

SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT

YEAR IN

REVIEW

2016 / 17





SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT

SWSLHD Executive Office

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

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@health.nsw.gov.au
facebook: www.facebook.com/SWSLHD
Twitter: www.twitter.com/SWSLHD
LinkedIn: www.linkedin.com

South Western Sydney Local Health District
Year in Review 2016/17

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CHAIRMAN AND CHIEF EXECUTIVE YEAR IN REVIEW 2016/17

The past year has seen enormous growth and advancement for the District as we have strengthened our research capacity and established innovative new models of care.

Our main focus for 2016-17 has been to build on our culture of safety and quality, while evolving our services to meet the future needs of our community.

This year we launched Transforming your Experience, our five year road map to positively transform how our patients, consumers, staff and communities experience our organisation and services. The strategy has two key components to ensure its success – placing patients at the centre of everything we do and supporting staff to achieve their full potential. These focuses will drive compassionate, personalised and quality care for our patients, carers and community.

The District continues to work alongside key partners to build and cultivate the thriving south western Sydney region.

In an Australian first, the Ingham Institute's MRI-Linac Research Bunker was opened at Liverpool Hospital. Researchers and patients in the south west can count themselves among a select group across the globe with access to this revolutionary technology which combines an MRI scanner with a Linear Accelerator.

This year also saw the launch of Sydney Partnership for Health, Education, Research and Enterprise, also known as SPHERE. The \$20 million partnership, which the District has been instrumental in establishing, explores new approaches to key health challenges. The District is leading six of the 12 clinical academic streams which will work towards achieving better health outcomes for some of the most vulnerable people in NSW.

On the grounds of Campbelltown Hospital, we saw the completion of construction works for the \$21 million, four-storey Western Sydney University Macarthur Clinical School. The school is an advanced clinical training centre providing students and researchers with specialist teaching and simulated learning spaces.

To ensure we have the capacity to treat our growing population, Campbelltown Hospital is currently planning for the stage 2 redevelopment with the NSW Government committing \$632 million in June 2017. Planning for the Bowral and District Hospital redevelopment is also well underway with the NSW

Government committing \$50 million to a government-led and implemented redevelopment.

We would like to thank staff, volunteers and community and consumer representatives who have all worked consistently to make these fantastic achievements possible. Through our vision of leading care, healthier communities, our community will continue to access high quality, safe and personalised health care services now and into the future.

Professor Phillip Harris AM, Chair
South Western Sydney Local Health
District Board



Ms Amanda Larkin, Chief Executive
South Western Sydney Local Health
District

ABOUT SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT

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 2016 was 966,450 residents, or 12.4 per cent of the NSW population.¹

SWSLHD includes seven Local Government Areas (LGAs): the former Bankstown LGA (now amalgamated into Canterbury-Bankstown), Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee. It covers a land area of 6243 square kilometres.

The District continues to be one of the fastest growing regions in the state. The population is projected to increase by 22 per cent in the decade 2016 to 2026, reaching 1.17 million people.¹

Rapid population growth is expected in the South West Priority Growth Areas resulting in the Camden and Liverpool LGA populations increasing by 83 per cent and 28 per cent respectively by 2026.¹

It is a vibrant, culturally and linguistically diverse region with around 43 per cent of the population born overseas and almost half of the population speaking a language other than English at home. This is the most notable in Fairfield, where more than 74 per cent of the population speak a language other than English at home.²

Between 2012 and 2016, more than 10,000 refugees and people entering on humanitarian grounds settled in SWSLHD, about a half of the NSW humanitarian and refugee intake.³

In 2016, there were 16,781 people of Aboriginal and Torres Strait Islander heritage living in SWSLHD, about 1.7 per cent of the population. The highest proportion of 3.8 per cent of Aboriginal and Torres Strait Islander people live in Campbelltown, compared to 2.9 per cent for all NSW.² Traditional custodians of the land covered by the District are the Tharawal, Gundungurra and Dharug nations.

SWSLHD is socioeconomically diverse, with significant pockets of disadvantage. Of the 20 most disadvantaged suburbs in metropolitan Sydney 14 are within the District's boundaries.⁴

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 1.95 births per woman, including Wingecarribee (2.23), Bankstown (2.22), Wollondilly (2.11), Liverpool (2.15), Campbelltown (2.17) and Camden (2.06).⁵

Across south western Sydney, it is estimated that there are 207,459 children aged 0 to 14 years, accounting for 21 per cent of the SWSLHD population in 2016.¹

In 2016, there were approximately 84,195 people over the age of 70 years (9 per cent of the population) living in the District. The number of people aged 70 years and older will increase by 53 per cent from 2016 to 2026.¹

Our health status (compared to the NSW average).⁶

- Higher prevalence of obesity and diabetes
- Lower rate of self-reporting good to excellent health
- Higher rate of self-reporting high or very high psychological distress
- Higher prevalence of Hepatitis B and Hepatitis C.

Our health behaviour (compared to the NSW average).⁶

- Poorer health behaviours related to physical activity and an adequate vegetable intake
- Lower participation rate in breast and cervical cancer screening

Higher death rates by condition (per 100,000 population)⁶:

- Cancer
- Circulatory disease
- Respiratory disease
- Potentially avoidable deaths.

The reported facts are based on the data available at the time of publication. The most recent years for when the data were available range from 2009-2016.

1. Based on the Australian Bureau of Statistics estimated resident populations. Population projections based on data from the NSW Department of Planning and Environment 2016.
2. Based on the Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.
3. Department of Social Services' z(DSS) Settlement Reporting Facility.
4. Australian Bureau of Statistics, Socioeconomic Indexes for Areas (SEIFA) 2011.
5. Australian Bureau of Statistics, Births, Australia, 2013. NSW Perinatal Data Collection (SAPHaRI) Centre for Epidemiology and Evidence, NSW Ministry of Health.
6. Based on the NSW HealthStats <http://www.healthstats.nsw.gov.au/>



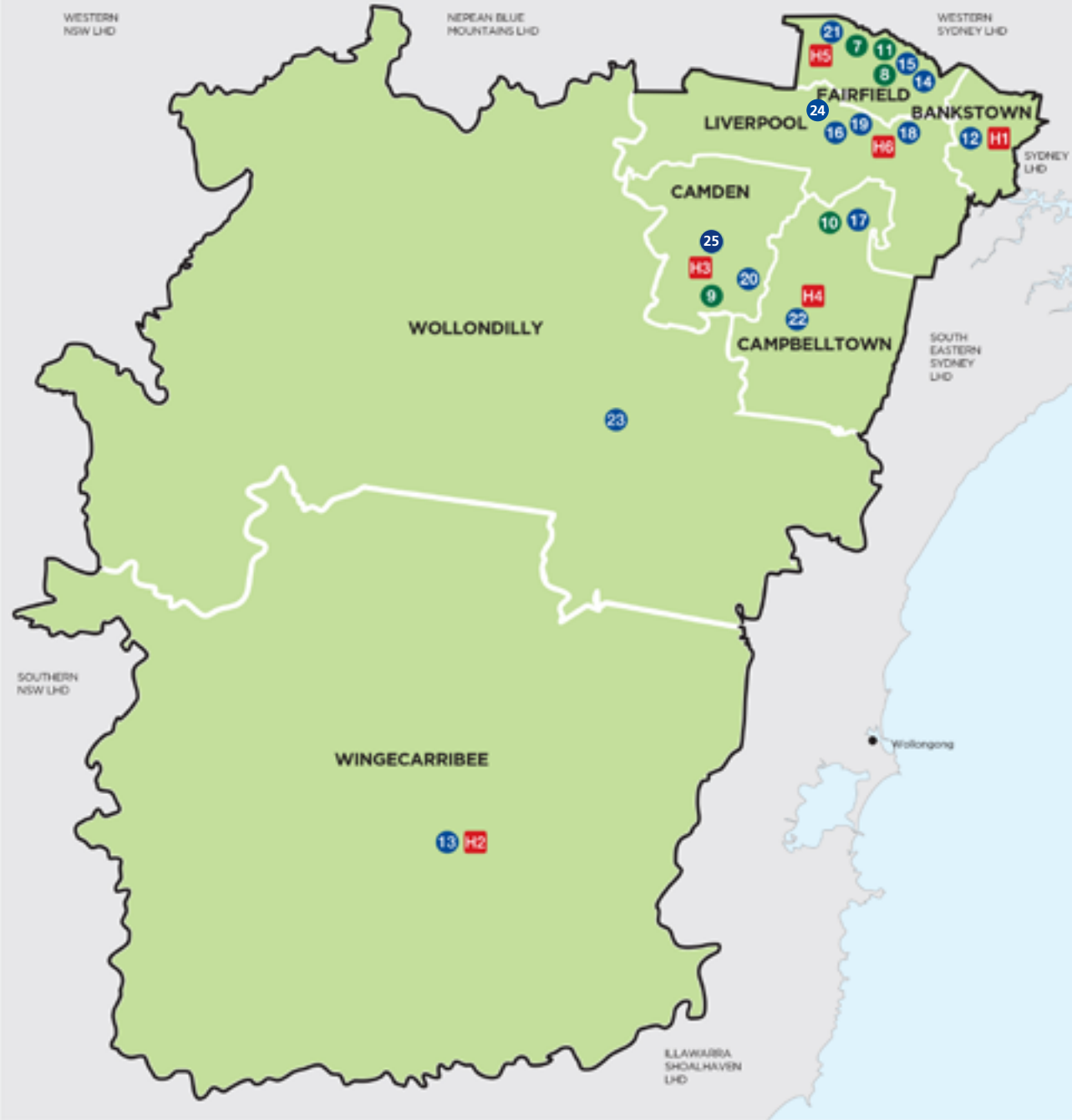
2016/2017 SWSLHD Board Members

- Professor Phillip Harris AM, Chair
- Ms Carolyn Burlew, Deputy Chair
- Dr David Abi-Hanna
- Mrs Nina Berry
- Mr Max Bosotti
- Ms Christine Carriage
- Professor Brad Frankum
- Mr John Gordon
- Dr Matthew Gray
- Professor Neil Merrett
- Ms Kerrie Murphy
- Mr Gary Reidy
- Dr Shameran Slewa-Younan

2016/2017 SWSLHD Executive

- Ms Amanda Larkin, Chief Executive
- Ms Sonia Marshall, Director of Nursing
- Mr Ross Sinclair, Director of Finance
- Ms Suzie Snook, Acting Director of Clinical Governance
- Dr Brett Oliver, Director of Medical Services, Acting Director of Operations
- Ms Sue Colley, Director of Allied Health
- Glenda Dingwall, Director of Workforce and Development
- Ms Wendy Loomes, Chief Information Officer

SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT



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 Karitane
- 9 Karitane @ Camden
- 10 Scarba - South Western Sydney
- 11 Service for the Treatment & Rehabilitation of Torture & Trauma Survivors (STARTTS)

Major Community Health Centres

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

Integrated Primary & Community Care Centres

- 25 Oran Park

SNAPSHOTS 2016/17



Births



**ED
Presentations**



Admissions



**Occasions
of Service**



**Theatre
Operations**

	Births	ED Presentations	Admissions	Occasions of Service	Theatre Operations
Camden	n/a	12,526	3,919	42,388	n/a
Fairfield	1,816	35,376	32,545	131,263	7,672
Liverpool	3,359	83,135	89,022	534,676	14,850
Campbelltown	3,125	67,233	56,508	197,874	9,082
Bankstown-Lidcombe	2,010	53,532	51,160	163,741	9,480
Bowral and District	462	19,269	8,040	27,454	2,760
Community Health	n/a	n/a	n/a	302,784	n/a
SWSLHD	10,772	271,071	241,194	1,400,180	43,844

Occasions of Service* - Excludes Dental and Mental Health services and case management/planning

01 PROVIDING HIGH QUALITY HEALTH SERVICES

This year saw the launch of Transforming Your Experience, which is SWSLHD’s five-year road map to positively transform how our patients, consumers, staff and communities experience our organisation and services. The plan outlines how we will work together to deliver safe and high quality health services and build healthy communities – now and into the future.

Providing high quality health services is at the very core of what the District aims to do. The quality of our health services is consistently monitored through clinical governance and corporate structures, with new programs continually implemented to enhance the care we offer, and the patient experience.

All SWSLHD facilities maintain full accreditation status. During 2016/17 Primary and Community Health Services underwent Organisation Wide Surveys for the EQUIP National program which includes the National Patient Safety and Quality Health Services Standards. The Service achieved full accreditation status, with surveyors commending the interdisciplinary team work. Bankstown-Lidcombe and Bowral and District Hospitals also underwent a Periodic Review and maintained full accreditation status. Australian Council on Healthcare Standards surveyors were impressed with the strong culture and system for partnering with consumers in both facilities.

Drug Health Services underwent a Quality Innovation Performance (QIP) accreditation survey, specific to Drug Health. This was the service’s first accreditation survey and significant positive results were achieved. Surveyors observed that the service has a strong, healthy culture. These external reviews confirmed SWSLHD facilities and services have systems and processes in place to ensure the quality of services and care delivered is of a high standard.





OUR HOSPITALS

Quality care at Liverpool Hospital

Liverpool Hospital has worked hard over the past year to deliver a number of service improvements across departments.

The Liverpool Hospital Emergency Department collaborated with palliative care, social work and pharmacy to streamline the presentation and management of dying patients presenting to the Emergency Department. Known as Time is Precious (TIP), the pathway enhances early identification and disposition planning for patients according to their wishes.

The High Risk Foot Service is a recognised leader in care for people at risk of lower extremity amputation. In collaboration with the Liverpool Diabetes Collaborative Research Group, the department has had seven medical journal publications in 2016/2017. The implementation of the Emergency Department acute high risk foot pathway is also keeping more patients out of hospital.

Women and Children Health Saturday Service was introduced by the Social Work Department, supporting inpatient and antenatal clinic referrals to allow patients to be discharged earlier.

Liverpool Hospital participated in the Ministry of Health 90 Day Challenge, an initiative to improve the patient journey from hospital to home, and has initiated a four-bed rehabilitation wellness room on the stroke ward.

Interventional Radiology at Liverpool Hospital has expanded interventional neuroradiology services, which are at the cutting edge of medical advances, in order to help meet clinical demands for rapid growth in minimally invasive procedures.

Paediatric Hospital in the Home was introduced at Liverpool Hospital in February 2017 and has seen 255 patients in five months. Recurrent funding has been confirmed to enable care to be provided at home when previously the child and family were required to attend hospital for care.

Endocrinology enhancements

Endocrinology services at Camden and Campbelltown Hospitals have been enhanced with the expansion of the diabetes in pregnancy and pre-pregnancy diabetes clinics, the establishment of a separate endocrinology in pregnancy clinic, a combined surgical-medical thyroid clinic, and growth in the services provided in Bowral. Funding from South Western Sydney Primary Health Network has allowed endocrinologist visits to general practices to advise on individual management.

A new model of integrated diabetes care is being developed in Wollondilly with the support of the Wollondilly Health Alliance and Western Sydney University. In its first year, Diabetes, Obesity and Metabolism Translation Research Unit, the SWSLHD Academic Unit that focuses on diabetes, obesity and metabolic disease, has attracted new PhD students, research grant funding and new trials to help improve care.

Cardiovascular treatment

In addition to angiography, Campbelltown Hospital's cardiac interventional suites also perform electrophysiology studies. These studies improve treatment and diagnosis of heart rhythm disorders, analysing abnormal rhythms, and evaluate the effects of drug therapy if the heart is beating too fast or slow.

REACH

Bankstown-Lidcombe Hospital implemented REACH, a Clinical Excellence Commission program that enables the patient, family or carer to escalate concerns about their condition while in hospital. To promote the program, a multilingual brochure and poster were designed after extensive consultation with the Consumer and Community Participation Network.

Bankstown-Lidcombe Hospital has established a Clinical Incident Review Committee. This committee reviews completed root cause analyses, recommendations and the evidence provided to ensure sustainability of clinical practice.

CHOPs implementation

The CHOPs program aims to improve the experiences and outcomes of confused older people in hospital. The program involves improving care for an older person with confusion by involving their family members or carers in their assessment and care planning. Following successful trials at Fairfield Hospital, the program has been rolled out across all SWSLHD facilities.





OUR SERVICES

Diabetes review launch

SWSLHD is leading the fight against diabetes by rolling out new services and staff across the region to support the more than 55,000 people affected by the disease in south western Sydney.

A peer support initiative was introduced for diabetes patients in the Wollondilly Shire. Funded by the Wollondilly Health Alliance, the program helps people improve their wellbeing and self-management by connecting them with health services at the Wollondilly Community Health Centre and Campbelltown Hospital.

Over the next four years, people living with diabetes will have access to a range of services at Liverpool, Campbelltown, Bankstown-Lidcombe, Fairfield, Camden and Bowral and District Hospitals. The SWSLHD Diabetes Review 2015 continued to progress and implemented year two recommendations, including continued enhancements for children's services and the establishment of inpatient glucose management teams.

Quality cancer services

Cancer Services has seen a 12 per cent net increase in their occasions of service compared with 2015/2016, with more than 147,000 occasions of service in 2016/17. The service has continued to deliver high quality care, with a number of important achievements this financial year.

The Advanced Care Planning, End of Life and Palliative Care Strategic Plan 2016-2021 outlines issues facing our community in meeting the needs of people with life limiting illnesses, and details the strategies planned to meet these challenges.

Wide consultation across the District has been undertaken to prepare the SWSLHD Cancer Services Strategic Plan 2017-2023. The plan is due for completion late 2017.

An audit tool for monitoring variation in chemotherapy prescribing was developed and implemented. A report is generated for all off protocol doses, which is peer reviewed by the oncology group every week and no inappropriate prescribing was detected.

A NSW Cancer Patient Survey published by the Bureau of Health Information and Cancer Institute NSW in 2016 showed an overall satisfactory result for SWSLHD and an exemplary result for Macarthur Cancer Therapy Centre.

New mental health service

Two new services began as part of the government's response to Living Well, A Strategic Plan for Mental Health 2014-2023. Developed in partnership with the Department of Family and Community Services and SWSLHD Drug Health Services, the Whole Family Team project provides comprehensive family assessments and interventions, focusing on identification and treatment of mental health and drug and alcohol issues and their impact on effective parenting.

The Out of Home Care Service improves the care provided for children and young people with mental health problems in out of home care by enhancing the collaboration, communication, partnership and integration of all key stakeholders.

Project Air, a NSW Health initiative to support personality disorder friendly health services was implemented across the District. Project Air creates streamlined brief intervention and referral services to meet the needs of those who are crisis prone, self-harming, emotionally dysregulated and have prominent personality disorder symptoms.

An Eating Disorders Coordinator commenced and is implementing the *NSW Service Plan for People with Eating Disorders 2013-2018*.

Renal support at home

The Cardiovascular Stream has introduced a new model of care based on the Ministry of Health’s Renal Supportive Care Service. Renal supportive care integrates renal medicine and palliative care to help patients with chronic kidney disease and end stage kidney disease to live as well as possible by better managing their symptoms and supporting them in living with advanced disease.

This is a nurse-led model, allowing patients to stay within the comfort of their own home as staff travel to them or connect via technology. The model provides enhanced choice of medical care for patients, with active involvement of patients and their families at every stage. It incorporates strong palliative care principles surrounding improvement in quality of life, symptom control, advance care planning and end-of-life care.

Planning for change

SWSLHD committed to continuing to support the Aboriginal community to improve access to health services with the launch of the Aboriginal Health Plan 2017-2021. The plan outlines the District’s key priority areas and strategies to ensure that Aboriginal communities have access to culturally appropriate, comprehensive health services.

Mentoring camp

In December 2106, the Health Promotion Service partnered with the Aboriginal Health Unit and youth health services to introduce the Aboriginal Cultural Mentoring Camp and Talking and Learning Circles Program. The camp is an important component of the District’s Aboriginal Youth Health Program and uses cultural activities to improve health and wellbeing and encourage young men to take an active role in their community.



2 to School program

Primary and Community Health has extended its Aboriginal sustained home visiting program which previously engaged with families with children from birth to two years. The 2 to School program aims to improve child health and development by helping parents to interact with their children in developmentally supportive ways and provide direct intervention to children when health issues are identified. The program provides culturally safe services delivered by a multidisciplinary team that includes nursing, allied health and Aboriginal Health staff. Seventy-five clients are registered in the program.

Sustaining families

Sixty-eight families from Campbelltown, Camden and Wollondilly joined the Macarthur Sustaining NSW Families program. The state funded program supports vulnerable families with young children and provides sustained nurse home visits and multidisciplinary care that commences in pregnancy and continues until the child's second birthday.

Placement redesign project

The Residential Aged Care Facility (RACF) Placement Redesign Project has helped inform improvements relating to guardianship, placement of younger persons under the Ageing, Disability and Home Care Program, as well as transport processes for hospital transfer to RACFs. The redesign has resulted in consistent patient/carer communication, the streamlining of allied health assessments, improved coordination of vacancy information and the establishment of a Hospital Placement Pathway across SWSLHD.

PEACH program

Since the Palliative Home Support Packages (PEACH) program commenced in December 2013, 4009 packages have been delivered across the five participating Local Health Districts. A series of review workshops were completed across the Local Health Districts in 2016, identifying areas for improvement and a number of strategies have since been implemented in response to these findings.

Funding was secured to extend community palliative care services. Two new positions were funded for three years; a community palliative care staff specialist at Campbelltown and an Aboriginal health worker for palliative care.

The development of a brochure for Aboriginal communities and the translation of the brochure into culturally and linguistically diverse languages has increased access to the PEACH program.

B Screened

The NSW Refugee Health Service provided funds for the Women Health Bilingual Community Educators to raise awareness of, and participation in, breast screening for newly arrived Arabic speaking refugee women. The three month project trained 16 educators and three multicultural health workers to provide in-language community education sessions to 215 women. These were followed up with group bookings, resulting in 130 eligible women being screened. Project partners included BreastScreen NSW, NSW Refugee Health Service and Health Promotion Service's Women's Health and Multicultural Health teams.

Oral Health advances

Rosemeadow and Liverpool Hospital Oral Health Clinics have been expanded with three chairs added at Rosemeadow and four chairs at Liverpool Hospital, enabling Oral Health to recruit more dentists to meet the growing demand on dental clinical services in SWSLHD.

Oral Health partnered with the University of Sydney and Nepean Blue Mountains Local Health District to host the Oral Surgery Specialist training program at Rosemeadow Oral Health Clinic.

OUR STAFF

Recognising excellence

The Clinical Governance Unit hosted the sixth annual Patient Safety Seminar and Quality Awards. The seminar showcased the incredible work that staff do to improve the safety and quality of services. A number of international and local speakers were featured and the SWSLHD Quality Awards and Patient Safety Champion Award were presented. An outstanding 72 projects were submitted for the Quality Awards - the highest number of projects submitted in the last five years. SWSLHD achieved strong results in the NSW Health Innovation Awards in 2016, with three teams named finalists. SWSLHD won one team award for the project SeedTracker: Targeting prostate cancer for high precision radiotherapy.

The District also participated in ACHS awards and Premier's Awards. Bankstown-Lidcombe Hospital's project *Doctors, Pharmacists, Nurses, Administrative staff, Patients and Carers – the new multidisciplinary team* won the Clinical Excellence and Patient Safety ACHS Award. Liverpool Hospital's project *Transforming ambulance and patient flow in Liverpool Hospital Emergency Department* won the Premier's Award for the category Improving Service Level in Hospitals.

Nursing and midwifery priorities

The SWSLHD is Nursing and Midwifery Strategic Priorities 2017-2020 were launched at the District Nursing and Midwifery Showcase in May 2017. The priorities focus on ensuring safe, high quality nursing and midwifery care delivered through a strong commitment to patient safety and staff support.

A voice to lead

The sixth Nursing and Midwifery Showcase was held at Liverpool Hospital. Over 200 staff from services across the District attended to hear 17 excellent oral presentations and see nine poster presentations. Adjunct Professor Kylie Ward, Australian College of Nursing CEO was the keynote speaker.

Midwifery support

Women and Children’s Health services have seen important staffing enhancements, with new midwifery manager positions.

Additional Clinical Midwifery Specialist after-hours midwifery support positions in four of the five maternity units have been either recruited to, or are in the process of recruitment, helping to support junior staff and midwifery students after-hours.

New Clinical Midwifery Specialist lactation support positions have also been recruited to in four of the five maternity units, helping to support patients and staff, and to promote and protect breastfeeding.

Innovations in maternity care

The Women’s Health clinical stream held an inaugural midwifery conference *Innovations in Maternity Care*, in March 2017. The conference attracted 150 participants and featured presentations on the latest midwifery research.





02 COMMUNITY PARTNERSHIPS

SWSLHD is committed to involving consumers, carers and community members through a range of initiatives to enable an empowered and coordinated voice to be included in decision-making.



OUR PARTNERSHIPS

The District has continued to develop and maintain community partnerships with the launch of the fifth Consumer and Community Participation (CCP) Framework. The framework outlines how the CCP operates across the District, and the resources available. The CCP has provided valuable input and support across all areas of patient care and safety with notable contributions in falls prevention, mental health, palliative care, drug and alcohol, cancer services planning, advance care planning and end of life, infection prevention, maternity services, strategic and master planning, transfer of care, oral health, risk governance, research and teaching, and Transforming Your Experience.

Around 200 consumers represent our services and facilities, with designated CCP Managers based at each hospital. They facilitate consumer forums which are key consultative opportunities to engage and facilitate consumer feedback for services the District provides. The CCP gold tick was used to endorse about 40 publications, providing valuable input and feedback to ensure District publications meet the needs of consumers and patients.

The 10th annual CCP Conference was a success with more than 160 people attending. The official launch of the DonateLife Arabic video series, Busting the Myths, took place at the conference and for the first time an interpreter was at the event. There was good representation from across the District, with a high number of participants from the Arabic community and non-government agencies.

The 2016 winner of the SWSLHD Harry Collins Award for Excellence in Consumer and Community Participation was Linda Smith from the Fairfield Network. This peer nominated award is named in memory of a past staff member who was an outstanding contributor of the health consumer movement.

CCP consumers and staff have a critical advocacy role to play in all facility and service accreditation.

In 2016/2017, consumers were involved in the accreditation process at Bankstown-Lidcombe Hospital, Primary and Community Health and Drug Health Services.



Supporting culturally diverse communities

The Organ and Tissue Donation Service partnered with Arabic community leaders, workers and religious leaders to develop an in-language video series. With 40 per cent of the Arabic speaking community living in the area, the Busting the Myths video series features people from the Arabic community discussing the importance of organ and tissue donation.

Community leader training to raise awareness of organ donation took place in April, in partnership with NSW Multicultural Health Communication Service, with 15 community leaders from various cultural backgrounds including Lao, Khmer, Vietnamese, Arabic and Pacific communities participating.

Family and Community Services collaboration

A formal Collaboration Agreement was signed between the District and Family and Community Services (FaCS). The agreement identified a number of shared priorities between the two agencies and has seen a number of key benefits for the community. The partnership has seen the facilitation of a South Western Sydney Domestic and Family Violence Summit and subsequent development of a Domestic and Family Violence Alliance involving more than 80 signatories.

The agreement has also seen an increase of direct service delivery for Claymore, a disadvantaged suburb, and has resulted in an immediate increase in speech pathology services for pre-school aged children. A Whole of Family Team has been established at Ingleburn between Mental Health and FaCS, supporting transition of care for those with disability affected by the NDIS.

Working with NGOs

The District continues to work with Non-Government Organisations (NGOs), providing ongoing support for strategic development, governance and compliance. Two NGO Forums were held to further educate NGOs on areas such as reporting against performance indicators, tender processes, risk management and service redesign. The forums were well attended and feedback was extremely positive.

The District has developed the SWSLHD NGOs Information Manual, providing information on program agreements, terms and conditions, relevant health related policies and useful templates.

Caring, Sharing and Growing forum

A Caring, Sharing and Growing Forum was developed by SWSLHD along with local carers and carer organisations. The forum provides the opportunity for formal consultation, to provide information to carers about mental health services and to showcase programs and service development.

Over 140 people including carers, carers workers, NGO staff and mental health staff attended the forum. Ms Jackie Crowe, National Mental Health Commissioner, was a key note speaker, with over 20 stalls providing information about mental health services in the District.

Stakeholder forum

The Mental Health Service held a forum in response to a request from the local community to better understand mental health services and to consider the future of mental health service delivery in the Wollondilly and Wingecarribee area.

The Minister for Mental Health attended to the forum as well as representatives from the local council, Aboriginal community, SWS Primary Health Network, General Practitioners, police, ambulance and local service providers.

The forum highlighted the strengths and weaknesses of mental health services from the perspectives of community and other service providers, and provided the opportunity for the local community to inform service development needs.



Vietnamese hepatitis B project

The HIV and Related Programs (HARP) unit completed a partnership project with the Multicultural HIV and Hepatitis Service, Sydney Local Health District and Vietnamese community organisations to deliver a Vietnamese hepatitis B community development project. This included community education sessions, Vietnamese radio and television promotions, training for Vietnamese GPs, promotions at the Vietnamese New Year festival and distribution of thousands of fortune cookies and fans containing hepatitis B messages to Vietnamese community groups. The project is currently being evaluated.

Community engagement for Western Sydney Airport

The Centre for Health Equity Training, Research and Evaluation (CHETRE) in partnership with Population Health and Western Sydney Community Forum carried out a Health Impact Assessment (HIA) for the proposed Western Sydney Airport. The HIA forms part of ongoing work across Population Health to respond to public health issues related to the airport. The robust community engagement process for the HIA enabled researchers to gain important community perspectives. The HIA provides recommendations to improve community engagement practices which may improve the wellbeing of impacted communities in south western Sydney.

OUR HOSPITALS

Camden and Campbelltown Hospitals

Camden and Campbelltown Hospitals continue to maintain a strong partnership with the community through the Macarthur Community Representatives Network, which brings a wide breadth of experience particularly in the area of governance, quality improvement activities and planning.

A key highlight for 2016/17 was the installation of a culturally inspired birthing space, developed through consultation between the Mums and Bubs Program at Tharawal Aboriginal Corporation, the local community and Campbelltown Hospital staff. The aim of the special space is to help Aboriginal mothers feel more comfortable and relaxed when giving birth.

Another highlight was the launch of a pilot project between Camden Stroke Recovery Group and Camden and Campbelltown Hospital Rehabilitation Unit. The project supports local people recovering from stroke to promote a positive attitude to recovery.



CCP at Bankstown-Lidcombe Hospital

Bankstown-Lidcombe Hospital has CCP representation on all hospital committees. This is reviewed each year to ensure CCP representation and engagement continues.

Improving care for people with disabilities

Bankstown-Lidcombe Hospital continues to improve the patient experience for those with disabilities, by engaging with patients and consumers to drive change. In September 2016, as part of a review of the District's Disability and Carers Plan, the Bankstown-Lidcombe Hospital CCP Manager conducted 28 patient and carer experience interviews with people with disabilities and their carers.

Following these interviews, a report detailing positive and negative aspects of the patient experience was completed, with key actions to implement positive change to be driven by the SWSLHD Disability and Care Access Committee.

Ready, set go

Liverpool allied health staff continue to support KARI paediatric services and in partnership with Mission Australia, the successful Ready, Set, Go program will be extended for a further two years, providing ongoing speech pathology services to the 2168 postcode community.

Fairfield Hospital engagement

Fairfield Hospital has a strong focus on community partnerships and over the past year school visits have kept growing with 23 visits, tours and parent information sessions taking place. The community tours have increased health literacy, and encouraged careers in health.

OUR SERVICES

Drug health collaborations

Drug Health Services have worked collaboratively with non-government drug and alcohol agencies across south western Sydney to develop a service directory to simplify referrals between services.

The Whole of Family Team (WFT) program was implemented in collaboration with Drug Health and Mental Health Services. The WFT provides tertiary specialist health services for families in their home, where there are mental and/or drug and alcohol problems.

Drug health peer consumer

The NSW Users and AIDS Association (NUAA) peer representative project was completed, and a peer consumer representative now works with Drug Health Services. The consumer representative has been involved in the Drug Health Services Clinical Quality Council and planning activities. Orientation manuals for peer consumer representatives are in place, and a framework for the process was drafted with consumer engagement.

Oral health input

Oral Health Consumer Consultative Committee (CCC) Consumer Representatives continue to participate in strategic and service planning for the renovations and clinic upgrades at Liverpool and Rosemeadow Oral Health Clinics. Consumers have also provided valuable input and feedback for the *2014-18 Oral Health Operational Plan* and are represented at the Oral Health Clinical and Quality Council and Oral Health Consumer Consultative Committee.

Cancer advisory committee

The Cancer Consumer Advisory Committee continues to work on reducing the impact of cancer on our patients, through experiential advice on strategic planning, redevelopment and supportive strategies.



03 SEAMLESS NETWORKS

The District is focused on building and nurturing strong networks which aim to provide seamless continuity of care across services and an integrated approach to planning for the future.

OUR NETWORK

Safer pathways

The District successfully implemented its second Safer Pathway model of intervention for families at imminent risk of harm from domestic or family violence living in the Local Area Commands of Campbelltown, Macquarie Fields and Camden. This follows implementation of the first pathway in the Bankstown Local Area Command in July 2015.

Under Safer Pathways a number of organisations work together to jointly manage threats of further domestic or family violence.

Wollondilly Health Alliance

The aim of the Wollondilly Health Alliance is to proactively address health issues facing the Wollondilly community, and work towards creating a better serviced and healthier community. The Alliance is a partnership between SWSLHD, Wollondilly Shire Council and South Western Sydney PHN. A joint health plan has been developed to strengthen access to an integrated network of health services across the Wollondilly Shire and support the community in making healthy choices. This partnership has improved service access for Wollondilly residents, improved service connectedness and improved population health outcomes.

Paediatric networks

Seamless networks were created with the memoranda of understanding established between the Campbelltown Paediatric Allied Health Unit and local NGOs to facilitate seamless transitions of care for high-risk children. The occupational therapy team has created shared documentation with the Liverpool Lymphodema service for the purpose of benchmarking and providing seamless services across the two providers.

Hepatitis B and C strategy

In March 2016 a SWSLHD Hepatitis B and C Strategy Implementation Committee was established, representing a diverse range of stakeholders across primary and acute care. The Committee are implementing the *NSW Hepatitis C Strategy 2014-2020* and the *NSW Hepatitis B Strategy 2014-2020*.

Successes to date include the implementation of GP health pathways for Hepatitis B and Hepatitis C and the introduction of Project Echo, providing web based tutorials, education and support to help GPs manage patients with Hepatitis C in the community.

Ongoing work includes improved screening opportunities for Hepatitis B and C across a range of services and the implementation of culturally appropriate awareness programs in the community.

Direct access colonoscopy project

Faecal Occult Blood Testing (FOBT) screening improves survival from colorectal cancer. The Direct Access Colonoscopy (DAC) project was led by a multidisciplinary team with the aim to implement a safe, equitable and sustainable DAC service for healthy patients with a positive FOBT screening and to link them to the National Bowel Cancer Screening Program.

The project included providing education to GPs on the National Bowel Cancer Screening Program and guiding patients through the screening process, including those from culturally and linguistically diverse backgrounds.



Community Outreach Geriatric Service

The Aged Care and Rehabilitation stream continues to involve community based geriatricians to ensure timely access to care and avoid unnecessary hospitalisations. Hospital based geriatricians work with general practitioners and residential aged care facilities to provide high level advice, ensuring aged people receive their care in the most appropriate environment for their condition.

The Aged Care and Rehabilitation stream also presented a dementia education session to GPs on the importance of early diagnosis of dementia in a primary care setting, outlining referral pathways and support services.

Oran Park Family Centre

The establishment of the Oran Park Family Centre has improved access to health care in south western Sydney. The Centre has improved the coordination between primary, secondary and tertiary health care which has helped achieve a reduction in hospital presentations, reduced length of stay and improved the patient experience.

Health pathways

Health pathways have been developed and implemented to enhance care coordination for patients in south western Sydney. This has included streamlining the referral process for primary and tertiary care, and increasing community awareness of health clinics and services.

OUR HOSPITALS

Aboriginal health huddles

Campbelltown and Camden Hospitals have pioneered a new model which has seen reduced hospital readmissions rates for Aboriginal patients and improved patient satisfaction. The Aboriginal Transfer of Care (ATOC) Team is a group of dedicated health professionals who meet daily to discuss patients' individual needs when their care is transferred from a hospital setting to the community.

The ATOC team includes an Aboriginal liaison officer, connecting care clinical nurse consultant, respiratory clinical nurse consultant and the patient access to care team. The 15 minute huddles have led to fewer discharges against medical advice, more new patients identifying as Aboriginal or Torres Strait Islander and improved links with Aboriginal community services.

The ATOC team also meets with the Primary Health Network Close the Gap team on a regular basis and Aboriginal patients are reporting improved patient satisfaction during the 48 hour phone follow-up.

The model has been introduced in Liverpool Hospital and was presented at an international conference in Melbourne and the Agency for Clinical Innovation forum.

Get Healthy launch

A free personal telephone health coaching service, Get Healthy, has been launched at Bankstown-Lidcombe Hospital for patients and the community. Get Healthy provides the expertise and motivation people need to kick off their journey towards better health. The service is staffed by university qualified health coaches and helps adults to make lifestyle changes, by providing information on healthy eating, physical activity, and reaching and maintaining a healthy weight.

Bankstown-Lidcombe LVCS

Bankstown-Lidcombe Hospital continues to lead the delivery of Low Volume Cancer Surgery (LVCS) as a District-wide service, as well as facilitating the partnership between Bankstown-Lidcombe Hospital and Illawarra Shoalhaven Local Health District surgeons. The LVCS Committee, comprising Bankstown-Lidcombe Hospital and Illawarra members meets on a monthly basis to share data and review cases.



Strengthening aged care networks in Bowral

Bowral and District Hospital is part of an innovative new HarbisonCare Nursing Graduate Program. The program was developed in response to the increasing and complex needs of the ageing population in the Southern Highlands who require specialised nursing care. It aims to increase the level of care provided to aged care residents in their regular environment.

Through the program, five newly registered HarbisonCare nurses completed rotations throughout HarbisonCare and Bowral and District Hospital, providing career opportunities for nurses, as well as improving health services to the community.

Liverpool Hospital coordinating care

Staff have continued to provide planned and coordinated care for patients to improve transfer of care and timely access to services. Initiatives include Geriatric Outreach Service, the Aboriginal Transfer of Care Team, the Hospital in the Home Program, the Respiratory Outreach Program and the Transfer of Care project.

A project to help streamline discharge planning for patients involved in guardianship matters has helped achieve significant reductions in waiting times for Guardianship Tribunal hearings and shorter stays in hospital. The Guardianship and Discharge Planning project supports the development of resources, staff education and training and has improved clinical processes.

Top 5 roll out

The Top 5 program which helps personalise hospital care for patients with memory and thinking problems was introduced to Broughton House (Camden) and Aimee's Place (Fairfield East).

Top 5 enables staff to work with carers to tap into the knowledge and expertise they have of the person they care for. By asking carers 5 insightful questions, staff learn how to minimise circumstances that may contribute to distress and challenging behaviour.

OUR SERVICES

Outpatient cardiac clinic

An outpatient cardiac clinic has been established at Budyari Aboriginal Community Centre, which is designed to improve outpatient cardiac follow-up amongst Aboriginal patients in south western Sydney. The service provides medical and nursing care and diagnostic cardiac services, in an easily accessible and culturally appropriate setting. The clinic has addressed the barriers faced by the Indigenous community, by being located at an existing Aboriginal health service where support, transport and

reminders to attend are provided. The same cardiologists and cardiac nurses attended the clinic to build rapport with the community.

Diabetes Integrated Project

The Diabetes Integrated Project has enhanced diabetes knowledge of General Practitioners and their staff. The project has improved community access to diabetes care and has decreased planned and unplanned diabetes admissions in south western Sydney. Up to eight clinics are conducted per week with 7,000 high risk patients discussed with general practice.



Connecting services for cancer patients

Cancer Services has a number of programs underway to help provide seamless and integrated care to patients:

- Optimal Care Pathways for people with cancer are being implemented in a planned and supported way to help with early diagnosis and treatment.
- Cancer Institute of New South Wales grants have been awarded to map and develop localised pathways to cancer care, including grants for lung, ovarian, oesophageal and liver cancer.
- A program has been developed with local GPs to reduce the delay in specialist letters and improve the information provided in them.
- A \$120,000 grant was received to establish a centralised Specialist Survivorship Assessment Unit that provides consistent review for patients who have completed their cancer treatment.

Chronic condition management

Primary and Community Health implemented two new strategies to help clients manage their chronic conditions. Health coaching has been rolled out across the District and to date, 79 referrals have been received through Triple I and 43 clients are actively progressing through a health coaching program.

Telehealth

Staff across the District have utilised telehealth monitoring to manage patients with chronic diseases remotely without the need to attend regular clinic or GP appointments.

The program provides remote electronic monitoring of relevant vital signs and links to nursing support, with clinical escalation to the patient's GP. The intervention has been rolled out in Wollondilly, Campbelltown, Bankstown and Liverpool, with 120 devices now available. Recruitment for this program is ongoing and there are currently 57 clients actively monitoring their chronic condition across the District.

Oral health networks

A number of oral health projects have been developed to provide seamless pathways for Aboriginal clients. A partnership has been established between Aboriginal Health and Tharawal Aboriginal Medical Service (AMS) to deliver advanced paediatric dental care to Aboriginal children. A program to provide dentures to Aboriginal patients was also developed between Tharawal AMS, NSW Centre for Oral Health Strategy and Aboriginal Health. Oral Health Services also provides block appointments for Aboriginal children in partnership with KARI.

Cardiovascular Oral Health (CARDIOH) Program is a joint collaboration between Oral Health Services, Cardiovascular Services, Western Sydney University, The George Institute for Global Health and Sydney Local Health District. The program aims to promote oral health among cardiovascular patients by building capacity for cardiac nurses to provide oral health education, assessment and referrals.

A Diabetes Oral Health program is being developed by SWSLHD Oral Health Services in collaboration with Diabetes Services, Western Sydney University and South West Sydney GP link. The program aims to develop oral health guidelines and training resources for diabetic educators and GPs to enable them to promote oral health among diabetic patients.

Oral Health Services have developed a referral pathway with Hammond Care Residential Care Facility to provide dental services for aged care home residents.

Integrated care research and evaluation

More than eight applications have been approved by the Human Research Ethics Committee to implement research on the impact of integrated health care models. This will provide an evidence base to guide the direction of integrated care initiatives across the District.



04 DEVELOPING OUR STAFF

Having a workforce that is flexible, compassionate, engaged and highly skilled is the key to the District successfully meeting the health needs of the community, and delivering care that is consistent, safe and high quality.

Leadership through Transforming Your Experience

The Transforming Your Experience Leadership Strategy underpins Transforming Your Experience, and was developed in response to staff feedback about leadership in SWSLHD.

The Leadership Strategy has been developed to support a culture of strong, effective, shared leadership in our organisation. It will support a whole of District approach to leadership, to strengthen our learning culture and continuously nurture staff, at all levels, to be highly effective and capable leaders.

The Leadership strategy includes a leadership model which defines six focus areas for leadership including setting direction, developing self, developing and enabling others, partnering and building relationships, communicating with influence and innovating and leading change. These focus areas will be built into a Transforming Your Experience Leadership Pathway to support the development of leaders in SWSLHD.

Centre for Education and Workforce Development

In 2016/2017, staff completed a total of 149,084 face to face and online courses through South Western Sydney Centre for Education and Workforce Development (SWSCEWD). This is an increase of 31 per cent (35,372) from last year.

SWSCEWD has increased the number of nationally recognised qualifications available to all SWSLHD staff. These now include Certificates and Diplomas in health administration, health services assistance, business administration, leadership, management, training and assessment.

These qualifications, in addition to the continuing development programs, saw SWSCEWD offer a total of 349 courses in 2016/2017.

In the past twelve months, SWSCEWD has focused on incorporating the principles of Transforming

Your Experience and has put in place a course review process. The review process incorporates consumers and moves away from defined programs to professional development pathways, allowing staff to better customise their education and training needs.

A managers' help centre was launched to provide new and existing managers with a central source of information, policies, guidelines and tools required to successfully fulfill their management role.

SWSCEWD continues to work with local schools to provide the Certificate III in Health Service Assistance through the Vet in Schools program, with 81 students graduating from the program in 2016.

The District continues to forge strong partnerships with 16 metropolitan and regional education providers representing 21 undergraduate and post graduate health related degrees and is the largest provider of nursing clinical placements in NSW.

SWSLHD Workforce Strategy Implementation

The *Workforce Strategic Plan 2014-2021* is aligned to the *SWSLHD Strategic and Healthcare Services Plan Strategic Priorities in Health Care Delivery to 2021*, the *SWSLHD Corporate Plan 2013-2017 Directions to Better Health* and the *Ministry of Health Health Professionals Workforce Plan 2012-2022*. The SWSLHD Workforce Strategy is being successfully implemented and is a vital part of realising SWSLHD's future direction.



Aboriginal workforce strategy

This year saw the launch of the *Aboriginal Workforce Strategy 2017-2020*, the District's plan to grow its Aboriginal workforce and address the disparities in job opportunities that exist for Aboriginal and Torres Strait Islander people. The plan outlines key priority areas and strategies to develop culturally safe workplaces and provide career opportunities for Aboriginal people.

Identifying and responding to Domestic Violence

The Recognising and Responding to Domestic Violence in Emergency Departments training has been delivered to 30 afterhours social work staff and over 200 Emergency Department nursing staff.

CCP advisory group

Consumer and Community Participation initiated an Education Advisory Group to provide feedback and oversight on staff training and curricula from a health consumer's perspective. Key courses are identified for major course review, and where possible, health consumers attend the training, and provide a patient or carer perspective.

Oral health employment program

Oral Health Services have developed an Aboriginal employment program focusing on employing Dental Assistants under the traineeship model.

Service improvement projects

Innovation project teams from across the District have attended training and received support through the state-wide Centre for Redesign School and have been supported by staff from the Clinical Innovation and Business Unit. A number of the project teams were invited to present their project and findings at state-wide forums.

Succession planning project

A Drug Health Services succession planning project began in July 2016. This is a pilot project conducted by SWSLHD which aims to identify core management knowledge, skills and capabilities for critical management roles within SWSLHD Drug Health Services (DHS). The *SWSLHD DHS Succession Planning Action Plan 2017-2018* contains interviews conducted with DHS executives and managers. The plan includes an internship program for staff to develop skills for succession in roles within DHS.







Capacity building at Liverpool Hospital

The Nursing and Midwifery team is involved in a large number of workforce development programs, including learning sets for the Director Nursing and Midwifery Services, Operational Nurse Managers and the Senior Midwifery leadership team; succession planning program to build capacity and support upcoming Clinical Nurse Consultants; and local Nursing and Midwifery management education sessions based on identified needs.

The nursing and midwifery executive team is also building a relationship with senior nursing and midwifery leaders to promote the valuing and retention of both senior and frontline staff by involving them in leadership and engagement forums.

Population health workforce plan

In December 2016 Population Health launched a Population Health Workforce Development Plan. With strong emphasis on building and improving the leadership capabilities, and operational and foundational population health competencies, the plan focuses on working together to provide high quality services. The SWSLHD Transforming Your Experience strategy is an integral part of the plan and a Population Health Workforce Development Committee has been established to oversee its implementation.

Mental health awards night

An awards night and workshop was held to recognise Mental Health Service staff and develop stronger relationships between services such as Drug Health and local organisations such as Beautiful Minds.

The awards on the night included an Empowerment Award, People's Choice Award, Innovation Award, Quality Improvement Award, Extra Mile Award, Team of the Year Award and Employee of the Year Award. Two additional awards were also presented to Beautiful Minds and members of the CCC to recognise their valuable partnership in delivering appropriate, safe and high quality care.

A workshop was held to align staff personal goals with the goals and objectives of the organisation, in order to create a shared cultural vision and value set.

05 RESEARCH AND INNOVATION

Research and innovation are an integral part of improving the delivery of health care. SWSLHD is committed to cultivating innovation in the workplace and embedding systems to grow research capability and translate discovery into clinical benefit.

OUR RESEARCH

Macarthur region health research facility

There is an unprecedented level of energy and collaboration between SWSLHD, Ingham Institute for Applied Medical Research, Western Sydney University and University of New South Wales, around the future of south western Sydney and more specifically the Campbelltown-Macarthur region.

A document setting out the vision for a Macarthur Region Health Research Facility has been developed by the partnership and submitted to the Minister for Health and Medical Research. The next steps in the delivery of a Macarthur Region Health Research Facility will be to scope its functions and scale, location and research linkages, and embed these in a campus master plan.

SPHERE

SWSLHD has significantly supported the establishment of Maridulu Budyari Gumal - The Sydney Partnership for Health, Education, Research and Enterprise, or SPHERE. SPHERE is a collaboration between leading experts in health, research and education sectors and aims to develop new and innovative ways to deliver better healthcare for communities in NSW.

A SPHERE Council was established late in 2015 and founded on the basis of partnership and collaboration. Twelve Clinical Academic Streams within SPHERE have been accredited after a rigorous process. These streams bring together clinicians, academics and administrative staff from across organisational, disciplinary and geographic boundaries. SPHERE was officially named, launched and received acknowledgement from the National Health Medical Research Council.

SWSLHD and Ingham Institute's Research Showcase

Both the 2016 and 2017 SWSLHD Health Beyond Research and Innovation Showcase were held during the 2016/17 financial year. Lifesaving medical treatments, breakthrough technologies and revolutionary procedures were in the spotlight during the events, held at Liverpool Catholic Club in 2016 and Campbelltown Catholic Club in 2017.

Presented by South Western Sydney Local Health District and the Ingham Institute, the event attracted over 1200 delegates, 450 abstracts and 39 poster displays.







CONCERT

CONCERT (the Centre for Oncology Education Research and Training) underwent a mid-term review which was highly complementary of progress to date, and further funding has been awarded. Some of the flagship research projects within this partnership are:

- Liquid Biopsy Program to understand the basic tumour biology and metastasis, patient response to treatment and identification of novel bio-markers
- Correlative Microscopy Research, a new technology platform integrating light, fluorescence and electron microscopy
- A translational bio-banking program providing an open access comprehensive cancer bio-bank, with almost 1000 cases collected over four years.
- The Australian MRI-Linac project at the forefront of developing treatment delivery systems for optimal performance. The prototype has proven feasibility, and work continues on refining the delivery system
- CALD research and capacity building investigating low clinical trial participation in NESB patients, looking into health literacy, attitudes and cultural barriers and facilitators. Low breast reconstruction rates will be supported by developing piloting a decision aid
- PROMPT-Care will research acceptability of eHealth platforms for collecting patient information, and an online resource clearinghouse will use algorithms to link resources to PROMs to empower patients with self-management resources.

health, education and research investment around Liverpool Hospital and create a new health hub which will bring true benefits for the local community. This includes the redevelopment of Liverpool Hospital, improvements to urban planning and public amenities, creation of more jobs, and new investment and partnership opportunities between government, universities, research institutes and the private sector.



Liverpool Health, Education, Research and Innovation Precinct

SWSLHD has partnered with the Sydney Business Chamber, Liverpool City Council and a number of other key local organisations to develop the Liverpool Health, Education, Research and Innovation Precinct. The future precinct will increase the potential for

Academic Units

The District is currently in the second year of the Academic Unit program. Each Academic Unit has received funding and is recruiting staff to continue to build research profiles and deliver world class research locally. The Units have achieved an increase in the number of research publications and grants.

Academic Units include the Radiation Oncology Department, Mental Health Program and Department of Respiratory and Sleep Medicine. In addition, the Stroke and Health Service Research Unit, the Diabetes, Obesity and Metabolism Translational Research Unit and the Liver Cancer and Disease Centre continued to receive funding to support their development to Academic Unit status.

Cardiovascular progress

The Cardiovascular Stream is heavily involved in research to improve patient care through advancement of knowledge. Over the 2016/17 period there were more than 60 papers published in both international and national peer review journals. Two staff members were awarded with a PHD - the highest academic degree awarded by universities.

The SWSLHD Research Strategy

SWSLHD continues to support researchers to build their research skills and capability, and develop clinical trials throughout the District. A trials pharmacist has been appointed for SWSLHD and the Director of Clinical Trials and the Clinical Trials Manager have been accredited as trainers for Good Clinical Practice training. Good Clinical Practice programs are running across SWSLHD on a monthly basis. Training is also provided to all supporting departments such as pharmacy, pathology, radiology and nursing.

Research and governance

The Research and Ethics Office continues to provide ongoing support to clinical researchers conducting research within the District. Regular training sessions are facilitated and the number of Ethics and Governance applications are increasing each year.

An electronic system for all ethics and governance related submissions was implemented throughout the District and has been well received by researchers. Processes have been significantly streamlined, resulting in improved turnaround times for the review of ethics and governance applications.

Research mentoring

The Research and Ethics Office has developed a mentors database of senior researchers who are able to support and advise early career researchers, while they are developing their research projects. Researchers are invited to attend the Human Research Ethics Committee meetings as observers, which has helped provide researchers with a better understanding of ethical requirements.

LiveRLife project

Through a collaboration with the UNSW Kirby Institute on the LiveRLife project, SWSLHD Drug Health Services was recently included in a publication in Lancet Gastroenterology and Hepatology. The work is part of a much larger multi-site/multi-modal project to enhance the uptake of hepatitis C virus testing and treatment in Drug Health settings.

Allied health advances

Liverpool Allied Health staff had a highly successful year, with staff across all departments presenting at forums nationally and internationally, being published in peer journals, extending the number of PhD enrolments and completing post-graduate qualifications. Liverpool Allied Health staff received three NSW Health Translational Research Grants and one staff member was awarded the prestigious Sir Robert Menzies Memorial Research Scholarship for her work in culturally and linguistically diverse patient perceptions of pain.

DIVA study

In June 2017, Liverpool Hospital Clinical Nurse Consultant, Evan Alexandrou was recognised as a Hero of Liverpool by Liverpool City Council for his work with the Central Venous Access Service. Through the service, Evan and his team undertook a study to review the outcomes of patients with difficult vascular accesses that have had a peripheral intravenous catheter inserted under ultrasound guidance. Outcomes from this study will help to inform changes in clinical practice.





EPIC project

A study is being undertaken at Camden and Campbelltown Hospital to explore the relationship of organisational culture, leadership styles, safety culture and job satisfaction among nurses and midwives within a facility under a state of redevelopment and change. The project will look at improving the success of restructuring by creating opportunities for staff input and contributions.

Midwifery research

Midwives across the District are involved in a number of exciting research projects. Research is being undertaken at Liverpool Hospital around optimising care and maternal satisfaction with women diagnosed with gestational diabetes.

A Clinical Midwifery Manager at Campbelltown Hospital is undertaking a JBI systematic review around a proposed clinical redesign of the way women undergo inductions of labour.

Staff in Liverpool Hospital's antenatal clinic are included in an NHMRC research project called My Baby's Movement App, researching maternal recognition of foetal movements.

Medical imaging collaboration

The Medical Imaging stream has also forged strong research and academic collaborations with many groups including clinical streams, universities, the Ingham Institute, and other professional and government bodies. Several collaborative research projects between Nuclear Medicine and Cancer services were selected as highlight presentations and won awards at the annual scientific meeting of the Royal Australian and New Zealand College of Radiologists. National collaborative research in vertebroplasty (a procedure which involves injecting bone cement into cracked vertebrae) was published in the prestigious Lancet journal.

Oral health collaboration

The COHORTE (Collaboration for Oral Health Outcomes, Research, Translation and Evaluation) group is the first of its kind in Australia, focusing on population oral health using non-oral health professionals. A collaboration between Western Sydney University (WSU) and SWSLHD, and based at the Ingham Institute, the group aims to promote oral health as part of main stream clinical services.

In another Australian first, an oral health module has been integrated into both the undergraduate midwifery program and the Master of Child and Family Health at WSU. COHORTE has also formed a new partnership with oral health services at Nepean Blue Mountains Local Health District. Research in 2016 included 8 journal publications and 11 conference presentations.



OUR SERVICES

Clinical robot

As part of Liverpool Hospital's Robotic investment strategy, Liverpool Hospital purchased a clinical robot. The Da Vinci XI Dual Console Robot successfully performed the first surgery in February 2017.

The purchase of a minimally invasive clinical robot enables trained surgeons to perform robotic surgery and allows Liverpool Hospital to become one of the five Asia Pacific Minimal Invasive Robotic Research and Training Centres.

The Robotic Training System is being used to support training and education, and will provide a national and international training centre in the Clinical Skills Laboratory.

Liverpool Hospital has robotically trained surgeons in most disciplines, including Head and Neck, Urology, Gynaecology, Colorectal, Upper GIT and Gynaecology/Oncology who are able to contribute to a national and international faculty.



Cyclotron

Liverpool Hospital's Nuclear Medicine Department commenced the operation of its Molecular Science Cyclotron Facility in May 2017. The facility supports the establishment of a molecular imaging and therapy program and places Liverpool Hospital and SWSLHD at the forefront of innovative diagnostic and therapeutic services for various cancers, and also for the study of Alzheimer's disease and other types of dementia, neurological and mental health conditions including brain injury and cardiac disease.

The facility fosters and strengthens a translational approach (from bench to bedside) to provide clinical care and conduct research. It provides a platform for early adaptation of new imaging technology and imaging biomarkers, linking to various clinical and pre-clinical research programs within SWSLHD, and also at state and international levels.

Prostate cancer clinic

This Clinic is unique in NSW, operating at Liverpool Hospital and providing services for patients from across the District.

All patients with newly diagnosed, clinically-localised prostate cancer who will be treated in SWSLHD attend the clinic before choosing their type of treatment. Clinic appointments involve consultation with a Urologist and a Radiation Oncologist, to discuss treatment options which include External Beam Radiotherapy and a Robotic Radical Prostatectomy.

At the Clinic, patients are recruited for a Qualitative Research Project which will be published in the BMJ Open Journal.

iDose

iDose is an innovative electronic dosing system which was rolled out across Drug Health Services in 2016. The automated system is faster and more reliable than the traditional method of checking clients' ID and pouring out the dose manually. iDose is networked across Drug Health Services sites, allowing for smooth patient transfers. The system has been well received by both staff and patients.

Innovation in the Southern Highlands

Bowral and District Hospital held their inaugural Research and Innovation Showcase in June, which included presentations on the top three Bowral and District Hospital Innovative projects. Projects included:

- Communication boards – to improve communications between patients, clinicians, carers and families
- My surgical journey – a mobile app for those booking into surgery at Bowral and District Hospital
- Synergy in care – a project designed to improve liaison between Bowral and District Hospital and SWSPHN.

Redesign projects

In the past year, there have been more than eight District wide redesign and service improvement projects across SWSLHD. These projects address new models of care across a number of areas. They include:

- Safe and appropriate management of mental health patients in Emergency Departments
- Reducing length of stay in acute mental health units
- Implementing case management models for opioid treatment
- Improving SWSLHD child developmental assessment and diagnosis
- Timely access to Residential Aged Care Facilities by patients newly placed from acute hospitals
- Improving patient flow into and out of the Recovery Unit in theatres.

Stuttering Unit recognised

Bankstown-Lidcombe Hospital's Stuttering Unit has continued to achieve excellent results, with two senior speech pathology clinicians at the Stuttering Unit invited to be discussion leaders at the Croatia Stuttering Symposium.

SWSLHD Innovation Working Group

The SWSLHD Innovation Working Group was established for new ideas to be raised, discussed and supported, and to promote a culture of innovation within the District. Training was provided to staff to conduct Open Space Technology Sessions, which encourages a safe space for participants to nominate topics and set an agenda, based on their passion and ideas.

A number of projects from the 2015 Innovation Forum are being progressed including: making SWSLHD a Child Aware Organisation, developing an oral health pathway for palliative care patients, a staff exchange program and the implementation of local innovation committees.

OUR SERVICES

Wellness and enablement

The Aged Care and Rehabilitation Clinical Stream hosted a Wellness and Enablement themed conference at Liverpool Hospital. There were 150 attendees from across the District as well as a number of external participants from affiliated aged care services.

Cancer Services achievements

In 2016/17 SWSLHD Cancer Services achieved an outstanding 46 significant research grants totalling \$26,888,483.

Staff undertook 205 conference presentations, 39 invited speaker presentations and achieved 158 articles in peer-reviewed publications and won 33 significant awards. The annual Radiation Oncology Research Showcase was held, highlighting significant research projects.

Clinical Trials recruitment opportunities have been substantially improved over this year, with 137 new trials opening across the District and 629 patients recruited to trials in 2016/2017.

A survey of preferences, attitudes and beliefs among patients was undertaken regarding using medicinal cannabis for symptoms of advanced cancer such as nausea and vomiting. Macarthur Cancer Therapy Centre is a pilot site for trialling the Clinical Excellence Commission's end of life toolkit, with excellent results.

The radiation oncology team headed by Dr Mark Sidhom and Sankar Arumugam won a prestigious NSW Health award for their work on novel, innovative ways of tracking the prostate during prostate radiotherapy.

Q fever education

Public Health Unit staff collaborated with veterinary staff from the Local Land Services to investigate a large cluster of Q fever amongst abattoir workers contributing to state-wide awareness of poor compliance with Q-fever vaccination and a critical review of Q fever control guidelines. The Public Health Unit organised a One Health Q Fever workshop held in March 2017 at the Liverpool Catholic Club with 46 attendees, and presentations from a wide variety of health, veterinary and research organisations.



06 ENHANCING ASSETS AND RESOURCES

It is essential to ensure the District's health service infrastructure has the capacity to meet growing and complex healthcare needs arising from demographic change. This requires investment in capital infrastructure programs and new technology, including information technology.



There will also be enhancements to acute and long-term inpatient and community based mental health services and an increase in the number of Intensive Care Unit beds, reducing the need for transfers to other facilities.

Funding includes infrastructure development of a paediatric precinct, which will serve the entire south western Sydney area. The enhancement will mean an expanded range of paediatric speciality services to allow care to be provided close to home for children of south western Sydney. It will also enable sicker children to be cared for locally.

OUR HOSPITALS

Campbelltown Hospital Stage One wraps up

A new cardiac catheterisation laboratory was unveiled as part of Campbelltown Hospital's \$134 million Stage One investment. The laboratory features two state of the art interventional suites with diagnostic imaging equipment and will help improve access to life saving techniques and elective procedures for patients living in Macarthur.

Stage One delivered the five-storey Acute Services Building with 90 inpatient beds in 2016. It also included an expansion of the pathology laboratory and a co-located and expanded ambulatory care and outpatient floor, an increase in emergency beds and refurbished birthing suites.

Campbelltown Hospital Stage Two progressing

The recent state government commitment of \$632 million towards Stage Two will complete Campbelltown Hospital's transformation into a world-class health facility.

Enhancements will include an expansion of the Emergency Department including an increase in the number of treatment spaces and short stay unit.



Campbelltown Hospital Clinical School opens

In March 2017, the Macarthur Clinical School was completed and opened. The Macarthur Clinical School is a joint initiative between Western Sydney University (WSU) and the NSW Government, and represents the ongoing collaboration between WSU and SWSLHD. The Macarthur Clinical School provides an advanced clinical training centre at Campbelltown Hospital to support its role as an integrated education and research health facility. The Macarthur Clinical School includes a 153-seat lecture theatre, a clinical skills teaching facility, simulation laboratory, eight clinic/clinical trials rooms, a hospital library, office space for clinical academic teams and a new centre for the District's education and workforce development teaching and office.

New Clinical Building for Bowral

Excitement is building in the Bowral community as the \$50 million Bowral and District Hospital redevelopment progresses.

The government-led and implemented redevelopment will deliver a new clinical services building with improved patient and staff amenities to allow the hospital to continue delivering quality health services.

The new building will include:

- Modern theatres and inpatient wards
- More single patient rooms with ensuites
- Improved facilities for patients and staff
- New medical equipment
- New main entrance to Bowral and District Hospital

Design for the new clinical services building is progressing well, with site preparation and initial work to commence soon.



Resource enhancement

The Campbelltown and Camden Speech Pathology department now has specialist clinical equipment which will significantly improve patient care including:

- A Myomed sEMG unit to allow biofeedback during swallowing therapy
- Special Seating for videofluoroscopy to allow optimal and adaptive seating of children during videofluoroscopic swallowing assessments
- Portable nasedoscopy to allow access to fibre optic endoscopic swallowing assessments for inpatients and for staff to be credentialed in the performance of this specialist assessment.

Vibrant culture

Liverpool Hospital opened an exciting new retail food outlet. This venture is the first of its kind in any Australian hospital and includes an on-site international chef who changes the menu daily. The process has involved consumer input and provides a vibrant and positive space for patients, visitors and staff.

New space for babies

Some of the smallest and most fragile babies in the District have a more comfortable place to get better, with the opening of the newly refurbished Liverpool Hospital Neonatal Intensive Care Unit (NICU).

The Liverpool Hospital NICU has 12 Intensive Care beds and 19 Special Care beds and is part of a state-wide Network that provides advanced care for sick newborns.

Cardiovascular upgrade

With an increased number of patients requiring cardiac interventions, Liverpool Hospital's Interventional Unit (cardiac catheterisation labs) has increased from 2.5 to 3 labs. This has improved access to life saving procedures for patients across SWSLHD.

Facility refurbishment

Bankstown-Lidcombe Hospital has undertaken a major refurbishment across the facility, including updating of signage and painting to enhance the visual appeal of the hospital.

OUR SERVICES

Additional renal services

An eight bed renal inpatient service has been established at Campbelltown Hospital to treat patients close to their home. SWSLHD Renal Services is the second largest renal service in Australia, servicing 14 per cent of all renal patients in New South Wales. South western Sydney has the highest rate of chronic kidney disease in urban Australia. The new unit allows patients who are on continuous ambulatory peritoneal dialysis to be treated as inpatients in the Macarthur district.

Services for refugees

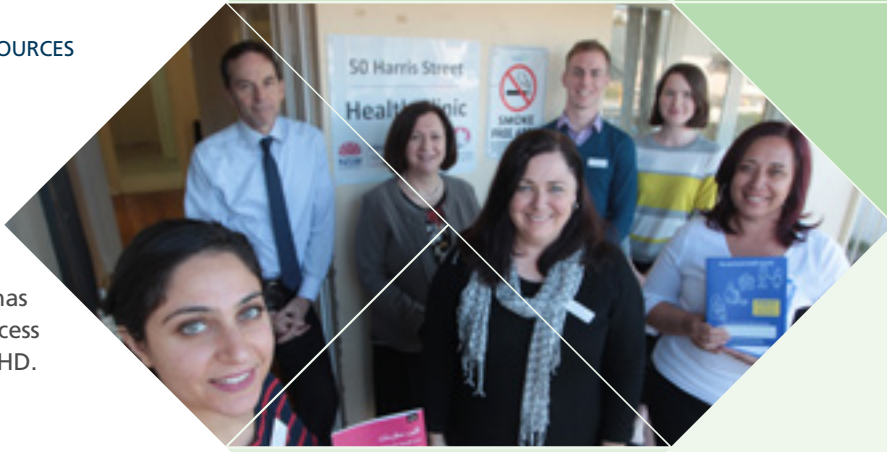
NSW Refugee Health Service expanded and established new offices in Liverpool and additional clinical space in Fairfield. In addition, a new Early Childhood Refugee Nursing Program commenced, offering an innovative service that provides newly arrived refugee children (from birth to five years) with health assessments to check their wellbeing and links them to early childhood services in the community.

Mental Health risk assessment

Mental Health Service conducted a risk assessment on Waratah Acute Mental Health Unit at Campbelltown and identified a number of environmental challenges for staff caring for acutely unwell mental health consumers. The project resulted in a number of improvements including the installation of a separate nurses station in the general area to improve patient observation.

Medical imaging

SWSLHD patients continue to have improved and timely access to new medical imaging technology, with the installation of a new state-of-art MRI and SPECT-CT at Liverpool Hospital, as well as two new 128-slice CTs and digital radiography equipment at Campbelltown, Fairfield and Bankstown-Lidcombe Hospitals.



Drug Health Services' enhanced patient area

The outdoor areas at the Drug Health Services Fairfield Inpatient Withdrawal Management Unit were renovated and refurbished with new facilities. The upgrade included a barbeque area, exercise equipment and basketball court. The outdoor facilities enhance patient experience by providing therapeutic and creative spaces for patients.

Community Health asset review

A Community Health asset review was conducted this year. The review combined an asset audit, service utilisation analysis and future demand projections, to determine the facilities and services with current capacity constraints, or those which will be unable to meet projected service demand in 2026 unless capacity is enhanced.

The review confirmed District-owned facilities are generally in better condition than leased facilities, and more likely to have expansion and internal reconfiguration potential. Key priorities which were identified include:

- Increasing capacity and functionality of Mental Health facilities
- Increasing capacity of major Community Health Centres (particularly those in metro local government areas)
- Prioritising investment in facilities requiring minor improvements to accessibility, building fabric and security
- Establishing Comprehensive Community Health Centres to achieve required capacity, service mix and optimised locations for Community Health in Bankstown, Fairfield, Liverpool, Campbelltown and the South Western Growth Corridor
- Reducing the number of stand-alone Early Childhood Health Clinics.

Commissioning

Following a structured procurement process, The Hub (Miller) and Women's Health Clinical Services were commissioned to NGO providers with demonstrated experience in delivering community based service models. The partnership model followed the international commissioning cycle approach which centres on capacity building, equality in partnerships, outcomes based performance and co-creation with patients, providers and the community.



07 SUPPORTING BUSINESS

In a rapidly changing environment, clinicians and managers need access to current information and data to support informed choices, monitor progress and develop new ways of care. Information management and technology provides potential for enhancing efficiency, promoting innovation and improving patient care.

EMR2

The successful roll out of eMR2 (electronic medical records) at Bankstown-Lidcombe Hospital and CHOC (Community Health and Outpatient Care program) within the Allied Health service has improved access to patient information for all clinicians within the hospital and District outpatient and community services.

The roll out of eMR2 across Liverpool Hospital is planned for November 2017. New portable computer workstations have been introduced in preparation for its implementation.

Corporate and infrastructure

Over 1,700 devices were procured to replace old and expired hardware devices, including desktop computers, laptops and and reporting and medical imaging specialised radiology monitors.

ICT successfully completed the Alcatel VOIP Telephony conversion for Campbelltown Hospital in March 2017, comprising over 1100 extensions throughout the hospital campus. The entire project utilised a team of 10 staff and contractors and was completed in under five months.

Network redesigns and upgrades

ICT networks at Bankstown-Lidcombe, Campbelltown, and Camden Hospitals have been redesigned, with high speed and highly available network services delivery now available. Networks can now provide power over ethernet for IP telephones and wireless access points. All users now also have up to 1Gbps bandwidths (compared to 0.1Gbps previously). Fairfield and Bowral and District hospitals' network upgrades are planned.

New sites commissioned

Liverpool Hospital's molecular science cyclotron facility was commissioned with power over ethernet infrastructure. Macarthur Clinical School at Campbelltown Hospital was commissioned for network, wireless, and IP telephone services.

The new STARTTS (Service for the Treatment and Rehabilitation of Torture and Trauma Survivors) site was commissioned with 20Mbps government wideband IP services and IP telephone.

Wireless network installations

Wireless networks were commissioned at Bankstown-Lidcombe, Camden and Campbelltown Hospitals to provide high speed wireless access to users of various SWSLHD clinical applications.

Liverpool Hospital's WiFi was reviewed and upgraded. Wireless networks were commissioned at Wollondilly, Rosemeadow, Hoxton Park and Bankstown Community Health Centres.

Interconnecting with eHealth networks

Liverpool, Bankstown-Lidcombe, Fairfield, Camden and Campbelltown Hospitals were connected to Health Wide Area Networks (HWAN) at very high (10Gbps) connections.

Cancer services upgrades

Cancer Services introduced PROMPT-Care, the first Australian integrated eHealth platform that uses systematically collected, patient-reported outcomes to inform cancer survivors real-time clinical care and self-management. Distress, pain and quality of life measures have been collected in the two stage pilot from 338 active patients, and are available for clinicians to view in the medical record in real-time; facilitating timely clinical care and ensuring patient psycho-social needs are met.

Strategic grants calendar

In 2016, a SWSLHD funding opportunities working party was set up to identify key areas that will assist the District in seeking external funding. The working party meets regularly to develop strategies and review grant and funding opportunities. A strategic grants calendar was developed. This is an online portal featuring up-to-date information on available grant opportunities to help staff access and apply for relevant funding opportunities. A marketing strategy with a comprehensive training and governing model has also been developed and implemented.

Qlikview

Medical Imaging was the first clinical service to implement the innovative Qlikview information platform linking the Radiology Information System with other clinical activity and quality data across the District. This integrated IT platform and data gathering process presents a unique opportunity to use integrated radiology and clinical information to re-map and redesign clinical service delivery, with strong engagement with clinicians and the support of hospital executives.

Cardiovascular image storage

A District wide image storage solution was implemented to enable cardiac images to be viewed at all District facilities by cardiologists and cardiothoracic surgeons. This has improved time to diagnosis for patients with cardiac conditions.

Interventional cardiovascular services

In 2015 the District conducted a review to identify feasible alternative service models for interventional cardiovascular services at three District hospitals. The principal aim of the study was to assess whether the involvement of an independent operator could improve the sustainability and operation of the interventional cardiovascular service. A market testing exercise and a public tender was conducted. In May 2017, SWSLHD and Siemens Healthcare signed the service agreement for replacement of the aged cardiac catheter laboratories in Liverpool Hospital and the installation of new cardiac catheter laboratories in Bankstown-Lidcombe Hospital.

Technology roll out

The rollout of an impressive 500 computers and laptops to all Community Health sites over the past year ensures all technology is current and nursing staff are supported by sufficient technology and equipment to provide quality healthcare.

Oral health

Ingleburn, Rosemeadow, Bowral and Tahmoor Oral Health Clinics had Scan X Duo, a new digital dentistry radiography system, installed. An plan is in place to roll this out across all SWSLHD Oral Health Clinics. The system is compatible with the introduction of a new state-wide electronic oral health information system, Titanium.

Mental Health program

The Mental Health Service has been an active participant in the Productive Mental Health Ward program, an initiative sponsored by the NSW Nursing and Midwifery Office, which focuses on improving systems, processes and environments to help clinical staff spend more time on client care, thereby improving both safety and efficiency.



08 EFFICIENCY AND SUSTAINABILITY

SWSLHD is focused on identifying opportunities to improve efficiency of care and service delivery. Delivering healthcare in innovative new ways will strengthen the financial sustainability of the District, minimise risk, contribute to environmental sustainability and strengthen governance.

Meeting budget and revenue targets

SWSLHD is in a strong position financially, delivering high quality health services within budget allocations. Importantly, there has been a focus on meeting our small business creditor targets to ensure these valued partners are paid within agreed timeframes.

Developing services

Significant investments were made in developing high quality services for the people of south western Sydney, including new beds at Campbelltown Hospital, enhancing surgical capability across SWSLHD and promoting and investing in primary care solutions including integrated care and connecting care programs.

Risk and policy

The *SWSLHD Enterprise Risk Management Plan 2016-2021* was developed. This is the first long term plan SWSLHD has had to further develop risk maturity and implement policies and processes to assist in minimising risk.

Enterprise risk management workshops were run across executive teams to ensure a common understanding of the SWSLHD enterprise risk management framework and to ensure appropriate risk governance processes are in place. Training in enterprise risk management has been provided to the SWSLHD Board to assist with board risk reports.

A review of the SWSLHD policy framework was undertaken to ensure a consistent framework for development, review and implementation of policy documents. This framework helps identify gaps in policy and minimise duplication across the District. The SWSLHD legislative compliance framework was developed to ensure processes are in place to support and enhance staff awareness of statutory and organisational reporting requirements. A training program was delivered to executive staff.

Strategic fundraising

This year the District was able to launch online donation pages across each of the hospitals, allowing donors to select the hospital they wish to donate to. Grant and trust funding opportunities for Hospitals, services and research were expanded through the adoption of a new grant seeking calendar tool.

The District also set up a Fundraising Review Group to review technical opportunities to help expand fundraising through the adoption of technology solutions.





DONATIONS

Wakelings generosity

The District is committed to thanking those who give so generously to our hospitals and services, with the first Platinum Supporter award presented to Wakeling Motors for donating over \$1,200,000 to Campbelltown, Camden and Bowral and District Hospitals.

A partnership program with the Moss Vale (Wakelings) Motor Group sees \$25 from each car sold kindly donated to Bowral and District Hospital for important equipment. The Wheels for Life program has to date donated a defibrillator for the Emergency Department and two CTG monitors for the Maternity Unit.

An event was held in April to celebrate the 20 year partnership between Wakelings Motors and Camden and Campbelltown Hospitals. Through the Wheels for Life Program, more than \$1 million has been raised for Camden and Campbelltown Hospitals, which has helped purchase a ventilation machine, digital weigh chair, mobile X-ray machine, digital surgical cameras and state of the art operating theatre lights.

Support for Camden and Campbelltown

The Campbelltown Hospital Auxiliary, since its re-formation in 1953, has four times won the award for the most amount of volunteer hours worked. The Campbelltown Hospital United Hospital Auxiliary raised \$24,600 and the Camden Hospital Auxiliary \$49,000.

The Kids of Macarthur Health Foundation has completed a charity house project with the profit from sale donated to paediatric services at the hospital.

In a show of incredible support and unity, five Lions Clubs from across Macarthur banded together to raise money for Camden and Campbelltown Hospitals. The money has been earmarked for specific equipment including Lucas 2 CPR Systems, Lifepak 15 Systems and portable ultrasound units.

Beautiful Minds has undertaken a range of fundraising initiatives throughout the year to support mental health across the Macarthur region.

Sad farewell

One of Camden and Campbelltown Hospital's most dedicated supporters, Cr Fred Borg sadly passed away in 2016.

Cr Borg's fundraising efforts through 24 Hour Fight Against Cancer supported thousands of patients at the Macarthur Cancer Therapy Centre, Campbelltown Hospital's Oncology Ward and Paediatric Ambulatory Care Unit, the Palliative Care Unit and associated outreach services at Camden Hospital.

Because of his commitment, Macarthur Cancer Therapy Centre was the first public hospital to utilise cold-cap treatment to prevent hair loss in patients undergoing chemotherapy. Thanks to the 24 Hour Fight Against Cancer donation of two double Paxman Hair Loss Prevention Systems, local patients now have access to the hair saving treatment.

Cr Fred Borg



Cancer services says thanks

Dry July was an international success, with Radiation Therapist Mark Udovich, the star of the District's Dry July campaign. Mark re-created celebrity photos and had phenomenal success with the project, having his story shared around the world. His incredible effort was acknowledged at the prestigious The One Hundred Everyday Amazing gala event in America.

An incredibly generous donation of \$465,000 from a local foundation led to renaming of the John Richard Kuhlmann Wellness Centre. The funds will be invested towards the new Wellness Centre project in Goulburn St, Liverpool.

McGrath Foundation provides breast care nurses to support Campbelltown, Bankstown-Lidcombe and Liverpool Hospitals.

Miracle Babies Foundation has continued to partner with Liverpool Hospital's Neonatal Intensive Care Unit, providing support for premature babies and their families.

Bowral and District Hospital is incredibly fortunate to have the support of BDCU Children's Foundation and Heart of the Highlands.

Fairfield Hospital donations

The Vietnamese Community hosted their annual fundraising dinner to raise funds for Fairfield Hospital to purchase equipment. More than \$50,000 was raised and used to purchase a new anaesthetic machine.

Local businesses have continued to support Fairfield Hospital with Crossroads Bunnings donating a new BBQ, Grilled Burgers sponsoring the People Matters Survey, Refugee Week, staff awards and equipment for dementia patients.

The Sydney Baseball Lions Club has donated numerous items and provides ongoing support to Fairfield Hospital.

The Humpty Dumpty Foundation has been incredibly generous, donating \$1.4 million since 2007. The foundation has worked closely with staff to purchase equipment for hospitals across the District.

Fairfield Hospital's Special Care Nursery has a new Pulse Oximeter worth \$4400 thanks to the Humpty Dumpty Foundation. The Oximeter - which measures and ensures the correct and safe oxygen delivery in newborns - was made possible thanks to Hitachi employees who participated in the annual City2Surf last year, raising money for the Humpty Dumpty Foundation which, in turn, purchased the equipment from the Hospital's wish list.

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

Bowral and District Hospital

- Moss Vale Hospital Auxiliary
- Bowral Hospital Auxiliary
- Hearts of the Highlands
- Bundanoon Hotel
- Michael Mcerlane
- Moss Vale Motor Group

Bankstown-Lidcombe Hospital

- The Bankstown Trotting Recreational Club - Club Condell Park
- Bankstown District Sports Club Ltd
- Dry July Foundation
- Estate of Dorothy Symblett
- Revesby Workers Club
- Masonicare - Freemasons of New South Wales and the Australian Capital Territory

Camden and Campbelltown Hospitals

- 24 Hour Fight Against Cancer
- Wakeling Motors
- Camden Hospital Auxiliary
- Campbelltown Hospital Auxiliary
- Campbelltown Hospital Volunteers
- Kids of Macarthur Health Foundation
- Macarthur Ladies Night Out
- Beautiful Minds
- Dry July Foundation
- Women's Trust Luncheon
- Peter Riordan
- Humpty Dumpty Foundation
- Camden Lakeside Ladies Country Club
- Lenco Family

Fairfield Hospital

- Humpty Dumpty Foundation
- Thor Specialties Pty Ltd
- T Kol & K Kol
- Lee & Sons (Aus) Pty Ltd
- Local Vietnamese Community Group
- Local Chinese Community Group

Liverpool Hospital

- John Kuhlman Foundation
- Dry July Foundation
- Knight Foundation
- Tony and Ron Perich
- Busby Auxiliary
- Liverpool City Bowling Club
- Merrylands RSL
- Brighton Lakes Golf Club
- Liverpool Council
- Mounties
- Henry and Jenny Ngai – ABC Tissues
- In memory gift for Thuong Nguyen
- In memory gift for Dung Ngoc Tran
- Bulldogs Rugby League Club
- Gift for Life
- El Toro Hotel
- John Edmond
- Myer



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 8570

Bowral and 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

Affiliated health organisations

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

Web: 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

Level 2, 25 Smart Street
Fairfield NSW 2165
Ph: (02) 9646 6555

Braeside Hospital

340 Prairie Vale Road
Prairiewood NSW 2176
Ph: (02) 9616 8600
Fax: (02) 9756 8805

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

Karitane Camden

Residential and Toddler Clinic
Camden Hospital, Menangle Road,
Camden NSW 2560
Ph: 02 4654 6125
Fax: 02 4654 6213

South West Sydney Scarba Service – The Benevolent Society

288-292 Queen Street,
Campbelltown NSW 2560
Ph: (02) 4633 3777
Fax: (02) 8568 7914
Web: www.benevolent.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

Unit 5, 39 Stanley Street
Bankstown NSW 2200
Ph: (02) 9780 2958

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

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

Budyari (Miller) Health Centre

18 Woodward Crescent
Miller NSW 2168
Ph: (02) 8781 8020

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) 9732 6500

Moorebank Community Health Centre

Cnr Lucas & Maddecks Avenue
Ph: (02) 8738 9780

Narellan Community Health Centre

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

Prairiewood Community Health Centre

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

Primary and Community Health Executive Support Unit / Triple I

Suite 2, 1 Bolger Street
Campbelltown NSW 2560
Ph: 4621 8762

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

Mental Health Services

ICAMHS

3 Cordeaux Street
Campbelltown NSW 2560
Ph: (02) 4621 5000

Campbelltown Community Mental Health Centre

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

Harmony House Cottage

103 Hoddle Avenue
Campbelltown NSW 2560
Ph: (02) 4620 8888

Fairfield Adolescent Mental Health

53-65 Mitchell Street
Carramar NSW

Fairfield Rehabilitation Centre

Mitchell Street
Carramar NSW

Flowerdale Cottage

19 Flowerdale Road
Liverpool NSW 2170
Ph: (02) 9601 1616

Miller Mental Health Centre

4 Lady Woodward Place
Miller NSW

Unit 20, Scrivener Street
Warwick Farm NSW

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
Ph: 1300 559 393 or 9293 3333

Fairfield Oral Health Clinic

Fairfield Hospital campus
Cnr Polding St & Prairie Vale Road
Prairiewood NSW 2176
Ph: (02) 9616 8169

Ingleburn Oral Health Clinic

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

Liverpool Oral Health Clinic

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

Narellan Oral Health Clinic

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

Rosemeadow Oral Health Clinic

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

Tahmoor Oral Health Clinic

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

Yagoona Adult Oral Health Clinic

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





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@health.nsw.gov.au
facebook: www.facebook.com/SWSLHD
Twitter: www.twitter.com/SWSLHD
LinkedIn: www.linkedin.com
website: www.swslhd.nsw.gov.au