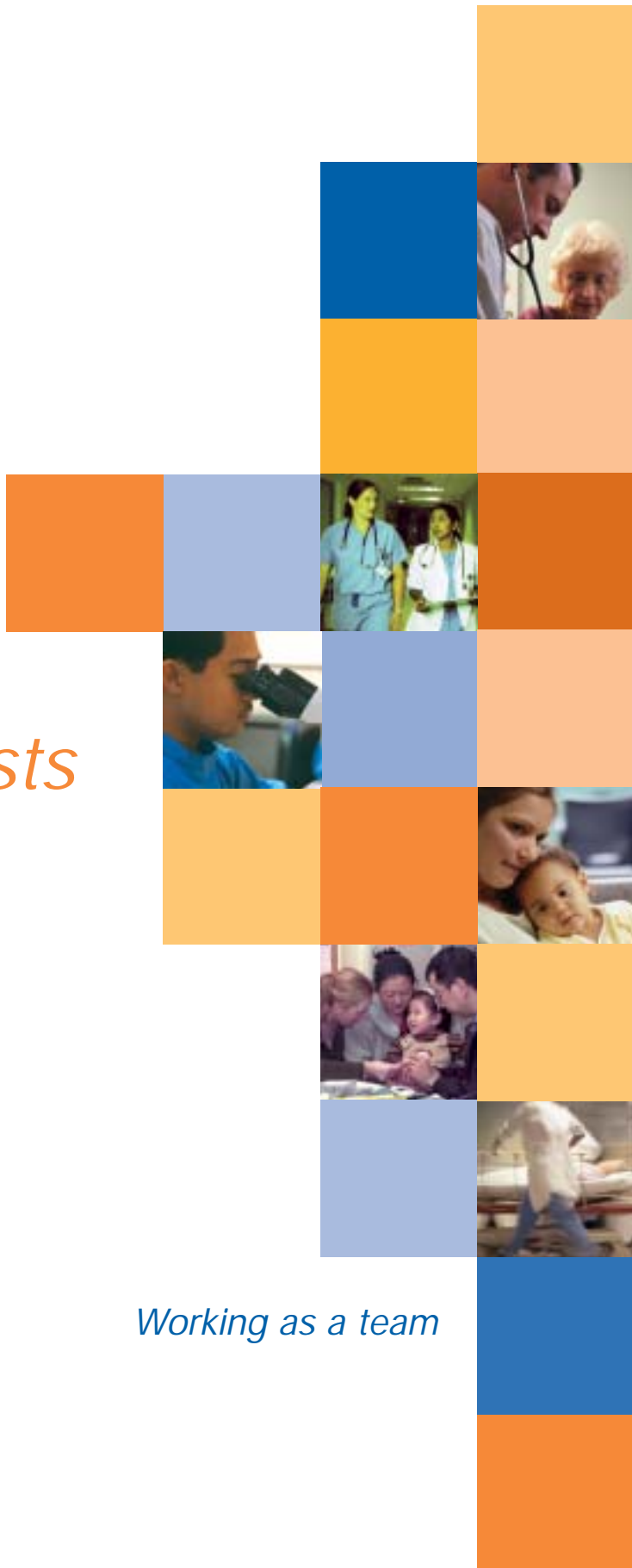
Baxter

2003

NSW HEALTH
AWARDS

Winners and finalists

Working as a team



NSW DEPARTMENT OF HEALTH

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Note. Due to space limitations project appendices
have not been included in this publication

Message from the Director-General

In 2003 NSW Health presented the fifth Baxter NSW Health Awards and received a record 233 entries from across the state.

As we meet emerging and current challenges and deliver ever-improving public health care in NSW, the importance of safety and quality for NSW Health must remain paramount.

The 2003 Awards reaffirmed the theme from previous Awards of quality in healthcare, focussing on health and safety and the potential for entries to be implemented in a range of workplaces.

The Awards enable us to share and build on knowledge across existing and traditional boundaries and provide us with an opportunity to fast track improvements in care. Maintaining focus on the measures of quality care, a key aspect of the Awards entry criteria, allows us to implement necessary changes safely.

The projects presented in this 2003 Award Winners and Finalist book demonstrate a strong commitment to delivering world-class health care. They also provide real examples of the passion, excellence and professionalism of NSW Health staff and make great reading for those committed to quality.

I encourage you to read about these excellent projects and the staff that develop them and to also consider what knowledge and lessons may be applied to your own work.



Robyn Kruk
Director-General
NSW Health

Minister's Awards



NSW Health Peak Award

NSW Health Innovation Award

NSW Health Encouragement Award

2003 NSW Health Peak Award

Consumer Participation
WellingTONNE Challenge
Macquarie Area Health Service



The winner of the **Minister's Peak Award** was Macquarie Area Health Service *Consumer Participation* project conducted by the Wellington Health Service.

The project demonstrates strong linkages with existing health priorities and is consistent with State Service Frameworks and the outcomes from the Obesity Summit. The project was methodologically sound and an effective way to bring the community together to recognise weight loss is a significant health issue. The project soundly addressed this issue in a community way and did not discriminate against individuals. This resulted in a high level of inclusiveness that meant all members of the community could participate with a high chance of success.

2003 NSW Health Innovation Award

Safety
Wollongong Hospital
Illawarra Area Health Service



The winner of the **Minister's Innovation Award** was Illawarra Health Service *Safety and Security Improvements for Wollongong Hospital's Community* project conducted by the Wollongong Hospital.

This innovative project involved a multidisciplinary team that clearly identified the problem and the solutions using a systematic approach. The program is well suited, well conceived, constructed and implemented using a partnership approach. The changes implemented at the Wollongong Hospital have significantly reduced security-related incidents for the entire site and reduced risk to the hospital's community by promoting the safety and well being of staff, patients and the public within health facilities. This project also demonstrates the potential for transferability to other health services in NSW.

2003 NSW Health Encouragement Award

Effectiveness
Sydney Children's Hospital
South East Area Health Service



The winner of the **Minister's Encouragement Award** was South East Health *Improving the Care of Children with Asthma in Emergency* project conducted by the Sydney Children's Hospital.

An excellent project with clear outcomes demonstrating significant improvement and sustainability in the reduction in the number of children with asthma re-presenting to the Emergency Department at Sydney Children's Hospital. The methodology was rigorous with the relationship to the process clearly defined along with the potential for universal implementation. The project aligns closely with the NSW Health Chronic Care Collaborative and the implementation of the Clinical Service Frameworks standards.

Director-General's Awards



Director-General Commendation Award

Consumer Participation
Dorrigo Active Community 2003 project
Mid North Coast Area Health Service



The project successfully engaged the whole community implementing a wide range of activities. It is very clear that there was strong community spirit, peer-support and well-developed relationships with a wide range of organisations. This model is consistent with State Health priorities, the recommendations from the Obesity Summit and should be implemented in every where!

Director-General Commendation Award

Coachstop Caravan Park
Maitland Dungog Community Nursing Service
Hunter Area Health Service



Utilising a van borrowed from the Aboriginal Health Service, the project team commenced on site outreach clinics, targeting issues identified by the women residents themselves. The model of service delivery is based on the concept of community capacity building and features dual themes of advocacy and partnerships in care. Key aims and objectives are to improve access for the women and children to existing social and health services and to develop support networks that will see inroads in achieving improved maternal and child outcomes sustained. Specific objectives have been developed to meet a variety of resident needs over the course of the project lifespan. Outcomes can be demonstrated in a number of key areas and the project is now recognised by authoritative bodies, both within the Hunter Area Health Service and externally as having the potential to be translocated to other similar settings.

Director-General Commendation Award

Multimedia self paced learning
in medical terminology
Learning and Development Service
Central Coast Area Health Service



The purpose of this project, funded by the Department of Education and Training, was to develop and pilot a multimedia approach to self paced learning in medical terminology for clerical staff working in a health environment and to provide the flexibility for educators to offer a blended approach to learning both in and out of the workplace.

The materials were developed and piloted across four Area Health Services. Results showed that time taken to complete the course was reduced by 50-70 percent. The program provided consistent content and removed the requirements for specialist educators to be involved in the program. The program was well received by participants.

safety



