

# SERVICES & FACILITIES

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# Selected Services

NSW DEPARTMENT OF HEALTH

## NSW Department of Health

### North Sydney Office

73 Miller Street  
North Sydney NSW 2060  
(Locked Mail Bag 961, North Sydney NSW 2059)

**Telephone:** 9391 9000  
**Facsimile:** 9391 9101  
**Website:** [www.health.nsw.gov.au](http://www.health.nsw.gov.au)  
**Email:** [nswhealth@doh.health.nsw.gov.au](mailto:nswhealth@doh.health.nsw.gov.au)  
**Business hours:** 9.00am–5.00pm, Monday to Friday

**Director-General:** Professor Debora Picone, AM

### Centre for Oral Health Strategy

Corner Mons Road and Institute Road  
Westmead NSW 2145

**Telephone:** 8821 4300  
**Facsimile:** 8821 4302  
**Business hours:** 9.00am–5.00pm, Monday to Friday

**Chief Dental Officer:** Dr Clive Wright

### Environmental Health Branch

Building 11  
Gladesville Hospital Campus  
Victoria Road, Gladesville NSW 2111  
(PO Box 798, Gladesville NSW 1675)

**Telephone:** 9816 0234  
**Facsimile:** 9816 0240  
**Business hours:** 9.00am–5.00pm, Monday to Friday

**Director:** Dr Wayne Smith

### Pharmaceutical Services Branch

Building 20  
Gladesville Hospital Campus  
Victoria Road, Gladesville NSW 2111  
(PO Box 103, Gladesville NSW 1675)

**Telephone:** 9879 3214  
**Facsimile:** 9859 5165  
**Business hours:** 8.30am–5.30pm, Monday to Friday

**Chief Pharmacist and Director:** John Lumby

### Methadone Program

**Telephone:** 9879 5246  
**Facsimile:** 9859 5170

Enquiries relating to authorities to prescribe other drugs of addiction:

**Telephone:** 9879 5239  
**Facsimile:** 9859 5175

### Health Professionals Registration Boards

Level 6  
477 Pitt Street  
Sydney NSW 2000  
(PO Box K599, Haymarket NSW 1238)

**Telephone:** 9219 0212  
**Facsimile:** 9281 2030  
**Website:** [www.hprb.health.nsw.gov.au](http://www.hprb.health.nsw.gov.au)  
**Email:** [hprb@doh.health.nsw.gov.au](mailto:hprb@doh.health.nsw.gov.au)

**Business hours:** 8.30am–5.00pm, Monday to Friday  
**Cashier service:** 8.30am–4.30pm, Monday to Friday

**Director:** Jim Tzannes

# Health Infrastructure Office

**Telephone:** 8644 2000  
**Facsimile:** 8644 2240  
**Website:** [www.hinfra.health.nsw.gov.au](http://www.hinfra.health.nsw.gov.au)  
**Chief Executive:** Robert Rust

The Health Infrastructure Office was established in July 2008 to manage and oversee the delivery of the NSW Government's major hospital works.

## Major project delivery achievements during 2007/08

- Managed the transition of project delivery for major capital works to Health Infrastructure, the new Health Administration Corporation business unit.
- Managed the Health Infrastructure Capital Program and achieved full expenditure of \$333.8 million on conventionally funded major works.
- Commenced planning development on projects with a total value of \$658 million.
- Contract commencement on major projects with a total value of \$88 million.
- Achieved financial close on the Orange/Bathurst Public Private Partnership (PPP) Project.
- Managed the start of the two PPP projects at the Calvary (Mater) Hospital, Newcastle, and the Long Bay Prison and Forensic Hospital.
- Progressed the planning and preliminary phases of the Royal North Shore Hospital PPP.

## Major priorities for 2008/09

- The start of five new major projects with a total value of \$130 million.
- Development of planning phases for seven new major projects with a total value of \$1,300 million.
- Financial close on the Royal North Shore Hospital public private partnership project, and the investigation planning on two additional PPP projects.
- Consolidate and expand Health Infrastructure business operations. This includes further development of revised accountabilities and refinement of project planning and procurement processes, including formalising procurement accreditation for the delivery phase of projects.



# MAPS AND PROFILES OF METROPOLITAN AREA HEALTH SERVICES



# Northern Sydney Central Coast

AREA HEALTH SERVICE

NORTHERN SYDNEY  
CENTRAL COAST  
NSW HEALTH



**1** Telephone: 4320 2333  
Facsimile: 4320 2477  
Website: [www.nscchahs.health.nsw.gov.au](http://www.nscchahs.health.nsw.gov.au)

#### Chief Executive

Matthew Daly

#### Local Government areas

Hornsby, Ku-ring-gai, Ryde, Hunters Hill, Lane Cove, Willoughby, North Sydney, Mosman, Manly, Warringah, Pittwater, Gosford, Wyong.

#### Public hospitals

Royal North Shore Hospital  
Ryde Hospital  
Manly Hospital  
Mona Vale Hospital  
Hornsby Ku-ring-gai Hospital  
Macquarie Hospital  
Gosford Hospital  
Wyong Hospital  
Woy Woy Hospital  
Long Jetty Health Care Centre

#### Public nursing homes

Graythwaite Nursing Home  
Affiliated organisations  
Hope HealthCare (Greenwich Hospital, Graythwaite Nursing Home, Neringah Hospital)  
Royal Rehabilitation Centre, Sydney

#### Other services

Northern Sydney Home Nursing Service  
Sydney Dialysis Centre, Darling Point  
BreastScreen (various sites)  
Sexual Assault Service  
Multicultural Health Service  
Drug and Alcohol Services  
Mental Health Services  
Women's and Children's Health Services  
Aboriginal Health  
Acute/Post Acute Care



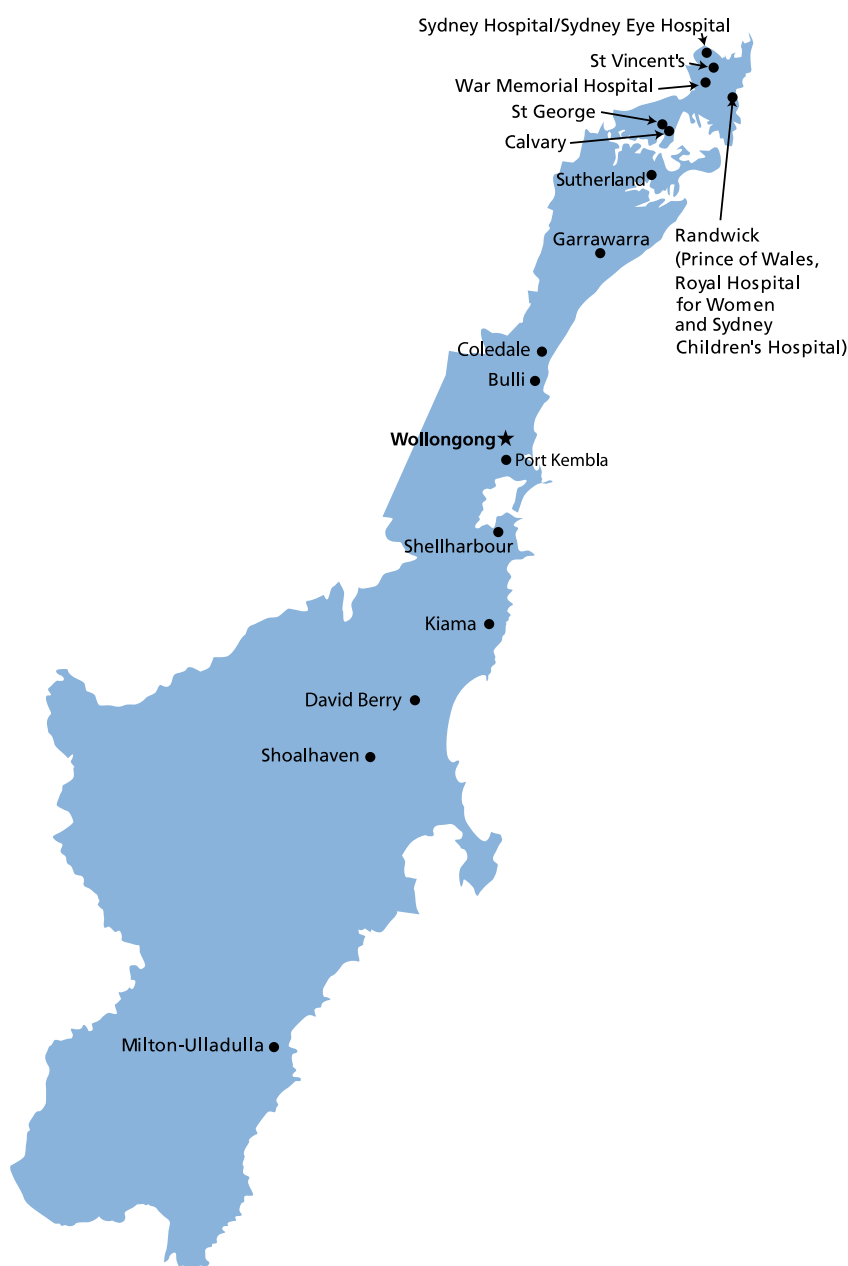
## Highlights and Achievements

- A Clinical Services Strategic Plan was delivered, led by a clinical strategy group comprising 21 senior NSCCH clinicians and providing a direction for acute and ambulatory care services for the next 10 years.
- Phase 1 of the electronic medical record system (eMR) was rolled out across the Area.
- A Professional Practice Unit was established to allow for transparent and objective investigation of more complex complaints and grievances by staff and patients.
- A Nursing Taskforce was established to ensure an operational voice for nurses in executive decision-making, resulting in Directors of Nursing resuming broader operational responsibilities.
- A plan for the early detection of renal disease was implemented, including a referral pathway into the NSCCH Renal Network, support services and Health for Life Programs.
- NSCCH Falls Prevention and Management Policy was implemented across all public hospitals in the Area.
- NSCCH was the first Area Health Service to complete the move to state standard pay cycle and state standard pay day.
- The Area's payroll production and superannuation were successfully transitioned to Health Support Services.
- A wireless network was implemented in Royal North Shore Hospital's ICU, allowing the deployment of computers on wheels at patients' bedsides.
- Mona Vale Hospital appointed metropolitan Sydney's first hospitalist in aged care to provide continuity of care and streamline the admission process for elderly patients.
- NSCCH went totally smoke free.
- The *Q4: Live Outside the Box* project challenging children to reduce "extra food" and screen time and increase physical activity, undertaken first on the Central Coast, was adopted by NSW Health's statewide *Live Life Well @ School* project.
- The Stroke Care Pathway was established at Gosford Hospital, enabling stroke patients rapid treatment on arrival.
- The \$99 million Kolling Research and Education Building was completed, part of the overall \$736 million Royal North Shore Hospital and Community Health Services redevelopment – the largest health capital works project in NSW.
- Royal North Shore Hospital opened the state's first MAU (Medical Assessment Unit).
- The CADE clinic within the Department of Psychological Research at Royal North Shore Hospital acquired Australia's first clinical research MRI scanner, to be used in the investigation of depression, brain injury, chronic fatigue and pain management.
- Hornsby Hospital's MHICU (Mental Health Intensive Care Unit) was completed.
- A \$3.8 million redevelopment of Mona Vale Hospital's emergency department was completed.
- A short stay area was opened at Wyong Hospital's Paediatric Ambulatory Care Unit (PACU), reducing admission rates to the Children's Ward at Gosford Hospital.
- Gosford Hospital's MAU was commissioned.
- Four-bed Psychiatric Emergency Care Centre (PECC) opened within Wyong Hospital's emergency department.
- Macquarie Hospital progressed a master planning exercise with a view to moving Macquarie to a state-of-the-art mental health facility.
- The purpose-built Transitional Aged Care Facility was commissioned at Woy Woy.
- In conjunction with Area Mental Health Services, a major refurbishment of Long Jetty's Terilbah T-BASIS Unit (Transitional Behavioural Assessment and Intervention Service) was completed.
- A major refurbishment of Ryde Hospital's Maternity Unit was completed.
- Royal North Shore Hospital's Transit Lounge, designed to assist the flow of patients through the hospital, was completed.

# South Eastern Sydney Illawarra

## AREA HEALTH SERVICE

SOUTH EASTERN SYDNEY  
ILLAWARRA  
NSW HEALTH



2

Telephone: 4253 4888

Facsimile: 4253 4878

Website: [www.sesiahs.health.nsw.gov.au](http://www.sesiahs.health.nsw.gov.au)

### Chief Executive

Terry Clout

### Local Government areas

Botany Bay, Kiama, Hurstville, Kogarah, Randwick, Rockdale, Shellharbour, Shoalhaven, Sutherland, Sydney (part), Waverley, Woollahra, Wollongong, Lord Howe Island

### Public hospitals

Bulli District Hospital  
Calvary Healthcare Sydney  
Coledale Hospital  
David Berry Hospital  
Kiama Hospital  
Milton Ulladulla Hospital  
Port Kembla Hospital  
Prince of Wales Hospital  
Royal Hospital for Women  
St George Hospital  
St Vincent's Hospital Sydney Ltd  
Sacred Heart Hospice  
Shellharbour Hospital  
Shoalhaven District Memorial Hospital  
Sutherland Hospital  
Sydney Children's Hospital  
Sydney Hospital/Sydney Eye Hospital  
(including the Langton Centre, Kirketon Road Centres and Sydney Sexual Health Centre)  
War Memorial Hospital, Waverley  
Wollongong Hospital  
SESAHS also has administrative responsibility for the Gower Wilson Memorial Hospital on Lord Howe Island.

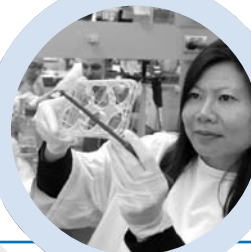
### Public nursing homes

Garrawarra Centre, Waterfall

### Other services

Eastern Sydney Scarba Service  
and Early Intervention Program





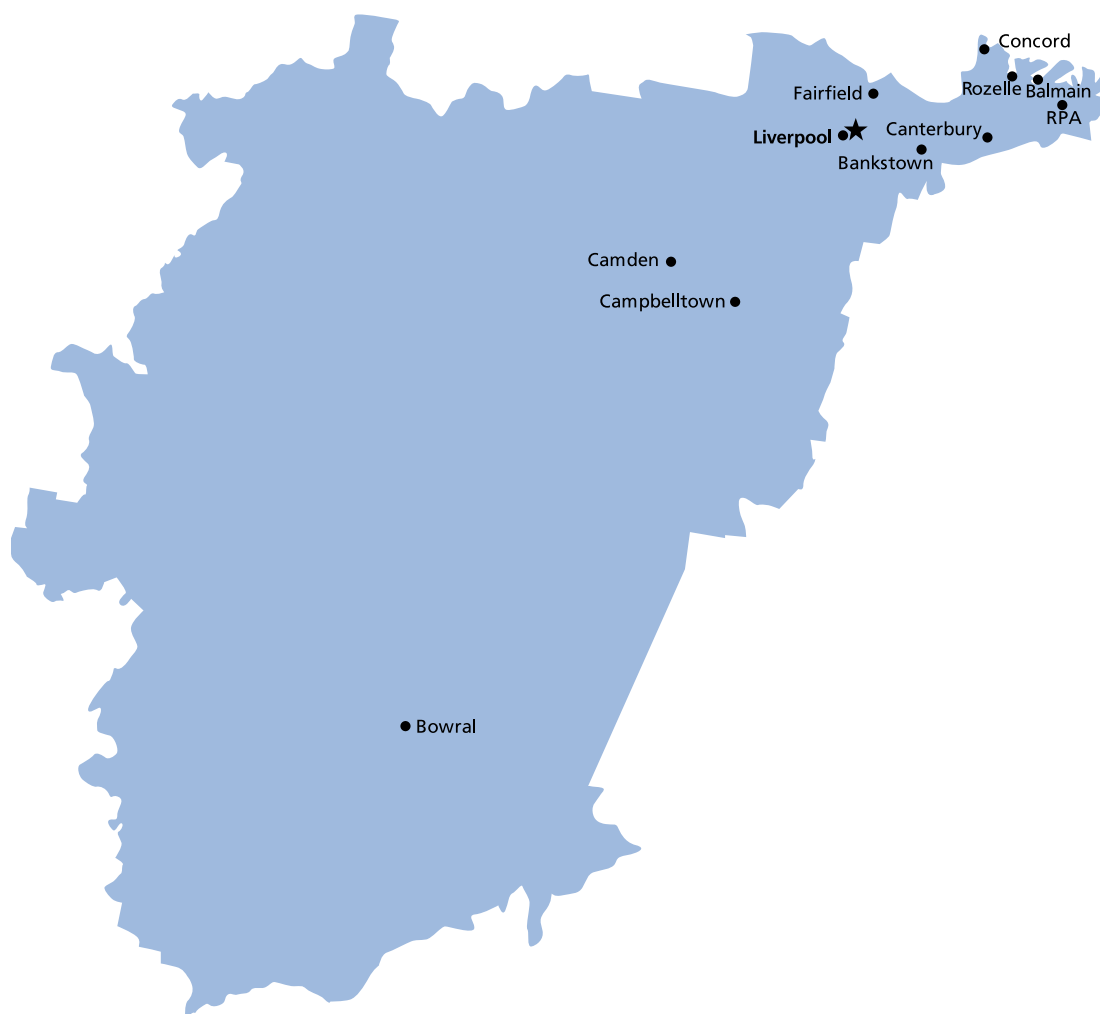
## Highlights and Achievements

- Sutherland Centre for Immunology (SCI), based at Sutherland Hospital, celebrated its 10 year anniversary. The centre has garnered international acclaim for research into inflammatory eye disease and chronic fatigue syndrome.
- Illawarra's first clinical professor of nursing, Professor Kenneth Walsh, was appointed in October to the Southern Hospital Network Academic Teaching Unit.
- Aboriginal Vascular Health Mini Olympics took place at Shellharbour City Stadium in November. The Illawarra and Shoalhaven "Aunty Jean's Good Health Teams" were joined by Aboriginal health teams from regions adjoining SESIAHS.
- The work of Sydney Children's Hospital, Randwick was documented in an eight part series on Channel Ten which aired from February to April featuring real patient cases.
- St George Hospital's Associate Professor Colleen Lou attracted \$548,000 in funding for one of the first randomised controlled studies of Transcranial Direct Current Stimulation (TDCS) in depression worldwide.
- An agreement linking health education and clinical practice for tertiary students was signed by SESIAHS and the University of Wollongong in April.
- A six-chair, \$1.8 million Renal Dialysis Unit opened in April in Sutherland Hospital allowing an initial 20 patients to access dialysis closer to home.
- Home dialysis became available for St George Hospital renal patients in December when two Renal Unit chairs were allocated for home dialysis training.
- The Community Cancer Outpatient Unit opened at Milton-Ulladulla Hospital. Linked to the Southern Hospital Network's Cancer Services, it provides chemotherapy services two days a week.
- New Medical Assessment Units (MAUs) opened in Wollongong, St George and Sutherland hospitals to provide faster and better coordinated care for older patients.
- A total of \$20.3 million was invested in mental health capital works projects, including non-acute mental health units at Sutherland, Shellharbour and St George hospitals. Funding was also given towards child and adolescent mental health services at Sydney Children's and Shellharbour hospitals, new Psychiatric Emergency Care Centres (PECCs) at Prince of Wales and Wollongong hospitals and for completion of the Specialist Mental Health Service for Older People (SMHSOP) at Wollongong Hospital.
- A joint initiative between SESIAHS and University of Wollongong saw Shane Venables graduate as the first student in the state to successfully complete the Aboriginal Population Health Scholarship Program.
- St George Hospital was one of 15 leading Australian hospitals selected to trial a new program to reduce the risk of venous thromboembolism (VTE).
- Sydney Children's Hospital held two special graduations for long-term adolescent patients moving from paediatric care on to adult services.
- A specialised stroke service opened at Shoalhaven District Memorial Hospital. The service will bring together specialised staff with dedicated resources to deliver best practice.
- NSW Health Awards 2007:
  - *To Deliver High Quality Health Services – Best Performance for 2006/07.* Winner: SESIAHS.
  - Hospital Performance Awards:
    - *Principal Referral and Specialist Hospitals – Best Performance for 2006/07.* Winner: Sydney Children's Hospital.
    - *Major Rural District Hospitals – Most Improved Performance for 2006/07.* Winner: Shellharbour Hospital.
  - *Creating Better Experiences for People Using the Health Service.* Winner: Shellharbour Hospital's DANGERS project.

# Sydney South West

AREA HEALTH SERVICE

SYDNEY SOUTH WEST  
NSW HEALTH



3

Telephone: 9828 5700  
Facsimile: 9828 5769  
Website: [www.sswahs.nsw.gov.au](http://www.sswahs.nsw.gov.au)

#### Chief Executive

Mr Michael Wallace

#### Local Government Areas

Ashfield, Bankstown, Burwood, Camden, Campbelltown, Canada Bay, Canterbury, Fairfield, Leichhardt, Liverpool, Marrickville, Strathfield, City of Sydney (part), Wingecarribee, Wollondilly

#### Public Hospitals

Balmain Hospital  
Bankstown-Lidcombe Hospital  
Bowral and District Hospital  
Camden Hospital  
Campbelltown Hospital  
Canterbury Hospital  
Concord Centre for Mental Health  
Concord Repatriation General Hospital  
Fairfield Hospital  
Liverpool Hospital  
Royal Prince Alfred Hospital

Sydney Dental Hospital  
Thomas Walker Hospital

#### Third schedule facilities

Braeside Hospital  
Carrington Centennial Care  
Karitane  
Queen Victoria Memorial Home  
Tresillian Family Care Centres

#### Other services

Department of Forensic Medicine  
Sydney South West Pathology Services



## Highlights and Achievements

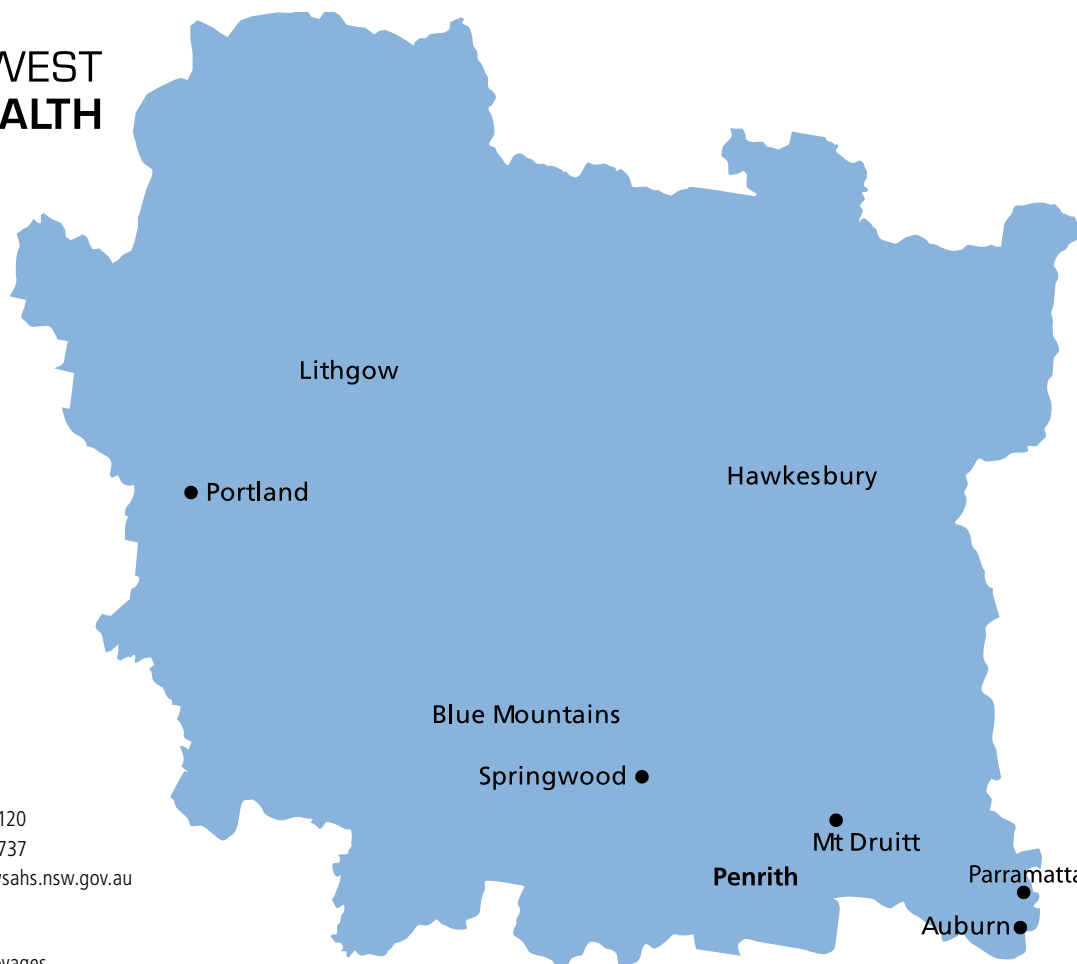
- SSWAHS four year Strategic Plan was launched. The plan maps how SSWAHS will deliver high quality health services to the most diverse and fastest growing population in NSW. Its priorities are to reduce health disadvantage, prevent illness and improve health.
- All facilities within SSWAHS went smoke free in July. This will help reduce the harms associated with tobacco use amongst staff, patients and visitors.
- Medical Assessment Units were established at Royal Prince Alfred, Liverpool, Campbelltown, Canterbury, Bankstown and Concord Hospitals to provide faster and better coordinated care for older patients and those with chronic disease within the hospital, community and home.
- The \$58 million Concord Centre for Mental Health officially opened in June. This state of the art facility is the single largest new mental health facility to be built in NSW for many decades. It was designed as a place of healing and hope for people affected by mental illness.
- Work is underway on the \$390 million Stage 2 redevelopment of Liverpool Hospital. Fast tracked for completion in 2011, the redevelopment will significantly increase capacity to meet increasing demand as almost one million are expected to reside in the area by 2016. Once completed Liverpool Hospital will be the largest tertiary facility in NSW.
- The \$3.2 million redevelopment of the Bowral Hospital Paediatric Unit upgrade has begun and will provide a more modern, family friendly environment for sick children and their families.
- The newly formed Ingham Health Research Institute (IHRI) for SSWAHS appointed a chairman and board and issued its first research grants. The IHRI aims to strengthen the capacity and reputation of south western Sydney as an area of excellence in medical research and technology.
- Royal Prince Alfred Hospital commemorated its 125th anniversary with a range of celebrations and official functions.
- NSW Health Awards 2007 – Each year the Minister for Health recognises the outstanding contributions and achievements of workers from across the NSW Health System. In 2007, SSWAHS picked up awards in a number of categories:
  - Winner: *Best Overall Performance by an Area Health Service*
  - Winner: *To Keep People Healthy - Most Improved Performance*
  - Winner: *To Provide the Health Care People Need - Most Improved Performance*
  - Winner: *To Manage Health Services Well - Best Performance*
  - Winner: *Hospital Performance Award - Principal Referral and Specialist Hospitals - Most Improved Performance*  
Liverpool Hospital
  - Winner: *Hospital Performance Awards - Major Metropolitan Hospitals - Most Improved Performance*  
Fairfield Hospital
  - Winner: *Make smart choices about the costs and benefits of health services.* Also shortlisted for the *Minister's Excellence Award*
  - Finalist: *Create better experiences for people using health services.*



# Sydney West

## AREA HEALTH SERVICE

SYDNEY WEST  
NSW HEALTH



4

Telephone: 4734 2120  
Facsimile: 4734 3737  
Website: [www.wsahs.nsw.gov.au](http://www.wsahs.nsw.gov.au)

#### Chief Executive

Professor Steven Boyages

#### Local Government areas

Auburn, Baulkham Hills, Blacktown,  
Blue Mountains, Hawkesbury, Holroyd,  
Lithgow, Parramatta, Penrith

#### Public hospitals

Auburn Hospital  
Blacktown Hospital  
Blue Mountains District ANZAC  
Memorial Hospital  
Cumberland Hospital  
Lithgow Hospital  
Lottie Stewart Hospital  
Mt Druitt Hospital  
Nepean Hospital  
Portland Hospital  
Springwood Hospital  
St Joseph's Hospital, Auburn  
Tresillian Wentworth  
Westmead Hospital

Note: the Area Health Service contracts  
Hawkesbury District Health Service Ltd  
to provide public health services in the  
Hawkesbury.

#### Public nursing homes

Governor Phillip Nursing Home  
Wentworth Falls (run by  
Catholic Health Care)



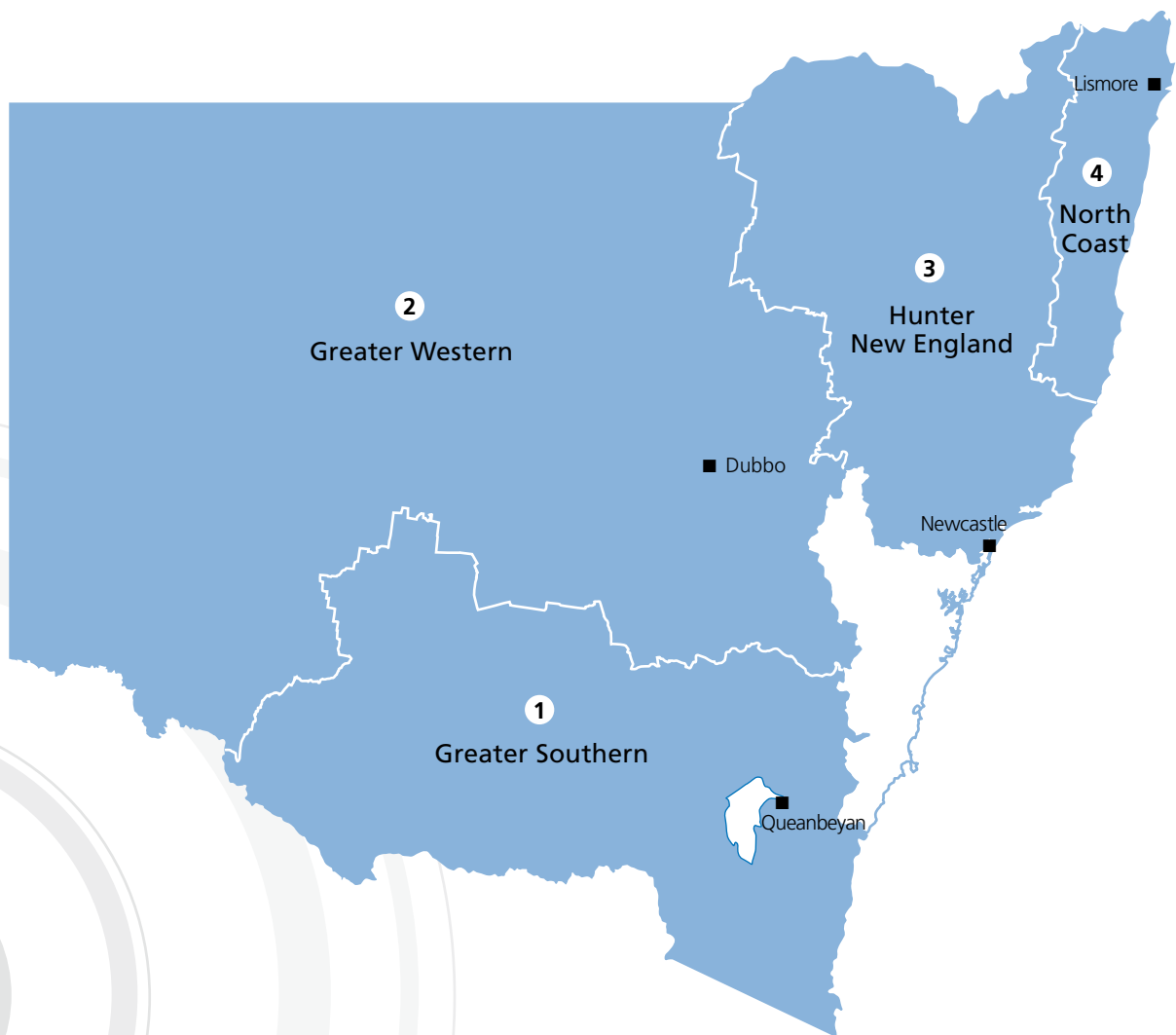


## Highlights and Achievements

- A 'one stop shop' comprehensive cancer centre, a Women's Health and Newborn Care centre and a Renal, Urology and Transplant Comprehensive Clinical Centre all opened at Westmead Hospital.
- Psychiatric Emergency Care (PECC) Units opened at Nepean (\$2.39 million) and Blacktown (\$1.95 million).
- Construction commenced on the \$144.5 million hospital at Auburn and on Nepean Hospital's Allied Health, Rehabilitation and Aged Care Block, as well as the planning for the extension to Nepean Hospital.
- Average waiting times from triage to treatment for patients aged over 75 years fell from 70 to 21 minutes following the opening of the Healthcare for Older Persons Earlier (HOPE) Unit at Westmead Hospital's emergency department (ED). The unit fast-tracks patients through their assessment and treatment phases and ensures they receive more appropriate and timely care.
- The first NSW HealthOne site opened at Mt Druitt offering integrated services from GPs, community health workers, allied health and other medical professionals in one setting. Two further NSW HealthOne sites are approved for Rouse Hill and Auburn.
- Piloted the CareFirst CNS (Care Navigation Strategy) at Blacktown Hospital. An innovative model of care, it aims to identify and support older people or those with multiple conditions needing a coordinated care plan from a range of hospital and community services. The approach offers better support for people to maintain their health in the community and reduce the likelihood of hospital admission. When acute treatment is needed, time spent in emergency departments is avoided or minimized as each patient is connected quickly with the right service in the most appropriate setting.
- Over 2,500 staff participated in two Healthy Lifestyle Staff Challenges, increasing their physical activity levels and choosing healthier foods.
- Walking paths were developed at Westmead, Cumberland, Nepean and Blacktown hospitals.
- The Crunch & Sip® Program, which encourages fruit and water breaks, was delivered in 74 local primary schools.
- An e-Learning 'Centre' commenced in January 2008 leading to a significant increase in access to and compliance with annual mandatory training.
- The Blacktown Quit smoking program saw a 14% no smoking rate after six months, and of 720 staff who accessed the staff quit smoking support program, 25% continued not to smoke at the six month follow up point.
- SWAHS won, and were commended in a number of categories at the NSW Health Awards 2007:
  - Winner: *Best Performance Award for a major metropolitan hospital.* Auburn Hospital. The hospital excelled in reducing waiting times for ambulance transfers into ED, and both booked and urgent surgery.
  - Winner: *Most Improved Performance Award (smaller district hospital category).* Lithgow Hospital.
  - Winner: *Build regional and other partnerships for health.* SWAHS Promoting Health through Strategic Partnerships in local government.
  - Commended: *NSW Premier's Award.* Youth and Road Trauma Forum, aimed at reducing the injury and death of our youth via interactive road safety education and information that helps them to make safer choices.
  - *Director-General's Encouragement Award.* Received for the Surgical Acute Rapid Assessment (SARA) Unit at Westmead Hospital, which reduced the access block by up to 43% in surgical patients.
- The Health Care Interpreting Service (HCIS) Call Centre Project was recognised for improving timely access to language support services through the implementation of a 24-hour telephone service. This resulted in an increased percentage (60%) of incoming calls answered within 60 seconds.



# MAPS AND PROFILES OF RURAL AREA HEALTH SERVICES



# Greater Southern

## AREA HEALTH SERVICE

### GREATER SOUTHERN NSW HEALTH



1

Telephone: 6128 9777  
Facsimile: 6299 6363  
Website: [www.gsahs.nsw.gov.au](http://www.gsahs.nsw.gov.au)

#### Chief Executive

Heather Gray

#### Local Government areas

Albury, Bega Valley, Berrigan, Bland, Bombala, Boorowa, Carrathool, Conargo, Coolamon, Cooma Monaro, Cootamundra, Corowa, Deniliquin, Eurobodalla, Goulburn, Mulwaree, Greater Hume, Griffith, Gundagai, Harden, Hay, Jerilderie, Junee, Leeton, Lockhart, Murray, Murrumbidgee, Narrandera, Palerang, Queanbeyan, Snowy River, Temora, Tumbarumba, Tumut, Upper Lachlan, Urana, Yass Valley, Young, Wagga Wagga, Wakool

#### Public hospitals

Albury Base Hospital  
Barham Koondrook Soldiers Memorial  
Batemans Bay District Hospital  
Batlow District Hospital  
Bega District Hospital  
Berrigan War Memorial Hospital  
Bombala Hospital  
Boorowa Hospital  
Bourke Street Health Service  
Braidwood Hospital  
Coolamon Ganmain Health Service  
Cooma Hospital  
Cootamundra Hospital  
Corowa Hospital  
Crookwell Hospital  
Culcairn Health Service  
Delegate Multi-Purpose Service

Deniliquin District Hospital  
Finley Hospital  
Goulburn Hospital  
Griffith Base Hospital  
Gundagai District Hospital  
Hay Hospital and Health Service  
Henty District Hospital  
Hillston District Hospital  
Holbrook District Hospital  
Jerilderie Health Service  
Junee District Hospital  
Kenmore Hospital  
Leeton District Hospital  
Lockhart Hospital  
Moruya District Hospital  
Murrumburrah-Harden Hospital  
Narrandera District Hospital

Pambula District Hospital  
Queanbeyan District Health Service  
Temora & District Hospital  
Tocumwal Hospital  
Tumbarumba Health Service  
Tumut District Hospital  
Urana Health Service  
Wagga Wagga Base Hospital  
West Wyalong Hospital  
Yass District Hospital  
Young District Hospital

#### Third schedule hospitals

Mercy Health Service Albury  
Mercy Care Centre Young

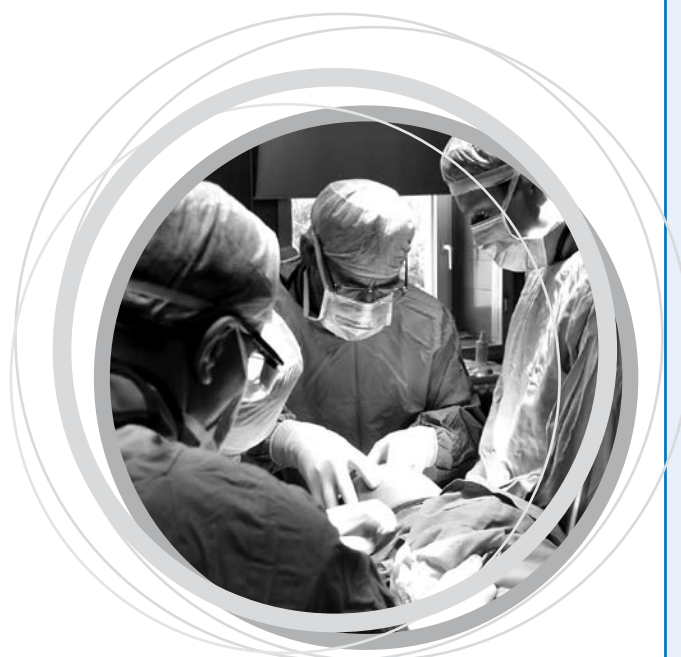


## Highlights and Achievements

- Australian Council of Healthcare Standards (ACHS) accreditation achieved in the corporate sector. Certification achieved within mental health and all 10 GSAHS Clusters.
- GSAHS hospital winners at the 2007 NSW Health Awards:
  - Albury Base Hospital - Non Major Non Metropolitan Hospital Best Performance Award
  - Goulburn Base Hospital - Major Rural District Hospital Best Performance Award
  - Wagga Wagga Base Hospital - Non Major Non Metropolitan Hospital Most Improved Performance Award.
- Completion of capital works and official opening of:
  - Berrigan Multipurpose Service
  - Bombala Multipurpose Service
  - Junee Multipurpose Service (opening scheduled for July 2008)
  - Four bed stroke unit, Wagga Wagga Base Hospital
  - New emergency department, Griffith Base Hospital
  - New operating theatre suite and dialysis unit, Bega District Hospital
  - Appointment of Project Director, Procurement for the Wagga Wagga Health Service redevelopment.
- Implemented an internal administrative realignment to split the Area into three sectors. General Managers were appointed to each sector with a focus on localising decision making and increasing operational support at each sector level.
- The Mental Health Emergency Care Support Centre was launched. This initiative uses video-conferencing to provide 24 hour support for assessment and support of mental health consumers in rural centres across the health service, improving outcomes for this group.
- Oncology services were expanded in the Cooma area with the introduction of a Shared Care Model. This has enabled

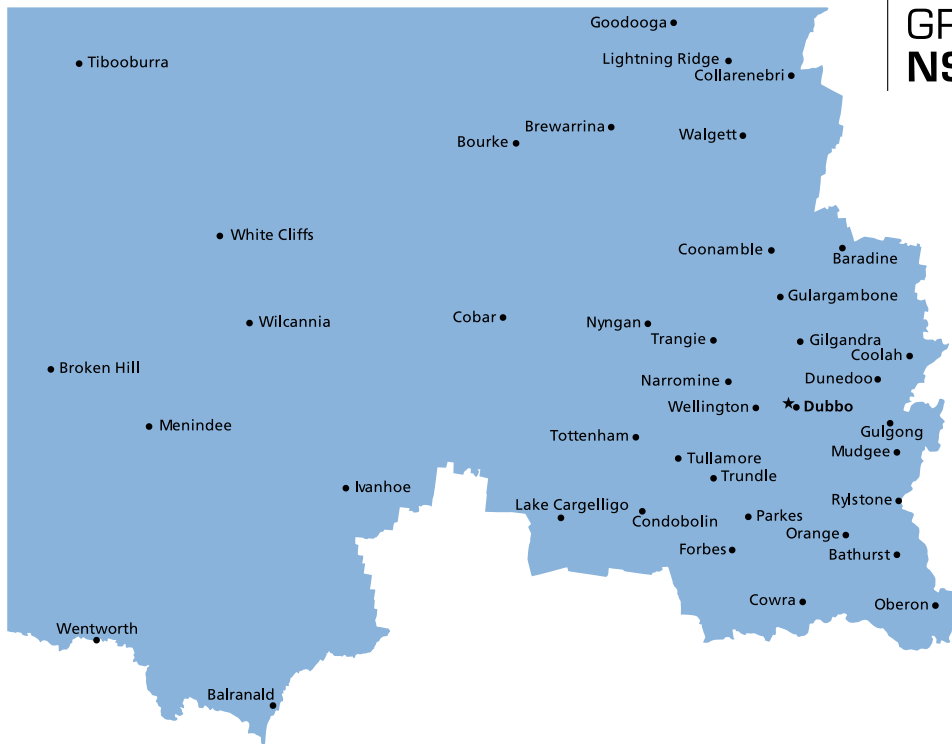
some oncology clients to receive treatment without travelling to a metropolitan area. Client care is delivered by specifically trained local general practitioners and nursing staff under the guidance of oncology specialists in metropolitan areas.

- Bridging the GAP (Goulburn Ambulatory Program) was introduced in Goulburn to reduce avoidable admissions to hospital for clients living with chronic respiratory conditions.
- A new model of care was introduced at Giles Court, Goulburn with a Transitional Behavioural Assessment and Intervention Service. This provides intensive assessment and treatment of dementia clients by a multidisciplinary team of staff with specialised skills.
- Introduction of antenatal shared care model at Young Health Service, increasing the range of options for mothers by offering midwifery led support in partnership with obstetricians. The model will be extended to other facilities in the Area.
- Achieved surgical wait list targets.



# Greater Western

## AREA HEALTH SERVICE



GREATER WESTERN  
NSW HEALTH

2

Telephone: 6841 2222  
Facsimile: 6841 2230  
Website: [www.gwahs.nsw.gov.au](http://www.gwahs.nsw.gov.au)

### Chief Executive

Dr Claire Blizard

### Local Government areas

Balranald, Bathurst Regional, Blayney, Bogan, Bourke, Brewarrina, Broken Hill, Cabonne, Central Darling, Cobar, Coonamble, Cowra, Dubbo, Forbes, Gilgandra, Lachlan, Mid-Western, Narromine, Oberon, Orange, Parkes, Walgett, Warren, Warrumbungle, Weddin, Wellington, Wentworth, Unincorporated Far West

### Public hospitals

Balranald District Hospital  
Baradine Multi-Purpose Service  
Bathurst Base Hospital  
Blayney Multi-Purpose Service  
Bloomfield Hospital  
Bourke District Hospital  
Brewarrina Multi-Purpose Service  
Broken Hill Base Hospital  
Canowindra Soldiers' Memorial Hospital  
Condobolin District Hospital  
Cowra District Hospital  
Cudal War Memorial Hospital  
Cobar District Hospital  
Collarenebri Multi-Purpose Service  
Coolah Multi-Purpose Service  
Coonabarabran District Hospital  
Coonamble District Hospital  
Dubbo Base Hospital  
Dunedoo War Memorial Hospital  
Eugowra Memorial Hospital  
Forbes District Hospital  
Gilgandra Multi-Purpose Service  
Goodooga Community Health Service  
Grenfell Multi-Purpose Service

Gulargambone Multi-Purpose Service  
Gulgong District Hospital  
Ivanhoe District Hospital  
Lake Cargelligo Multi-Purpose Service  
Lightning Ridge Multi-Purpose Service  
Menindee Health Service  
Molong District Hospital  
Mudgee District Hospital  
Narromine District Hospital  
Nyngan District Hospital  
Oberon Multi-Purpose Service  
Orange Base Hospital  
Parkes District Hospital  
Peak Hill Hospital  
Rylstone Multi-Purpose Service  
Tibooburra District Hospital  
Tottenham Hospital  
Tullamore Hospital  
Trangie Multi-Purpose Service  
Trundle Multi-Purpose Service  
Warren Multi-Purpose Health Service  
Wellington Hospital, Bindawalla  
Walgett District Hospital  
Wentworth District Hospital  
Wilcannia Multi-Purpose Service



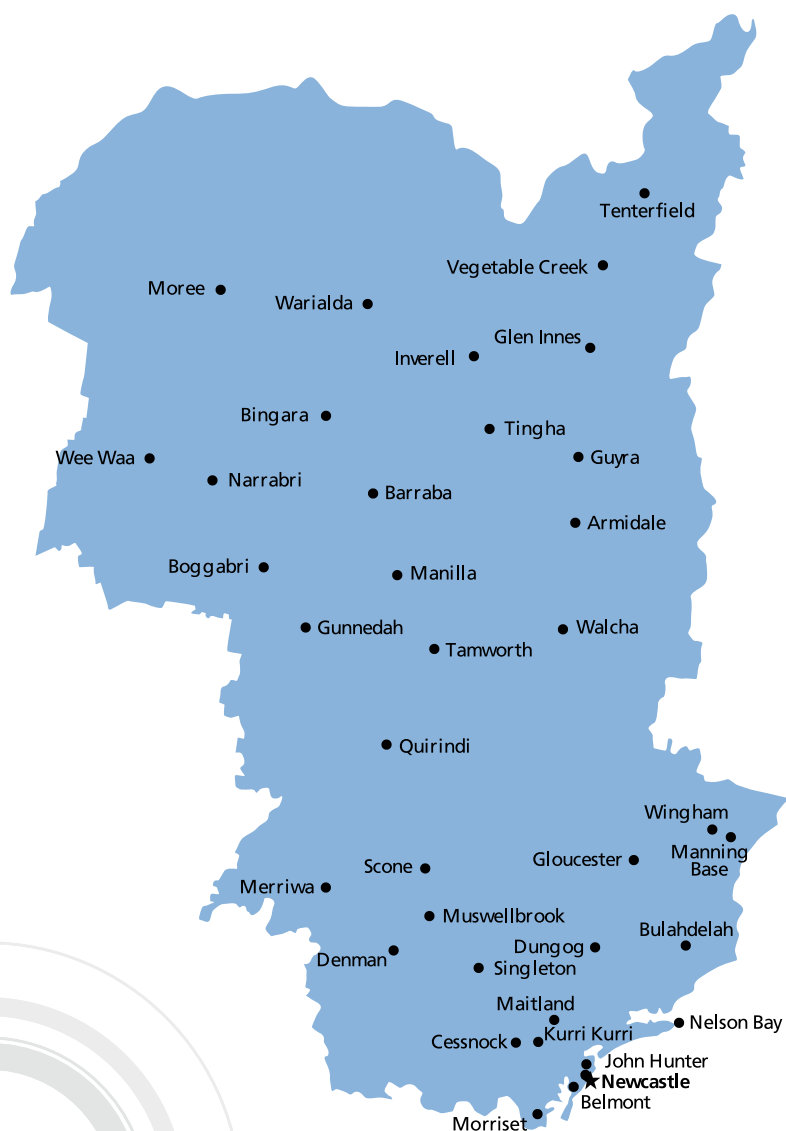
## Highlights and Achievements

- A pilot project, Early Recognition of “The Deteriorating Patient”, was undertaken at Dubbo Base Hospital. It involved an educational program, redesigned observation chart, and structured communication system. The project received the Judge’s Award at the 2008 GWAHS Health Awards Expo.
- GWAHS continues to increase the number of nurses who stay on to work in the Area after graduating, up from 54% in 2005/06 and 79% in 2006/07 to 94% in 2007/08.
- Clinical networks were established in a range of specialties. Multidisciplinary team meetings were held and referral pathways strengthened. Protocols and policies were standardised across sites, and links with General Practice forged. Service planning commenced in several specialties.
- A Mental Health Emergency Case Team was established in February 2008 after extensive community stakeholder consultation. Comprised of 12 nurses and two psychiatrists, the unit provides services on a 24 hour basis to hospital sites.
- Implementation of, and training in, pastoral care standards of practice commenced.
- Trainees and staff gained access to experienced senior psychiatrists with the introduction of the Aboriginal Mental Health Meeting Program as part of the Aboriginal Mental Health Workforce Development Plan. Five additional trainees have been appointed, bringing the Aboriginal Mental Health workforce to 29 across GWAHS.
- A breastfeeding booklet was produced in partnership with Dareton Aboriginal youth attending Dareton TAFE.
- Completion of the three year *Eat Right Play Right – Healthy Kids* pilot program enabled Wellington Public School to adopt healthy lifestyle activities into the school curriculum.
- A Joint Agency Protocol to address crisis management of domestic violence across GWAHS was developed and implemented, with input from NSW Police, DoCS, Housing NSW, Emergency Accommodation Program and DoCS Domestic Violence Line. The protocol promotes an immediate, comprehensive and safe response to women and children living with domestic violence.
- The \$7 million Dunedoo MPS, the \$5.4 million Tottenham MPS, and the \$10.24 million MPS in Nyngan were all officially opened.
- The first cohort of students and employees completed the Aboriginal Health Worker Trainee program Certificate IV in Aboriginal Health Worker (practice). All are expected to gain permanent employment in August 2008.
- Funded a two-day Rural and Remote Aboriginal Chronic Disease Conference in Broken Hill. The conference highlighted best practice and ‘what works’ in prevention and management.
- GWAHS Quality Awards: *Chief Executive Award – Improving Access to Parenting Education for Parents of Children at Risk*. Orange Family Support Service and the PANOC Counsellor provided, in partnership, a parenting education group using the “Keeping Children Safe” course designed by Uniting Care Burnside. Key features include collaboration, respect, complementary, negotiated goals, and agreed delineation of tasks.
- Eight new Nurse Practitioner (NP) positions were endorsed. Six of these positions will effectively change the model of care within the emergency departments of Orange, Bathurst, Dubbo, Mudgee, Cowra and Forbes, as the NP will assess and treat those patients presenting as Triage 4’s and 5’s.

# Hunter New England

AREA HEALTH SERVICE

HUNTER NEW ENGLAND  
NSW HEALTH



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### Chief Executive

Dr Nigel Lyons

### Local Government Areas

Armidale, Dumaresq, Glen Innes, Severn, Gunnedah, Guyra, Gwydir, Inverell, Liverpool Plains, Moree Plains, Narrabri, Tamworth Regional, Tenterfield, Uralla, Walcha, Cessnock, Dungog, Gloucester, Great Lakes, Greater Taree, Lake Macquarie, Maitland, Muswellbrook, Newcastle, Port Stephens, Singleton and Upper Hunter.

### Public Hospitals

Armidale Hospital  
Belmont Hospital  
Calvary Mater Newcastle  
Cessnock Hospital  
Glen Innes Hospital  
Gloucester Hospital  
Gunnedah Hospital  
Inverell Hospital  
James Fletcher Hospital  
John Hunter Hospital  
John Hunter Children's Hospital  
Kurri Kurri Hospital  
Manilla Hospital  
Moree Hospital  
Morisset Hospital  
Muswellbrook Hospital  
Narrabri Hospital  
Quirindi Hospital  
Royal Newcastle Centre  
Scone Hospital  
Singleton Hospital  
Tamworth Hospital  
Taree – Manning Hospital  
The Maitland Hospital

### Community Hospitals / Multi Purpose Services

Barraba, Bingara, Boggabri, Bulahdelah, Denman, Dungog, Emmaville – Vegetable Creek, Guyra, Merriwa, Murrurundi, Quirindi, Tenterfield, Tingha, Tomaree, Walcha, Wialda, Wee Waa, Werris Creek and Wingham.



## Highlights and Achievements

- Contributed to the reduction of alcohol-related crime in NSW through the implementation of the Alcohol Linking Program.
- Improved access to clinical information and specialist consultations by securing \$3 million in funding to provide online access to patient imaging records.
- Opened a \$36 million building to house Newcastle Community Health Centre, bringing a comprehensive range of services together on one site.
- Implemented a cultural respect training program to increase the appropriateness and effectiveness of services for the Aboriginal and Torres Strait Islander population; and increase the cultural safety of work sites for Aboriginal and Torres Strait Islander staff.
- Approval received to construct a \$8.91 million non-acute mental health facility to provide intensive, short-term rehabilitation for mental health consumers on the James Fletcher Campus in Newcastle.
- Partnered University of New England and the University of Newcastle to launch the Joint Medical Program, aimed at addressing the rural and regional medical workforce shortage by providing rural-based medical education for the majority of the Bachelor of Medicine degree.
- Signed a Memorandum of Understanding with Pius X Aboriginal Corporation and the communities of Toomelah and Boggabilla to bring about improved health services to these communities.
- Completed a project to install air-conditioning in 15 wards of John Hunter Hospital in Newcastle.
- Launched the Rural Stroke Project to the Peel and Mehi Clusters to provide patients with improved access to specialised treatment and education.
- Launched the Hunter New England Aboriginal Health Partnership Strategic Plan 2007-2011.
- Implemented the Aboriginal Employment Strategy 2008-2011.
- Implemented a framework for a multidisciplinary approach supporting adults managing obesity.
- Officially opened the Moree District Health Service emergency department.
- Introduced a range of new programs to improve provision of oral health care to children.
- Scored the highest rating for overall patient care in the state in the 2007 NSW Health Patient Survey.
- Moved services from the 99-year-old Tingha Community Hospital building into a new Multi Purpose Service facility.
- Launched the second phase of Australia's largest ever obesity prevention trial – 'Good for Kids, Good for Life' – focussing on encouraging children aged under 15 years to get active.
- Commenced site works for the redevelopment of Narrabri District Health Service.
- Winner of the *2007 NSW Minister for Health's Award for Aboriginal Health* in recognition of our dedication to improving the health of Aboriginal and Torres Strait Islander people.
- Joint winner of the *2007 Prime Minister's Award for Employer of the Year (Large Employer)*, and *National Employer of the Year*, for dedication and innovation in the recruitment and retention of staff with a disability.
- Winner of the *NSW Minister for Health's Excellence Award for 'Setting them up to succeed'* – a program to support International Medical Graduates. This project also won the Build a Sustainable Health Workforce category.
- Winner of the *Clinical Excellence Commission Award for Improvement in Patient Safety* for 'Pre-hospital Acute Stroke Triage' – a project with the NSW Ambulance Service to improve outcomes for stroke patients.
- Winner of the *NSW Health Hospital Performance Award for Best Performance 2006/2007 Smaller Rural District Hospitals* – awarded to Narrabri Hospital.
- Winner of five awards at the *2007 Premier's Public Sector Awards*.
- Winner of the *2007 Treasury Managed Fund Risk Management Award* for Integrating Risk Management into Organisational Planning.

# North Coast

## AREA HEALTH SERVICE

### NORTH COAST NSW HEALTH



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#### Chief Executive

Chris Crawford

#### Local Government Areas

Ballina, Bellingen, Byron, Clarence Valley, Coffs Harbour, Hastings, Kempsey, Kyogle, Lismore, Nambucca, Richmond Valley, Tweed

#### Public Hospitals

Ballina District Hospital  
Bellinger River District Hospital  
Bonalbo Health Service  
Byron District Hospital  
The Campbell Hospital, Coraki  
Casino and District Memorial Hospital  
Coffs Harbour Health Campus  
Dorrigo Multi-Purpose Service  
Grafton Base Hospital  
Kempsey District Hospital  
Kyogle Multi-Purpose Service  
Lismore Base Hospital  
Macksville Health Campus  
Maclean District Hospital  
Mullumbimby and District War Memorial Hospital  
Murwillumbah District Hospital  
Nimbin Multi-Purpose Service  
Port Macquarie Base Hospital  
The Tweed Hospital  
Urbenville Multi-Purpose Service  
Wauchope District Memorial Hospital



## Achievements and Highlights

- Lismore Base Hospital: Opened a \$38.5 million Mental Health Unit and advanced planning for major enhancements, including: Integrated Cancer Centre (\$27 million, scheduled for 2010) and Cardiac Catheterisation Unit (\$3.84 million, scheduled for 2009).
- Ballina Hospital: Significant progress was made on the \$5.3 million 25-bed Rehabilitation Ward. The Ballina Medical Imaging Department was upgraded and major equipment replaced.
- Tweed Hospital: Opened a \$1.5 million BreastScreen NSW Unit; a \$6.8 million 30-bed medical ward and the Tweed Clinical Education and Research Institute.
- Port Macquarie Base Hospital: Opened the \$2.4 million expansion of Involuntary Mental Health Unit and the Express Community Care Clinic. The clinic has reduced pressure on the emergency department by diverting lower acuity attendances into a faster, more holistic care stream, networked with the Hospital in the Home program. The six chair Renal Dialysis Unit also relocated to the hospital from the Port Macquarie Health Campus.
- Grafton Hospital: Completed the \$755,000 upgrade of the emergency department and commenced planning for the Grafton Surgical Services program of works.
- Accreditations awarded to Tweed Byron Network, BreastScreen North Coast, NCAHS Mental Health Stream and NCAHS Corporate Services (Corporate Equip).
- Clinical Excellence Commission's Quality Systems Assessment completed.
- Record number of dialysis patients treated (increase of 3,227, or 13.5%). Inpatients increased by 6,968 (4.9%) and non-inpatients by 98,416 (5.1%).
- Implemented the Results Reporting and Electronic Discharge Reporting components of the NSW Health Electronic Medical Record.
- Reduced tobacco consumption rate; overweight/obesity rate below state average due to health promotion campaigns.
- Area-wide adoption and implementation of e-Learning.
- Successful implementation of the Occupational Vaccination and Screening program.
- Significant expansion of primary/transitional care options and packages as alternatives to hospital care across the Area.
- Recruitment to Coffs Harbour Health Campus of specialist clinicians in cardiology, obstetrics and gynaecology, emergency medicine and ICU.
- Five of the 21 finalists in the NSW Health Awards 2007.
- Significantly exceeded Aboriginal children (0-6 year olds) Otitis Media Screening target.
- Thirty schools and student leaders were involved in devising strategies to overcome physical activity barriers.
- The RRISK program (reduce risk increase student knowledge) was rolled out across the North Coast to address risk taking in relation to alcohol, drug use, driving and celebrating.
- Construction of Coffs Harbour Health Campus \$7.5 million 20 bed non-acute Mental Health Unit advanced.
- Successful pilot of "Eat Together Play Together Strong Smiles" oral health promotion program for 3-5 year olds.
- All 68 North Coast high schools participated in the school-based vaccination program of HPV vaccine.
- A Refugee Clinic at Coffs Harbour was introduced in collaboration with Mid North Coast Network of General Practice, Anglicare and NCAHS Public Health Unit.
- Partnership formed with the region's Southern Cross University for a Midwifery Steering Committee focussing on future workforce and professional needs of midwives.
- NCAHS purchasing and supply services successfully transferred to NSW Health's consolidated service as part of Health Support Service Centre in Newcastle.
- Established an Environmental Sustainability Committee to consider ways to minimise and reduce waste, and improve energy and water usage efficiency.
- The Area's telecommunications infrastructure was expanded to support the Electronic Medical Record project.

