Welcome to the second issue of Worth Smiling About, the newsletter for the SWSLHD Oral Health Services.

I thank you for contributions and being involved with the first issue and it has been really great to have heard the positive feedback from our staff across all of our Oral Health Clinics and our colleagues across the LHD.

Please remember, this newsletter has been developed to share and provide information to all staff on issues that are occurring within our Oral Health Clinics and across our LHD so I encourage you to contact the Editor if you have any information, articles of interest or any news you would like to share with your colleagues.

I look forward to your feedback regarding this issue of the newsletter and how we can improve moving forward.

We have had a successful 2015 and I thank you for all of your efforts and we hope to achieve more of this success in Oral Health in 2016.

Yours sincerely,
Ravi

WH&S Combined Staff Meeting - WH&S Slogan Competition

The Oral Health Services WH&S Committee ran a WH&S Slogan Competition in which the winners were announced at the December Combined Staff Meeting.

The WH&S Committee requested that each Oral Health Clinic present a WH&S Slogan in the theme of Safety in the Workplace.

Congratulations to Narellan Oral Health Clinic who won first prize and also to the other winners of the WH&S Slogan Competition Winners.

Thanks to everyone who participated in the Competition!

For more photo’s see page 7

Victoria Papa, Veronica Erdes and Dr Amar Parmar accepting First Prize
We welcome Sarah Meredith Dental Assistant and we welcome back Jeanette Powers Dental Assistant to the Oral Health Services.

Santa visits Ingleburn Oral Health Clinic

We all know that December is a busy time for Santa ... but when a visit to the dentist is needed, much to the delight of the staff, Santa flew the reindeer straight to Ingleburn Oral Health Clinic ... his dentist told us even Santa has a needle phobia!

Bowral Team celebrating Christmas with the Bowral CHC .. Hawaiian style!

Narellan Oral Health Clinic celebrating Melbourne Cup Lunch

Thank you to our patient for allowing this photo to be taken and for giving permission for it to be used in this edition of our newsletter.

If you would like to share with your colleagues any news occurring in your Clinic please contact the Editor via email or on 4861 8088.
Events

There has been a lot of activity for the OHP & Consumer Participation Coordinator, Cynthia Valderrama and the OHP Champions in getting our Oral Health Promotion Messages and Service Information out to our Communities. For November alone there were 6 OPH Information Sessions with almost 400 participants.

Fairfield Hospital Tour

In November Navitas Students visited the Fairfield Oral Health Clinic as a part of the Fairfield Hospital Tour.

During their visit, they were given information on how to access the Dental Clinic and the services that we provide.

Campbelltown Community Expo 2015

In October, Oral Health Services provided an OHP Information Table at the Campbelltown Primary School for the Campbelltown Community Expo 2015 event.

Primary School children visited the Oral Health Information table and Shobna Narain demonstrated to the children how to brush their teeth

... even Elmo dropped by for a lesson!

Macarthur Homeless Hub

Oral Health Services provided an OHP Information Table at the Civic Hall for the Macarthur Homeless Hub.

This information session was well received by the Community.
An education session was held by Katrina Gibbs Sr Dental Therapist Fairfield Oral Health Clinic at the Hoxton Park Community Health Centre for updated education in the ECOH Training Package, Lift the Lip Program.

This session was attended by fifteen Child & Family Health Nurses ... looks like a lot of fun!

OHP Events

OHP Champions have delivered Oral Health Information Sessions to Koorona Child & Family Services (Revesby)

Oral Health Consumer Consultative Committee

The Oral Health Consumer Consultative Committee (OH CCC) held it’s last meeting for 2015 with all of the Consumer Representatives, Barbara Wright, Elaine Crocket, Penny Abrahams and Arnaldo Ferrari present. Asha Patel, Service Manager thanked our Consumer Representatives for their commitment and continued support to the Oral Health Services.
New collaborative Research Group

Poor oral health can have a negative impact on various systemic conditions such as cardiovascular disease, diabetes, stroke and adverse pregnancy outcomes. Unfortunately the majority of the population are unaware of the impact of poor oral health on systemic health and seldom seek dental care. Oral health is also often neglected in general clinical practice and patient care in Australia. To address this it is now recommended that non-oral health professionals such as nurses, midwives and doctors play a more active role in promoting oral health among their patients.

To facilitate this, South Western Sydney Local Health District Oral Health Services and the School of Nursing and Midwifery at Western Sydney University have formed the Collaboration for Oral Health Outcomes, Research, Translation & Evaluation (COHORTE) Research Group; a new and innovative collaboration affiliated with and located within the Ingham Institute for Applied Medical Research.

The COHORTE group is the first of its kind in Australia and focuses on population oral health and capacity building and training non-oral health professionals and undergraduate students in providing oral health education, screening and referrals to their patients.

The group also works with government bodies/industry partners to change and improve clinical practice and develop evidence-based oral health promotion resources. Presently, the group has 8 research streams: Maternity, Paediatric, Aboriginal Health, Cardiovascular, Drug Health, Aged/Palliative Care, Diabetes and Workforce/Health Service Evaluation.

COHORTE also has two PhD students, Paula Sanchez and Prakash Poudel who are currently working with Cardiac Care Nurses and Diabetic Nurse Educators to incorporate oral health guidelines into their practice.

Dr Ajesh George
YOURSAY 2015 - What’s Next ...

Leanne Stuart, Oral Health Services YourSay 2015 Champion together with the Oral Health Services Executive Team have developed a strategy to develop further the Areas we can Improve (see table below) identified in the YourSay Survey Results (published last issue).

The first stage in this strategy was to return to the Oral Health Clinics and provide a forum for all staff to have a discussion with Leanne or to write a suggestion for improvement and add this to the suggestion box in how we as a Service move forward to improve in these areas.

Thank you to those who have taken the time to have your say and have your voice heard in how we can improve together. If you have not commented or would like to add anything further please contact Leanne as soon as possible.

The next stage is to collate the results from all of the responses received and from this develop themes which will be discussed with all staff at various forums - such as your Clinic Meetings, the Combined Meeting and even at the relevant Oral Health Services Committees.

Further updates will also be provided in the Oral Health Services Newsletter.

<table>
<thead>
<tr>
<th>AREAS TO CELEBRATE</th>
<th>AREAS WE CAN IMPROVE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and Development Opportunities - appropriate training and development.</td>
<td>Senior Managers - honesty, open and transparent in dealing with staff.</td>
</tr>
<tr>
<td>Your job - makes good use of skills and abilities.</td>
<td>Communication - decisions need to meet future challenges</td>
</tr>
<tr>
<td>Service delivery - my work environment allows me to deliver the best possible services</td>
<td>Being Valued - relationships with managers</td>
</tr>
</tbody>
</table>

POLICY UPDATES

PD2015_046 Conflicts of Interest and Gifts and Benefits

NSW Health is committed to providing a fair, ethical and accountable environment for the conduct of health system operations. To this end, the NSW Health Code of Conduct sets out the CORE values of Collaboration, Openness, Respect and Empowerment. These work in tandem with the NSW Public Sector core values of Integrity, Trust, Service and Accountability.

The integrity and fairness of the decisions and actions taken by Staff can be undermined where conflicts of interest are not identified and appropriately managed. To protect the integrity of the public health system and its staff, NSW Health’s position in relation to conflicts of interest and gifts and benefits is defined in the PD2015_046 Conflicts of Interest and Gifts and Benefits.

Staff members have a responsibility in respect of their public duty to:

- Identify and assess conflicts of interests relating to their employment
- Where possible, avoid conflicts of interest and manage those conflicts of interest that cannot be avoided
- Declare immediately any conflict of interest or potential conflict of interest to their direct supervisor / manager
- Not seek or accept any payment, gift or benefit outside of their employment agreement for themselves or a family member
- Never accept gifts of cash
- Not accept gifts, rewards, travel or meals from suppliers or individuals
- Report as soon as possible to a manager / supervisor any offer or receipt of any gift or benefit
- Treat all persons equally and fairly and not show preference to any individual or organisation.

For further information, please refer to the Policies and Guidelines on the SWSLHD Intranet or via the Oral Health Services webpage for a direct link to the Ministry of Health (MOH), SWSLHD and Oral Health Services Policies and Guidelines.
Workplace Giving Program

Please contact Veronica Erdes Oral Health Services Workplace Giving Ambassador via email or at Narellan Oral Health Clinic for further information.

Workplace Health & Safety - Competition Entries

The winning poster: Snap, Crackle & Pop, Narellan Oral Health Clinic

Competition entries also included

- You know without WH&S we are all skating on thin ice
- Add Health to your Wealth
- Protect what’s yours now and in the future
- Remember your WH&S
- Be Aware or Beware
- Keeping our workplace safe ... Doesn’t happen by accident!
- A spill, a slip a hospital trip
- Compo ? There’s no such thing
- If you don’t come to work You won’t get hurt
- I suddenly realised that we’re all in this together
- Looking after one another to keep our workplace safe
Infection Prevention & Control

Patient Story
Presented by Mr Arnaldo Ferrari,
Oral Health Services Consumer Consultative Committee
Community Representative
COMBINED MEETING - DECEMBER 2015

Christmas Carols & Lunch
What’s coming up in the April Combined Meeting ...

The Staff Meeting will occur with standing agenda items and we are currently arranging presentations to include the Interpreter Services Presentation, Mocom Autoclave Presentation, Complaints Presentation

What would you like included in the 2016 Presentation Program?

Please discuss this with your teams and advise your SDA who can forward via email any ideas/suggestions to:

Asha Patel, Service Manager
Hand Hygiene Update

All clinics are doing well with their Hand Hygiene and I have seen a big improvement with their Hand Hygiene Moments over the last year and I have found all staff to be very accommodating to me when I am at their clinics conducting their Audits.

Our Hand Hygiene compliance rates are on display at every clinic on the Quality Board so keep your eyes on the score to see how much we have improved.

I have been in contact with Hand Hygiene Australia (HHA) and have sent them a copy of the Hand Hygiene Moments for DA’S and a copy of the power point presentation and they would like to use some of the content and photos. They will also put our project up as a shared resource.

I would like to say thank Donna Schmidt for all her help with this project and a big thank you to Malissa Timmins and Leonie Ray for being my models.

Keep up the good hand washing and I will see you all soon for the next round of Hand Hygiene Audits.

Kelly Green
Dental Assistant RCHC

Did you know ? ... Rights and Responsibilities

Did you know ? ... We are required to provide our patients with the Rights & Responsibilities brochure at their first presentation to the Oral Health Services? ... and that clinician’s are responsible for ensuring our patients understand this information? ... and that this information must be documented in the patients clinical records?

The brochure includes the patient’s rights, the patient’s responsibilities, consent information and also provides information to patients if they would like to comment on, compliment on or put forward a complaint about the healthcare they have received.

The (back page of the) brochure contains the SWSLHD Patient Liaison contact numbers and the Oral Health Services Patient Liaison Manager is Asha Patel. The Oral Health Services has a dedicated number for the Patient Liaison Manager, 0476 824 465 and this number must be provided to patients who wish to comment on, compliment on or put forward a complaint about the healthcare they have received.

These rights and responsibilities contribute to the formation of partnerships between patients and healthcare providers, and lead to the best outcomes. NSW Health is committed to ensuring that the health care our patients receive is safe, efficient, effective and respects the rights of patients as individuals.

All of our Oral Health clinics have been issued with the R&R brochures and R&R posters. Do you know where you clinic’s brochures and poster/s are located? If not, please ask your SDO / SDA.
The important infection control message at the December 2015 Combined Meeting was Sharps Safety.

Sharps related incidents are a potential source of blood borne virus infection and can cause significant distress to the exposed healthcare worker.

Preventative measures such as PPE and safe work practices can reduce the risk. However, if a healthcare worker does sustain an injury, it is essential that they seek immediate medical attention.

Our top models helped to bring this message home in a fun and enjoyable skit, featuring Malissa as the dental officer with instruments large enough to scare anyone, Melanie the kind and calming dental assistant, Kelly the overly anxious and incident causing child and our very capable director and narrator Veronica.

Just as any child would expect after a dental procedure, the top models then broke out into a dance.

It was yet another great performance. A big thank you to each of our top models for all their hard work in putting the act together.

I wonder what they will have in store for...
The first person who completes the crossword with the correct answers and emails the Editor wins a prize!

Answers: Volume 2 Issue 2

Across
1. Element needed for the development of healthy teeth and bones
2. Grinding of the teeth
3. Infection of a tooth, soft tissue or bone
4. Inflammation of the tissue under a denture
5. Bacteria that do not need oxygen to grow
6. Emergence of the tooth from its position in the jaw
7. Study of disease
8. Loss of this bone is a possible sign of periodontal disease
9. Process of chewing (food)
10. Description of the position of the upper and lower teeth
11. Lining material used under a restoration
12. One of the three primary germ cell layers
13. Process of confirming the correct patient, procedure and site
14. Hard tissue that covers the roots of the teeth
15. There are 5 Moments of...
16. Inflammation of the pulp
17. Space between the teeth - commonly between the 11 and 21
18. Contains nerve tissue and blood vessels that supply nutrients to the tooth
19. Used to develop radiographs
20. Oral Health Services Director’s surname
21. SDO Yagoona/Bankstown Oral Health Clinics
22. A white or grey patch that develops on the tongue or inside of the cheek
23. One of the nine Oral Health Clinics (hint: Santa visited here)

Down
1. Dr Vince Guerrera is the SDO of this Oral Health Clinic
2. Deciduous teeth do this
3. Common cause of extrinsic stain
4. Instruments are processed here (abbreviation)
5. Longitudinal vertical plane that divides the mouth in two halves
6. Commonly referred to as "happy gas"
7. Tissue that lines the socket in which the root of the tooth fits
8. Patient’s present here first
9. Clinician’s can not do without these!
10. This has failed to form in an extracted tooth when a patient presents with a dry socket
11. Fifth cranial nerve
12. Cleaning of the teeth for prevention of periodontal disease and tooth decay
13. Tooth or teeth on either side of a missing tooth
14. Colourless, sticky film composed of undigested food particles mixed with saliva and bacteria that forms on the teeth
15. Common bony protuberance on the palate or lower jaw
16. Clear lubricating fluid in the mouth that contains water, enzymes, bacteria, mucous, viruses, blood cells and undigested food particles
17. Sensation following the administration of local anaesthetic

Additional words were found by Dr Amar Parmar
... can you find them too?

Air, BOH, BSL, Care, Cusp, Cuspid, Dam, DOC, Diet, Disinfect, EAP, Flu, Metal, MOD,

If you would like to comment or contribute...

Please contact the Editor
kylie.smidt@sswahs.nsw.gov.au

Page 13