

# STATEWIDE SERVICES

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# Ambulance Service of NSW



**Telephone:** 9320 7777  
**Facsimile:** 9320 7800  
**Website:** [www.ambulance.nsw.gov.au](http://www.ambulance.nsw.gov.au)

**Chief Executive:** Greg Rochford

## Achievements

- Provided over 1,118,000 total responses (emergency and non-emergency) which is an average of 3,056 responses per day during 2007/08. This is equivalent to a call for assistance every 28 seconds.
- Maintained a 9.85 minute 50th percentile response time for life threatening emergencies in the context of a 5.9% increase in demand.
- Implemented the Clinical Assessment and Referral (CARE) program for ambulance paramedics providing safe, non-emergency department care referral options for appropriate patient groups.
- Implemented the Extended Care Paramedic Program with proof of concept projects in Sydney West and Port Macquarie/Forster Tuncurry.
- Enhanced the Cardiac Care Program with a roll-out strategy for 12 lead ECG's and initiating a Thrombolysis proof of concept project with Hunter Area Health Service.
- Established new Clinical Support Manager positions in operational divisions to increase focus on clinical outcomes, reporting and patient safety.
- Trained 625 paramedics in managing mental health emergencies and the use of the new provisions in the Mental Health Act 2007.
- Completed the Electronic Booking System Phase 2 enabling same-day booking of transport and improving usability for Area Health Services.
- Provided a new operational "working" uniform for all paramedics.
- Worked closely with NSW Health to finalise the major industrial case on work value and death and disability.
- Implemented 24 hour operations at the Illawarra Helicopter Base and entered new contracts with Emergency Medical Services helicopter operators at Newcastle, Tamworth, Lismore, Canberra and with ChildFlight.
- Developed an Annual Workforce Plan and recruited 235 trainee paramedics.
- Made major advances in infection control by conducting occupational screening and vaccination of over 80% of staff.
- Embedded disaster preparedness service agreements with Area Health Service Chief Executives; and developed a strategic disaster preparedness education framework.
- Received an Innovation Award in the category of Clinical Capacity for online education programs at the first Council of Ambulance Authorities Awards 2007.
- Participated in a national community education Triple Zero Campaign to reinforce the correct use of the Triple Zero emergency number.
- Developed a pre-school Emergency Helpers education program with the NSW Police and Fire Brigades.
- Introduced the Ambulance Online community e-newsletter to promote health messages and provide updates on Ambulance activities to the community.
- Coordinated NSW Health involvement in the 2007 Asia Pacific Economic Cooperation (APEC) Leader's Week and World Youth Day 08.
- Managed highly effective emergency responses to major incidents including a Sydney Harbour boating tragedy.

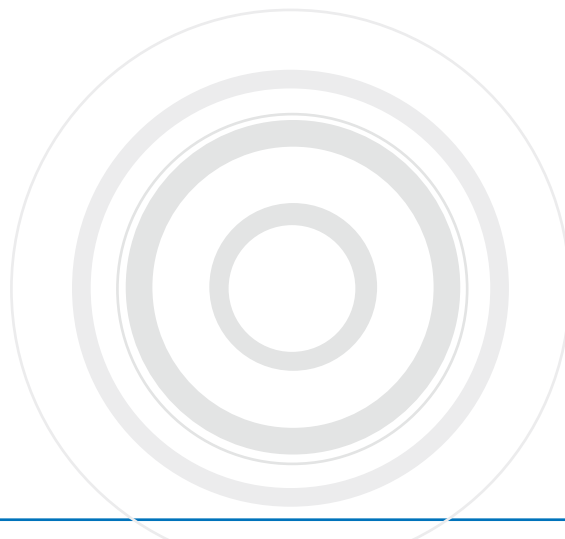
# Clinical Excellence Commission

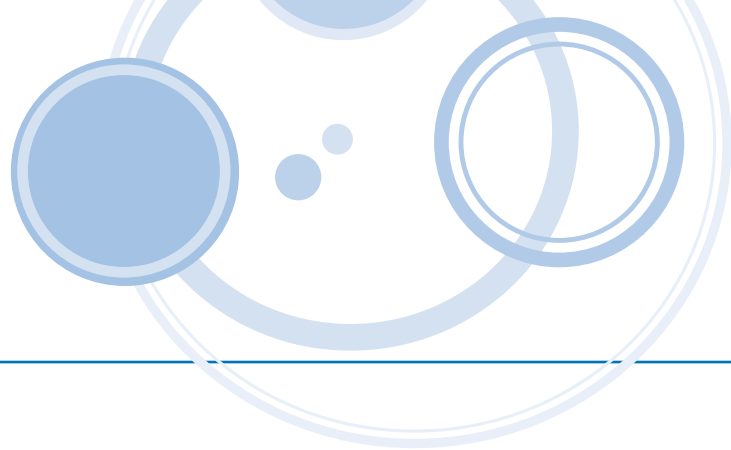
**Telephone:** 9382 7600  
**Facsimile:** 9382 7615  
**Website:** [www.cec.health.nsw.gov.au](http://www.cec.health.nsw.gov.au)

**Chief Executive Officer:**  
Professor Clifford Hughes AO

## Achievements

- Publication of the first six monthly report (January-June 2007) of IIMS state-wide data in January 2008.
- Preparation of the second six monthly report (July-December 2007) of IIMS state-wide data for publication.
- Release of the first annual CEC Chartbook – 2007 containing NSW safety and quality indicators. Began development of Chartbook 2008.
- Completion of the second stage of QSA development project and finalisation of QSA methodology and survey tools.
- Completion of the first phase of Blood Watch Transfusion Medicine Improvement program and next phase underway. In cooperation with the Area Health Services and other jurisdictions, in particular South Australia, an e-learning package has been rolled-out which will provide a credentialing process for junior staff.
- Roll-out of the Collaborating Hospitals Audit of Surgical Mortality (CHASM) completed in all Area Health Services.
- Reviews into the management of ADHD in Children and Adolescents in NSW, and the Management of Pacemaker Insertion in NSW completed.
- The Cardiothoracic Network partnership with the Greater Metropolitan Clinical Taskforce has been implemented in most hospitals and data managers have been appointed in most Area Health Services.
- The Board of the CEC visited two rural Area Health Services – Greater Southern and Greater Western. Following the success of these visits, others will follow to country health facilities.
- The first CEC rural campus opened in Coffs Harbour with the relocation of the Program Leader, NSW Falls Program.
- A program of work on Recognition and Management of the Deteriorating Patient – called ‘Between the Flags’ was launched in October 2007. The program utilises the imagery of the surf lifesaving movement, where recognition and rescue are key objectives well known to all.
- The networks of the CEC have been greatly enhanced by closer work with the intensive care coordination and monitoring unit, particularly around the CLAB ICU project.
- Strong partnerships have been developed which include regular meetings with the Quality and Safety branch of NSW Health, the Greater Metropolitan Clinical Taskforce (GMCT), and the Institute for Medical Education and Training (IMET).
- Educational seminars and training initiatives included the second cohort of the clinical leadership course, the e-learning modular program for quality improvement and various conference and seminar presentations by various team members including the Chief Executive Officer, executive staff and project staff.





**Telephone:** 9700 3000  
**Facsimile:** 9700 3527  
**Website:** [www.justicehealth.nsw.gov.au](http://www.justicehealth.nsw.gov.au)

**Chief Executive Officer:** Julie Babineau

## Achievements

- Review of clinical redesign and model of care at each of the female centres.
- Launch of the Community Integration Team (CIT) in May.
- The Aboriginal Vascular Health Program (AVHP) has been operational in nine correctional centres.
- The Transitional Nurse Practitioner has implemented cervical screening and breast checks at all metro centres (women).
- All patients with a communicable disease have a discharge plan and are linked with community health services.
- A total of 14,746 clients were screened for mental health problems by the Justice Health Court Liaison Service. Of this, 1,990 received a comprehensive assessment, with 1,662 diagnosed with a mental illness. Seventy-one per cent were diverted from the criminal justice system into community care or mental health facilities.
- At 30 June 2008, the Community Forensic Mental Health Service (CFMHS) had 43 civil patients and 107 forensic patients, comprising 94 conditionally released patients in the community and 13 forensic patients in custody.
- The Sexual Behaviours Clinic for the treatment of sex offenders operated at capacity with 65 open cases.
- The Youth Drug and Alcohol Court (YDAC) assessed 131 young people, with 59 accepted and 17 successfully completing the program.
- Connections Project established in all adult centres. Since the establishment of the project in September 2007, 1,395 clients have been referred to the program, of which 1,154 have been assessed and had a treatment plan developed.
- Work has continued around refining and evaluation management of incidences, particularly as they pertain to medication management.
- Construction of the \$130 million Forensic and Prison Hospitals at the Long Bay Correctional Complex in Malabar continued.
- Planning continued for the opening of the new 85-bed Long Bay Hospital.
- Program of clinical audits were completed in oral health, medical appointments unit, pharmacy and radiography areas, and the evaluation of Correct Patient Correct Site procedures in radiography.
- The first Clinical Nurse Educator, Practice Development and Improvement was appointed.
- Blood Borne Virus Survey of all Young People in Custody and a major study into Understanding Emerging Comorbidity Among Young People were completed.
- Clinical Accreditation Program in Chronic Viral Hepatitis developed and approved for six credit points towards Masters of Nursing course with UTS.
- Completion of Post Graduate Forensic Mental Health Masters course with the University of NSW.
- The Young Offenders on Community Orders Health Welfare and Criminogenic Needs Survey was released.
- Computerised radiography provision was extended to six centres, with local agreements for radiographer provision reaching into Correctional Centres.
- Adolescent Health Clinical Leadership in Clinical Governance project was presented at the NSW Health Expo in October 2007.
- Adolescent Health 'Improve Continuity of Health Care for Young People Being Released from Custody' won the 2007 NSW Health Award.
- Completed thorough transition of finance activities to Health Support.
- Electronic ordering of goods and services was implemented.

# The Children's Hospital at Westmead



**Telephone:** 9845 0000  
**Facsimile:** 9845 3489  
**Website:** www.chw.edu.au

**Chief Executive Officer:** Dr Antonio Penna

## Achievements

- Redevelopment of the emergency department commenced, with the opening of the Emergency Medical Unit (EMU).
- The hospital was the first organisation in Australia to receive the International Disability Management Standards Council Certification for Excellence in Injury Management, recognising the hospital's commitment to occupational health and safety.
- The Animal Assisted Therapies Program was launched by the Physiotherapy Department and the Delta Dog Society. This innovative program involves therapy dogs working alongside physiotherapists to assist and motivate long term physiotherapy patients.
- The Diabetes Prevention Research Centre was launched on World Diabetes Day by Goodwill Ambassador, Bec Hewitt. The Centre was made possible by donations from the Diavitiko Association and the Laki Bank.
- The *Kidz Factor Zone* was officially opened by the Minister for Health to provide specialised care to children with haemophilia.
- Significant progress was made in revenue improvement, wastage reduction and workforce productivity, exceeding annual targets by 33%. The hospital leads the state in salary packaging, is exemplary in improvement of private patient revenue and has made notable improvements in blood products wastage.
- An Evening Pharmacy Service commenced, along with a telephone triage system, allowing parents and carers to query medications and dosages for their sick child.
- The story of Demi-Lee Brennan attracted international media coverage. Demi-Lee received a liver transplant and miraculously took on the blood group and immune system of her donor, minimising the chance of her body rejecting the new organ.
- The Long Term Ventilation Unit assisted to return five ventilated children back to their home environment. They were previously treated within the Paediatric Intensive Care Unit.
- A new interventional angio suite in Radiology was installed to allow greater diagnosis and treatment of patients.
- The opening of the Aboriginal Memorial Garden highlighted the hospital's commitment to the Aboriginal Community, allowing a place of reflection for families and a venue to showcase Aboriginal heritage within the hospital and local area.
- Annual Memorial Service activities were expanded to include group sessions for bereaved parents and siblings for the 450 plus people who attended.
- The first Bandaged Bear Cup was held to recognise staff and volunteers. A feature on the NRL schedule and initiative of ANZ Stadium, the Cup was contested by the Canterbury Bulldogs and the Parramatta Eels.
- The Book Bunker celebrated 10 years with a birthday party attended by famous children's author, Mem Fox. Established by Scholastic, the Book Bunker is part of the hospital total healing environment, allowing children and families access to books and a library environment staffed by volunteer librarians.
- The Pain and Palliative Care Service was awarded the prestigious Institution Award by the International Association for Hospice and Palliative Care.
- The successful Grace Gala Ball raised over \$300,000 for the Grace Centre for Newborn Care.
- After hospital staff uncovered that the Toy of the Year, Bindeez, contained a toxic chemical equivalent to an illicit drug, a major awareness campaign was launched, resulting in an international recall of this dangerous product.
- The Occupational Therapy Department celebrated 70 years of service, having been an integral part of the hospital's care for sick children since the Camperdown days.
- The Speech Pathology Department received a Service Award from the University of Sydney for continuous contribution to clinical education.

# Area Health Service

## PUBLIC HEALTH UNITS

### Greater Southern PHU

Level 3, 34 Lowe Street  
Queanbeyan NSW 2620  
Tel. (02) 6124 9942  
Fax. (02) 6299 6363

Suite 1B, 620 Macauley st  
Albury NSW 2640  
Tel. (02) 6023 7185  
Fax. (02) 6023 7190

### Greater Western PHU

Broken Hill NSW 2880  
Tel. (08) 8080 1500  
Fax. (08) 8080 1683

Macquarie  
PO Box 739, Myall Street  
Dubbo NSW 2830  
Tel. (02) 6841 5569  
Fax. (02) 6841 5570

PO Box 143  
Bathurst NSW 2795  
Tel. (02) 6339 5601  
Fax. (02) 6339 5189

### Hunter New England PHU

Suite 7, 2nd Floor,  
Parry Shire Building  
470 Peel Street  
Tamworth NSW 2340  
Tel. (02) 6766 2288  
Fax. (02) 6766 3003

Hunter Population Health  
Booth Building  
Wallsend Campus  
Longworth Avenue  
Wallsend NSW 2287  
Tel. (02) 4924 6473  
Fax. (02) 4924 6048

### Justice Health Service PHU

Long Bay Complex  
Anzac Parade  
Malabar NSW 2036  
Tel. (02) 9700 3000  
Fax. (02) 9700 3493

### North Coast PHU

Port Macquarie Health Campus  
Morton Street  
Port Macquarie NSW 2444  
Tel. (02) 6588 2750  
Fax. (02) 6588 2837

31 Uralba Street  
Lismore NSW 2480  
Tel. (02) 6620 7500  
Fax. (02) 6622 2552

### Northern Sydney Central Coast PHU

c/Hornsby Ku-ring-gai Hospital  
Palmerston Road  
Hornsby NSW 2077  
Tel. (02) 9477 9400  
Fax. (02) 9482 1650

Newcastle University  
Ourimbah Campus  
Brush Road  
Ourimbah NSW 2258  
Tel. (02) 4349 4845  
Fax. (02) 4349 4850

### South Eastern Sydney Illawarra PHU

Hut U, Easy Street  
Prince of Wales Hospital Campus  
Randwick NSW 2031  
Tel. (02) 9382 8333  
Fax. (02) 9382 8334

Block B, Building 39  
University of Wollongong  
Gwynneville NSW 2500

Tel. (02) 4221 6700  
Fax. (02) 4221 6759

### Sydney South West PHU

Level 9 North, King George V  
Missenden Road,  
Camperdown NSW 2050  
Tel. (02) 9515 9420  
Fax. (02) 9515 9940

### Sydney West PHU

Gungarra (Building 68)  
Cumberland Hospital  
5 Fleet Street  
North Parramatta NSW 2151  
Tel. (02) 9840 3603  
Fax. (02) 9840 3608

Nepean Hospital  
Somerset Street,  
Kingswood NSW 2750  
Tel. (02) 4734 2022  
Fax. (02) 4734 3300