North Metro News
News from WA’s North Metropolitan Health Service
Summer 2017

OPH ACHS Award
Winning OPH Endoscopy team members

nmhs.health.wa.gov.au
Dear staff,

It is with great pleasure that I extend my congratulations to our Board Chair and many of our staff for the recent recognition of their commitment to health care.

Professor Bryant Stokes AM, NMHS Board Chair was recognised with the 2016 Australian Council on Health Care Standards (ACHS) Medal, an individual accolade for outstanding achievements in the promotion of safety and quality in healthcare across Australia.

The ACHS also recognised Osborne Park Hospital for its Endoscopy Waitlist Project. Further information on this project is available on page 10.

NMHS had an outstanding outcome at the WA Health Awards, winning the bulk of the awards. I wish to congratulate the winners of the three individual awards, and three team awards. It is wonderful to have so many inspiring people working amongst us, and I thank them all for their dedication to improving the experiences of our staff and patients. Full coverage is on pages 4 and 5.

It has been almost six months since North Metropolitan Health Service was created as a statutory authority. We have welcomed the Board, which is getting into its stride challenging us to improve performance, with a sharp focus on governance, and the need to attain the highest standards in patient safety. At the frontline of service delivery staff continue to work tirelessly to meet the needs of our patients, whilst the NMHS Executive Group Committee is overseeing work required by corporate (non-clinical) areas to accept the transfer of functions currently provided by the Department of Health, by 1 July 2017. It is also ensuring that our existing corporate functions are of a standard to meet statutory obligations.

As we head towards Christmas, I wish all staff the very best for a safe and happy festive season and thank each of you for the dedication you demonstrate each and every day. I extend a very special thank you to those who will be spending time away from their families to care for our patients and, where possible, bring some of the joy of Christmas to them.

Regards,

Wayne Salvage
The NMHS Board has now convened six (6) meetings including at Sir Charles Gairdner and King Edward Memorial hospitals where it has received detailed briefings in relation to those services and tours of the facilities. It is planned that the Board will visit the other NMHS sites during early 2017.

The Board has had presentations from the Hon. John McKechnie, Commissioner Crime and Corruption Commission (CCC); Colin Murphy, Auditor General; Mal Wauchope, Public Sector Commissioner; and the Chair of the Primary Health Alliance, Dr Richard Choong in relation to their agencies / organisations.

Three (3) working parties are now established.

• The Board Safety and Quality Working Party continues to review the processes and tools across the organisation and with the Board’s endorsement;

• The Board Finance Working Party has received comprehensive presentations from the Executive Directors of the Sir Charles Gairdner Osborne Park Health Care Group, Women and Newborn Health Service, and PathWest. They have discussed and deliberated about commercial operations, business risks and budgetary management across NMHS; and

• The Board Audit and Risk Working Party has asked through the Board, that the respective Working Parties would review high rating risks and bring a consolidated view of major risks back to the Board. The NMHS executive was tasked with the ongoing review of risk registers and ensuring that strategic, operational and project risks were accurately captured and managed.

The Board has endorsed the Board Code of Conduct and the NMHS Authorisation Schedule as well as planning approaches for the development of the NMHS Strategic Plan 2017 -2021.

The NMHS Community Advisory Council is undertaking detailed planning regarding community and stakeholder engagement and the newly established Clinical Advisory Council to the Board has held its first two meetings.

On behalf of all Board members, I would like to thank staff for their contributions this year and wish you and your family a wonderful Christmas and new year.

Professor Bryant Stokes AM

From the Board Chair

Merry Christmas AND HAPPY NEW YEAR
Health Awards

Minister for Health Award

**Professor Jack Goldblatt AM**
**Director of Genetic Services WA**

Based at the Women and Newborn Health Service (WNHS), Professor Goldblatt AM has developed the state-wide service since 1989 by securing more than $22 million in research grants and expanding the service to be able to deliver comprehensive services for children with genetic conditions and their families, genetic issues in pregnancy and childbirth, predictive gene testing in adults and the familial cancer program.

The award also recognised his significant contribution to the leadership at WNHS, education of future clinicians, research, and through membership on a range of national and international boards and committees. The recognition is well deserved for Professor Goldblatt AM and I wish him all the best in his retirement.

**ABOVE L-R:** Professor Jack Goldlatt and John Day, Minister for Health.

Jill Porteous Memorial Award

**Susan Kitchen**
**A/Clinical Nurse Specialist Falls Management and Clinical Practice Improvement Coordinator, Sir Charles Gairdner Hospital (SCGH)**

Susan was recognised for her passion and commitment to keeping patients safe from falls, the most common adverse event in hospitals.

Susan is a founding member of the Falls Prevention Community of Practice (COP) in which she acts as a go-to person in inpatient falls management for all health professionals in WA. She also acts as the COP representative in the Falls Prevention Health Network’s Executive. Susan introduced the Frequent Faller and Reduction Program, championed the evidence-based Safe Recovery Program, and led the development of the WA Post Falls Management Multidisciplinary Guidelines and Operation Directive.

Susan has also undertaken collaborative research with WA universities and she works closely with the Injury Control Council of WA.

**ABOVE L-R:** Jeff Moffet, CE, WA Country Health Service and Susan Kitchen.

Peter Baldwin Award

**Debra Thornborough-Owen**
**Human Resource (HR) Manager, Workforce Transition, NMHS Workforce Services**

Recognised for her critical work leading up to the closure of Swan District Hospital (SDH) in 2015, where she was responsible for bringing together two teams of staff to deliver workforce transition activities.

Debra’s strong sense of empathy and fairness were noted, as was her training and mentoring of staff, and building trust and relationships across the Health Service.

Under her leadership, the HR team ensured that SDH employees had access to training and support, to better position them to obtain positions in both the public and private sector. Her commitment to the welfare of the staff ensured all staff were placed in either temporary or permanent positions upon the closure of the hospital.

**ABOVE L-R:** Dr Shaun Ridley, Deputy CEO, Australian Institute of Management WA; Debra Thornborough-Owen; and Dr David Russell-Weisz, Director General, Department of Health.
Improving Health Service Delivery

**NMHS’s Youth Reach South and Life Without Barriers** recognised for the Ngatti House project

Through the establishment of a homeless youth steering committee, best practise models for an integrated accommodation and health care service became a reality with the opening of Ngatti House in 2010. The house offers accommodation and rehabilitation services to assist homeless youth in improving their social, recreational and occupational functioning.

Evaluations show that 64% of residents have transitioned to stable accommodation and 46% to temporary accommodation following their stay at Ngatti House.

Engaging with Consumers, Carers and the Community

**NMHS and SolarisCare** were recognised for their partnership to provide cancer patients and carer access to safe, free and credentialed complementary therapies.

In 2015, over 50,000 services were provided, 250 volunteers delivered 9,000 free treatments and there were a further 4,500 drop-in service calls. SolarisCare aims to reduce physical distress for cancer patients undergoing chemotherapy, radiotherapy or other cancer treatments, through ancient therapy modalities.

Evidence suggests patient’s quality of life indexes improve by an average of 8% with each therapy session.

Overcoming Inequities

**SCGH Adult Cystic Fibrosis (CF) Team** recognised for Telehealth: Improving care for adults with CF in rural and remote WA.

Having identified that just 22% adults with CF in rural and remote WA attend the recommended four outpatient clinic appointments each year with the specialist CF team as compared to 79% of patients in Perth, it sought to overcome these inequities, through the use of Telehealth clinics, offered via videoconference.

Scientific evidence support that adults with CF have better lung function when managed in a specialist CF centre. Since the introduction of the clinics satisfaction has remained high, with participant’s visits per person increasing to the recommended levels.
Graylands Festival attracts over 250 people

The third annual Graylands Festival last month attracted a crowd of several hundred current and former patients, carers, staff and community-managed organisations for a concert, lunch and promotion of self-care and overall mental and physical wellness.

With the theme: ‘Act Belong Commit: Together We Can Save Lives’, the festival was held at the Graylands campus, under sunny skies, with about 30 stalls from government and non-government organisations offering advice, health-screening, and interactive games and activities.

The Welcome to Country was provided by May MacGuire and Patricia Tan, while Peer Support Coordinator Graylands Hospital was the guest speaker before the musical entertainment got underway.

Music performers included Dilip Parekh and Caroline White, Step Back Glen Howell, musical duo Andrew Miller and Jamie Tran, and the Spirit of the Streets Choir. Andrew also led a drumming circle which attracted the enthusiastic participation of consumers, staff and family members.

The Graylands Festival is held to coincide with Mental Health Week and is supported by the Western Australian Association for Mental Health.
The randomised trial of two psychological treatments for Social Anxiety Disorder (SAD) commenced in July, with a $500,000 National Health and Medical Research Council (NHMRC) grant.

Centre for Clinical Interventions (CCI)’s Associate Professor Peter McEvoy and Dr Lisa Saulsman will run the study until December 2019. “SAD is one of the most common anxiety disorders, with an estimated 8.4% of Australian adults affected at some point in their lifetime,” said Associate Professor McEvoy.

People with SAD are highly fearful of evaluation, often expecting themselves to fall far short of others’ expectations. Situations such as parties, meetings, presentations, job interviews and being observed by others can be extremely anxiety-provoking for people with SAD. Because social situations cannot be easily avoided, SAD is often highly distressing, debilitating and chronic without treatment.

“The trial compares two 12-session group programs to determine which treatment is most acceptable and effective for patients. As the trial does not include a control group, both treatments are expected to meet international benchmarks in terms of patient outcomes,” he said.

To be included in the trial, people must meet the criteria for social anxiety disorder; be at least 18 years of age; be stable on medications for at least 1 month prior to treatment commencement; be willing to be randomised; and have the capacity to provide informed consent. Some exclusion criteria also apply.

Referrals from health professionals to CCI are welcome. For more information please contact CCI reception on 9227 4399 or project manager Matthew Hyett via email: matthew.hyett@curtin.edu.au.
The first set of triplets to be born at Joondalup Health Campus (JHC) in more than a decade were safely delivered on October 20.

Now a mother-of-seven, Abigirl Damba said the care she received from the hospital far surpassed what she may have received in her native country of Zimbabwe, where it is not uncommon for women to go an entire pregnancy without any antenatal scans.

“One of my sisters back at home has twins and she didn’t know until the birth that she was carrying two babies!” she said.

Mrs Damba said she was shocked but also happy to discover at 11 weeks along that she would have triplets. JHC obstetrics and gynaecological ultrasound specialist Bridget Jeffery was responsible for the scans and antenatal care throughout the triplet pregnancy and said Mrs Damba had done incredibly well to carry all three babies to 35 weeks and six days.

“Triplets happen naturally in about one in 8000 Australian pregnancies,” she said. “Usually triplets are born around 32 weeks gestation, so to have carried these babies until just shy of 36 weeks is very good,” she said.

The last set of triplets born at the hospital was to a JHC midwife back in early 2000.
The North Metropolitan Health Service (NMHS) Business Information and Performance Directorate has been created, to support all sites and service areas with information and tools to make informed decisions for the enhancement of patient and community outcomes.

Project Director Brendon McMullen said the mission of BI&P is to empower people to make decisions based on information rather than instinct.

“We’re placing a renewed focus on monitoring and understanding drivers of performance, and using that information to value-add,” said Brendon.

“Timely access to quality and relevant information is crucial in a dynamic and complex environment such as health. Equally important is defining and establishing a ‘single source of truth’ to avoid duplication, uncertainty and errors in reporting against data sets, and providing information for various stakeholders.”

For more information on the Business Information and Performance Directorate, and functions/services provided please contact Brendon.McMullen@health.wa.gov.au

Training was recently rolled out on Tableau – a business intelligence software package that helps people see and understand their data.

For more information contact Michael Campbell, Director Finance and Business Support.

**Business Intelligence Unit, and Tableau**

The North Metropolitan Health Service (NMHS) Business Information and Performance Directorate has been created, to support all sites and service areas with information and tools to make informed decisions for the enhancement of patient and community outcomes.

Project Director Brendon McMullen said the mission of BI&P is to empower people to make decisions based on information rather than instinct.

“We’re placing a renewed focus on monitoring and understanding drivers of performance, and using that information to value-add,” said Brendon.

“Timely access to quality and relevant information is crucial in a dynamic and complex environment such as health. Equally important is defining and establishing a ‘single source of truth’ to avoid duplication, uncertainty and errors in reporting against data sets, and providing information for various stakeholders.”

For more information on the Business Information and Performance Directorate, and functions/services provided please contact Brendon.McMullen@health.wa.gov.au

Training was recently rolled out on Tableau – a business intelligence software package that helps people see and understand their data.

For more information contact Michael Campbell, Director Finance and Business Support.

**Professor Jack Goldblatt AM**

Director of Genetic Services WA, Professor Jack Goldblatt AM, has retired after 28 years at the public health service. Professor Goldblatt said leading a service that helped families find answers to chronic and often disabling conditions was rewarding.

“I was drawn to the field of clinical genetics because it enables you to help individuals and families with rare conditions that had been a burden for them when they weren’t receiving help elsewhere in terms of a diagnosis, recurrence risks, and specific management.

“Clinical genetics involves understanding populations, their histories, and complex ethical issues so there were also interesting intellectual issues.”

Professor Goldblatt was the inaugural Director of the service when it was created in 1989 with a staff of just two. He said one of the greatest achievements of his career was watching GSWA grow into a comprehensive, world class service with more than 30 specialist staff.

“A highlight for me, is knowing that for 28 years, I have led a dedicated Genetic Service’s staff with a patient-centred approach, offering an equitable, comprehensive, modern state-wide service. Despite our isolation in WA, we offer a clinical genetic service equal to that of anywhere in the country or internationally,” Professor Goldblatt said.

Professor Goldblatt was also farewelled with recognition at the WA Health Awards (see page 4).
BreastScreen WA opens new clinic in Mandurah

Minister for Health John Day cut the pink ribbon to open the new BreastScreen WA (BSWA) Mandurah clinic in August. The purpose-built facility replaces the visiting mobile unit which has been servicing Mandurah and the broader Peel District for the last 20 years.

The female population in the eligible 40 to 74 year old age group in the Mandurah area is expected to grow by 19 percent in the next decade and the opening of the new clinic has the potential to increase capacity by up to 15,000 screens per annum.

In the 2015-2016 financial year BreastScreen WA screened 120,000 women.

BreastScreen WA provides free breast screening mammograms every two years to women aged 40 years and over and with no breast symptoms. Appointments can be made online at http://www.breastscreen.health.wa.gov.au or by phoning 13 20 50.

ABOVE: Mandurah Mayor Marina Vergone, Minister for Health John Day and Mr Andrew Hastie MP, Member for Canning at the new BreastScreen Clinic.

OPH Endoscopy Waitlist initiative lauded

Osborne Park Hospital (OPH) has been recognised in the 19th Annual Australian Council on Healthcare Standards (ACHS) Quality Improvement Awards.

OPH has been taken out the Healthcare Measurement award for its Endoscopy Waitlist Project which has seen the waitlist reduced from approximately 3,000 cases to around 700 cases within a year.

The reform was undertaken through the dedication of existing staff which included medical, nursing, and clerical staff. It utilised an extended audit of the waitlist to identify and eliminate cases that were no longer required, removed patients in accordance with Policy, reviewed triage categories to better reflect OPH’s level of clinical service and best practice, developed a new referral process for GPs and updated clerical processes.

The review of all patients on the waitlist improved the utilisation of the scheduled lists and a further three to four lists were added to the weekly schedule enabling up to 30 more patients to undergo their endoscopy each week.

The project was led by Anne MacDonald, Clinical Nurse Manager Surgical Services; Dr Clare Matthews, Hospital Liaison General Practitioner; Dr Michael Levitt, Medical Co-director OPH; Dr Hooi Ee, Sir Charles Gairdner Hospital (SCGH) and OPH Gastroenterologist; and Dr Dev Segarajasingam, SCGH Head of Gastroenterology.

ABOVE: Winning OPH Endoscopy team members.
Public sector midwives will be able to administer pertussis and influenza vaccinations to pregnant women following changes to the WA Health Vaccine Administration Code and the introduction of a new training course.

WA Health Chief Nurse and Midwifery Officer (CNMO) Karen Bradley announced at the King Edward Memorial (KEMH) launch event that the CNMO would further support these changes by offering scholarships to midwives to help with course fees.

"The evidence about the importance of protecting pregnant women and their babies through vaccination in pregnancy is clear," Ms Bradley said.

“These changes afford midwives working in antenatal clinic and midwifery-led models of care the opportunity to offer women the vaccinations at the time when women attend appointments, without the need to find a medical officer to write up a medication form."

The online ‘Understanding Vaccines for Midwives’ course is recognised by the Australian College of Midwives as continuing professional development (CPD), and is allocated 20 CPD hours.

For more information on the course, or the WA Health Vaccine Administration Code changes, visit http://ww2.health.wa.gov.au/Articles/F_I/Immunisation-education or contact Palee Kaur palee.kaur@health.wa.gov.au.

ABOVE: KEMH Clinical Nurse Consultant Dani Engelbrecht administers vaccine to Family Birth Centre patient.

Intra Operative MRI for Charlies

Significant construction works will shortly commence at Sir Charles Gairdner Hospital (SCGH) as part of the Intra Operative Magnetic Resonance Imaging (IOMRI) project.

A new Short Stay Unit (SSU) will be built in the 1st Floor E Block space recently vacated by SCGH Executive, to be occupied around mid-2017. Thereafter works will commence on the IOMRI suite in the 2nd Floor G Block space, currently occupied by the existing SSU. The suite will benefit patients and surgeons by enabling MRI’s to be conducted in real time during surgery.

All effort will be made to minimise disruption to existing services.

The project is phased with construction on the SSU due for completion in June 2017, and the IOMRI in December 2017, with the IOMRI scheduled to be operational in March 2018.
New 24-hour Stroke service

An expanded clot-retrieval program has commenced at Sir Charles Gairdner Hospital which offers a round-the-clock emergency neurovascular thrombectomy service for stroke patients.

Head of the Neurological Intervention and Imaging Service of WA (NIISwa), Dr Con Phatouros said up to 200 patients are expected to benefit each year.

Rapid treatment of stroke is crucial to recovery, and this expanded service will fast-track patients to the care they need to reduce the burden of Stroke. Stroke is the leading cause of disability, and one of WA’s biggest killers," he said.

One of the causes of a stroke is a blood clot blocking a major brain artery, starving part of the brain of oxygen. Surgical intervention, known as a neurovascular thrombectomy, involves a small device inserted through the femoral artery in the thigh and navigated into the brain arteries to remove the clot before it causes further damage, including paralysis and loss of speech.

“So far this year the Neurological Intervention and Imaging Service [NIISwa] working with neurology, anaesthesia, emergency, medical imaging and ICU teams have conducted more than 90 surgeries – a figure that will increase,” said Dr Phatouros.

BELOW: James Harvey (39yrs) who underwent a neurovascular thrombectomy with great results views the technology with his wife.