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2017-2018 was an exciting time for Nepean Blue Mountains Local Health District and the year ahead is set to deliver new projects and enhancements to our health services that will consolidate our reputation as a leader in innovative and quality healthcare.

The NSW Government commitment of at least $1 billion for the Nepean Redevelopment, announced in March 2018, will provide a new hospital on the Nepean Hospital campus in two stages with Stage One set to be complete in 2021. The redevelopment will also include a new car park and helipad and community-based health facilities that will help us meet the future healthcare needs of our growing community.

Such major infrastructure works only happen once in a lifetime and are set to shape the way we deliver healthcare into the future, providing the opportunity to utilise new technologies, and integrate hospital and primary care services through purpose-built facilities and innovative new models of care.

The redevelopment will also provide new opportunities for medical research and reduce the need for residents to travel outside of our region to get the specialist medical care they need.

Complementing this major development, our District’s commitment to The Quarter Penrith will ensure the region prospers from employment growth, local investment and improved liveability, through a formalised partnership with our fellow healthcare providers, universities and TAFE, council and industry.

I hope you enjoy reading the snapshot of our services and achievements in this 2017-2018 Year In Review, The Board and I are particularly proud of research innovations, new initiatives and of course our dedicated staff support – all of which enables us to address emerging health concerns and improve the lives of our patients and their families.

Peter Collins
The Hon Peter Collins AM QC
Board Chair
Nepean Blue Mountains Local Health District Board

Nepean Blue Mountains Local Health District strives for innovation and excellence in health service delivery that is responsive to the needs of our patients and community.

In 2017-2018 a sustained focus on innovation, research and improving health outcomes for our diverse community resulted in significant achievements for the Nepean Blue Mountains Local Health District.

We are proud to have achieved national and state awards for a number of staff-led innovations and research projects, including potentially life-saving diagnostic tests and programs that empower patients to engage with their care teams.

Our staff are driven to provide quality care and the best possible patient and consumer experiences.

Refurbishment works to the emergency departments at Blue Mountains and Nepean Hospitals have helped efforts to improve the patient experience by expanding clinical space, improving safety and introducing new models of care that enable patients to receive the care they need faster.

This Year in Review provides brief detail of just some of the highlights from our 2017-18 year. I commend and thank staff for their remarkable achievements and continued dedication to providing quality healthcare for our community. I am confident that the year ahead will see our Local Health District continue to meet the diverse needs of our growing community.

Kay Hyman
Chief Executive
Nepean Blue Mountains Local Health District

Our new strategic directions for 2018-2023 are:

1. HEALTHY PEOPLE AND COMMUNITIES to deliver innovative health care that meets the needs of our diverse community
2. BETTER PATIENT AND CONSUMER EXPERIENCES to provide person-centred, high quality health services
3. TALENTED, HAPPY AND ENGAGED WORKFORCE to build a high performing workplace culture that embeds service excellence
4. RESPONSIBLE GOVERNANCE AND FINANCIAL MANAGEMENT to maintain robust governance, quality and safety systems
5. HUB FOR RESEARCH AND INNOVATION to support a culture of leading-edge translational research and innovation.
Nepean Blue Mountains Local Health District has continued to improve health outcomes for our community with a number of achievements and successes in 2017–2018.

This year we:

1. Won the Healthcare Measurement award at the Australian Council of Healthcare Standards Quality Improvement Awards 2017 for the Breathe Better at Blue Mountains project, which reduced the length of stay in hospital for patients with chronic obstructive pulmonary disease.

2. Launched The Quarter Penrith Health and Education Precinct Collaboration, which formalises partnerships between the region’s major healthcare providers, education institutions and Penrith City Council.

3. Commenced work on the $576 million Nepean Redevelopment Stage 1, which will provide more services, beds and staff to serve the growing Nepean population. At least $450 million was also announced for Stage 2 of the development, boosting the total budget to over $1 billion.

4. Won the Health Research and Innovation Award for developing a world-first High-risk Influenza Screen Test (HIST) at the 2017 NSW Health Awards.

5. Implemented a Resident Medical Officer program at Lithgow Hospital to give junior doctors valuable experience in a rural setting during a 10-week rural rotation (see inset pic).

6. Achieved accreditation as a White Ribbon Workplace in recognition of the organisation’s commitment to stopping violence against women.

7. Upgraded emergency departments at Blue Mountains and Nepean Hospitals to expand clinical space and improve safety.

8. Implemented the Aboriginal Workforce Strategy 2017–2021 committed to developing and supporting Aboriginal employees and growing a skilled and valued Aboriginal workforce.

9. Launched the Everybody Live Well website, which provides quality-assured and up-to-date tips and information about living a healthy lifestyle.

10. Introduced a Cardiology Day Only Unit at Nepean Hospital which allows cardiology and heart failure patients a shorter hospital stay and improves patient flow (see bottom right pic).

11. Won the Patients as Partners Award for The Patient’s Voice, a patient-led handover project, at the 2017 NSW Health Awards.

12. Received $17 million in funding for a new HealthOne facility at Orchard Hills and a refurbishment of St Clair Community Health Centre.

13. Upgraded medical imaging services at Lithgow Hospital, with a new x-ray machine, CT scanner and two new ultrasound machines (see main pic).

14. Commenced work on the new $4.7 million Blue Mountains Satellite Renal Dialysis Centre at Blue Mountains District Anzac Memorial Hospital.
About our Community

We provide health services across the region through our hospitals and health facilities.

- Our public hospitals are Nepean in Penrith (a tertiary referral hospital of the University of Sydney), Blue Mountains, Springwood, and Lithgow. We also operate a public/private partnership with St John of God Health Care at Hawkesbury District Health Service in Windsor.

- We have Community Health Centres across the region that provide a range of vital services to people of all ages with chronic and complex health conditions, families and older people.

- Our inpatient, outpatient and community-based services care include:
  - Nepean Centre for Oral Health
  - Centre for Addiction Medicine (Nepean)
  - Nepean Cancer Care Centre
  - Hawkesbury Living Cancer Trust Chemotherapy Centre
  - Nepean Mental Health Centre and Triage and Assessment Centre (TAC)
  - Blue Mountains Hospital Mental Health

The main health issues facing the District’s residents:
- increasing populations of older people
- high rates of obesity, smoking and diabetes
- access to specialised care.

Source: Population estimates downloaded from Health Activity Projections Platform and Analytics in CaSPA.
Our staff

Seventy-eight per cent of our 6,031 strong staff reside locally, either within the Nepean Blue Mountains Local Health District or surrounding postcodes.

Board Members

The Nepean Blue Mountains Local Health District Board is responsible for overseeing the work of the District and is chaired by The Hon. Peter Collins AM QC. The Board Members bring a wealth of experience and local knowledge to the management of our LHD.

Our vision
Together Achieving Better Health
We will drive innovation and excellence in health service delivery and provide safe, equitable, high quality, accessible, timely and efficient services that are responsive to the needs of patients and the community.

Our values
Our values support our vision, shape our culture and reflect our principles and beliefs.

A Year of Activity
In 2017-2018 the Local Health District continued to deliver services to meet a growing population.

127,696
Presentations to Emergency Department ↑ 4.7%

84,140
Admissions to hospital ↓ 2.1%

4,944
Babies born ↓ 6.4%

11,207
Elective surgeries ↑ 2.7%

8,585
Emergency surgical procedures ↑ 1.1%

239
Research proposals ↑ 141%

1,047,478
Community and outpatient occasions of service ↓ 3.3%
This year we:


2. Offered more services for bariatric surgery patients at the Nepean Blue Mountains Family Metabolic Health Service (formerly Nepean Blue Mountains Family Obesity Service).

3. Implemented a new model of care at Nepean Hospital’s Endocrinology Service to manage a 30 per cent increase in patient numbers under new 2014 diagnostic criteria for diagnosis of gestational diabetes mellitus.

4. Developed the Be a Man, Be a Mate suicide prevention project which supported local men to have conversations with their friends about men’s mental health issues.

5. Delivered the 2017 Adolescent Immunisation Program to over 13,000 students across 51 high schools.

6. Responded to a significant increase in the number of influenza outbreaks at local aged care facilities during the 2017 flu season, reducing morbidity and mortality rates and pressure on our hospitals.

7. Provided more services for integrated violence prevention and response services, palliative care and chronic and complex care nursing.

8. Increased access to health information with the introduction of digital signage at Nepean and Blue Mountains Hospitals.

9. Implemented Leading Better Value Care initiatives to improve services for clients of the Osteoporotic Re-fracture Prevention Program and the Osteoarthritis Chronic Care Program. The program is acknowledged as an exemplar service by the Agency for Clinical Innovation.

10. Established a Suicide Prevention working party with our Mental Health Service and the Nepean Blue Mountains Primary Health Network.

11. Implemented a targeted influenza vaccination program for clients of the Gateway Clinic, a medication assisted treatment program for opioid dependence.

12. Implemented the Healthy Food and Drink in NSW Health Facilities for Staff and Visitors Framework, removing sugary drinks from sale and increasing the availability of healthy food and drink options (see main pic).

13. Won a 2018 ZEST Award for a Make Healthy Normal partnership project which saw the promotion of healthy lifestyle behaviours in local St Vincent de Paul stores.

14. Delivered a community forum on sexuality and relationships in the digital age and increased access to the Talk Soon, Talk Often sex education resource with digital and translated editions (see inset pic).

15. Enhanced referral and discharge pathways at the Drug and Alcohol Service and, with Multicultural Health, improved community engagement strategies and provided cultural competence training for staff.

16. Employed two new refugee International Medical Graduates as part of the Employment of Refugee Doctors initiative.

17. Launched the EveryBody Live Well website, an online space for communities to access localised information, resources and services.

18. Recruited an Aboriginal Community Partnership Coordinator and a new CALD Project Worker within the Drug and Alcohol Service.

19. Supported breastfeeding rates for Aboriginal mothers in the Building Strong Foundations program and achieved a seven per cent increase in breastfeeding rates for this client group.

20. Established the Penrith Health Action Plan with the Nepean Blue Mountains Primary Health Network and Penrith City Council to deliver integrated and holistic community services focusing on health promotion, prevention and early intervention spaces. Initiatives of the Penrith Health Action Plan include the Village Café at St Marys and Team Colyton.

Our wins

nbmlhd.health.nsw.gov.au   Together Achieving Better Health

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2017–2018 Year In Review
Launched in December 2017, the Strategy aligns with NSW Health’s Good Health – Great Jobs: Aboriginal Workforce Strategic Framework 2016-2020 and the Local Health District’s strategic priorities.

The NBMLHD Aboriginal Workforce Strategy is a localised response to the Framework and is an overarching document to guide and support the District to meet the key priorities, outcomes and actions outlined in the Framework.

It supports the District’s commitment to engaging and growing the Aboriginal Workforce through developing a respectful and culturally safe workplace across the public health sector and to providing clinical, non-clinical and leadership roles for Aboriginal people.

The Strategy also enables NBMLHD to demonstrate its commitment to providing culturally appropriate, accessible services that will improve the health status of Aboriginal and Torres Strait Islander people in our communities.

“We recognise that increasing our own cultural competency is a clear priority in order to achieve this commitment. Through the Respecting the Difference Aboriginal cultural training and the Didja Know cultural information and communication guide, we are building our cultural understanding and respect,” says Kay Hyman, NBMLHD Chief Executive.

NBMLHD is proud to have more than doubled its Aboriginal workforce over the last four years.

Ms Hyman says developing and strengthening the District’s Aboriginal workforce is crucial for effectively addressing the needs of the Aboriginal community.

“We look forward to working with our staff and partners to engage and grow a culturally safe service for Aboriginal people through a shared respect,” says Ms Hyman.

The Nepean Blue Mountains Local Health District Aboriginal Workforce Strategy 2017-2021 was developed to provide a clear direction for improving Aboriginal health outcomes by taking a proactive approach in developing and supporting our Aboriginal workforce.

National recognition

“Through the Respecting the Difference Aboriginal cultural training and the Didja Know cultural information and communication guide, we are building our cultural understanding and respect.”

“The District is proud to be officially recognised as a workplace pioneer that is contributing national cultural change to prevent and respond to violence against women.”

As a District we have taken steps to:

+ Increase the knowledge and skills of staff and managers to address issues of violence against women.
+ Enhance the capacity of workplaces to respond to the issue of violence against women.
+ Change the attitudes and behaviours that allow violence against women to occur.

The District is proud to be officially recognised by White Ribbon Australia as an organisation that has committed to stopping violence against women. We are now an accredited White Ribbon Workplace.

Our organisation has demonstrated effective leadership, resource allocation, communication, HR policy development and training to create a safer and more respectful workplace.

Proudly accredited by White Ribbon

Nepean Blue Mountains Local Health District has been recognised by White Ribbon Australia as an organisation that has committed to stopping violence against women. We are now an accredited White Ribbon Workplace.
This year we:

1. Commenced work on the $576 million Nepean Redevelopment Stage 1, which will provide more services, beds and staff to serve the growing Nepean population. At least $450 million was also announced for Stage 2 of the development, boosting the total budget to over $1 billion.

2. Upgraded the emergency departments at Blue Mountains and Nepean Hospitals to expand clinical space and improve patient and staff safety.

3. Enhanced the caseload midwifery program at Nepean Hospital with the addition of a permanent full time Aboriginal caseload midwife and new graduate caseload midwives (see middle pic).

4. Introduced a Cardiology Day Only Unit at Nepean Hospital which allows cardiology and heart failure patients to have a shorter hospital stay and improves patient flow.

5. Received $17 million in funding for a new HealthOne facility at Orchard Hills and a refurbishment of St Clair Community Health Centre.

6. Commenced work on the new $4.7 million Blue Mountains Satellite Renal Dialysis Centre at Blue Mountains District Anzac Memorial Hospital.

7. Introduced the Drug and Alcohol Assertive Community Management team which provides services to drug and alcohol patients who are experiencing physical and mental health problems and social issues.

8. Enacted the cancer service interim plan which includes an extra 1.5 chemotherapy treatment spaces, additional clinic rooms and a third radiation therapy bunker as part of the Nepean Redevelopment (see far right pic).

9. Upgraded medical imaging services at Lithgow Hospital, with a new x-ray machine, CT scanner and two new ultrasound machines.

10. Participated in the NSW Health review of seclusion and restraint of consumers with a mental illness.

11. Enhanced Nepean Hospital’s Hospital in the Home Allied Health services to meet increased activity during the busy winter period, with additional physiotherapy, social work and pharmacy services implemented to facilitate early discharge from hospital.

12. Established the Obstetric Anaesthesia Clinic at Nepean Hospital to prepare patients for caesarean section.

13. Established the Admissions Review Team Intensive Care (ARTIC) at Nepean Hospital to review and coordinate potential Intensive Care admissions from all NBMLHD hospitals. This enables some patients to remain close to home in their local hospital with care supported through Telehealth technology.

14. Increased outpatient services to the community at Blue Mountains Hospital, allowing more patients to remain out of hospital and at home while they receive care.

15. Maintained a Magistrates Early Referral Into Treatment (MERIT) Program completion.

16. Appointed a falls clinical nurse consultant and implemented the NBMLHD Falls Network for better continuity across facilities and units.

17. Commenced a major clinical redesign of acute and high dependency mental health inpatient units in partnership with the University of Technology Sydney using a unique design methodology.

18. Enhanced mental health service delivery with the establishment of a physical health clinical nurse consultant position and principal Aboriginal mental health role.

19. Enabled mental health consumers presenting to receive care from highly skilled mental health staff, without first attending the emergency department, through the Triage and Assessment Centre.

20. Acquired additional video-laryngoscopes and upgraded anaesthetic machine software to provide more anaesthesia services at Nepean Hospital.

21. Established the Nepean Redevelopment consumer committee with Health Infrastructure to gain essential consumer input into the project.

22. Increased membership of the Get Involved consumer committee to 62 members. Representatives provide feedback on hospital and health service resources, such as information brochures, as part of the publication process.

23. Introduced more dental specialties at the Nepean Centre for Oral Health including oral medicine, endodontics (root canal specialist) and prosthodontics.

24. Reduced length of stay for hip and knee replacement patients at Nepean Hospital by offering intensive post-acute physiotherapy in the home through the Primary Care and Community Health service.

25. Introduced Health Education Officers into the Drug and Alcohol Inpatient Withdrawal Unit to apply psychotherapies that engage patients in creative platforms to improve physical, mental and emotional wellbeing.

26. Established the Nepean Redevelopment consumer committee with Health Infrastructure to gain essential consumer input into the project.
Building a new hospital and health services for the future

The NSW Government has committed at least $1 billion to the Nepean Redevelopment which will deliver a major expansion and upgrade of Nepean Hospital and our community-based health services. It is an opportunity to design, deliver and operate a truly world class hospital that will allow us to provide new, innovative models of care.

Construction of the $550 million first stage of the redevelopment began in 2017 and is expected to be complete in 2021. When complete, it will deliver Penrith and its surrounding suburbs contemporary, integrated care that meets the needs of our growing District. It will also help to strengthen Nepean Hospital’s position as a leading tertiary, teaching, research and referral hospital in NSW.

In March 2018, the NSW Government committed at least a further $450 million for the Nepean Redevelopment to continue the transformation of Nepean Hospital. Planning for Stage 2 will commence in late 2018 and construction will follow after Stage 1.

Works commence on Blue Mountains Renal Dialysis Centre

In June 2018, the first sod was turned on the site of the Blue Mountains Renal Dialysis Centre marking the start of construction for the $4.7 million purpose-built building on the Blue Mountains District Anzac Memorial Hospital campus.

Expected to be completed in 2019, the new service will house six dialysis treatment spaces and treat up to 24 patients per week, operating as a satellite service for the Nepean Community Dialysis Centre. The service will enable Blue Mountains renal patients to be treated locally when their condition is stabilised instead of having to travel long distances for dialysis treatment.

The first stage of the redevelopment includes:

- A new clinical services block
- A new and expanded Emergency Department
- More than 12 new operating theatres
- 18 birthing suites in new accommodation - an increase of ten
- A new Neonatal Intensive Care Unit with additional cots
- More than 200 additional overnight beds
- A new helipad
- A new multi-storey car park to support the expansion of services
- An expansion of the Nepean Cancer Care Centre
This year we:

1. Achieved accreditation as a White Ribbon Workplace, in recognition of the organisation’s commitment to stopping violence against women.
2. Implemented the Aboriginal Workforce Strategy 2017-2021 committed to developing and supporting Aboriginal employees and growing a skilled and valued Aboriginal workforce (see page 14 for more).
3. Acknowledged the outstanding achievements of staff who contribute to quality improvement of healthcare services across the District through our annual Quality Awards (see right inset pic).
4. Delivered four Health Inspirations and Koori Kids Futures work experience programs for secondary school students (see bottom pic).
5. Recognised the outstanding achievements of our staff through our Reward and Recognition program.
7. Commenced the Aspiring Managers program for nursing staff at Nepean Hospital.
8. Supported training and the successful completion of the Australian and New Zealand College of Anaesthetists program for two surgical trainees at Nepean Hospital.

Supported 11 Aboriginal Trainees to enrol in Certificate III studies in areas including nursing and health administration.

Provided the equivalent of 45,000 hours of clinical placement for undergraduate dental students in 2017.

Embedded a new Performance Development and Management system, policy, tools, education and training across the District.

Increased new graduate registered nurse and registered midwife intake and provided interfacility rotational opportunities.

Established an anaesthesia trainee rotation to Royal Prince Alfred Hospital to maintain access to cardiac anaesthesia training.

Increased uptake of staff influenza vaccinations across the LHD by 60 per cent in 2018 (see breakout box).

Developed our first Talent Management Framework to identify and grow our workforce and support a leadership culture across the District.

Provided 1,304 classes across 467 courses for 11,371 staff through the Education and Training Service.

Enhanced quality patient care and developed teaching and communication skills by Junior Medical Officers (JMO) with the Pass-Me-A-Protocol project that improves JMO awareness and uptake of protocols (see top pic).

Commenced Tell Us How You’re Going, an initiative to gain feedback on the organisation from new recruits.

Double the intake of post graduate midwifery students and received two rural post graduate midwifery scholarships for Blue Mountains and Lithgow Hospitals.

Increased new graduate registered nurse and registered midwife intake and provided interfacility rotational opportunities.

Supported 11 Aboriginal Trainees to enrol in Certificate III studies in areas including nursing and health administration.

Provided the equivalent of 45,000 hours of clinical placement for undergraduate dental students in 2017.

Embedded a new Performance Development and Management system, policy, tools, education and training across the District.

Increased uptake of staff influenza vaccinations across the LHD by 60% in 2018.
Research and Innovation winners at NSW Health Awards

A world first test to identify which influenza patients will need urgent, life-saving treatment and an innovative project to give patients a voice during the nursing shift handover won awards at the 2017 19th Annual NSW Health Awards.

The two Awards for the Nepean Blue Mountains Local Health District were presented by NSW Health Minister Brad Hazzard at Sydney Olympic Park on 26 October 2017.

The Health Research and Innovation Award went to a NBMLHD team who developed a world-first High-risk Influenza Screen Test (HIST) to detect an ‘early warning signal’ in the patient’s blood that ‘kick starts’ their immune system to fight the infection.

The test, developed by Dr Benjamin Tang from Nepean Hospital, needs only a single drop of blood and a few hours to predict, with 91 percent accuracy, which influenza patients will develop potentially deadly secondary infections, such as pneumonia. Previously doctors could only detect influenza infection but didn’t know which patients would be at risk of rapid deterioration.

HIST runs on equipment already available in most pathology laboratories and is the first patent granted to Nepean Hospital.

Winning the category, Patients as Partners, The Patient’s Voice project led by NBMLHD Nurse Manager Kim Maddock empowers patients to provide feedback to staff and guide the discussion during the shift handover at 2pm each day.

The project has been rolled out to other hospitals in the LHD after a successful pilot at Nepean Hospital in the Neurology and Gastroenterology wards decreased clinical incidents and increased patient involvement in their care.

NBMLHD Board Chair, Peter Collins, says the Awards highlight the significant contribution our staff are making to healthcare.

“I am proud of the innovation and research breakthroughs our staff are delivering not just for the patients in our region but worldwide,” says Mr Collins.

“Winning two prestigious NSW Health Awards recognises our commitment to improving our services and the health outcomes for our community through bold new programs based on rigorous clinical evidence.”

“I congratulate Dr Benjamin Tang, Kim Maddock and their teams on their well-deserved awards.”

The first Resident Medical Officers to take up the 10-week rural rotation at Lithgow Hospital in February 2018, Dr Henry Gao and Dr Elspeth Jarman, said they particularly enjoyed the support of senior staff and the unique opportunities the rotation offered.

Dr Gao says working at Lithgow was “a refreshing change” that offered greater learning opportunities and hands-on experience.

Dr Christopher Lindall, who began his 10-week rural rotation at Lithgow Hospital in April 2018, says he was eager to take up the rural rotation and make the most of the opportunities available.

“In the time that I’ve been at Lithgow, I’m really glad that I’ve come here because I’ve enjoyed the experience,” Dr Lindall says.

“There are lots of opportunities available at Lithgow Hospital that wouldn’t be as easy to come by at a hospital in a metropolitan area. I would definitely say a rural rotation is worth it as a different experience but also one that has very different opportunities that you can’t get elsewhere.”

Lithgow Hospital General Manager Jill Marjoram says, “The new learning the residents are exposed to in the rural setting adds great value to their practice.”

Junior doctors gain valuable rural health experience

A program offering rural rotations at Lithgow Hospital is giving junior doctors the opportunity to gain valuable hands on experience in a rural setting.
This year we:

1. Reduced goods and services costs within Nepean Hospital’s Cardiology Service by re-negotiating contracts with device companies to provide better value.
2. Reduced the need to open surge beds and reduced the length of stay for patients at Nepean Hospital’s emergency department.
3. Implemented eCredential to capture, manage and report on a Senior Medical and Dental officer’s defined scope of practice as approved by their respective Medical and Dental Appointments Advisory committee.
4. Developed and implemented a Performance Development Review for visiting medical officers and staff specialists.
5. Implemented a new Recruitment and Onboarding System for general staff recruitment.
6. Established a governance committee for robotic surgery at Nepean Hospital.
7. Rolled out a new payroll system, Health Roster, to improve efficiencies after transitioning from ProAct.
8. Developed and implemented a financial recovery strategy and methodology at Nepean Hospital which takes a sustainability approach to service delivery to manage an unfavourable position at years end.
9. Increased Oral Health revenue by maximising external billing and participation in the Child Dental Benefit Schedule.
10. Allocated Patient Safety Officers to facilities and services to manage overdue clinical governance recommendations and support implementation of Root Cause Analysis recommendations.
11. Implemented Smartek Contractor Compliance Management System to improve contractor management and ensure compliance and governance obligations.
12. Achieved full accreditation for the Nepean Medical Imaging Service from The Royal Australian and New Zealand College of Radiologists for a maximum of five years.
13. Reduced the number of leased fleet vehicles, achieving savings of more than $520,000 (see right breakout box).
14. Achieved positive elective surgery results at Nepean Hospital with no patients at the end of the financial year waiting longer than the clinically recommended timeframe for surgery.
15. Embedded the Committed to Excellence program at Nepean Hospital to improve governance and performance and build leadership capability focused on values and behaviours that align with organisational goals.
16. Improved effectiveness of manual handling programs which has resulted in a 10.5 per cent incurred cost reduction of specific workers compensation claims.
This year we:

1. Launched The Quarter Penrith Health and Education Precinct Collaboration, which formalises partnerships between the region’s major healthcare providers, education institutions and Penrith City Council (see main pic).
2. Won the Patients as Partners Award for The Patient’s Voice, a patient-led handover project, at the 2017 NSW Health Awards. The patient-delivered handover project has received national recognition and attracted funding from the NSW Health Nursing and Midwifery Office for the development of a toolkit for state-wide implementation.
3. Hosted the Inflammatory Bowel Disorders Symposium.
4. Conducted the 2nd Annual Nepean HUB Renal Supportive Care Seminar.
5. Received a translational research grant for the Aged Care Service for Care of Older Persons in Surgery.
6. Showcased the Nepean Hospital emergency department paediatric model of care at a patient flow collaborative learning set.
7. Presented the Nepean Hospital emergency department geriatric models of care at Agency for Clinical Innovation and Ministry of Health patient collaborative webinars.
8. Won the Health Research and Innovation Award for developing a world-first High-risk Influenza Screen Test (HIST) at the 2017 NSW Health Awards.
9. Participated in the development and implementation of Patienteer at Nepean Hospital’s emergency department.
10. Received a $20,000 research grant from the Agency for Clinical Innovation for a Nepean Hospital Allied Health Dietetics project.
11. Developed workplace based simulation technology for Nepean surgery services including collaboration with the intensive care unit, emergency department, obstetrics and Nepean Medical School.
12. Published over 25 publications from Nepean Hospital Intensive Care Medicine in peer review journals in 2017, the most publications published in one year by the department to date.
13. Continued to introduce new applications for Telehealth technologies, enabling innovative models of care within our health services. New services include the Telehealth Tuberculosis Clinic, Family Metabolic Health Service Telehealth Clinic, COPD Telehealth Service and Heart Failure Telehealth Clinic (see inset pic).
14. Commenced planning for the inaugural three-day Nepean Blue Mountains Local Health District Together Achieving Better Health Conference (see bottom pic).
15. Established new partnerships for the Nepean Blue Mountains Family Metabolic Service (formerly Nepean Blue Mountains Family Obesity Service) with Blacktown Hospital, the School of Engineering at the University of Sydney, and brought researchers together to develop a lifespan obesity node. Also developed new models of care for bariatric patients, a hydrotherapy program for adult clients and began delivery of new community programs at Kingswood Community Centre.
16. Delivered a number of conferences and seminars for NBMLHD staff and healthcare professionals including the Annual Nepean Research Day with the Nepean Clinical School and University of Sydney, a palliative care conference, nursing and midwifery conference, paediatric conference and neonatal conference.
Otolaryngology, Head and Neck surgeon, Associate Professor Ronald Chin says Nepean is the first fully publicly funded hospital in NSW to offer the revolutionary procedure which not only saves lives but helps patients maintain their quality of life.

"Without the robot, tongue and throat cancers are among the most difficult tumours to surgically remove," says Dr Chin. "Surgeons make a very large incision across the throat - almost from ear to ear - and split the lower jaw at the chin to get to the tumour at the base of the tongue. Skin grafts and plates are needed to help close the large wound and reconstruct the patient’s face."

"It is disfiguring surgery which requires months of rehabilitation to help patients learn to swallow and talk again. The operation itself and the post-operative rehabilitation is traumatic and difficult for patients and their families," says Dr Chin.

Using the da Vinci robot at Nepean Hospital, Dr Chin can now direct the robot arms to go inside through the mouth and remove the cancer. The procedure is called Trans Oral Robotic Surgery or TORS.

The TORS procedure takes about 45 minutes while the previous radical facial surgery technique took around 12 hours. Patients could previously expect to spend 5-7 days in intensive care and up to 3 weeks in hospital recovering as well as months of rehabilitation. Patients who receive TORS are now eating and drinking just 24 hours after the cancer is removed and are home in two days.

When a large tumour was found at the base of Brian Hodge’s tongue he was preparing for the worst. He had already had radiation therapy for other head and neck cancers which made his skin and muscle particularly difficult for a surgeon to work with. The prognosis for recovery from invasive facial surgery was not good.

"When Dr Chin said we’ll use the robot instead of having your face cut open, I said ‘let’s do it’," says Brian. "I was home in two days. No scars. It was just such a great feeling to wake up and not have your face cut open because they used the robot."

Brian can eat, drink, swallow and talk. Life is returning to normal. Something that would have been impossible without Nepean Hospital’s robot and the skill of Dr Chin and his team.

"We are here to provide the best possible service to our patients and that includes doing our best to maintain their quality of life," says Dr Chin. "I’m very honoured to be able to offer the robotic procedure to our patients and proud that Nepean Hospital is delivering a world class service."
Service Directory

Hospitals

Blue Mountains District Anzac Memorial Hospital  
Cnr Great Western Highway and Woodlands Road,  
Katoomba NSW 2780  
Main Telephone: (02) 4784 6500  
Emergency: (02) 4784 6534

Hawkesbury Hospital  
Cnr Macquarie and Day Streets, Windsor NSW 27567  
Main Telephone: (02) 4560 5555  
Emergency: (02) 4560 5508

Lithgow Hospital  
Cnr Col Drewe Drive and Great Western Highway,  
Lithgow NSW 2790  
Main Telephone & Emergency: (02) 6350 2300

Nepean Hospital  
Derby Street, Kingswood NSW 2747  
Main Telephone: (02) 4734 2000  
Emergency: (02) 4734 2129

Springwood Hospital  
(No Emergency Department Service)  
7 Huntley Grange Road, Springwood NSW 2777  
Main Telephone: (02) 4784 6500  
Emergency: (02) 4784 6500

Community Health Centres

Cranbrook Community Health Facility  
Cnr Laycock Street and Borowdale Way,  
Cranbrook NSW 2749  
Telephone: (02) 4730 5100

Katoomba Community Health Facility  
93 Waratah Street, Katoomba NSW 2780  
Telephone: (02) 4782 2133

Lawson Community Health Facility  
8-12 Honour Avenue, Lawson NSW 2783  
Telephone: (02) 4759 8700

Lemongrove Community Health Facility  
Gate 2, 13-29 Gascoigne Street, Penrith NSW 2750  
Telephone: (02) 4734 4800

Lithgow Community Health Centre  
Lithgow Hospital, Col Drewe Drive, Lithgow NSW 2790  
Telephone: (02) 6360 2750

Penrith Community Health Centre  
Soper Pl, Penrith NSW 2750  
Telephone: (02) 4732 9450

Springwood Community Health Facility  
288-292 Macquarie Road, Springwood NSW 2777  
Telephone: (02) 4784 6800

St Clair Community Health Facility  
Botany Lane, St Clair NSW 2759  
Telephone: (02) 9834 0500

St Marys Community Health Facility  
26 Gidley Street, St Marys NSW 2760  
Telephone: (02) 9833 6800

Cancer Care Services

Nepean Cancer Care Centre  
Cnr Great Western Highway and Somerset Street,  
Kingswood NSW 2747  
Telephone: (02) 4734 3500

Hawkesbury Living Cancer Trust Chemotherapy Centre  
2 Day St, Windsor NSW 2756  
Telephone: (02) 4734 3500

Drug & Alcohol Services

Central Intake  
Telephone: 1300 661 050  
(Available 24 hours, 7 days per week)

Reception  
Telephone: (02) 4734 2129  
(Monday – Friday 8:30am-5:00pm)

Mental Health Services

24-hour Mental Health Line  
Telephone: 1800 011 511  
If in a life threatening situation please call 000 to  
receive immediate help

Nepean Mental Health Centre  
Nepean Hospital, Derby Street, Kingswood NSW 2747  
Telephone: (02) 4734 2544 or (02) 4734 2545

Blue Mountains Mental Health Inpatient Unit  
Blue Mountains Hospital, Great Western Highway,  
Katoomba NSW 2780  
Telephone: (02) 4784 6750

Child and Youth Mental Health Service  
Level 1 CYMHS, 806 High St, Penrith NSW 2750  
Telephone: (02) 4725 9800

Community Health Centres

Katoomba Community Health Facility  
93 Waratah Street, Katoomba NSW 2780  
Telephone: (02) 4782 2133

Lemongrove Community Health Facility  
Gate 2, 13-29 Gascoigne Street, Penrith NSW 2750  
Telephone: (02) 4734 4800

Lithgow Community Health Centre  
Lithgow Hospital, Col Drewe Drive, Lithgow NSW 2790  
Telephone: (02) 6360 2750

Penrith Community Mental Health  
Soper Pl, Penrith NSW 2750  
Telephone: (02) 4732 9450

Springwood Community Mental Health  
288-292 Macquarie St, Springwood NSW 2777  
Telephone: (02) 4734 1000

St Marys Community Mental Health  
26 Gidley St, St Marys NSW 2760  
Telephone: (02) 9833 6800
Oral Health/Dental Services

Nepean Centre for Oral Health
Nepean Hospital, Somerset Street,
Kingswood NSW 2747
Call Centre: 1300 769 221
Telephone: (02) 4734 2387

Other Useful Numbers

HealthDirect 24/7
You can call HealthDirect 24/7 for health advice on
Telephone: 1800 022 222
Website: www.healthdirect.gov.au

Alcohol and Drug Information Service Sydney
Telephone: (02) 9361 8000 or 1800 422 599 (for
country callers)

Child Protection Helpline
Telephone: 132 111

Domestic Violence and Sexual Assault Helpline
(LifeLine)
Telephone: 1800 200 526

Health Care Interpreter Service, Western Sydney
Local Health District
Telephone: (02) 9912 3800 (24 hours)

Kids Helpline
Telephone: 1800 551 800

Lifeline
Telephone: 131 114

NSW Poisons Information Centre
Telephone: 131 126

NSW Rape Crisis Centre
Telephone: 1800 424 017
(Counselling available 24 hours, 7 days per week)

Other Health Services

Multicultural Health Service
Telephone: (02) 4734 1600

Needle and Syringes Program
Telephone: 1800 354 589

Nepean Sexual Health Clinic
Telephone: (02) 4734 2507

Organ and Tissue Donation
Department of Intensive Care Medicine,
Nepean Hospital
Telephone: (02) 4734 4138

Penrith Child Protection Counselling Service
Telephone: (02) 4734 2512

Penrith Sexual Assault Team
Telephone: (02) 4734 2512

Portland Tabulam Health Centre (Aged Care)
20 Green Street, Portland NSW 2847
Telephone: (02) 6359 2666

State Wide Infant Screening – Hearing (SWISH):
Telephone: (02) 4734 3246