



Health
South Western Sydney
Local Health District



SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT

YEAR IN REVIEW **2013/14**





South Western Sydney Local Health District

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South Western Sydney Local Health District
Year in Review 2013/14

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website <http://www.swslhd.nsw.gov.au/>

December 2014

Cover art: courtesy of ABC TV documentary series
Changing Minds – Challenging the stigma of mental
illness. Filmed at Liverpool Hospital.

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Chairman's Review 2013/14

Professor Phillip Harris, AM



Much has been achieved over the past twelve months to prepare for the future health needs of the fast growing and diverse population of south western Sydney. Considerable attention has been given to the planning and developing of services to ensure the continued delivery of quality health care.

At the end of 2013 the District launched its ten year strategic plan and five year corporate plan which outline the strategic priority areas for the future delivery of health care services.

These plans identify the strategies needed and much has already been achieved towards our vision of *Leading Care, Healthier Communities*.

Leading Care will require a focus on issues such as quality improvement, safety, education, research, workforce development and training to embed best practice and excellence in healthier practice.

Healthier Communities will be achieved by placing patients and communities at the centre of care and providing services that are socially and culturally appropriate across a spectrum of prevention and care. Centres of excellence will adopt best practice healthcare, translating research into clinical practice.

I would like to thank all those involved in the development of these important strategic and corporate plans which detail the actions the District will take over the next five to ten years.

To meet the increased demand on healthcare I was pleased to see the progress of the \$134 million Stage

1 Redevelopment of Campbelltown Hospital. Planning for Stage 2 has already begun and will include imaging services and further expansion of the acute hospital, including the emergency department, theatres, inpatient beds and expanded cancer services.

Planning has also commenced on the redevelopment of Bankstown-Lidcombe Hospital to modernise the facility and meet the growing demands for frontline services into the future.

It was an exciting year for research as the District began implementation of the *Research Strategy for South Western Sydney Local Health District 2012-2021* taking us into the next decade. This Strategy provides the direction for how the District will develop and grow research to better meet the growing and diverse needs and health challenges of our local communities.

The District is committed to supporting people in our community who are affected by mental illness. This year Liverpool Hospital's Mental Health Service featured in a three-part ABC TV documentary series. The aim of the project was to raise awareness of mental health by showing the journeys of patients and their families, the care and treatment provided and their road to recovery. I would like to thank the staff, and particularly the patients, who generously shared their stories to help others touched by mental illness.

Finally, I would like to thank the Board, consumer and community representatives, staff and many volunteers for all that has been achieved and I look forward to working with you over the coming months.

Chief Executive's Review 2013/14

Ms Amanda Larkin



South Western Sydney Local Health District performed very well during another busy and demanding year. We continued to provide high quality patient care while maintaining a strong financial position that has allowed us to drive forward quality and service improvements for the community.

I would like to thank staff at Fairfield, Campbelltown and Liverpool Hospitals who worked hard to be successfully accredited. The ACHS EQulP surveyors were particularly complimentary about the positive patient-focussed culture, teamwork and community and consumer engagement. This was a fantastic result and a testament to the hard work and dedication of District staff.

I am also really pleased to report that the District was nominated for six NSW Health Innovation Awards. This is an incredible achievement which demonstrates the commitment of staff to improving the health outcomes for patients and their families.

The District is committed to developing its workforce and providing excellent teaching facilities. Our staff are our greatest asset and having a workforce that is resilient, adaptive and highly skilled is key to meeting the health needs of our community. I was pleased to see the launch of the District's Workforce Plan 2014-21 this year. The Plan will provide the future directions to build the capacity of our workforce.

To ensure the provision of contemporary education for our staff the \$8.4 million Clinical Skills and Simulation Centre and the \$5 million Ngara education centre were both opened on the Liverpool

Hospital Campus providing state-of-the-art simulation education experiences. A \$9 million clinical school is also planned for Campbelltown Hospital in partnership with the University of Western Sydney.

It was with great pleasure that the District signed an important partnership with Tharawal Aboriginal Medical Service. This signalled a new commitment to working together. The action plan that we both signed identifies key priorities, which both organisations will work together to address over the next three years to improve the health outcomes of Aboriginal people.

This year services previously provided under a shared Inter-District Agreement between Sydney and South Western Sydney Local Health Districts came to an end. I would like to thank staff involved in the transition of these services to the respective Districts. The professionalism and patience of staff is very much appreciated.

Finally, the District continues to perform well financially and met its financial obligations in 2013/14 and was able to report a favorable result at the end of the financial year.

I would like to thank the staff, volunteers and community and consumer representatives who have all worked hard to make these fantastic achievements possible.

SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT (SWSLHD)



SWSLHD Hospitals

- H1** Bankstown-Lidcombe Hospital
- H2** Bowral and District Hospital
- H3** Camden Hospital
- H4** Campbelltown Hospital
- H5** Fairfield Hospital
- H6** Liverpool Hospital

Affiliated Health Organisations

- 7** Braeside Hospital
- 8** Carrington Centennial Care
- 9** Karitane
- 10** Karitane @ Camden
- 11** Scarba - South Western Sydney
- 12** Service for the Treatment & Rehabilitation of Torture & Trauma Survivors (STARTTS)

Major Community Health Centres

- 13** Bankstown
- 14** Bowral
- 15** Cabramatta
- 16** Fairfield
- 17** Hoxton Park
- 18** Ingleburn
- 19** Liverpool
- 20** Miller
- 21** Narellan
- 22** Prairiewood
- 23** Rosemeadow
- 24** Tahmoor

LOCAL GOVERNMENT AREAS



About South Western Sydney Local Health District

SWSLHD is one of the most ethnically diverse and populous Local Health Districts in NSW. The District's estimated residential population in 2013 was 904,851 residents, or 12 per cent of the NSW population.

The District continues to be one of the fastest growing regions in the state. The population is projected to increase by 21 per cent in the decade 2011 to 2021, reaching 1.06 million people and increasing by more than 18,800 people each year.

SWSLHD includes seven Local Government Areas (LGAs); Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee. It covers a land area of 6,243 square kilometres.

It is a vibrant, culturally diverse region with around 36 per cent of the population born overseas and 48 per cent of the population speaking a language other than English at home. This is most notable in Fairfield, where more than 74 per cent of the population speak a language other than English at home.

The LGAs with the highest proportions of the population identifying as Aboriginal or Torres Strait Islander are Campbelltown, Wollondilly, Camden, Wingecarribee and Liverpool.

There is high natural population growth in SWSLHD, with approximately 13,000 births each year, representing more than 13 per cent of all births in NSW.

SWSLHD contains areas with some of the highest fertility rates in the state, with most LGAs well above the state average of 1.91 births per woman, including Wingecarribee (2.17), Bankstown (2.15), Wollondilly (2.08), Liverpool (2.07), Campbelltown (2.06) and Camden (2.03) (Australian Bureau of Statistics, 2011).

Across south western Sydney, there are approximately 187,000 children aged 14 years and younger who account for 21.4 per cent of the SWSLHD population.

There are approximately 69,000 people over the age of 70 years (7.8 per cent of the population) living in the District. In the decade to 2021, the number of people aged over 70 years is expected to increase by 55 per cent.

2013/2014 SWSLHD BOARD MEMBERS:

- Professor Phillip Harris AM, Chair
- Ms Carolyn Burlew, Deputy Chair
- Mr John Gordon
- Ms Christine Carriage
- Mr Frank Conroy
- Professor Brad Frankum
- Mr Mark Johnson
- Professor Neil Merrett
- Dr Matthew Gray
- Ms Nina Berry
- Dr David Abi-Hanna

2013/2014 SWSLHD EXECUTIVE:

- Ms Amanda Larkin, Chief Executive
- Mr Graeme Loy, Director of Operations
- Ms Kung Lim, Director of Nursing
- Mr Greg King, Director of Finance
- Mr Mark Zacka, Director of Clinical Governance
- Dr Brett Oliver, Director of Medical Services
- Ms Sue Colley, Director of Allied Health



A Topping Out ceremony was held to mark completion of the highest point of Campbelltown Hospital's new multi-storey clinical services building.



Highlights

In 2013/2014 South Western Sydney Local Health District accomplished a great number of achievements including:

- A Topping Out ceremony was held at the end of January to mark a major milestone for the \$134 million Campbelltown Hospital redevelopment. A eucalyptus tree was placed on top of the new, multi-storey clinical services building as part of a construction tradition which marks completion of the highest point in a concrete structure.
- New Aboriginal Liaison Officers (ALOs) were appointed at Bankstown, Fairfield and Bowral Hospitals. ALOs work collaboratively with the other health professionals within the hospital, to best meet the needs of Aboriginal patients.
- In August Bankstown-Lidcombe Hospital became one of more than 20 hospitals in NSW accredited as a 24/7 Acute Stroke Thrombolysis Centre. This means it can offer immediate access to clot-busting drugs that could save patients' lives and reduce the risk of permanent brain damage and disability.
- Bowral Hospital's 125th anniversary year began, with celebrations planned throughout the year to mark the milestone. The Hospital kicked off events in April with the Nancy Reynolds lecture presented by Dr Simon Grant.
- The District launched its ten year Strategic and Healthcare Services Plan, which outlines priorities such as preventing illness, improving research and education and strengthening the health workforce. The District also launched its five year Corporate Plan, which guides the way the organisation aims to achieve the vision set out in the Strategic and Healthcare Services Plan.
- Trusted parenting service Karitane launched its new My Baby and Me mobile website in August, which provides short instructional videos and expert advice to help parents of children aged zero to five years.
- The website was launched at Karitane at Camden Hospital. The new website, www.mybabyandme.org.au, was especially designed for smartphones, allowing parents access to expert advice anywhere, at any time.
- The Camden Hospital Auxiliary celebrated its 20 year anniversary with a special lunch on 28 August, marking a decade of support and dedication to the Hospital.

- Liverpool Hospital opened its new \$3.5 million, 16-bed palliative care ward on 16 July. The Hospital is one of only a few acute hospitals in Australia to have a dedicated palliative care ward, for palliative patients who require a higher level of care than they are able to receive at home, in the community or in a traditional end of life facility.
- A milestone health agreement was signed by SWSLHD and Tharawal Aboriginal Medical Service Aboriginal Corporation in August, outlining how the organisations will work together to improve health outcomes for Aboriginal people in south western Sydney. The partnership is a positive step towards improving the health of local Aboriginal people and helping close the gap in life expectancy between Aboriginal and non-Aboriginal people.
- A Cancer Wellness Centre was opened at Liverpool Hospital in August, providing additional support services such as counselling, massage therapy, physiotherapy and nutrition to local cancer patients. The Centre was built in a refurbished area of the Cancer Therapy Centre with \$100,000 raised during the 2012 Dry July fundraising campaign.
- The Liverpool Hospital Brain Tumour Education and Support Group marked a milestone anniversary in September – a decade of providing information and encouragement to people living with a brain tumour and their families.
- Liverpool became the first hospital in Australia to have a high-strength MRI devoted to radiotherapy planning. The new \$3 million MRI machine is helping radiation oncologists improve the way they plan radiotherapy treatment and will also be used to undertake cancer research.
- An Aboriginal artwork depicting a pregnant woman's belly was unveiled at Bowral & District Hospital as part of a special event which aimed to strengthen the Hospital's relationship with the local Aboriginal community. The artwork, titled Waraya, means 'little one' in the Wonnarua language and was decorated by children during local cultural events and finished by Yamanda Aboriginal Association in Mittagong.
- Filming began on a three-part documentary series featuring staff and patients from the Liverpool Mental Health Service. The groundbreaking series, *Changing Minds*, followed the journeys of patients and aimed to overcome the stigma and myths surrounding mental illness.
- In 2013 the NSW Government announced \$800,000 to plan the next stage of the Bankstown-Lidcombe Hospital redevelopment. The proposed redevelopment will include expansion of the acute service zones, ambulatory care, cancer services, mental health accommodation and operating theatres. The lead design team, appointed in June 2014 to plan the redevelopment, includes Capital Insight (project manager), DesignInc Sydney (architect) and Donald Cant Watts Corke (cost manager).
- Fairfield Hospital opened its new purpose-built Hand Therapy Centre, part of a new, specialist hand service for patients in south western Sydney who have experienced trauma and injury to their hands.
- A new suite of community-based palliative care services that enable terminally ill patients to die in the comfort of their own home was launched by the District in November. Patients can access new services including personal care during the day, a visit from an evening registered nurse and video support with a night nurse as they reach the end of their life.
- Bankstown-Lidcombe's Hospital's Physiotherapy Department was nominated for the APA National Neurology Group IPSEN Neurological Physiotherapy Award for Achievement in December.
- The Karitane Children's Garden was opened in June, with thanks to funds raised by Kids of Macarthur Health Foundation and contributions from the State government. The garden is used by Karitane clients and families visiting loved ones at Camden Hospital.
- An innovative program to help personalise hospital care for patients with memory and thinking problems was launched at Fairfield Hospital during Seniors Week. The Top 5 program was rolled out at Fairfield after being successfully implemented at Liverpool Hospital.
- The District marked Multicultural Health Week in 2013 with a focus on safe, quality health care for people from a culturally and linguistically diverse (CALD) background. The theme *Working together for safe, quality care* focuses on the importance of correct medication interpretation.
- Community members had the opportunity to hear from a panel of health experts about local services and the important contribution community members have made to healthcare at the Consumer and Community Participation Conference. The Conference focused on projects and programs health consumers



Clockwise from top left: A new specialist Hand Therapy Centre opened at Fairfield Hospital; filming began on a documentary series featuring staff and patients from the Liverpool Mental Health Service; the District's second Digital Photo Competition for people with a disability was held; Camden Hospital Auxiliary celebrated their 10 year anniversary marking a decade of support and dedication to the Hospital; Karitane launched the My Baby and Me mobile website, www.mybabyandme.org.au.

and community representatives were involved in, which have helped shape the way health services are delivered.

- SWSLHD researchers asked parents with children aged between 18 and 24 months to participate in a survey to provide vital information on parents' use of healthcare services in south western Sydney. The 'Watch Me Grow' study was funded by a grant from the National Health and Medical Research Council (NHMRC) and brought together a team of highly-skilled researchers and clinicians from SWSLHD, UNSW Australia, Sydney Children's Hospital, LaTrobe University, and NSW Kids and Families.
- Lend Lease was awarded the 2013 MBA (Master Builders Association) Excellence in Construction Award in the Health Buildings Category for a project costing between \$100 million and \$500 million, for the five-year extension and refurbishment of Liverpool Hospital.
- SWSLHD celebrated the photographic abilities of people with disabilities with the District's second annual Digital Photo Competition. The competition, open to all people with a disability, coincided with the International Day of People with Disability, on 3 December. The theme was My Abilities.
- A new \$140,000 bone density scanner at Camden Hospital will help diagnose osteoporosis and prevent debilitating fractures. The scanner was funded through a collaboration between the University of Western Sydney and SWSLHD and was used as part of a new specialist Osteoporosis and Fracture Clinic for patients at risk of developing osteoporosis.

FACILITIES

Bankstown-Lidcombe Hospital

Bankstown-Lidcombe Hospital is a principal referral hospital with tertiary links to UNSW Australia, University of Sydney and University of Western Sydney. It provides a wide range of general medical, surgical and sub-specialty services to the Bankstown and Canterbury communities.

The Hospital provides services such as emergency medicine, cardiology, cancer therapy, intensive care, maternity, paediatrics, mental health, drug health, imaging, rehabilitation and aged care.

Surgical sub-specialities include ear, nose and throat, colorectal, peripheral neurosurgery, ophthalmology, orthopaedics, plastics, upper gastrointestinal pancreatic and biliary, vascular, breast and urology. Medical sub-specialities include endocrinology, gastroenterology, infectious diseases, neurology, neurophysiology, renal medicine, respiratory and rheumatology.

In the 2013/14 financial year, the Hospital implemented a 24/7 theatre service, enabling patients to receive timely surgical intervention and decreasing surgery cancellation due to limited theatre access.

Home Wards were implemented in 2013/14, realigning hospital beds and allowing patients to be treated in specialist wards, by specialist clinicians.

The relocation of the Fast Track stream was implemented to help streamline Emergency Department (ED) discharges. The Fast Track stream is a dedicated area for patients with minor injuries and illnesses to be assessed and treated, freeing up space to treat acutely unwell patients. The Fast Track area also links closely with the Ambulatory Care Service to provide support to patients following discharge.

An Anophysiology Laboratory was established to investigate and assess patients with disorders of the rectum such as rectal cancer, inflammatory bowel disease and

SNAPSHOT 2013/2014

Births:	2,199
ED attendances:	49,243
Admissions:	47,233
Non-admitted patient services:	330,230
Theatre operations:	9,449
Phone number:	(02) 9722 8000
Website:	www.swslhd.nsw.gov.au/bankstown/
Facebook:	www.facebook.com/BankstownLidcombeHospital

bowel treatments after complex colorectal surgery and physiotherapy. It is the first unit of its kind in SWSLHD.

The Hospital has appointed a Director of Allied Health, who will work with the General Manager and other hospital staff to oversee allied health operations at the Hospital.

The Bankstown-Lidcombe Hospital Redevelopment Business Case is due to be completed in late 2014. It proposes capacity for future expansion to meet a 41 per cent increase in the number of people aged over 70 years from 2011 to 2026 and a 23 per cent increase in children aged under 14 years.

FACILITIES

Bowral & District Hospital

Bowral & District Hospital is a major rural hospital providing a wide range of services including general medical, obstetrics and gynaecology, paediatric, surgical, orthopaedics, ophthalmology, geriatric and emergency services.

From humble cottage origins, the Hospital has grown to a 92-bed facility offering a range of general and specialised services. Bowral & District Hospital is closely linked to all other hospitals in SWSLHD.

Originally founded in 1889, Bowral & District Hospital has now been serving the needs of its local population for 125 years, marking this milestone anniversary in 2014.

Anniversary celebrations included a Nancy Reynolds Lecture, unveiling of the restored Centenary Quilts and a Burrawang Community Morning Tea. The special events have been held in conjunction with community representatives and demonstrate the extraordinary community support the Hospital receives.

In the upcoming financial year, Bowral & District Hospital is planning further activities to celebrate the 125 year anniversary, including a primary school art competition in collaboration with the BDCU Children's Foundation and the Berrima District Credit Union, and the opening of a staff garden.

In the 2013/14 financial year, the Hospital completed a new purpose-built outpatient clinic in conjunction with the University of Wollongong.

The Emergency Department has also undergone a number of enhancements, improving disabled access and space for pharmacy and resuscitation.

Nursing staff have continued to provide high level care, with Clinical Nurse Educator Elizabeth Longhurst, recognised by the Rotary Club of Bowral-Mittagong with the Vocational Service Award for her outstanding commitment to Nursing.

Bowral & District Hospital continues to work with the local Aboriginal community, with the employment of an Aboriginal Liaison Officer and the commencement of an on-site General Practice Outreach Clinic run by Tharawal Aboriginal Medical Service.



SNAPSHOT 2013/2014

Births:	489
ED attendances:	17,738
Admissions:	8,211
Non-admitted patient services:	67,343
Theatre operations:	2,998
Phone number:	(02) 4861 0200
Website:	www.swslhd.nsw.gov.au/bowral
Facebook:	www.facebook.com/pages/Bowral-District-Hospital

FACILITIES

Camden and Campbelltown Hospitals

Camden and Campbelltown Hospitals operate under a common executive management structure with networked services for residents of the Macarthur region, which includes Camden, Campbelltown and Wollondilly.

Camden and Campbelltown Hospitals provide a wide range of services, including general medicine, endocrine, gastroenterology, immunology and rheumatology, medical assessment, neurology, oncology, respiratory, anaesthetics, surgical, intensive care, cardiology, obstetric and gynaecology, emergency medicine, cancer, palliative care, aged care, rehabilitation, renal, paediatric and adult and paediatric ambulatory care.

Camden and Campbelltown Hospitals work in partnership with the Sydney Children's Hospitals Network to provide paediatric services to the Macarthur region.

Early works for the \$134 million Stage 1 Redevelopment of Campbelltown Hospital have been completed. Works included additional parking, a relocated medical helipad, expansion of the loading dock and the enhancement of essential services such as water and electricity to meet the Hospital's growing needs. A refurbishment of the maternity, birthing suite and paediatric outpatient areas has also been completed.

Stage 1 Redevelopment works on the new Acute Services Building are on schedule for completion in late 2014. The completion of Stage 1 in 2014/15 will see an additional 90 inpatient beds, with an expanded pathology service and Clinical Information Department. Additional outpatient services will also be available for antenatal and ambulatory care.

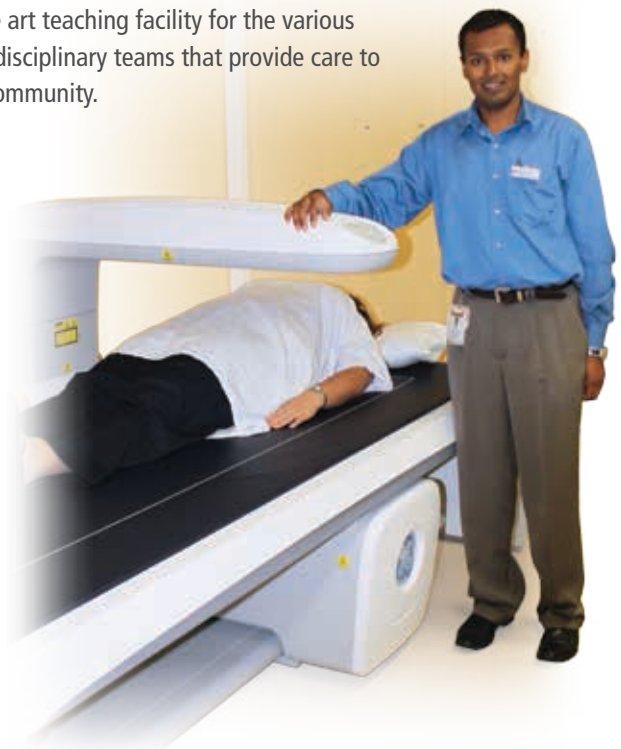
Stage 1 will also see commissioning of the allied health outpatient and inpatient treatment areas, fetal and maternal assessment unit and general outpatient area.

Planning for Stage 2 has begun, taking into account future growth in demand for existing and new services. Planning suggests a staged approach to the redevelopment of the entire Campbelltown Hospital Campus.

During 2013/14, Camden and Campbelltown Hospitals again achieved full accreditation following a Periodic Review with Australian Council on Healthcare Standards. Quality and safety work undertaken across 2013/14 was well recognised, with a number of awards received.

The Hospitals also continue to focus on the health needs of local Aboriginal and Torres Strait Islander communities, with a great deal of work being done by Campbelltown Aboriginal Staff Cluster Group and the SWSLHD Aboriginal Health Network.

Funding approval has been given for a joint project between the University of Western Sydney and SWSLHD to build a new clinical school on the Campbelltown Hospital campus. The clinical school is in early planning stages. This project is expected to provide a state of the art teaching facility for the various multidisciplinary teams that provide care to our community.





SNAPSHOT 2013/2014

CAMDEN

ED attendances: 12,863

Admissions: 2,852

Non-admitted patient services: 106,877

CAMPBELLTOWN

Births: 2,933

ED attendances: 59,480

Admissions: 43,330

Non-admitted patient services: 443,621

Theatre Operations: 9,011

Phone number: (02) 4634 3000

Website: www.swslhd.nsw.gov.au/CCQ/

Facebook: www.facebook.com/CampbelltownHospital

During the 2013/14 financial year, Camden and Campbelltown Hospitals once again achieved full accreditation following a Periodic Review with Australian Council on Healthcare Standards.

FACILITIES

Fairfield Hospital

Fairfield Hospital is an acute general hospital based in one of the most multicultural and diverse communities in Australia. It celebrates the language, religious and cultural diversity of the Fairfield, Smithfield and Cabramatta areas. The Hospital provides a wide range of hospital and community-based health services including acute care in medicine, surgery, obstetrics, paediatrics, geriatrics, rehabilitation and emergency medicine.

Fairfield Hospital continues to be one of the best performing hospitals in the state with regard to Emergency Department access targets.

In 2013 hospital staff, community representatives, volunteers and special guests came together to celebrate Fairfield Hospital's 25 year anniversary at its current site.

In November 2013, Fairfield Hospital underwent the EQuIP Organisational-Wide Survey and was awarded a further four year accreditation. The Hospital met all mandatory actions and the survey team not only recognised the incredible work of staff, but commended the Hospital on its comprehensive Partnering with Consumers program.

Hand services were relocated from Liverpool to Fairfield Hospital in September 2013. This transition aimed to help meet the needs and expectations of patients who were presenting to Liverpool Hospital requiring either hand therapy or hand surgery. As a result of this transition, there has been a 57 per cent improvement in access to hand

SNAPSHOT 2013/2014

Births:	1,880
ED attendances:	34,805
Admissions:	31,396
Non-admitted patient services:	196,295
Theatre operations:	7,405
Phone number:	(02) 9616 8111
Website:	www.swslhd.nsw.gov.au/fairfield/
Facebook:	www.facebook.com/FairfieldHospital

therapy, a 75 per cent reduction in surgery cancellations and an impressive 316 per cent increase in senior medical staff (surgeon) supervised operations, as well as increased staff and patient satisfaction.

Other achievements during the 2013/14 financial year include the recruitment of an Aboriginal Liaison Officer, establishment of an acute pain service and a new nurse call system in ward areas.

In the year ahead, the Hospital will participate in a master planning project to identify future needs and plan a redevelopment of the Hospital to meet these growing needs. Staff and the community will be asked to contribute to the new design of the Hospital.

The project will form the ground work to develop various clinical services at the Hospital including aged care and rehabilitation, complex care and internal medicine, as well as exploring the expansion of surgical services.



FACILITIES

Liverpool Hospital

Liverpool Hospital is a principle referral and teaching hospital and the major health service for south western Sydney.

Liverpool Hospital has capacity for 877 beds, 23 operating rooms and 60 critical care beds and provides a wide range of services. These services include diagnostic and imaging, emergency and trauma, maternity, paediatric, cancer care, mental health, ambulatory care, allied health and medical and surgical services from birth to aged care, as well as state-wide services including critical care and trauma, neonatal intensive care and brain injury rehabilitation.

In 2013 Liverpool Hospital celebrated 200 years of continuous service to the community and was awarded the Mayoral Macquarie Award by Liverpool City Council in recognition of its service.

Liverpool Cancer Services underwent a refurbishment to bring a number of different areas together to align services, enhance collaboration and increase communication and teamwork. The Thomas and Rachel Moore Education Centre also underwent a refurbishment.

In 2014, resources which have been added to the Ingham Institute Clinical Skills and Simulation Centre include an Anatomage Table, expansion of the videoconference network to additional clinical settings and establishment of Echo360/Zoom lecture recording capacity in Liverpool Hospital.

The Hospital has partnerships with UNSW Australia and University of Western Sydney. It also welcomes students from more than 20 universities and colleges around Australia.

SNAPSHOT 2013/2014

Births: 3,269

ED attendances: 75,934

Admissions: 76,811

Non-admitted patient services: 1,033,584

Theatre operations: 14,176

Phone number: (02) 8738 3000

Website: www.swslhd.nsw.gov.au/Liverpool

Facebook: www.facebook.com/LiverpoolHospital

Twitter: @livhosp

The Hospital also has a successful Aboriginal workforce program which involves traineeships, advice on career development and ongoing support in the workplace.

In March 2013 the Aged Care Emergency (ACE) model of care was introduced at Liverpool Hospital. The service aims to improve access to care and health outcomes for elderly residents living in the top five presenting aged care facilities in the District. Across Liverpool and Campbelltown Hospitals, 72 per cent of people referred to the ACE service avoided an ED presentation. This saw a 565 day reduction in occupied bed days at Liverpool Hospital.

Liverpool Hospital underwent an EQIP National Organisation-Wide Survey in 2014. The Hospital met all core and mandatory requirements and was successful in achieving full four-year accreditation.

Affiliated Health Services

South Western Sydney Local Health District is affiliated with a number of local organisations which provide important and varied health services to the residents of south western Sydney.

Braeside Hospital

Braeside Hospital is a 72-bed public hospital in Fairfield that provides inpatient, outpatient and community services to the residents of south western Sydney. Specialised services offered at Braeside include rehabilitation, palliative care and older persons' mental health.

Carrington Centennial Care

Carrington Centennial Care is a non-profit, public benevolent organisation that provides a range of services including residential care, assisted living, care in the community and respite services. Carrington is based in Camden and has been providing care to the community since 1889.

Karitane

Karitane aims to empower families by enhancing parenting knowledge, skills and confidence, both antenatally and with children up to five years of age, allowing clients to make a successful adjustment to parenthood. With facilities at Carramar and Camden Hospital, Karitane provides primary, secondary and tertiary level early intervention services and education programs for families and service providers.

Scarba

South West Sydney Scarba Service is an outreach child protection service based at Ingleburn. The service is staffed by a multidisciplinary team who work with families to resolve child protection issues and increase safety of children within the home.



STARTTS

The NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS) is one of Australia's leading organisations for the treatment and rehabilitation of torture and trauma survivors, helping refugees recover from their experiences and build a new life in Australia. Services include counselling, group therapy, physiotherapy, group activities and outings, camps for children and young people, and community development.



KARITANE AIMS TO EMPOWER FAMILIES BY ENHANCING PARENTING KNOWLEDGE, SKILLS AND CONFIDENCE, BOTH ANTENATALLY AND WITH CHILDREN UP TO FIVE YEARS OF AGE.



Aboriginal Health

To help meet the health needs of its Aboriginal communities, the District provides a range of culturally-specific services and programs, including chronic disease, child and maternal health, drug and alcohol, sexual health, health promotion, youth health, mental health, liaison and support services.

Over the last 12 months a significant emphasis has been placed on enhancing the different elements of the SWSLHD Aboriginal Chronic Care Program including refinement of our 48 hour follow up model, employment of an Aboriginal Connecting Care Nurse based at the Triple I Hub and the expansion of the Aboriginal Liaison Officer workforce to ensure better support for Aboriginal chronic care patients in hospital. These enhancements resulted in an additional 260 people being enrolled in chronic care programs during the period September 2013 to June 2014.

Significant work has also been undertaken at the Budyari Aboriginal Community Health Centre (CHC) at Miller, which houses the community-based Aboriginal Chronic Care Team. The workforce and service range has expanded to include a full time Clinical Nurse Specialist and Dietician, a visiting GP service from Gandangarra Health Services, a Drug and Alcohol Counsellor and weekly exercise group delivered in partnership with an Exercise Physiologist from Medicare Local. A joint case management process has also been established with the South Western Sydney Medicare Local's Close the Gap Team to ensure coordinated care for shared clients.

SWSLHD provides a comprehensive range of services targeting mothers and babies including the AMIHS program for antenatal support and our two home visiting programs; Bulundidi Gudaga based at Narellan CHC and the Cannalgalleon program based at Hoxton Park CHC. At any given time more than 270 families across SWSLHD are engaged and receiving support through these programs. During 2013/14 a range of complementary services have been established or extended to support these programs including the Quit for New Life tobacco cessation program for pregnant mothers, Strong Fathers men's group, perinatal mental health and drug and alcohol services.

SWSLHD continues to invest in improving the cultural competence of its workforce and its ability to respond to the health needs of its Aboriginal communities. Over 9,000 staff have completed the online Respecting the Difference training and since February 2014 more than 1,400 staff have participated in the four-hour face-to-face education sessions.

Work is also continuing at each of the District's hospitals, including:

- A quality improvement project at Liverpool Hospital to reduce the number of Aboriginal patients who leave the ED before their treatment is complete
- A visiting GP service from Tharawal Aboriginal Medical Service at Bowral & District Hospital
- A project around improving access to ear, nose and throat surgery at Campbelltown Hospital
- An Aboriginal Health KPI Dashboard, which each Hospital reports against on a bi-monthly basis, measuring their performance in terms of providing service to Aboriginal patients.

Priorities for 2014/15 include refining the Aboriginal mental health service model and expanding the service's reach, building capacity to better respond to the psychosocial needs of clients engaged in our Aboriginal chronic care programs, improving access to oral health services for Aboriginal children and adolescents and increasing Aboriginal men's health initiatives.

Allied Health

The Allied Health Division comprises a number of disciplines including physiotherapy, psychology, nutrition and dietetics, occupational therapy, orthoptics, speech pathology, social work and podiatry. Allied Health clinicians provide services in a variety of settings from inpatient services to outpatient and home based therapies across hospital and community health facilities in SWSLHD.

In 2013/14 the Division's work in research has continued with journal papers published, staff presenting at conferences and the continued development of evidence based practice.

The 2013 Allied Health Research Forum was well attended, and provided valuable sharing and acknowledgement of the research efforts of staff. The theme for this forum was Generating Research from Clinical Practice, Improving Clinical Practice from Research. The day included contributions from UNSW Australia, University of Sydney and UWS researchers, as well as staff from the Agency for Clinical Innovation.

The past year has seen a number of excellent teaching opportunities for staff such as advanced clinical practice events, conferences, showcase days, professional development days, simulation centre training and further development of competency frameworks and tools to ensure staff achieve high levels of skill and performance.

Podiatry hosted a Diabetic Foot Conference and a number of staff completed their master's degrees. Clinical training has continued to grow for undergraduate students across all sites, with a greater focus on the use of simulation.

Quality improvement projects have looked at improving many aspects of a patient's care as well as the Allied Health involvement in patient flow. Examples of these projects include; placement of the older person in appropriate accommodation, improving patient flows for younger people with a disability, timely post traumatic amnesia assessments, improved access to early childhood speech pathology services, musculoskeletal therapy, rapid introduction of rehabilitation services in an acute setting, improving clinical documentation and clinical handover,



improving models of care and access to services for community social work and psychology services, improving hand washing compliance, carer access to information, compliance with the Carers Act and the further implementation of after-hours services.

Governance of Allied Health staff has continued to be a focus for this year, with education for all Allied Health supervisors to promote consistency in practice and improved access to appropriate clinical supervision.

Under a new project, 10 staff members completed a Certificate IV in Allied Health Assistance. The project allows new graduates to support Allied Health teams, increasing patient satisfaction and providing Allied Health professionals with more time to concentrate on complex tasks and improve clinical outcomes.

Over the coming year, the Division will continue to focus on quality and innovation with particular emphasis on models of care, improving efficiency and patient outcomes. Work to refine clinical governance processes for allied health across Mental Health, Drug Health and Community Health Services will continue.

Drug Health

Drug Health Services operates across the District, providing a range of treatments and interventions at hospitals and community health centres which support individuals and families who have problems associated with alcohol and other drug use.

The Service aims to improve health and reduce drug-related harm for individuals, their families, and the wider community of south western Sydney. Drug Health Services recognises the interaction between drug and alcohol use, co-existing health conditions and social problems. Services include withdrawal management, rehabilitation, opioid treatment, court diversion programs, harm minimisation programs, counselling, perinatal and family drug health services and hospital consultation and liaison.

Significant achievements for Drug Health Services in 2013/14 include the provision of care to over 800 patients attending the opioid treatment programs at Bankstown, Campbelltown and Liverpool Hospitals. These programs provide treatment for people who are dependent on prescribed or illicit opioid drugs. Case management is provided to ensure patients have access to a range of interventions for their drug dependence and assist in addressing associated health and social problems.

Aboriginal Health continues to be a key focus of Drug Health Services. The outpatient drug and alcohol clinic at Macarthur, in partnership with Tharawal Aboriginal Medical Service, continues to provide integrated care and services for the Aboriginal community.

Drug Health Services also supports the Aboriginal Maternal Infant Health Service (AMIHS) in the Macarthur region, through the employment of a perinatal nurse specialist and Aboriginal trainee. Under this program, the Aboriginal trainee is completing a Bachelor of Health Science in Indigenous Health Studies.

The Outpatient Drug and Alcohol Withdrawal Program at Bowral is a partnership between Drug Health Services, South Western Sydney Medicare Local and Bowral Hospital. This program was a finalist in the NSW Health Innovation Awards and was also highly commended in the SWSLHD Quality Awards.

Court Diversion Programs, such as the Adult Drug Court and Magistrates Early Referral Into Treatment (MERIT) program continue to be a major area of focus, providing options for patients to improve their health and social functioning while reducing crime and increasing their quality of life.



Throughout 2014/15 Drug Health Services will strengthen links within the community through consultation and continue to build strategic partnerships to enhance patient outcomes. Some key initiatives will include building services to support younger pregnant women who have alcohol or other drug problems, expansion of services to the Aboriginal community through the development of an Aunties Clinic at Bowral, and expansion of an enhanced model of case management for people across the District with opioid dependence.



Mental Health

Mental Health operates as a networked service across SWSLHD. Community mental health services are located at Bankstown, Bowral, Campbelltown, Fairfield, Liverpool and Tahmoor, with inpatient services provided at Bankstown-Lidcombe, Liverpool, Campbelltown and Bowral Hospitals.

The Inter-District Agreement with Sydney Local Health District for the management of mental health services concluded on 30 June 2014. A major focus for the Mental Health Service in 2014/15 will be the establishment of a new organisational structure, committee framework and the preparation for EQUIPNational accreditation by the Australian Council on Healthcare Standards as a new service entity.

The Mental Health Service has partnered with a number of organisations to establish the headspace service in Liverpool. Managed by the Benevolent Society, headspace caters for young people 12 to 24 years of age and their families. The service provides health support, advice and information on mental health, drug health, relationships, education and employment. The Mental Health Service is also involved in a partnership to establish a Bankstown headspace service, to be managed by Richmond PRA.

A new partnership has been established to deliver the Corrective Services NSW funded project, the Extended Reintegration Service. ERS is a partnership between Corrective Services, Housing NSW, SWSLHD and the Community Restorative Centre (CRC) NGO. ERS provides post-release housing, psychosocial support and clinical services to people who have been released from a correctional setting and are subject to parole supervision.

In May 2014, Liverpool Hospital Mental Health Services and Perinatal Mental Health Services opened a mother and baby bed to accommodate women who require

mental health care in the postnatal period. The mother and baby bed prevents unnecessary separation, ensuring the necessary care and support of the woman and her family in the most appropriate environment.

In 2013, Community Mental Health Emergency Teams (CoMHETs) in Liverpool and Campbelltown received additional resources to expand services to consumers with mental health issues in the community. This will help CoMHET teams provide consumers with timely access to support, both before and after hospital admissions, reducing unnecessary readmissions and helping consumers transition to independent community living.

Mental Health Services have continued to expand practice development initiatives in nine of the eleven inpatient units in SWSLHD. These initiatives include the Essentials of Care program, Ways of Working, Productive Ward – Releasing Time to Care and the Tidal Model, which all aim to enhance the quality of care provided to consumers in our inpatient mental health units. These practice development principles aim to place consumers and their families at the centre of all care in mental health services.

Significant work has been undertaken by the Mental Health Service to participate in the clinical services planning projects being undertaken to redevelop and expand Bankstown-Lidcombe and Campbelltown Hospitals. Both of these projects would deliver increased mental health inpatient beds at both hospitals.

Oral Health

South Western Sydney Oral Health Services (OHS) aim to protect, promote, maintain and improve the oral health of people in SWSLHD. OHS deliver high-quality, affordable, evidence based, consumer focused and well-managed dental services to patients.

Oral Health Services include nine community and hospital-based oral health clinics in south western Sydney. The Service provides clinical placements for University of Sydney students of dentistry and oral health therapy.

The 2013/14 financial year saw increased patient access to emergency and routine dental services, more general anaesthetic sessions for oral surgery at Liverpool Hospital and improved recruitment and retention of skilled dental clinicians for south western Sydney.

The Service has continued paediatric dentistry services under general anaesthesia at Campbelltown Hospital and collaborated with Family and Community Services and its clients. Endodontics hubs were established at Bowral, Ingleburn, Fairfield and Yagoona Community Oral Health Clinics, providing state of the art root canal therapies to eligible public patients.

Oral Health Services, along with the Centre for Applied Nursing Research and University of Western Sydney established the Midwifery Initiated Oral Health-Dental Service (MIOH-DS) program. The program is the first of its kind in Australia and has shown an improvement in dental consultations, oral hygiene, knowledge and quality of life among disadvantaged pregnant women, along with increased oral health knowledge among local midwives.

Future directions for OHS include the development of Oral Health Centres of Excellence at Campbelltown, Bankstown-Lidcombe and Liverpool Hospitals to further improve access to oral health services, given the anticipated population growth in south western Sydney and the high number of eligible patients. OHS will work with other SWSLHD services to continue to improve the oral health of high risk and vulnerable patient groups.



Population Health

SWSLHD Population Health aims to protect and promote the health of the local population. The Service works with partners to deliver a comprehensive range of high quality, evidence-based programs. Population Health strives to achieve equity of health status and health service access across south western Sydney.

Population Health comprised the Health Promotion Service; Public Health Unit; Centre for Research, Evidence Management and Surveillance (REMS); HIV and Related Programs; Multicultural HIV and Hepatitis Service; NSW Refugee Health Service; Centre for Health Equity Training, Research and Evaluation (CHETRE); BreastScreen and the Population Health Directorate.



The Inter-District Agreement with Sydney Local Health District (SLHD) for Population Health services ended on 30 June 2014. Services were separated, falling under the management of either SLHD or SWSLHD. A new organisational structure for Population Health in SWSLHD has been implemented.

The Inter-District Agreement for BreastScreen services also ended, with SWSLHD establishing its own BreastScreen service in January 2014.

Following the separation of services, a new Public Health Unit and a Healthy People and Places Unit (HPPU) will be established in SWSLHD in the coming year. The HPPU will undertake the overall Population Health management and administrative functions, but will also have a major focus on working collaboratively to promote the development of healthy built environments and communities.

In 2013/14 The SWSLHD Needle Syringe Program (NSP) Development Strategy was completed. The Strategy aims to establish NSP outlets at all appropriate SWSLHD sites and to increase distribution through community pharmacies and non-government organisations.

The Aboriginal Tobacco Project has completed advertising of a social marketing campaign, delivering nine Quit groups with 89 participants and providing tobacco training sessions for 17 Aboriginal Health Workers. Resource packages have been delivered to services across SWSLHD and a facebook page and website continue to provide information to the community.

The Population Health Directorate and CHETRE undertook a learn-by-doing Health Impact Assessment training program for staff from SWSLHD, Liverpool and Wollondilly Councils and Housing NSW.

The NSW Refugee Health Service expanded the Refugee Health Nurse Program, a key strategy in the NSW Refugee Health Plan 2011-2016. The program provided initial health assessments and, where necessary, referral for ongoing care to 3,800 newly arrived refugees across Sydney.

In the coming year, the Epidemiology Unit will complete a web-based demographic and health profile for SWSLHD, which will assist with the District's planning and research activities.

The Public Health Unit will offer measles immunisation catch-up to all students in 33 targeted high schools in south western Sydney.

The HARP Unit will work with SWSLHD Sexual Health Services to develop a promotional strategy with the aim of achieving a 30 per cent increase in HIV testing.

The upcoming year will also see BreastScreen receive a new mobile screening trailer to help provide quality screening services to clients throughout south western Sydney.

Community Health

Community Health provides a range of health screening, early intervention, post-acute care, chronic and palliative care services in a variety of community settings. Services are delivered from more than 20 Community Health and 40 Early Childhood Centres as well as in preschools, schools and homes.

Community Health Nursing delivers post acute care, general nursing and palliative care nursing in the home and in specialised clinics. Child and Family Services include home visiting and early childhood clinics, early detection and intervention services for children and counselling or casework services to support vulnerable families.

The Service also works with vulnerable and marginalised target populations and includes specialist services in multicultural health, sexual health, women's health, sexual assault, nutrition and youth health.

In the 2013/14 financial year, Community Health embarked on a major independent review of its services, including clinical and operational governance structures and strategic priorities. A range of recommendations were developed to help the Service meet growing demands into the future. The review also identified opportunities to develop strategic partnerships with non-government and primary care providers in the delivery of health services.

Specialist Well Women's Health Clinics were established in areas of need and with low cervical screening rates, including Narellan, Warwick Farm, Miller, Green Valley, Bankstown, Cabramatta, Claymore and Prairiewood.

The Sustained Health Home Visiting Programs were expanded to include Liverpool, Bankstown, Fairfield and Macarthur.

A number of major service changes were successfully incorporated into the Triple I Hub – a centralised intake, information and intervention service delivering a streamlined method of referrals. Changes included implementation of the Palliative Extended Aged Care in the Home (PEACH) Program; introduction of Customer Service Representative roles; transition of Child and Family Nursing Intake to the Triple I Hub; establishment of relationships and pathways with extended care paramedics; and testing strategies to provide 48 hour follow-up for Aboriginal patients with chronic disease.

In the coming year, Community Health will work towards implementing recommendations made in the Community Health Review. This will result in the redesign of current models of care to focus on enhancing links and interaction with general practice, other primary care providers and non-government providers to help those with complex patient care needs. This may include a mix of innovative partnerships, funding agreements and shared care models with a variety of providers from the non-government sector to deliver integrated care.

Similarly, 2014/15 will see an expansion of the Triple I Hub to incorporate care coordination for Child and Family primary health services and a host of chronic disease programs. This expansion will continue to build on a focus of client-centred coordination of care.

Electronic point of care devices will be introduced to all Community Health nursing teams over the coming year, enabling nurses to access documentation, schedule visits and assess clients all at the location of service delivery, whether in the client's home or in a clinic.





Those patients who are more than 45 minutes away from Liverpool Hospital now receive lifesaving Lytic (clot dissolving) therapy at the bedside.



Cardiovascular Service

The SWSLHD Cardiovascular Service incorporates a broad range of clinical services including cardiology, cardiac diagnostics, cardiac interventions, cardiac rehabilitation, cardiac ambulatory services, cardiothoracic surgery, renal medicine, dialysis services, renal intervention, vascular surgery and vascular diagnostics.

The 2013/14 financial year has seen increased access to life saving angioplasty for patients suffering a heart attack. More than 80 per cent of patients having a heart attack are taken to Liverpool Hospital for primary coronary angioplasty by the Field Triage programme.

An electrocardiogram (ECG) is transmitted from the bedside of the patient to the interventional cardiologist on-call, so a decision about their management can be made. They are then transferred to Liverpool Hospital if the patient is diagnosed as having a heart attack.

Those patients who are more than 45 minutes away from Liverpool Hospital now receive lifesaving Lytic (clot dissolving) therapy at the bedside via the Field Lysis programme. These patients are then taken to Liverpool Hospital for intervention. Early coronary intervention is available to all other patients in the LHD with acute coronary syndrome. Facilities across the District have implemented reverse triage to increase access for these patients.

Plans continue for the establishment of two cardiac interventional suites at Campbelltown Hospital and a further cardiac interventional suite at Bankstown-Lidcombe Hospital, so patients will be able to access life saving interventions closer to their home. There are strict

guidelines around the opening of these new services, to ensure an extremely high standard of patient care and safety.

The Cardiovascular Service has reviewed and implemented a model of care for renal services across the District. There are satellite dialysis units in Bankstown, Campbelltown, Fairfield and Liverpool Hospital, which are each supervised by a Nursing Unit Manager. Satellite patients are able to dialyse close to home and all acute patients are transferred to Liverpool Hospital for inpatient care.

In addition to clinical services, there is a strong focus on research and education at each facility, in conjunction with UNSW Australia and University of Western Sydney. A number of prestigious grants have been awarded to the Cardiology and Renal Departments and the Cardiovascular Service has had more than 50 articles published in peer-reviewed journals over the past year. There has been a strong presence at both local and international conferences, with SWSLHD cardiovascular staff presenting new research and quality outcomes for patients.

The Service will continue to improve the quality of patient care by fostering a strong research culture and utilising clinical and technological advances to better serve the community.



Aged Care and Rehabilitation

The Aged Care and Rehabilitation Clinical Stream (ACR) covers a range of inpatient, outpatient and community-based services. Services include geriatric medicine, general rehabilitation, amputee rehabilitation, brain injury rehabilitation, Aged Care Assessment Team, specialist aged care and rehabilitation teams, respite services and supported discharge programs such as the Transitional Aged Care Program and ComPacks.



Demographic change in the area will significantly increase demands for aged health care by 2021. Further challenges include the impacts of Activity Based Funding, the National Aged Care Reforms Living Longer Living Better and the implementation of the National Disability Insurance Scheme.

Achievements during the 2013/14 financial year include the establishment of the Rapid Response Rehabilitation Team (RRRT) at Liverpool Hospital. This service has allowed patients with physical and functional difficulty to receive intensive rehabilitation in an acute setting. In its first seven months, the program has helped 292 patients to regain independence and has facilitated earlier discharge from hospital.

The Connecting Care Geriatrician and Clinical Nurse Consultant at Bankstown-Lidcombe Hospital have provided services to residents of local aged care facilities. This project ensures the older person has access to timely care in a familiar environment and has reduced Emergency Department presentations and hospital admissions.

From July 2014, four existing Aged Care Assessment Team (ACAT) services were amalgamated into one SWSLHD ACAT. This strategy has allowed ACAT to assess patients for packaged care and residential aged care services according to patient need, providing timely assessment, approvals and interventions; and increased consistency across the District.

A review of the Transitional Aged Care Program (TACP) has led to increased access to the TACP Residential Unit and Community Program. This Program provides a range of case management, personal care and allied health interventions for older people after their discharge from hospital and helps increase their independence to remain in the community.

Over the past year, the ACR Clinical Stream has formed partnerships with external providers to deliver services in the community.

A partnership between the ACR Service and Kinicare around the Campbelltown Hospital project Settling Home Service allows Kinicare Care Workers to accompany elderly patients home following their stay in hospital. Care Workers assist patients by addressing safety risks in the home, grocery shopping, personal care, medication monitoring, meal preparation, housework and laundry needs. Care Workers can make arrangements for patients to attend a follow up appointment with their GP and can help patients take medication prescriptions to the pharmacy for dispensing. The Settling Home Service aims to reduce poor health outcomes and minimise the risk of the older person returning to hospital.

Complex Care and Internal Medicine

SWSLHD Complex Care and Internal Medicine covers a range of inpatient, outpatient and community-based services. Services include respiratory, stroke/neurology, Medical Assessment Units, general medicine, ambulatory care, diabetes and endocrinology, HIV and immunology, infectious diseases, clinical genetics, rheumatology and general practice. These services include an acute inpatient service with a consultancy service across SWSLHD.

Achievements during the 2013/14 financial year include the planning and implementation of Antibiotic Stewardship across the District. Antibiotic Stewardship aims to improve antimicrobial use in hospitals, enhancing patient outcomes and reducing adverse consequences of antimicrobial use. The program includes staff education about how to optimise the use of antimicrobial agents (including antibiotics).

The Chronic Care for Aboriginal People - 48 Hour Follow Up program has been a significant Aboriginal Health project and is the result of the Walgan Tilly Redesign Diagnostic Report. This process has seen an improvement in the follow up of Aboriginal patients with chronic diseases after they have been discharged from hospital, to improve health outcomes and provide links to GPs, Aboriginal Medical Services, specialists and other services.

The introduction of the NSW Adult Subcutaneous Insulin Prescribing Chart across SWSLHD Hospitals has resulted in fewer prescription errors and increased patient safety. This followed the Agency for Clinical Innovation's Endocrine Network Review of charts across the state and nationally, where prescribing insulin was identified as a significant issue.

The Complex Care and Internal Medicine Clinical Stream has formed a number of partnerships with external providers to help improve the holistic care of patients in the community. An example of this is the SWSLHD and South Western Sydney Medicare Local Joint Diabetes Working Group, which has established a clinical pathway



for those with Type 2 Diabetes. This project has helped build stronger links between patients, general practitioners and the District.

Currently SWSLHD provides support to over 5,000 patients in the community with chronic conditions. These patients are regular users of the hospital system, particularly after hours when fewer support resources are available. In an attempt to reduce unplanned hospital admissions and provide greater support to these patients, SWSLHD has embarked on a pilot telehealth project at Bankstown-Lidcombe Hospital.

The project is trialling the application of telehealth technologies and their impact on reducing unnecessary Emergency Department presentations. It also looks at patient acceptance and compliance, trialling Arabic language for Cultural and Linguistically Diverse patients and improvements in patient health outcomes. Results of the pilot will be available in 2015.

Cancer Services

Cancer Services represents 31 service responsibilities, 10 departments and 8 facilities. It offers a full schedule of support programs for families, carers and staff, as well as education materials for specific tumour groups.

The past year has seen a significant increase in demand for Cancer Services, with 34,000 chemotherapy treatments (up 13 per cent) and 30,300 radiotherapy treatments (up 9 per cent) provided across the District. This growth is due to an increase and an ageing of the population living in SWSLHD and improved local referral pathways.

The Haematology Department improved access to services by commencing consultations at Bankstown-Lidcombe and Bowral Hospitals this year.

The Palliative Care Service was granted funding to roll out the PEACH program to enhance services for terminal patients wishing to die at home. This project is being led by SWSLHD and is being expanded to other LHDs. The Cancer Service also successfully rolled out the electronic oncology record (Mosaik) to Bankstown Cancer Centre which has resulted in a comprehensive network of electronic records for Cancer Services across the District.

Planning continues on the developments for Wellness Centres at Liverpool and Camden. The Centres will support patients, cancer survivors and their families with information, advice, psychological support and tailored programs following cancer diagnosis and treatment. The Wellness Centres will be funded by donations from corporate supporters, the community and research funding. Strategic planning took place in August to develop a strategy around coordinated cancer survivorship research.

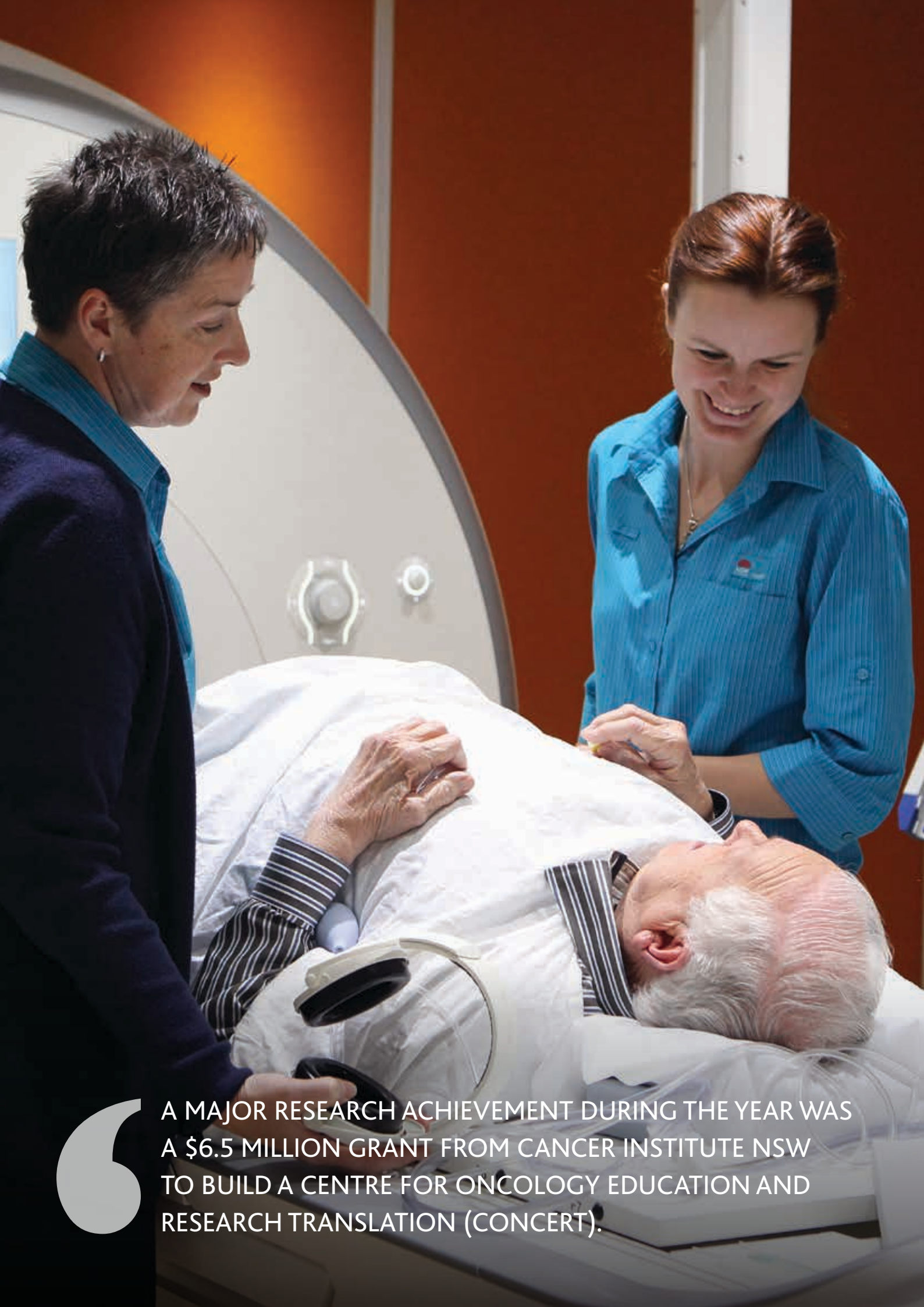
A major research achievement during the year was a \$6.5 million grant from Cancer Institute NSW to build a Centre for Oncology Education and Research Translation (CONCERT).

CONCERT is an amalgamation of the South Western Sydney Group, Illawarra Group and the ACT Group into a Translational Research Centre and is led by Professor

Paul DeSouza and managed by A/Prof Norbert Kienzle. A further \$1.6 million was contributed by UNSW Australia, University of Western Sydney, University of Wollongong, the Ingham Institute and the Illawarra Shoalhaven Local Health District. In kind contributions of laboratory infrastructure, running costs and salaries to the value of \$7.2 million have also been provided by SWSLHD, the Ingham Institute, Illawarra Shoalhaven Local Health District, Illawarra Health and Medical Research Institute, University of Western Sydney, UNSW Australia and University of Wollongong.

The Cancer Institute NSW has also provided grants to support a range of cancer research programs, including the use of technology to collect patient-reported outcome measures (PROMPT-Care), improving the interaction between the oncology service and general practitioners and projects to enhance tumour biobanking. The Australian MRI-Linac project continues to develop with delivery of the linear accelerator component earlier this year. The specially-designed magnet is due late 2014.

The main focus for Cancer for 2014/15 will be around service planning for proposed new expanded Integrated Cancer Centres at Bankstown, Liverpool and Campbelltown, continued development of the Cancer Wellness Centres and increased community engagement around fundraising. A number of projects focussing on newer models of care, which incorporate patient self-empowerment, general practitioner involvement and electronic collection of patient data will also go ahead, with further development of the PROMPT-Care project.



A MAJOR RESEARCH ACHIEVEMENT DURING THE YEAR WAS A \$6.5 MILLION GRANT FROM CANCER INSTITUTE NSW TO BUILD A CENTRE FOR ONCOLOGY EDUCATION AND RESEARCH TRANSLATION (CONCERT).

Critical Care

Critical Care incorporates a number of specialties including anaesthetics, emergency, intensive care and high dependency, pain services and organ and tissue donation services.

Services are provided across the District and include anaesthetics and emergency services. Bowral and Fairfield Hospitals are supported by High Dependency Units, with Liverpool, Campbelltown and Bankstown Hospitals offering Intensive Care and High Dependency Units.

Acute pain services are provided at all the acute facilities and a multidisciplinary chronic pain service supports the District from Liverpool Hospital.

Liverpool Pain Service has increased its capacity to provide management and support to people with chronic pain by increasing the number of sessions in the six week pain program, reducing waiting times and improving access, as well as providing education and consultation for local general practitioners.

The Organ and Tissue Donation Service has been active in increasing awareness about organ and tissue donation. As a result of their work SWSLHD has had a 10 fold increase in femoral bone head donations and 20 percent increase in solid organ donors.

Liverpool Intensive Care Unit (ICU) has commissioned an additional bed, improving access for patients requiring complex surgery or the critically ill.

Emergency Departments across the District have assessed and treated more than 250,000 patients, a record number, while reducing the number of patients staying in the ED for more than 24 hours by 23 per cent over the year.

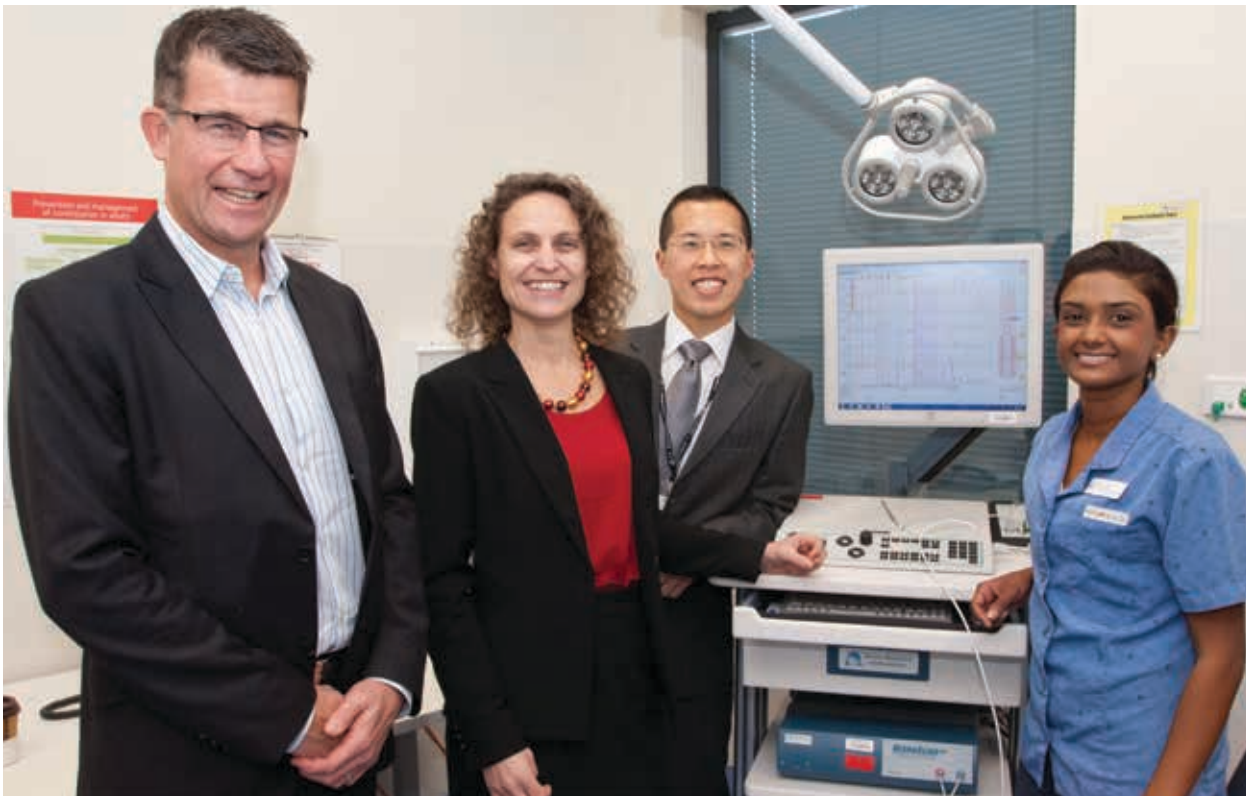
There is a project underway at Liverpool Hospital to improve the early identification of the deteriorating patient. The project is the first of its kind in the Southern Hemisphere, underpins the Between the Flags initiative and involves continuous non-invasive monitoring of at-risk patients on two wards, 5F and 4F. The whole project is being evaluated from staff readiness through to usefulness of device and development of clinician support tools and is being conducted in collaboration with a number of health, university and private entities.

Anaesthetic Services are trialling equipment to improve the safety of cardiac and orthopaedic procedures across the District.



Gastroenterology and Liver

Gastroenterology and Liver incorporates a wide range of clinical services including gastroenterology, endoscopy, hepatology and liver, upper gastrointestinal surgery, colorectal surgery, hepatobiliary surgery and general surgery.



The District's first stand-alone endoscopy unit, located at Liverpool Hospital, has been operational since August 2013. Patients are receiving safe, timely quality care provided by a team of dedicated endoscopy staff. Specialised procedures are now being offered to the south western Sydney community, preventing the need for lengthy surgical interventions.

The recent instalment of two fully digital operating theatres at Liverpool Hospital provides our community with access to complex laparoscopic surgery and seamless, cost effective procedures. The establishment of the Acute Surgical Unit (ASU) at Liverpool Hospital in 2013 continues to improve patient flow, access to operating theatres and supervision of trainees, while reducing the length of hospital stay. The ASU project is a finalist in the SWSLHD Quality Awards and nominated in the Local Solutions category of the NSW Health Innovation Awards.

The implementation of ProVation (Endoscopy Information System) across the District has streamlined the documentation and reporting associated with all endoscopic procedures. Reports are now accessible online by the multidisciplinary team and other consulting clinicians allowing timely, quality care for patients.

A proposal between the Illawarra Shoalhaven Local Health District and SWSLHD has been submitted and approved by the Agency for Clinical Innovation to improve access and outcomes for patients requiring surgery for pancreatic and gastro oesophageal cancer. This is a significant opportunity for both Local Health Districts and will have a positive impact on training, teaching, and research.

Colorectal cancer will be the principle focus of research for the Centre for Oncology Education and Research Translation (CONCERT) group, which was established with a \$6.5 million grant from Cancer Institute NSW.



Medical Imaging

SWSLHD Medical Imaging provides a comprehensive range of tertiary level six diagnostic, consultative and therapeutic services through four radiology and two nuclear medicine departments.

The four radiology departments provide around the clock on-site scan services for plain X-ray and CT, with a call back service available for nuclear medicine at Bankstown and Liverpool Hospitals. There has been a considerable increase in clinical service demand across all imaging services in 2013/14, particularly MRI and interventional radiology (IR). The Medical Imaging stream is meeting these demands with additional staffing across the District and better after hours radiology cover to meet the health needs of Emergency Department patients.

The IR unit provides a comprehensive range of services, including interventional neuro-radiology, with planning underway to review the capacity of interventional suites at facilities across the District. IR and other imaging-guided diagnostic procedures play a key role in addressing the demand for minimally invasive procedures and personalised medicine.

Implementation of a new Picture Archiving and Communication System (PACS) and Radiology Information



System (RIS) is scheduled for late 2014. This will enhance access to diagnostic images and provide timely access to care for patients.

Medical Imaging is continuing to forge strong research and academic collaborations with other District Clinical Streams, universities, the Ingham Institute for Applied Medical Research and professional and government bodies.

Paediatrics and Neonatology

Paediatrics and Neonatology provides care to newborn babies and children up to the age of 16 years, as well as working in conjunction with other clinical streams to improve the health and well being of pregnant mothers, and assist young people who require continuing care in their transition to adult services.

Paediatric services in the District are provided through five paediatric units offering inpatient service, outpatient clinics, ambulatory care, outreach clinics, home visits and speciality clinics in diabetes, allergy, neurology, rheumatology and cardiology. Neonatal services include a Neonatal Intensive Care Unit (NICU), special care nurseries, outreach services, lactation support, developmental assessments and outpatient clinics. The Stream continues to be active in education, training and research.

This year saw the start of the Campbelltown Hospital Stage 1 Redevelopment, which includes refurbishment of the Paediatric Outpatients area. This will increase the Service's capacity to provide specialised paediatric care locally, reducing the need for families to travel to children's hospitals.

The District also plans to enhance the partnership with the Sydney Children's Hospitals Network, further helping children to receive specialised care closer to their home by establishing specialty clinics within facilities of South Western Sydney Local Health District.

A District Health Improvement Plan for Children, Young People and their Families is being developed to provide strategic directions for improving the health, wellbeing and safety of children across all age groups from conception to young adulthood.

“ The District also plans to enhance the partnership with the Sydney Children's Hospitals Network, further helping children to receive specialised care closer to their home.





THE ANNUAL SWAN TRAUMA CONFERENCE CONTINUES TO BE AN INTERNATIONAL LEADER IN TRAUMA EDUCATION AND SKILL DEVELOPMENT THROUGH A MULTIDISCIPLINARY, DEFINITIVE SURGICAL TRAUMA COURSE.

Surgical Specialties

SWSLHD Surgical Specialties include neurosurgery, orthopaedics, ear, nose and throat, plastics, hands, ophthalmology and trauma.

Services are provided on an inpatient and outpatient basis. Education, research and training activities support each of the specialties and connect with other clinical streams where required.

During 2013/14 SWSLHD implemented a new multidisciplinary model of care for the Hands Department based at Fairfield Hospital. This new model has resulted in improved care for patients with hand injuries, including a reduction in theatre cancellations, increased consultant-supervised surgery, improved access to hand therapy and reduced time from injury to surgery.

A project was undertaken to improve access to Ophthalmology Clinics for patients with non life threatening eye conditions. This project has significantly reduced the clinic waiting time for non urgent eye conditions. Liverpool Hospital continues to work with local Ophthalmologists to streamline clinic and surgical processes, improving access and patient experiences.

The annual SWAN Trauma Conference continues to be an international leader in trauma education and skill development through a multidisciplinary, definitive surgical trauma course. This 2014 theme was Disaster Management with over 220 local, national and international attendees.

A collaborative review of the management of trauma patients across the District has resulted in an increased number of patients being safely cared for in a hospital closer to home.

The Surgical Specialties Stream is working in collaboration with the Department of Plastics at Liverpool and Bankstown to develop a networked system of care to improve access for patients requiring elective and emergency plastic surgery.

In addition to these networking initiatives, the orthopaedic departments at Liverpool, Fairfield and Campbelltown Hospitals have agreed to work more closely, rotating



service registrars between hospitals starting in 2015.

All facilities across SWSLHD are actively implementing the Agency for Clinical Innovation's minimum standards for the management of hip fractures in elderly patients. This initiative has been supported by an Agency for Clinical Innovation grant which provided equipment to improve the care of elderly patients with hip fractures.

All services are involved in research activities and have gained various funding grants to support research. Numerous undergraduate and post-graduate research projects have been achieved within the Stream, supported by the District and the Ingham Institute for Applied Medical Research.

A program to roll out a patient-reported outcome registry for joint replacement surgery has begun, aiming to include all hospitals in SWSLHD and provide the LHD and individual hospitals with annual reports that benchmark performance.

Women's Health

Women's Health works in partnership with women and their families to provide maternal health care. Care ranges from preconception, through pregnancy and birth, and gynaecological care throughout a woman's life.

Services are offered through a tiered maternity network including hospital, outreach and community health centres which coordinate the care of women and their families.

Women's Health developed a number of successful initiatives including a Community Midwifery Program at Liverpool Hospital, which provides follow-up for women and newborns in the community for 14 days after delivery.



The Service has also developed several new models of care, including one for Campbelltown women who are pregnant and have previously had a caesarean section. This model has demonstrated improvements in vaginal birth after caesarean section (VBAC) rates and has been nominated for entry into the NSW Health Innovation Awards.

Further projects include a new model of GP shared care for women with gestational diabetes, run by Medicare Local and Campbelltown Hospital, and a new neonatal resuscitation paging system at Bankstown Hospital.

The coming year will see new midwifery continuity of care models, including midwifery group practice models in Bankstown and Liverpool and a homebirth model in Campbelltown. A new obstetric data system has also been supported for 2014/15.

The District has developed a venous thromboembolism (VTE) risk assessment tool for pregnancy and post birth. The form has been trialed at Campbelltown and will be introduced across the District in the coming year.

Women's Health continues to work towards standardising policy and procedures, and improving the handover of electronic information to child health and family nursing teams, particularly where issues are identified around high risk psychosocial and family vulnerabilities.



Women's Health developed a number of successful initiatives including a Community Midwifery Program at Liverpool Hospital, which provides follow-up for women and newborns in the community for 14 days after delivery.



Consumer and Community Participation (CCP)

The SWSLHD Consumer and Community Participation (CCP) Unit engages with health consumers, carers, agencies and the wider community to ensure the voices, issues, concerns and ideas of the south western Sydney community are heard. The District CCP Unit oversees local hospital CCP Networks, each formally supported by a CCP Manager. Together they provide engagement and participation at all levels, to ensure high quality health services are provided in south western Sydney.

The seventh Annual Consumer and Community Participation Conference, themed Partnerships into the Future was held in September in conjunction with the South Western Sydney Medicare Local. The conference showcased the different projects and work that these organisations do within the community. Presentations included an information session on E-Health, Chronic and Complex Care, Close the Gap Aboriginal Health Program, Patient Experience Trackers (PETs), Multicultural Services and Communicating with Patient and Carers Program.

The first ever Bill Little Key Note Address was delivered by Liverpool Mayor Ned Manoun on his personal account of being a health consumer and his journey in the health system. Attendees experienced first-hand, the technology used at hospitals to gain patient feedback, with hand held PETs used to individually evaluate the day. Results showed the day was a success, with 160 attendees including health consumers, staff, non government agencies and the community.

The annual CCPU Harry Collins Award was won by Christine Crooks, an active and popular member of the Macarthur Community Participation Network. Christine shared this award with her husband David, who works tirelessly with her to promote stroke awareness and prevention and other health and wellbeing related activities.

Consumers and community members at Fairfield, Campbelltown and Liverpool Hospitals were very involved in each hospital's accreditation process over the past year. This process was particularly relevant to CCP this year, with new national standards, including the Partnering with Consumers standard.

CCPU CONTACT DETAILS

Name: Lynda Johnston

Ph: 9828 5783 Mb: 0408 969 127

Fairfield did very well in this category, with surveyors complimenting the high level of engagement between the Hospital and the community, driven by the long established and well respected CCP Network and CCP Manager.



Above: Bankstown CCP representative Pat Collins and winner of the Harry Collins award Christine Crooks.

Macarthur CCP Network also met and impressed surveyors during Campbelltown Hospital's organisational wide survey. The Macarthur Network attracted special commendation during the presentation of findings.

In March, the Liverpool CCP Network was included in accreditation meetings and presentations, with a surveyor also attending a full CCP Network meeting. The Network drew high praise for its structure, framework and achievements as advocates for patients and the wider community.

The CCP Unit and Networks will offer support and assistance to both Bankstown and Bowral Hospitals, which have surveys pending for later in 2014.

The CCP Unit has also been helping to implement training required for Hospitals to meet the new Patient Centred Care standard. To date around 350 staff across the District have attended training.

Early in 2014 the Consumer and Community Council (CCC), the peak CCP structure within the LHD, reviewed its terms of reference. Planning sessions were held to develop The CCC's 2014 to 2016 business plan and membership was broadened. The CCC has worked closely with the SWSLHD Board Chairman to identify key issues that are a priority for the local community. Issues include

communication, discharge planning, capital works, signage/navigation and parking/access.

In October 2013, the SWSLHD Mental Health Consumer, Carer, and Community Committee (MHCCCC) was formed, with established terms of reference and a work plan developed. The Committee advocates for mental health issues for both consumers and carers.

Into the future the CCP Unit will consolidate partnerships with the Research Consumer Advisory Group, develop further work on a range of health literacy projects, develop a stronger health advocacy forum for people from culturally and linguistically diverse backgrounds and support the MHCCCC to improve partnerships with peak mental health groups.



Pastoral Care

Chaplains and pastoral care volunteers provide spiritual and emotional comfort to patients and their families. The District thanks all those who give their time to this service.

Volunteers and Auxiliary

South Western Sydney Local Health District would like to thank the volunteers who generously give their time to our patients, their families and friends each year.



During 2013/14 more than 600 community members supported hospitals across the District in a wide range of activities including fundraising, welcoming and guiding patients, organising waiting rooms, operating gift stores and visiting patients throughout our hospitals and in the community.

We are extremely grateful to members of our hospital Auxiliaries who provide an invaluable resource.

A number of members of the community, including sporting teams, local school students, choirs and gift bearers also provide ongoing support at various times throughout the year.



Education and Training

The Centre for Education and Workforce Development (CEWD) provides a range of high-quality clinical and non-clinical education and training programs to employees of SWSLHD.

In December 2013, the inter-district service of CEWD separated into Sydney CEWD and South Western Sydney CEWD.

In 2013/14, South Western Sydney CEWD delivered 352 face-to-face training programs and 197 online programs, which involved 161,049 attendances/completions. These programs were divided into 30 nationally recognised qualifications or units of competency, 68 professional skills development courses, 196 clinical skills development courses, 197 online learning courses and 58 orientation and mandatory education training days.

The Ngara Education Centre, a purpose built education facility, opened for business in February 2014. It includes a number of training rooms and a state-of-the-art simulation facility with two four-bed wards and two high acuity simulation rooms.

The Ngara Education Centre along with CEWD has been accredited by the Australian Nursing and Midwifery Accreditation Council, and is listed by the Nurses and Midwives Board of Australia as being able to deliver the Diploma of Nursing.

Liverpool Hospital hosted a graduation ceremony for 84 Vocational Education and Training in Schools students,



who completed the Certificate III in Health Services Assistance. This is the largest number of graduates to date, surpassing last year's record of 77.

In the 2014/15 financial year, the Centre is looking to develop an Education and Training Plan and perform a comprehensive review of orientation and mandatory education. Work has begun to map the education and training environment in SWSLHD, including investigating infrastructure, courses available and identifying any areas for improvement.

The coming year will also see the implementation of HETI Online, the state-wide learning management system.

Research

Research is an integral part of improving the delivery of health care. SWSLHD and the Ingham Institute for Applied Medical Research are committed to increasing the capacity of research and the translation of research into practice.

This year, the District began implementing the *Research Strategy for South Western Sydney Local Health District 2012-2021*. The Strategy details how the District can develop research to better meet the growing needs and health challenges of our local communities.

The Strategy has already resulted in significant increases in research activity and grant success.

A prestigious grant worth \$6.5 million was awarded by Cancer Institute NSW to establish the Centre for Oncology Education and Research Translation (CONCERT). CONCERT aims to accelerate the development of new drugs and treatments for Australian cancer patients.

SWSLHD and Ingham Institute for Applied Medical Research have set up a scholarship program to support upcoming researchers in south western Sydney. As part of the Program, grants of up to \$10,000 are awarded to staff members each year to encourage further education to develop research skills or support a research degree. Six applicants were awarded the grants in 2014.

The 2013/14 financial year saw the expansion of the Research and Ethics Office to support the implementation of the Research Strategy for South Western Sydney Local Health District 2012 -2021 and the Research and Teaching Showcase.

A Clinical Trials Forum was held in May 2014. At the Forum, Ingham Institute's Clinical Trials Development and Strategy Plan for the South West was launched. Information about clinical trials and research was shared and attendees taken on a tour of Ingham Institute's world class research facility.

Research Committees have been established at Liverpool, Campbelltown and Bankstown Hospitals, with the aim of implementing the SWSLHD Research Strategy and defining local research priorities. A Clinical Trials Pharmacist was appointed at Liverpool Hospital for SWSLHD.



The upcoming financial year will see a review of the submission process for applications for Site Specific Authorisation for research ethics approvals, with the process being streamlined in order to reduce administration and cost.

In order to increase the amount of effective research being undertaken in the LHD, research will be included as a Key Performance Indicator for managers in the coming year.

The District hopes to provide funding opportunities for early career and mid career researchers through the Research Support Program. The Program provides \$10,000 each year for three years plus time off from professional duties to allow researchers to further develop their research track record. The mid-career research grant provides \$60,000 each year for three years to support a research assistant or other research costs.

A Clinical Trials Forum was held in May 2014. At the Forum, Ingham Institute's Clinical Trials Development and Strategy Plan for the South West was launched.

Donations

South Western Sydney Local Health District received generous material donations and sponsorship throughout the year from members of the community and local organisations. The District is incredibly grateful for their ongoing support.

The following individuals and organisations have provided support to the value of \$5,000 or more to our hospitals.

Bankstown-Lidcombe Hospital

- Bankstown Trotting Club Ltd
- Bulldogs Canterbury Leagues
- Mt Lewis Women's Bowling Club
- Vietnamese Community fundraising
- Bankstown District Sports Club
- City of Bankstown RSL Community Club
- Tony Hien Thong Huynh
- Kim Thu Ngo
- Charles Treffner
- Rotary Club of Padstow

Bowral & District Hospital

- F. Dawson
- Bowral Auxiliary
- BDCU Children's Foundation
- Woolworths Limited
- Donation Estate John Cassim
- Moss Vale Auxiliary
- Bowral Crafts Unlimited

Campbelltown and Camden Hospitals

- Campbelltown Golf
- Campbelltown Hospital Auxiliary
- Kids of Macarthur Foundation
- 24 Hour Fight Against Cancer
- Paul Wakeling Motor Group
- Catholic Church Development
- Ellacot Family
- Camden Hospital Auxiliary
- J Berryman

Fairfield Hospital

- Make A Difference Foundation
- Lee & Sons Pty. Ltd
- Fairfield Hospital Auxiliary



Liverpool Hospital

- Moorebank Chipping Norton Auxiliary
- Seng So
- Kim Loan Luu
- Club Liverpool
- Liverpool Lions Club
- Busby Auxiliary
- Cabravale Ex-servicemens Club
- Myer Liverpool
- Myer Melbourne
- Merrylands RSL
- IKEA

Financial Snapshot

2013/14 was a busy year due to the upgrading of our major finance systems. This included the upgrading of the District's financial management information system, ORACLE. This caused major changes to accounting and procurement processes.

A new billing system was implemented using a multi-phased approach, which is still progressing.

Towards the end of the financial year the Visiting Medical Officers' payment system was upgraded to a web-based platform. This system will continue to be rolled out into 2014/15.

A \$1.4 billion budget was allocated to the Local Health District for 2013/14. The majority of this funding was

based on activity targets negotiated with the Ministry of Health through the Activity Based Funding (ABF) framework. Budgets, staffing and activity targets were devolved to hospitals and services, down to cost centre level.

The District met its financial obligations in 2013/14 and the net cost of service general fund result was \$10.1 million favourable.



Towards the end of the financial year the Visiting Medical Officers' payment system was upgraded to a web-based platform. This system will continue to be rolled out into 2014/15.



Health Service Locations

Public Hospitals

www.swslhd.nsw.gov.au

Bankstown-Lidcombe Hospital

68 Eldridge Road
Bankstown NSW 2200
Ph: (02) 9722 8000
Fax: (02) 9722 85700

Bowral & District Hospital

97-103 Bowral Street
Bowral NSW 2576
Ph: (02) 4861 0200
Fax: (02) 4861 4511

Camden Hospital

Menangle Road
Camden NSW 2570
Ph: (02) 4634 3000
Fax: (02) 4654 6240

Campbelltown Hospital

Therry Road
Campbelltown NSW 2560
Ph: (02) 4634 3000
Fax: (02) 4634 3850

Fairfield Hospital

Corner Polding Street
and Prairievale Road
Prairiewood NSW 2176
Ph: (02) 9616 8111
Fax: (02) 9616 8240

Liverpool Hospital

Corner Elizabeth
and Goulburn Streets
Liverpool NSW 2170
Ph: (02) 8738 3000
Fax: (02) 8738 9908

Third Schedule Facilities

NSW Service for the Treatment and Rehabilitation of Torture and Trauma Survivors (STARTTS)

Website: www.startts.org.au

Head Office
152 – 168, The Horsley Drive
Carramar NSW 2163
Ph: (02) 9794 1900
Fax: (02) 9794 1910
Email: startts@sswahs.nsw.gov.au

3rd Floor, 157 – 161 George Street
Liverpool NSW 2170
Ph: (02) 8778 2000
Fax: (02) 8778 2020

Braeside Hospital

340 Prairie Vale Road
Prairiewood NSW 2176
Ph: (02) 9616 8600
Fax: (02) 9616 8605

Carrington Centennial Care

90 Werombi Road
Grasmere NSW 2570
Ph: (02) 4659 0590
Fax: (02) 4655 1984
Email: info@carringtoncare.com.au

Karitane (Head Office)

Cnr The Horsley Drive & Mitchell Street
Carramar NSW 2163
Ph: (02) 9794 2300
Fax: (02) 9794 2323
Web: www.karitane.com.au

South West Sydney Scarba Service – The Benevolent Society

92-94 Oxford Road
Ingleburn NSW 2565
Ph: (02) 9829 6911
Fax: (02) 9829 6711
Web: www.bensoc.org.au

Other Services

Sydney South West Pathology Service

C/- Liverpool Hospital
Ph: (02) 8738 5003
Fax: (02) 8738 5015

Community Facilities

Bankstown Community Health Centre

36-38 Raymond Street
Bankstown NSW 2200
Ph: (02) 9780 2777

Bankstown - The Corner Youth Health Service

101 Restwell Street
Bankstown NSW 2200
Ph: (02) 9796 8633

Bigge Park Centre

Cnr Elizabeth & Bigge Streets
Liverpool NSW 2170
Ph: (02) 9827 8022
Fax: (02) 9602 4352

Bowral Community Health Centre

20 Bendooley Street
Bowral NSW 2576
Ph: (02) 4861 8000

Campbelltown Community Mental Health Centre

6 Browne Street
Campbelltown NSW 2560
Ph: (02) 4629 5400
Fax: (02) 4628 6101

Cabramatta Community Health Centre

7 Levuka Street
Cabramatta NSW 2166
Ph: (02) 8717 4000

Campbelltown - Traxside Youth Health Service

4 Langdon Avenue
Campbelltown NSW 2560
Ph: (02) 4625 2525

Fairfield Community Health Centre

53-65 Mitchell Street
Carramar NSW 2163
Ph: (02) 9794 1700

Fairfield Liverpool Youth Health Team (FLYHT)

53-65 Mitchell Street
Carramar NSW 2163
Ph: (02) 8717 1717

Hoxton Park Community Health Centre

596 Hoxton Park Road
Hoxton Park NSW 2171
Ph: (02) 9827 2222

Ingleburn Community Health Centre

59A Cumberland Road
Ingleburn NSW 2565
Ph: (02) 8788 4200

Liverpool Community Health Centre

Health Service Building, Level 3
Corner Campbell & Goulburn Streets
Liverpool NSW 2170
Ph: (02) 8738 4844

Lurnea Aged Day Care

Corner Adrian Place & Hill Road
Lurnea NSW 2170
Ph: (02) 9608 2285

Miller Health Centre

18 Woodward Crescent
Miller NSW 2168
Ph: (02) 9607 8112

Miller - The Hub

16 Woodward Crescent
Miller NSW 2168
Ph: (02) 9608 8920

Miller Pathways - Mission Australia

88 Shropshire Street
Miller NSW 2168
Ph: (02) 9608 9078

Moorebank Community Health Centre

29 Stockton Avenue
Moorebank NSW 2170
Ph: (02) 8738 9780

Narellan Community Health Centre

14 Queen Street
Narellan NSW 2567
Ph: (02) 4640 3500

Prairiewood Community Health Centre

Corner Polding Street
& Prairie Vale Road
Prairiewood NSW 2176
Ph: (02) 9616 8169

Rosemeadow Community Health Centre

5 Thomas Rose Drive
Rosemeadow NSW 2560
Ph: (02) 4633 4100

Wollondilly Community Health Centre

15 Harper Close
Tahmoor NSW 2573
Ph: (02) 4683 6000

Oral Health Services**Bankstown Child Oral Health Clinic**

Bankstown North Public School
Cnr Hume Highway & Beresford Avenue
Bankstown NSW 2200
Ph: (02) 9293 3333

Bowral Oral Health Clinic

Wingecarribee Community Health Centre
Bendooley Place
Bowral NSW 2576
Tel: 1300 559 393 or 9293 3333

Fairfield Oral Health Clinic

Cnr Polding St & Prairie Vale Road
Prairiewood NSW 2176
Tel: (02) 9293 3333

Ingleburn Oral Health Clinic

Ingleburn Community Health Centre
57 Cumberland Road
Ingleburn NSW 2565
Tel: (02) 9293 3333

Liverpool Oral Health Clinic

1st Floor, Health Services Building
Liverpool Hospital campus
Cnr Campbell & Goulburn Streets
Liverpool NSW 2170
Tel: (02) 9293 3333

Narellan Oral Health Clinic

Narellan Community Health Centre
14 Queen Street
Narellan NSW 2567
Tel: (02) 9293 3333

Rosemeadow Oral Health Clinic

Rosemeadow Community Health Centre
5 Thomas Rose Drive
Rosemeadow NSW 2560
Tel: (02) 9293 3333

Tahmoor Oral Health Clinic

Wollondilly Health Centre
15 Harper Close
Tahmoor NSW 2573
Tel: 1300 559 393 or 9293 3333

Yagoona Adult Oral Health Clinic

425 Hume Highway
Yagoona NSW 2199
Tel: (02) 9293 3333

Health Service Locations

Early Childhood Health Services

Services are available in the following areas:

- Bargo
- Bonnyrigg Heights
- Bowral
- Bringelly
- Cabramatta
- Camden
- Carramar
- Chester Hill
- Claymore
- Edensor Park
- Fairfield
- Fairfield Heights
- Georges Hall
- Greenacre
- Greenway Park
- Hilltop
- Hinchinbrook
- Holsworthy
- Hoxton Park
- Ingleburn
- Liverpool
- Macquarie Fields
- Macarthur Square
- Mawson Park
- Miller
- Mittagong
- Moorebank
- Moss Vale
- Mt Pritchard
- Narellan
- Padstow
- Panania
- Penrose
- Prairewood
- Robertson
- Robert Townsend
- Rosemeadow
- The Oaks
- Thirlmere
- Wattle Grove
- Warragamba
- Yagoona

For more information call (02) 8788 4288





South Western Sydney Local Health District

SWSLHD Executive Office

Liverpool Hospital (Eastern Campus)
Corner of Lachlan and Hart Street
Liverpool NSW 2170

Hours of Operation:

8.30am to 5pm Monday to Friday

Mailing Address

South Western Sydney Local Health District
Locked Bag 7279 Liverpool BC 1871

Tel: 612 9828 6000

Fax: 612 9828 6001

Email: SWSLHD.ESU@sswahs.nsw.gov.au

facebook: www.facebook.com/SWSLHD

Twitter: @SWSLHD