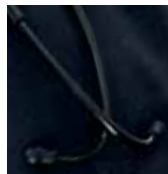




Health
South Western Sydney
Local Health District



SOUTH WESTERN SYDNEY LOCAL HEALTH DISTRICT

REVIEW 2011/12



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Chairman's Review 2011/12

Professor Phillip Harris, AM

As I reflect over the last financial year for 2011-12, I am struck by the considerable progress that has occurred.

One of our major objectives was the initiation of strategic planning for the District. As one of the most rapidly growing and ethnically diverse Districts in NSW it is important that considerable attention be given to planning and developing services and facilities to meet current and future demand. Our planning approach has been underpinned by the CORE values of Collaboration, Openness, Respect and Empowerment, comprehensively covering all aspects of healthcare delivery.

We wanted these plans to be developed by a bottom up process. A high priority has therefore been given to engaging with community members, senior clinicians and service providers about the health and service issues facing the District and the service development directions required to improve the health of local communities.

These consultations and the available evidence have confirmed the role that innovation plays in providing quality services across care, treatment prevention and early intervention. They have also reinforced the importance of collaboration across disciplines and facilities and with other service providers and the community in achieving health improvements.

The plans have included a strategic plan focusing on health care service delivery to 2021 and a corporate plan

for the next five years. We have also worked on a research strategy to enhance innovation and build capacity and a surgical services plan to improve access and efficiency. The District has also developed a model for integrated primary and community care for the South West Growth Centre.

These plans will set the strategic direction for clinical care and prevention into the future. They will be critical in defining how facilities and services are coordinated to meet the growing health needs of our community and strengthen research, teaching and training - which underpins quality health care delivery. They will also inform proposals for the further development and expansion of local hospitals and health centres to provide leading edge evidence based practice. I would like to thank all those involved in these important areas of work.

In May I was proud to join the NSW Minister for Health in launching the Consumer and Community Participation Framework. The Framework outlines how the District works with patients, carers and the community to deliver healthcare and it sets out the aims, structure, role and processes for community participation.

Community participation is key to ensuring the District provides health care which is high quality, safe, effective, appropriate and available to all regardless of where they enter the health system. Our consumer and community representatives make a valuable contribution to the delivery of local health care and make a real difference to how health services are provided.

We have also embedded the important contribution of our consumers and community by establishing a formal link between the District Board and the Consumer Community Council (CCC) with District Board members attending the CCC meeting and the Board receiving feedback through the CCC minutes.

Each of our hospitals has an active community participation network through which clinicians, health staff, consumers, carers and the general community can have an opportunity to be formally involved in local planning, decision making and evaluation of the services provided.

To further enhance consumer and community engagement we became the first Local Health District in NSW to participate in social media and launched facebook pages for SWS LHD and Bankstown and Liverpool Hospitals. The District also developed a YouTube Channel to share online video content and redesigned the Districts website which now has a function that enables web content to be translated to over 50 different languages. We will continue to explore new ways of engaging with our consumers and wider community in future months.

Finally, I would like to thank members of the SWS LHD Board who bring a wealth of expertise from a wide range of backgrounds for their invaluable contribution. I would also like to extend my immense gratitude to the staff, auxiliaries and volunteers who work hard to ensure our community receive the very best possible care.



Chief Executive's Review 2011/12

Ms Amanda Larkin

South Western Sydney Local Health District has achieved a great deal in 2011-12.

With firmly established clinical and corporate governance structures in place, services from the former Area Health Service were successfully transitioned to the District while continuing the same high level of patient care and treatment.

We have worked closely with the Board, staff and the community to establish the strategic direction of the District to ensure we are prepared for the future delivery of health care services.

Our District is challenged each day to meet the increasing needs of a large, growing and diverse community. We have an opportunity to impact on people's lives on a daily basis – to truly improve the quality of health care.

Liverpool Hospital reached another exciting milestone in its \$390 million redevelopment with the expansion of the Cancer Therapy Centre and opening of the Chemotherapy Day Centre. With a 25 per cent increase in new cancers expected in south west Sydney these enhancements to cancer services are vital to meet the future needs of our community.

The NSW Government's commitment of \$139 million to upgrade Campbelltown Hospital, announced this year, will also help address the needs of our growing and ageing population.

We were excited to see the completion of the Ingham Institute for Applied Medical Research's new building with work continuing on associated research facilities including the research bunker and the skills centre located on the Liverpool Hospital campus. The new building will enable the co-location of existing health research groups, previously dispersed throughout the south west of Sydney and help translate research findings into clinical practice.

The District strengthened its commitment to improving the health status of Aboriginal people by undertaking Aboriginal Cultural Training to improve staff knowledge and understanding of the diverse culture, customs, heritage and protocols in Aboriginal families and communities.

Aboriginal and Torres Strait Islander people were also encouraged to consider a career in health. This year saw the first group of Aboriginal acute care assistants-in-nursing trainees begin their training. An open day was also held to showcase the many different career pathways available to increase Aboriginal staff representation throughout the District.

The District continued to work towards national Health Reform including the implementation of the National Emergency Access Target (NEAT).

We are committed to achieving our National Emergency Access Target which aims to have all presentations to our Emergency Departments assessed, treated and either admitted, transferred or discharged within four hours of arriving at the ED.

The evidence shows us that minimising length of stay in the ED and reducing ED overcrowding results in better clinical outcomes for patients. We hope to achieve this target by removing obstacles to patient flow that contribute to ED overcrowding.

Improved patient flow, timely transfer of care from ED to inpatient teams, improved care co-ordination and planned discharge co-ordination will ensure we can continue to provide safe, appropriate clinical care and can meet the specified targets.

I would like to thank those staff involved in helping us work towards these targets which will provide us with an important and significant opportunity to improve the way our hospitals deliver services to our patients.

Finally, I am pleased to report that the District performed well in its first full financial year achieving a result within its budget target.

I am proud of what we have accomplished this year and would like to thank all staff, volunteers, Board members and community participation representatives who have worked hard to help the District with these achievements.

About South Western Sydney Local Health District

South Western Sydney Local Health District is one of the most ethnically diverse and populous Local Health Districts in NSW. In 2011 there was an estimated 875,384 residents, or 12 per cent of the NSW population, living in the District.

The District continues to be one of the fastest growing regions in the state. The population is projected to increase by 21 per cent over the next 10 years, and reach 1.058 million people by 2021. In the decade 2011-2021, the population is expected to increase by almost 18,000 people each year.

SWS LHD is comprised of seven Local Government Areas (LGAs) including Bankstown, Fairfield, Liverpool, Campbelltown, Camden, Wollondilly and Wingecarribee. It covers a land area of 6,243 square kilometres.

It is a vibrant, culturally diverse region with around 48 per cent 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 do not speak English at home.

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

The SWS LHD population is growing by approximately 12,500 births per year, representing more than 13 per cent of

all births in NSW. SWS LHD contains areas with some of the highest birth rates in the state, with most LGAs well above the state average of 1.87 births per woman, including Bankstown (2.14), Wollondilly (2.08), Wingecarribee (2.06), Camden (2.02) and Liverpool (2.01) (Australian Bureau of Statistics, 2010).

Across south western Sydney, there are approximately 187,000 children aged 0 to 14 years who account for 21.4 per cent of the SWS LHD population.

There are more than 68,000 people over the age of 70 years (7.8 per cent of the population). In the next decade, the number of people aged over 70 years is expected to increase by 50 per cent. Hospital data indicates that SWS LHD residents 70 years and over utilised 36.1 per cent of all acute hospital bed days for SWS LHD residents in 2010-2011 (NSW Ministry of Health Flow-Info V11.2).

By 2021, 41.7 per cent of all acute hospital bed days for SWS LHD residents are expected to be for those aged 70 years and over, an increase of more than 70 per cent in bed days for this age group (NSW Ministry of Health aIM2010).

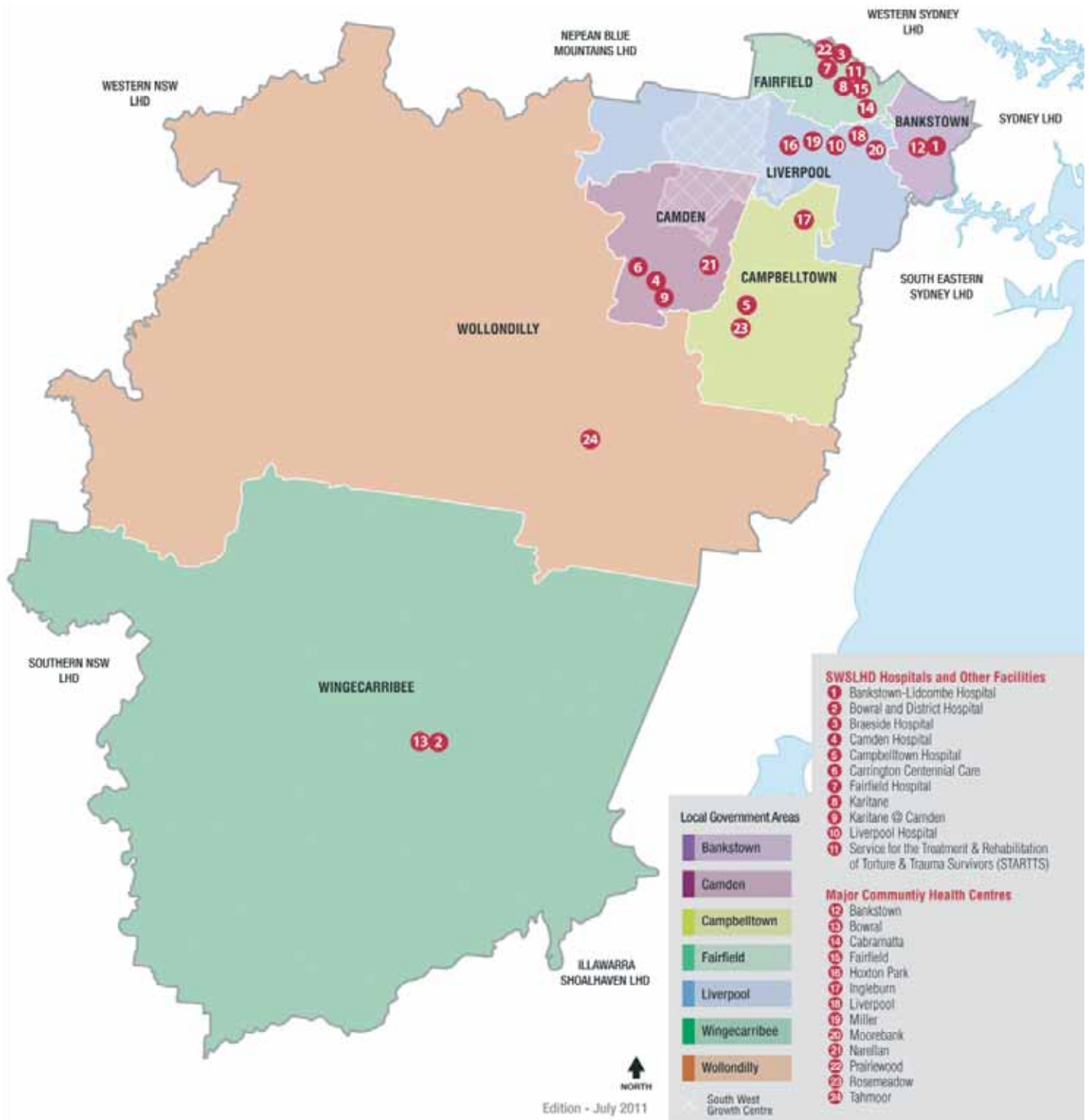
2011/2012 SWS LHD BOARD MEMBERS:

- **Professor Phillip Harris AM**, Chair
- **Ms Carolyn Burlew**, Deputy Chair
- **Mr John Gordon**
- **Ms Christine Carriage**
- **Mr Frank Conroy**
- **Professor Brad Frankum**
- **Mr Mark 'Jack' Johnson**
- **Professor Margot Kearns**
- **Professor Neil Merrett**
- **A/Professor Kathryn Gibson**
- **Ms Debbie Roberts**
- **Dr Jens Kilian**
- **A/Professor Mark Sheridan**

2011/2012 SWS LHD EXECUTIVE:

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

Map of South Western Sydney Local Health District (SWS LHD)



Highlights

In 2011/2012 South Western Sydney Local Health District accomplished a great number of achievements including:

- The physiotherapy team at Liverpool Hospital's Brain Injury Rehabilitation Unit won an award in Holland for their research paper investigating fitness training within a circuit class for people with a brain injury.
- A \$250,000 Simulation Centre used to improve clinical skills, leadership, communication and teamwork was opened at Campbelltown Hospital. The centre is set up as a fully equipped resuscitation bay and contains a state-of-the-art simulation manikin.
- More than \$150,000 was pledged to Liverpool Cancer Therapy Centre in 2011 through the Dry July campaign. The money was used to purchase new chemotherapy chairs with entertainment systems and to facilitate community transport for patients.
- The Aboriginal Healthwise Career Fair showcased SWS LHD careers to local high schools. The event was supported by elders and community members.
- The first cohort of new graduates from the Macarthur Clinical School based at Campbelltown Hospital completed their final year in 2011. 86 home-grown doctors graduated, while up to 140 new students began the five-year course, bringing the number of student doctors currently enrolled to more than 500.
- Bankstown Hospital's Dr David Chang won the prestigious Cancer Institute NSW Premier's Award for Outstanding Cancer Research Scholar for 2011. Doctor Chang, a VMO in the Upper Gastrointestinal Surgery Unit at Bankstown Hospital, received the award for research as part of his PhD study on molecular biomarkers of pancreatic cancer.
- The Governor of NSW Professor Marie Bashir officially launched the Heart Smart for Women Project to encourage women aged 40 years and over to look after their hearts and prevent heart disease. The project was piloted in Warwick Farm in 2011 and is a major health promotion and community development project within the SWS LHD Women's Health Service.





The ABC 702 Breakfast with Adam Spencer program supported Liverpool Hospital's Dry July campaign.



Above Left: Aboriginal acute care assistants-in-nursing trainees began training in July 2011; Above right: The Macarthur Dementia Day Centre opened at Broughton House in Camden; Below right: Campbelltown Hospital's NSW Ministry of Health Award win.

- The first Residential Transitional Aged Care Service to be offered to SWS LHD residents was officially opened at UnitingCare Ageing's Bankstown Uniting Centre. The Unit, jointly funded by the Department of Health and Ageing and the NSW Ministry of Health, will benefit older people who require further support after their time in hospital.
- Bowral and District Hospital Emergency Department underwent a refurbishment, improving patient flow, providing better use of space and allowing staff easier access to patients and equipment needed for emergency care. This was part of \$450,000 in COAG enhancements within the Hospital.
- Campbelltown Hospital won a prestigious NSW Health Award for a project which addresses the pain management needs of children who visit the Emergency Department. The project involved the Emergency and Pharmacy Departments collaborating in the development of a pain chart which helps doctors and nurses assess a patient's pain level and prescribe appropriate medication.
- The Macarthur Dementia Day Centre opened at Broughton House, next door to Camden Hospital. The Centre, made possible through \$1.22 million in funding by both state and federal governments, provides respite for people with dementia and their carers.
- Two state-of-the-art SPECT CT scanners were installed at Bankstown Hospital, resulting in enhanced medical services for patients. The new technology, installed in the Nuclear Medicine Department, has helped improve diagnostic services at the Hospital.
- The first group of Aboriginal acute care assistants-in-nursing trainees began their training in July 2011. The 13 students are working across Sydney and South Western Sydney Local Health Districts as part of an initiative to increase Aboriginal staff representation.
- Liverpool Hospital reached a milestone in its \$390m redevelopment with the expansion of the Cancer Therapy Centre and opening of the Chemotherapy Day Centre. The expanded Chemotherapy Day Centre includes an additional nine chemotherapy chairs and the Radiation Bed Bay Unit increased to two chairs and five beds.
- The vital role that nurses play in our healthcare system was recognised on International Nurses Day in May. As part of the celebrations, the District held the first Nurse and Midwifery Showcase. This all-day symposium featured the various programs and research that nurses are involved in from each of the hospitals in our LHD.

- UNSW researchers based at the Ingham Institute and Liverpool Hospital released the results of an early intervention study of Autism Spectrum Disorder. The study has shown significant potential for improving social communication behaviours in autistic children.
- SWS LHD staff strengthened their commitment to significantly improving the health status of Aboriginal people by undertaking Aboriginal Cultural Training. The Respecting the Difference training framework, developed by NSW Health, is designed to improve staff knowledge and understanding of the diverse culture, customs, heritage and protocols in Aboriginal families and communities in NSW.
- A new Office of Preventive Health based on the Liverpool Hospital campus was officially opened. The new office is responsible for the statewide coordination of initiatives to reduce lifestyle related risk factors which can lead to chronic disease and subsequent hospitalisation.
- Camden Hospital's Metabolic Rehabilitation Diabetes Program launched an initiative with the Australian Diabetes Council for obese people with complex diabetes management needs. BEAT IT PLUS is a comprehensive non-surgical program for managing severely obese patients with diabetes.
- Chaplains working at Liverpool Hospital were featured in an eight part series on the ABC1 television program Compass. Filmed during 2011, the series features Anglican Chaplain Graham, Buddhist Chaplain Hanh and Muslim Chaplain Anwar visiting Liverpool Hospital patients.
- The opening of a new BreastScreen clinic at Campbelltown was a great gain for Macarthur, which has a large ageing population that will require breast screening services into the future.
- A new state-of-the-art hybrid surgical theatre and interventional radiology suite used to operate on critically ill emergency trauma patients opened at Liverpool Hospital. Also known as a RAPTOR (Resuscitation with Angiography, Percutaneous Techniques and Operative Repair) suite, the room is a unique new concept pioneered at Liverpool Hospital.
- The District moved into the world of social media, launching facebook pages and a YouTube channel to provide health information and encourage community participation. A new look SWS LHD website was also published, showcasing a vast range of our services and facilities. The web address is www.swslhd.nsw.gov.au



Top: Liverpool Hospital Chaplains featured on the ABC1 Compass program;
Middle: A new BreastScreen clinic opened at Campbelltown;
Bottom: Facebook page launched.

FACILITIES

Bankstown-Lidcombe Hospital

Bankstown-Lidcombe Hospital is a principal referral hospital with tertiary affiliations to the University of NSW, University of Sydney and University of Western Sydney. The Hospital provides a wide range of general medical and surgical services and some sub-specialty services to the Bankstown/Canterbury community.

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

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

During the 2011/2012 financial year, Picture Archiving and Communication System (PACS) was implemented at Bankstown-Lidcombe Hospital, enhancing the delivery of filmless medical images.

The Department of Nuclear Medicine and Ultrasound installed the GE Discovery 570 SPECT CT – a cardiac imaging system. The system has improved sensitivity and specificity in myocardial perfusion imaging.

Allied Health established the Nutrition Committee to oversee the implementation of the Ministry of Health Nutrition Care Policy.

Completion of the Optimising Rehabilitation Outcomes project at Bankstown-Lidcombe Hospital (through an

SNAPSHOT 2011/2012

Births:	2,154
ED attendances:	45,934
Admissions:	42,761
Non-admitted patient services:	358,219
Theatre operations:	9,563
Phone number:	(02) 9722 8000

Ingham Institute grant) enabled the completion of nine studies and five published articles.

Bankstown-Lidcombe Hospital is working towards the development of an on-site Cardiac Catheter Laboratory to allow patients to undergo Cardiac interventional procedures at the Hospital.

The Hospital is also working towards the establishment of an Ano-Rectal Physiology Laboratory to provide assessment of colon and rectum function pre-operatively and assist patients with their recovery post-operatively. The unit will also assist in the prevention and management of bowel disease and will provide uro-dynamic studies for urinary incontinence.

FACILITIES

Bowral and District Hospital

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

Originally founded in 1889, Bowral and District Hospital has been serving the needs of its local population for more than a hundred years.

Bowral has close links with a range of Sydney's teaching and referring hospitals and is closely networked with the other hospitals in South Western Sydney Local Health District.

In the 2011/2012 financial year, Bowral and District Hospital's theatre and emergency departments underwent an extension and refurbishment. The renovation resulted in dedicated anaesthetic and treatment area bays, new waiting areas for patients, new staff amenities and improved storage areas.

Bowral and District Hospital was awarded a full four year accreditation through the Australian Council of Healthcare Standards including eight extensive achievement ratings.

The Hospital rolled out a structured program targeted at clear identification of intravenous fluids, drugs and lines, resulting in improved intravenous medication safety labelling guidelines.

Another important achievement for 2011/2012 was additional specialist medical staffing in the specialties of respiratory and emergency medicine.

Bowral and District Hospital is dedicated to engaging with the local community and is planning to work with the local Aboriginal community to develop a health action and engagement plan.

A refurbishment of the original Hospital building is planned to ensure it can continue to be utilised in the most effective way possible.

Bowral and District Hospital looks forward to continuing to work in partnership with the University of Wollongong in relation to capital works and the ongoing support of the placement of medical, nursing and allied health students.



SNAPSHOT 2011/2012

Births:	467
ED attendances:	18,033
Admissions:	8,774
Non-admitted patient services:	87,925
Theatre operations:	2,780
Phone number:	(02) 4861 0200

FACILITIES

Campbelltown and Camden Hospitals

Campbelltown and Camden Hospitals operate under a common executive management structure and have networked services for the local community of the Macarthur region, including Camden, Campbelltown and Wollondilly.

The services provided at Camden and Campbelltown Hospitals include intensive care, cardiology, maternity, gynaecology, oncology, palliative care, respiratory and stroke medicine, surgery, rehabilitation, emergency medicine and aged care services. Camden and Campbelltown Hospitals work in partnership with the Sydney Children's Hospital to provide paediatric services to Macarthur.

The NSW Government has committed \$139 million for the expansion of Campbelltown Hospital. Following the awarding of the tender in June 2012, early works for the Campbelltown Hospital Stage 1 Redevelopment commenced.

Early works include:

- The relocation of some parking to provide additional parking for the redeveloped Hospital.
- The relocation of the helipad to an adjacent site near the new acute building.
- The expansion of the loading dock to ensure the continued provision of supply services.
- The enhancement of essential services such as water and electricity to meet the requirements of the expanded Hospital.

The next step for the Campbelltown Hospital Stage 1 Redevelopment is awarding of the tender for construction of the new building. The Redevelopment will include 90 new beds, four new birthing suites, two new interventional suites, an expanded outpatient and ambulatory services floor, and an expanded emergency department with a specialty paediatric area.

In May 2012 Camden Hospital turned 110 years old. To mark the Hospital's 110 year anniversary a number of celebrations took place including:

- NSW Minister for Health and local Members of Parliament cutting a birthday cake to officially launch the celebrations at Camden Hospital.
- A week long exhibition on the history of Camden Hospital, developed with John Wrigley OAM from the Camden Historical Society.
- A Camden Hospital Open Day.
- The opening of a 110 year old time capsule hidden beneath a plaque in the wall of the old matron's office.

SNAPSHOT 2011/2012

CAMPBELLTOWN

Births:	2,784
ED attendances:	56,608
Admissions:	38,928
Non-admitted patient services:	402,642
Theatre operations:	9,186
Phone number:	(02) 4634 3000

CAMDEN

ED attendances:	12,444
Admissions:	2,056
Non-admitted patient services:	141,946
Phone number:	(02) 4634 3000



Celebrations included the opening of a 110 year old time capsule which was hidden beneath a plaque in the wall of the old matron's office.

FACILITIES

Fairfield Hospital

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



In 2011, Fairfield Hospital's Joint Outreach Burns Service (JOBS) Project was the winner of the Improving access to timely quality healthcare category at the SWS LHD Quality Awards and was highly commended in the Clinical Excellence and Patient Safety Category at the 2011 NSW Health Awards. JOBS has improved access to burns management for children at a local level, minimised waiting times and travel for families.

Fairfield Hospital was the best in the state when it came to hand hygiene compliance according to an audit of 194 public healthcare facilities. The Hospital received a score of 89 per cent based on 1,403 hand hygiene moments, 18 per cent above the national benchmark.

The combined Anaesthetics Department, established during 2011, between Fairfield and Liverpool Hospitals underwent a review with changes made to surgical lists, staffing, and equipment. As a result, Fairfield acquired satellite accreditation by the College of Anaesthetists, and accredited anaesthetic registrars began in January 2012.

The Emergency Department Nurse Unit Manager and Patient Flow Manager participated in the NSW Health

clinical redesign project Four Hour Rule in Emergency Departments. The project developed strategies to address the National Emergency Access Target (NEAT) for patients that present to Emergency with surgical issues.

The nursing-led redesign of the bookings, pre-admission and day only processes saw the refurbishment and renovations to hospital facilities and improvements to the flow of patients accessing surgical services at Fairfield.

The new nursing hours per patient day funding model was gradually introduced, leading to an increased number of nurses available on each shift in various wards.

The Whitlam Joint Replacement Centre, a recognised Centre of Excellence for elective orthopaedic surgery based at Fairfield Hospital, is working with NSW Health's Agency for Clinical Innovation to standardise pre-operative assessments and processes in preparation for the model to be implemented in other facilities across NSW.

Agreements between local universities saw medical students being placed at Fairfield Hospital. Year three and four medical, obstetrics and gynaecology, orthopaedic surgical and paediatric students began rotations at the Hospital during 2011/2012.

SNAPSHOT 2011/2012

Births:	1,863
ED attendances:	32,884
Admissions:	26,449
Non-admitted patient services:	292,828
Theatre operations:	5,399
Phone number:	(02) 9616 8111

FACILITIES

Liverpool Hospital

Liverpool Hospital has been operating continuously since the end of the eighteenth century. It was originally run as a hospital for soldiers and convicts, starting as a tent hospital in the early 1790s. The first brick hospital was established in 1813.

Today, Liverpool Hospital is a principle referral, tertiary and teaching hospital in south western Sydney with strategic partnerships with The University of NSW and The University of Western Sydney.

Liverpool Hospital provides medical, surgical, emergency medicine, intensive care, oncology, mental health, women's health and newborn care services. The Hospital is a major trauma centre for NSW and has a strong commitment to teaching and research across a wide range of disciplines.

The Hospital is located in one of the fastest growing areas in the state, with more than one million people expected to reside in south western Sydney by 2016.

Liverpool Hospital has undergone a \$390 million redevelopment, bringing its capacity to 855 beds, 23 operating rooms and 60 critical care beds. It also houses a comprehensive ambulatory care centre and the Ingham Institute of Applied Medical Research.

The 2011/2012 financial year has seen the completion of a refurbishment of the former Clinical Building, linking the new Clinical Building and providing additional capacity and co-location of all medical and surgical inpatient units, as well as the expansion and redevelopment of cancer therapy clinics and ambulatory oncology services.

This year has seen significant increase in services and beds, with additional services and bed enhancements in aged care, neurology, cardiology, surgical, surgical palliative care, extended day only and additional theatre lists.

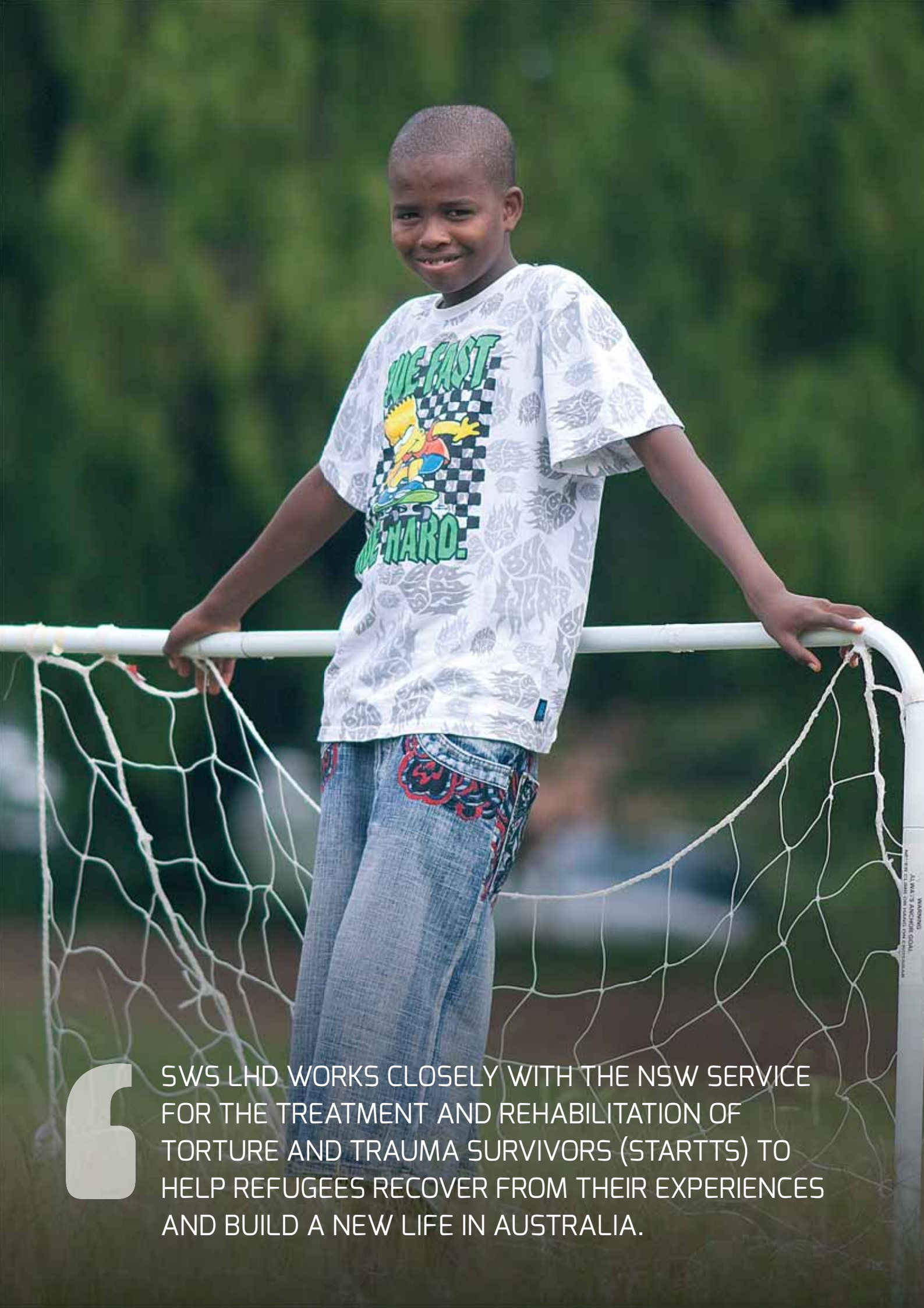


SNAPSHOT 2011/2012

Births:	3,139
ED attendances:	65,775
Admissions:	69,976
Non-admitted patient services:	900,701
Theatre operations:	14,063
Phone number:	(02) 8738 3000

A number of exciting projects will soon be commissioned for Liverpool Hospital including:

- A new purpose built Day Surgery Unit (DSU) which will act as a focal point for a range of ambulatory surgical services such as pain, dermatology, hands, plastics, and head and neck. The DSU will be a stand-alone surgical centre located within Liverpool Hospital, utilising a new model of care in 'out of the theatre' surgical work.
- An Aged Care Day Hospital, to improve access to treatment for elderly patients in a hospital environment and provide a centralised space for elderly patients to access health services.
- A Centre for Advanced Endoscopy (CAE) which will serve as a stand-alone unit within Liverpool Hospital. The CAE will divert endoscopy procedures from the operating theatre, recovery and peri-operative units. This model of care will reduce the delay for endoscopy procedures and reduce the costs associated with endoscopy in the operating theatre. The CAE will also facilitate delivery of a range of advanced and specialist endoscopy services.



“

SWS LHD WORKS CLOSELY WITH THE NSW SERVICE FOR THE TREATMENT AND REHABILITATION OF TORTURE AND TRAUMA SURVIVORS (STARTTS) TO HELP REFUGEES RECOVER FROM THEIR EXPERIENCES AND BUILD A NEW LIFE IN AUSTRALIA.

ALWA 3 ANCHOR GOAL
WARNING
ALWA 3 ANCHOR GOAL
WARNING

Affiliated Health Services

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

Braeside Hospital

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

Carrington Centennial Care

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

Karitane

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

Scarba

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

STARTTS

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



Aboriginal Health

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

Child and maternal health services are a critical component of the District's efforts to 'Close the Gap' for Aboriginal communities. The District operates two home visiting programs for mothers and babies, the Bulundidi Gudadga program, which operates out of Narellan Community Health Centre and the Cannalgalleon (New Directions) program, based at Hoxton Park. The home visiting programs ensure key developmental checks occur, provide support to parents and referral to other services.

Liverpool Hospital has recently finalised the Walama Muru Clinical Redesign project which focused on improving care coordination and health outcomes for Aboriginal patients with diabetes. The project resulted in a number of positive outcomes including improved access to services, identification of Aboriginal patients and care coordination. In addition the project increased the awareness of Aboriginal health issues

and the role of the Aboriginal Liaison Officer within the Hospital.

Members of the Aboriginal Health Team have also been involved in the coordination of a number of significant events in 2011/2012. Events included Close the Gap Day activities at Liverpool and Bankstown Hospitals and a Sexual Health Week event held in partnership with Tharawal Aboriginal Medical Service.

Priorities for 2012/2013 include the establishment of the Strong Fathers parenting program, which will target Aboriginal fathers in Liverpool, Bankstown and Fairfield, expansion of the Aboriginal Chronic Care program to include an additional Clinical Nurse Consultant and the establishment of regular Aboriginal Health meetings at each hospital in the District.



6 The District is committed to helping close the 10-17 year life expectancy gap between Aboriginal and non-Aboriginal Australians.



Close The Gap event at Liverpool Hospital.

Allied Health

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

The Division's work in research has continued with journal papers published, Allied Health clinicians presenting at conferences and continued improvement in services and development of evidence based practice.

The inaugural SWS LHD Allied Health Forum in September 2011 was a huge success with representation across all disciplines. The day also showcased the Allied Health Optimising Rehabilitation Outcomes project and more than 30 abstract presentations, panel discussion and additional breakout sessions.

Quality has also remained a key focus for the Division with many new and innovative programs introduced including: the Weekend Warriors project in the Bankstown Hospital Stroke Ward, the Pulmonary Rehabilitation

Quality has also remained a key focus for the Division with many new and innovative programs introduced.



Program introduced by Physiotherapy at Liverpool Hospital, improved access to Palliative Care equipment introduced by Occupational Therapy, the introduction of improved High Risk Foot Clinics in Podiatry and a Social Work project at Campbelltown Hospital around assumption of care.

Campbelltown Hospital's success with the multidisciplinary Team Around the Child model has been recognised with the extension of the service to seven centres in NSW.

Following the launch of the NSW Health Nutrition Care Policy, the District has established a governance structure to support and monitor its implementation. This has begun through the introduction of malnutrition screening for all patients admitted to SWS LHD Hospitals, and nutritional assessment and early intervention for those deemed at risk. The implementation of this policy will continue to be an important activity for the District in 2012-2013.

Research and quality will continue to be a major focus of the Division with the introduction of new procedures and policies to promote best practice and ensure the competency of clinicians.

Community Health

Community Health provides a range of community-based prevention, early intervention, post-acute treatment, health maintenance and continuing care services. Services are delivered from more than 20 Community Health and Early Childhood Centres as well as preschools, schools, and homes.

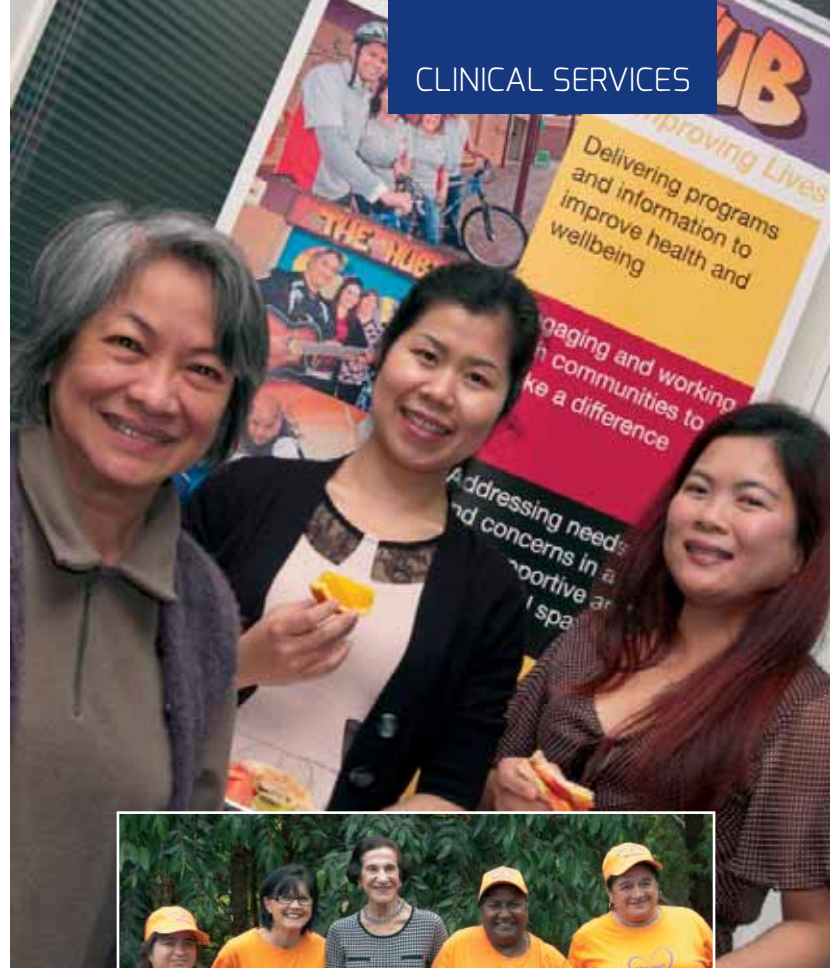
Community Health Nursing delivers post acute care, general nursing and palliative care nursing in the home and in specialised clinics. Child and family services include universal health home visiting, child-centred audiometry, occupational therapy, speech pathology, physiotherapy and counselling services, community-based paediatric medicine and child protection services. Specialist areas of work include multicultural health, sexual health, women's health, sexual assault, nutrition, youth health and community development initiatives.

Other clinical services that provide care in community settings include oral health, drug health, mental health, aged care and rehabilitation, respiratory and cardiovascular.

2011/2012 has seen the development of a Client Management Framework to outline the process of client management including written and electronic documentation within Community Health Nursing. The framework incorporates referral, intake, case allocation, assessment, care planning, ongoing care, case review and discharge planning.

Women's Health Services has recruited and trained an additional 21 bilingual educators to work in various outreach services with culturally and linguistically diverse women.

This dedicated group of educators work in community centres such as the HUB Community Health Centre in Miller and assist in running groups such as targeted Vietnamese and Arabic Women's Groups.



The Strengthening Contact program was introduced to support work with children and young people in out-of-home-care. This program is for birth, step and adoptive parents who want to maintain contact with their children in out-of-home-care.

Community Health Nurses have undergone training to facilitate ComDiab sessions, which provide group based education to those with Type 2 diabetes. Groups are offered across all Community Health Nursing sites within SWS LHD.

The Youth Health service has developed an interactive website which will be launched in the 2012/2013 financial year. The website will provide another access point to isolated young people who may be otherwise hesitant to access the service.

A Protective Intervention Evaluation Scale - a clinical judgement rating instrument used by counsellors - has been reviewed and is being trialled as a quality project for wider implementation across the District.

Drug Health

Drug Health Services operates across the District providing a range of treatments and interventions at hospitals and community health centres to address the needs of those who are drug and alcohol dependent.

Drug Health Services is hosted by SWS LHD and also manages services across Sydney LHD. Services include withdrawal management (detoxification), rehabilitation, opioid treatment, court diversion programs (MERIT and Adult Drug Court), harm minimisation including needle syringe program, counselling, perinatal and family drug health services and hospital consultation and liaison.

and Drug Work was developed as part of a research project in partnership with Aboriginal Medical Service Redfern, University of Sydney and Aboriginal Drug and Alcohol Council of South Australia. The Handbook was designed for Aboriginal Health professionals working with Aboriginal clients and provides a comprehensive background of drug and alcohol and related health issues.

Aboriginal Health is also a focus for the Perinatal Service, which provides support to pregnant women who have drug dependence issues. A perinatal nurse specialist and Aboriginal trainee were employed to enhance the Aboriginal Maternal Infant Health Service at Campbelltown.

Case management ensures patients have access to a range of interventions for their drug dependence and assistance to address associated health and social problems.

An Aboriginal women's support group commenced in February in partnership with Gandangara Local Aboriginal Land Council at Liverpool. This group provides therapeutic support for women with issues related to current or past drug and alcohol dependence.

Court Diversion Programs, such as the Adult Drug Court and Magistrates Early Referral Into Treatment (MERIT) continue to be a major focus for the service. MERIT targets adult defendants who are eligible for release on bail and motivated to undertake drug treatment. Originally the program, which has shown great success, was for illicit drugs only, however SWS LHD was selected to trial an expansion of the program to alcohol related offences. Two staff members have been recruited for this trial.



Photo courtesy of Wesley Lonergan/Fairfield Champion.

Major milestones for Drug Health Services for the 2011/2012 financial year have included the opioid treatment programs at Bankstown, Campbelltown and Liverpool Hospitals, which have provided care to more than 1,000 patients over the past year. These programs provide treatment for people who are dependent on prescribed or illicit opioid drugs. Case management ensures patients have access to a range of interventions for their drug dependence and assistance to address associated health and social problems.

Aboriginal Health continues to be a key focus of Drug Health Services. The Handbook for Aboriginal Alcohol



Mental Health

The Mental Health Service operates as a comprehensive, integrated inter-district clinical stream across Sydney and South Western Sydney Local Health Districts. Community Mental Health services in SWS LHD are located at Bankstown, Bowral, Campbelltown, Fairfield, Liverpool and Tahmoor, with inpatient services provided through Bankstown, Liverpool, Campbelltown and Bowral Hospitals.

In the 2011/2012 financial year, planning has continued for the expansion of services and redevelopment of the Mental Health precinct from 66 to 138 beds at Campbelltown Hospital. A comprehensive plan has been submitted to the Ministry of Health that includes facility and service development.

A new six bed Psychiatric Emergency Care Centre at Liverpool Hospital was opened and the design and construction plans have been finalised for the new 20 bed Sub-acute Unit at Liverpool Hospital.

A review of Community Mental Health Services was conducted and has provided a platform for the ongoing improvement of services.

Sustained and effective partnerships are continuing with related service providers that include non-government organisations, other government departments and the Division of General Practice (now the South Western Sydney Medicare Local).

A submission has been made for the development of enhanced services for young people with psychosis or at

high risk of developing a psychosis. If funded, there will be significant enhancement of services at Liverpool and Campbelltown.

The Clinical Leadership project for Gna Ka Lun, the Adolescent inpatient unit at Campbelltown Hospital, was the Winner of a SWS LHD Quality Award and was a finalist at the NSW Health Awards.

Through fundraising by Beautiful Minds which raised more than \$70,000, two recovery gardens at the Waratah Adult Mental Health Unit at Campbelltown Hospital were established in the courtyards. The gardens feature outdoor exercise equipment, a walking path and raised vegetable and herb gardens for clients undertaking gardening programs.

Kids of Macarthur Health Foundation support the child and adolescent health services in the Macarthur area. This year \$35,000 was raised to purchase equipment to set up a sensory room, as well as new sporting and art equipment.



Oral Health

Sydney and South Western Sydney Oral Health Services (OHS) and Sydney Dental Hospital (SDH) work to protect, promote, maintain and improve the oral health of the people of SWS LHD. The service works to deliver high quality, affordable and well-managed dental services to patients.

Oral Health Services include the Sydney Dental Hospital, a tertiary dental teaching and training hospital, and 15 community/hospital based community oral health clinics in Sydney and south western Sydney. Oral Health Services work collaboratively with University of Sydney and Newcastle University and TAFE for the training of dental officers, dental specialists, oral health therapists and dental prosthetists. Services also include delivery of continuing education courses and training of dental auxiliaries.

The Service continues to build on its work in the Early Childhood Oral Health Program, a community based early intervention program integrating dental, medical and dietary service delivery to pre-school aged children.

Some significant achievements for Oral Health Services have included: increased patient access to general

anaesthetic services for oral surgery at Liverpool Hospital, recruiting and retaining skilled dental clinicians in south western Sydney and Southern Highlands and continued collaboration with Family and Community Services and their clients.

The service has implemented a number of successful projects including the Midwifery Initiated Oral Health (MIOH) research program run in partnership with Centre for Applied Nursing Research and the Early Childhood Caries Prevention Program run in partnership with the University of Sydney.

Future directions for the Service include the expansion of a new graduate program to clinics in south western Sydney and the establishment of clinical hubs at Liverpool and Campbelltown Hospitals to help further improve access to Oral Health Services.

Population Health

South Western Sydney Local Health District's Population Health service aims to protect and promote the health of the local population. The service works with partners to deliver a comprehensive range of high quality, evidence-based programs. Population Health strives to achieve equity of health status and health service access across the population.

Population Health comprises the Health Promotion Service, Public Health Unit, Centre for Research, Evidence Management and Surveillance, HIV and Related Programs, Multicultural HIV and Hepatitis Service, The NSW Refugee Health Service, Centre for Health Equity Training, Research and Evaluation and Population Health Directorate.

In the 2011/2012 financial year the Health Promotion Service, with partners at Aboriginal Medical Service Redfern, Tharawal Aboriginal Corporation, Babana Aboriginal Men's Group and SWS and Sydney LHDs Aboriginal Health Units launched a social marketing campaign to reduce tobacco consumption in Aboriginal communities. Overall the Aboriginal Tobacco Project aims to reduce smoking prevalence by at least five per cent by June 2013.

The Public Health Unit recruited three Aboriginal Environmental Health Trainees who are part of a joint training program with three local governments.

The Multicultural HIV and Hepatitis Service participated in African community events including the Africultures Festival, which was attended by 5,000 community members. A 2012 African community HIV/AIDS calendar was developed and more than 6,000 copies were distributed.

Findings from the Health Promotion Service's Healthy Beginnings Project demonstrated that home-based early intervention services delivered by community nurses significantly increased breast feeding at 12 months, reduced mean body mass index and TV viewing time and improved vegetable intake for children at two years. The results were published in the BMJ.

The HIV and Related Programs unit participated in the reorientation of HIV/AIDS services in Sydney and South Western Sydney LHDs to respond to evidence supporting the HIV treatment as prevention agenda.

In the coming financial year, the Multicultural HIV and Hepatitis Service will progress initiatives to address chronic hepatitis B among culturally and linguistically diverse communities.

The NSW Ministry of Health has allocated \$1.18 million in 2012/2013 for the statewide NSW Refugee Health Service to provide nurse-led health assessments for newly arrived refugees across metropolitan Sydney. The Refugee Health Service will also provide clinical supervision and program leadership across NSW.



Women's Health

The SWS LHD Women's Health Stream works in partnership with women and their families to provide women centred health care during childbirth, and throughout their life.

Services are offered through a network of systems including hospital, outreach and community health services that coordinate the care of women and their families in primary, secondary and tertiary settings.

The Women's Health Stream oversees the provision of the following services within the District including obstetric and midwifery, early pregnancy assessment, fetal-maternal medicine, gynaecology, genetic counselling and reproductive imaging. The Women's Health Stream is also actively involved in education, training and research, to further advance the care of women and their families.

The past year has seen a number of successful Women's Health initiatives, including expanded access to theatre

time for caesarean sections, upgraded equipment and resources, an increased midwifery workforce at District facilities and the re-establishment of epidural services at Fairfield Hospital.

Perinatal services have also been expanded to help vulnerable groups in collaboration with Aboriginal Health, Drug Health and Mental Health services.

Future initiatives for the Stream include expansion of midwifery led models of care, expansion of outpatient services for gynaecology clinics and procedures, improved breast feeding rates within the District and improved access to obstetric data and information for clinicians.





6 The Women's Health Stream is actively involved in education, training and research to further advance the care of women and their families.



Aged Care and Rehabilitation

The Aged Care and Rehabilitation Stream provides inpatient, community and home based services for aged care and disabled persons. Services provided include geriatric medicine, general rehabilitation, specialised brain injury and amputation rehabilitation, transitional aged care packages, aged care assessment, nursing home placement, day centres and other services relating to Aged Care and Rehabilitation.

Inpatient services are provided at each of the Hospitals within South Western Sydney Local Health District with a specialised Brain Injury Rehabilitation Service at Liverpool Hospital and specialised Amputee Rehabilitation Services at Bankstown, Liverpool, Braeside and Camden Hospitals.

Achievements include the reorganisation of work practices by the SWS LHD Aged Care Assessment Teams in order to improve the response rates of patients being assessed. Procedures were established to enable the individual aged care assessment teams to assist one another to cope with peaks and troughs in workloads across the District. The aim was to reach 100 per cent compliance with the key process indicators as set by the Department of Health and Aging and this was achieved by May 2012.

Another project included improving the utilisation of the Residential Transitional Aged Care Program provided under the auspices of Uniting Care at Bankstown. The purpose of the Transitional Aged Care Residential Unit was to allow patients who were not yet ready to be safely discharged into the community to be treated in a non hospital setting.

After reviewing the referral and admission processes with cooperation of the staff at Uniting Care, a more streamlined system was set up and as a result the occupancy was increased to 90 to 100 per cent consistently. This assisted with earlier discharge for appropriate patients and care delivered in an environment that better met the patients' needs.

F IN THE NEXT DECADE THE NUMBER OF SWS LHD RESIDENTS AGED OVER 70 YEARS IS EXPECTED TO INCREASE BY 50 PER CENT.



Cancer Services

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

Governance of the Cancer service is led by the SWS LHD Cancer Council, which includes consumer representatives. A Consumer Advisory Group which reports to the Council also advises on patient-focused delivery of cancer care.

The past year has seen a SWS LHD Cancer Research Advisory group established and a strategic plan developed for improved research collaboration across facilities and services. The group is focusing on developing important links between research groups and setting strategic direction for the future. This group received a grant from the NSW Cancer Institute to establish a Translational Cancer Research Unit.

The building phase of the Australian Research Bunker facility at Liverpool Hospital has almost been completed. The Bunker is part of a joint initiative with the Ingham Institute, the University of Western Sydney and University of NSW.

The service was awarded a number of grants in 2011/12 for projects which enhance key initiatives such as improving chemotherapy protocol utilisation, implementation of wireless technology by the bedside, Aboriginal and primary health care initiatives and quality improvement projects.

The redevelopment of the Liverpool Cancer Therapy Centre, including the relocation of wards and clinic rooms, was a major achievement for the facility allowing the service to expand to meet the growing needs of the population.

Building works have also occurred at the Macarthur Cancer Therapy Centre, with renovations to the Complementary Therapy area and refurbishment of the gymnasium to provide additional clinic space to accommodate the newly established Haematology consultation service. A specialty 20 bed inpatient oncology ward commenced operation.

Bankstown Cancer has also undergone expansion building works to accommodate increasing demand. A consultant palliative care service has been re-established and a haematology consult service is provided as an outreach service from Concord Hospital.



Cardiovascular Service

The SWS LHD Cardiovascular Service incorporates a broad range of clinical services including, cardiology, cardiac diagnostics, cardiac interventions, cardiac rehabilitation, chronic and complex outpatient cardiac care, cardiothoracic surgery, renal medicine, dialysis services, renal intervention, vascular surgery and vascular diagnostics.

With the successful implementation of the state wide Reperfusion Strategy in recent years, access to the cardiology service has improved significantly in the last 12 months, enabling patients in south west Sydney who are experiencing a heart attack to be directly transferred to Liverpool Hospital for lifesaving emergency angioplasty. Access to cardiac catheterisation services was also improved with the commissioning of a further catheterisation suite at Liverpool Hospital in 2012.

Plans are well underway for the commissioning of two interventional suites at Campbelltown Hospital by 2014/2015 and a concept proposal has been submitted for the development of an interventional suite at Bankstown Hospital to meet increasing demand and provide improved access locally in a timely fashion for cardiac and vascular interventions. Theatre and Intensive Care Unit access has also been improved for cardiothoracic surgery and vascular surgery.

A Chest Pain Assessment Unit has been trialled at Campbelltown Hospital and significant redevelopment projects at Liverpool, Bankstown and Campbelltown Hospitals are underway to increase dialysis chairs and improve patient flow in these units.



In addition to the clinical services, there is a strong focus on research and education at each facility with close cooperation with both the University of NSW and University of Western Sydney. A number of prestigious grants have been awarded to the cardiology and renal departments at Liverpool Hospital and the Cardiovascular Stream has had more than 60 articles published in peer reviewed journals over the past year.

The Cardiovascular Stream will continue to improve the quality of patient care by fostering a strong research culture and utilising clinical and technological advances.



Critical Care

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

Services are provided across the Local Health District with anaesthetics and emergency services in every facility. The hospitals are also supported by High Dependency Units in Bowral and Fairfield, or Intensive Care/High Dependency Units at Liverpool, Campbelltown and Bankstown.

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

The Organ and Tissue Donation team have been very busy engaging in local activities to promote donation and are expanding their services to include bone donation post joint replacement surgery.

Liverpool Intensive Care Unit has been successful in gaining funding for extra intensive care beds, which will increase numbers to 29 beds.

The National Emergency Access Target has been a challenge for the Emergency Departments and hospitals, with all facilities working through strategies, reviewing

models of care and implementing innovative changes to work towards the set target.

All the services remain engaged in research activities with Liverpool Emergency Department being a leader in the ARISE project aimed at assessing the early management of Sepsis.

Liverpool and Campbelltown Anaesthetic Departments have been granted accreditation to continue to provide education and teaching for junior medical officers and registrars.

Campbelltown Emergency Department was also named the Australasian Emergency Department of the year by the College of Emergency Nursing Australasia.

The Chronic Pain Service recently moved into purpose built clinic rooms and has established a six week multidisciplinary chronic pain program aimed at improving patients' quality of life and returning people back to the workforce.

Complex Care and Internal Medicine

SWS LHD Complex Care and Internal Medicine provides acute and community based services.

The services include respiratory, stroke/neurology, medical assessment units, general medicine, ambulatory care, diabetes and endocrinology, HIV and immunology, infectious diseases, clinical genetics, rheumatology and general practice.

These services include an acute inpatient service with a consultancy service across the District.

Since July 2012 the stroke thrombolytic service at Campbelltown has been extended to 24 hours per day, 7 days per week. The model took advantage of existing Emergency Department staff and was successfully implemented following extensive education of both medical and nursing staff.

An Antibiotic Stewardship proposal, to help reduce the use of broad-spectrum antibiotics, has been accepted and will soon be introduced across the LHD.

The Stream also provides a community based service for chronic care patients. The Chronic Care Program incorporates the Chronic Care Rehab Programs and the Connecting Care Program which was established in October 2010.

The main aim of the Chronic Care Program is to keep patients safely out of hospital by ensuring their care is connected, access to services is equitable, self management strategies are in place and effective and the General Practitioner is central to the care of the patient.

Plans are in place to establish Chronic Care Clinics at Aboriginal Community Centres as well as other locations across the LHD.





Medical Imaging

The SWS LHD Medical Imaging Stream provides a comprehensive range of tertiary level six diagnostic, consultative and therapeutic services through four radiology and two nuclear medicine departments in four facilities, with radiology services at Bowral Hospital out sourced on a long term arrangement to a private radiology group.

The four radiology departments provide around the clock on site scan services for plain X-ray and CT and a call back service is also available for nuclear medicine, MRI and interventional radiology at Liverpool Hospital. Bowral Hospital provides x-ray, ultrasound and CT services, with 24 hour cover available.

In 2011/2012 there were approximately 285,000 examinations performed. The current growth trend of four to five per cent each year in overall activity and seven to eight per cent per year for CT is expected to continue with projected population growth, hospital expansion and redevelopment at Campbelltown Hospital.

Accelerated growth in interventional radiology and MRI is also expected due to planned expansion of these services at Liverpool, Campbelltown and Bankstown.

Interventional radiology services at Liverpool have been enhanced significantly in the last 18 months as part of the Hospital's Stage II Redevelopment. The Liverpool department provides a comprehensive range of services including interventional neuroradiology.

2011/2012 has also seen the installation of new state-of-the-art MRI, CT, digital radiography and fluoroscopy equipment at Liverpool and Fairfield Hospitals.

Bankstown Hospital implemented the shared Picture Archiving and Communication System (PACS) and Radiology Information System (RIS) in May 2012.

The Implementation of PACS/RIS with the Clinical Service Redesign, through an Imaging Hub reporting model across the District, has significantly improved the after hours radiology consultant cover and ensures all radiology procedures are reported in a timely manner.

The planned implementation of RIS at Campbelltown Hospital in November 2012 is expected to further improve the efficiency, networking and benchmarking of radiology services across SWS LHD.

Initiatives undertaken in 2011/2012 to address the issues of rapid increase in activity in the Emergency Department, CT and after hours settings, and increasing clinical demand for real time reporting also fit in with the National Emergency Access Target (NEAT) reform program.

2011/2012 has also seen the installation of new state-of-the-art MRI, CT, digital radiography and fluoroscopy equipment at Liverpool and Fairfield Hospitals.

This process presents a unique opportunity to re-map and redesign clinical service delivery, with strong engagement with clinicians and the support of Hospital executives. The Stream has been able to demonstrate improvement in the report turnaround time of radiology procedures under the NEAT radiology imaging performance indicators.

The Medical Imaging stream has also forged strong research and academic collaborations with many groups including clinical streams, universities, the Ingham Institute of Applied Medical Research and other professional and government bodies.





THE DISTRICT IS GROWING BY MORE THAN 12,500 BIRTHS PER YEAR. OVER 3,000 BABIES ARE CARED FOR IN SWS LHD NEONATAL INTENSIVE CARE UNITS AND SPECIAL CARE NURSERIES.

Paediatrics and Neonatology

The Paediatric and Neonatology Clinical Stream provides care to newborn babies and children up to the age of 16 years.



Paediatric services include inpatient units, outpatient clinics, ambulatory care units, outreach clinics, home visits, and specialist clinics in diabetes, allergy, neurology and cardiology in conjunction with Sydney Children's Hospital. Neonatal services include a Neonatal Intensive Care Unit (NICU), special care nurseries, outreach services, lactation support, developmental assessments and outpatient clinics. The stream is actively involved in education, training and research within the District.

The District is leading the future direction of healthcare for children through the NSW Child Health Networks funded Kids on HEN (Home Enteral Nutrition) Project. This innovative project addresses the issue of a consistent and collaborative approach to care for children requiring HEN therapy at home due to their inability to maintain their own nutritional needs. The findings from Phase 1 of this project were presented at the recent International

Congress of Dietetics in Sydney and were well received by 2000, dietitians from around the world. Developing resource material for carers and professionals is being undertaken in Phase 2 of the project.

The neonatology and pharmacy departments at Liverpool Hospital are working in collaboration to develop and test an electronic pharmacy module which has the potential to be used in NICUs statewide. It is envisaged that the new system will improve the efficiency of prescribing compared to the current paper based system.

Surgical Specialties

The SWS LHD Surgical Specialties Stream incorporates neurosurgery, orthopaedics, ear, nose and throat, plastics, hands, ophthalmology and trauma.

Services are provided on an inpatient and outpatient basis. Education, research and training activities support the specialties, with links to the new Injury Research Stream of the Ingham Institute located at Liverpool Hospital.

The Fairfield/Liverpool orthopaedic network continues to be a leader in orthopaedic research, with the Whitlam Orthopaedic Research Centre at Fairfield Hospital developing an award winning program for the assessment, management and prioritisation of patients waiting for joint replacement surgery.

The trauma department at Liverpool Hospital has been involved in an international multi centre clinical trial for seriously injured patients.

The annual SWAN Trauma Conference celebrated its 20th anniversary and continues to be an international leader in trauma education and skill development through a multidisciplinary, definitive surgical trauma course.

The hands department is implementing a new model of care which will improve access to patients for emergency procedures and rehabilitation therapies.

The neurosurgical and trauma teams have implemented a new post traumatic amnesia assessment tool which reduces the time patients need to stay in hospital, improving patient satisfaction and inpatient bed availability.





Gastroenterology and Liver

The SWS LHD Gastroenterology and Liver Stream incorporates a wide range of clinical services including gastroenterology, endoscopy, hepatology, upper GIT surgery, colorectal surgery, hepatobiliary surgery and general surgery.

These services are provided on both an inpatient and outpatient basis. In addition, education, training and research activities are also conducted in each facility and engagement with both University of Western Sydney and University of NSW continues to strengthen these training and research opportunities.

In April 2012 the endoscopy services at Liverpool Hospital relocated from operating theatres into a purpose built unit and plans are currently underway to change the model of care to a standalone unit by 2013.

An academic colorectal unit at Liverpool Hospital was established as a multidisciplinary unit with clinical and research interests in colorectal cancer, inflammatory bowel disease, laparoscopic surgery and continence, with a translational grant of \$1.45 million awarded to the group.

The Pancreatic Surgical Unit at Bankstown-Lidcombe Hospital continues to provide tertiary level services to

patients with complex pancreatic diseases and has an established research profile.

Bankstown-Lidcombe Hospital established an anorectal clinic in June 2012 and the Bankstown colorectal unit continues with its work in minimally invasive surgery.

At Campbelltown Hospital specialised colorectal and upper gastrointestinal units are developing and will continue to be promoted as the hospital profile is enhanced.

General surgeons from Fairfield, Campbelltown, Bankstown, Liverpool and Bowral Hospitals are currently collaborating with breast surgeons from across the District to develop a model for the introduction of a Breast Diagnostic Centre. This will provide our patients with a one stop shop for breast diagnostics and treatment planning if required.

Consumer and Community Participation

The SWS LHD Community Participation Unit has changed its title to the Consumer and Community Participation Unit (CCPU), to better reflect its purpose and goals.

The past 12 months have seen the Unit develop as a stand-alone structure, with staffing support including the LHD Manager and a Community Participation Manager based at each facility. Full staffing has seen the work of the CCPU go from strength to strength, with many new members formally joining each facility network, as well as new LHD committees and working groups established.

The Annual Community Participation Conference held in November was very well attended. The theme was The 3 C's – Consumers, Carers, Community, which showcased the diversity of issues that members are involved in. The day included presentations on Falls Prevention in Macarthur, Consumer Involvement in Research, Dementia, the Top 5 carer's



project, Disability Advocacy and a presentation by High School Students from Fairfield on a peer support Oral Health project.

The fifth Harry Collins Award for Excellence in Consumer and Community Participation was awarded to Mrs Ros Birch from Camden, a hard working and dedicated member of the Macarthur Community Representatives Network and the Camden Focus Group.

During April several CCPU staff and consumer representatives attended a Clinical Excellence Commission forum Breaking Down the Barriers – Health Literacy, Communication and Health Services. The day inspired participants to be more involved in health literacy and explore it further by establishing a Health Literacy Network for the District.

The SWS LHD Consumer and Community Participation Framework was officially launched in May 2012 by the Minister for Health. This document provides the foundation for how and why consumer and community participation occurs within SWS LHD. It is based on three previous versions created by staff and consumers, which detail the formal partnership signed off by both the District Board and Consumer Community Council Chairpersons. The launch was attended by over 100 people and became the catalyst for local facility launches and local partnership commitments by General Managers at each hospital.

Both the Framework launch event and the SWS LHD strategic planning process have helped raise awareness of consumer and community participation and created new partnerships within the community resulting in many new members joining the CCPU.

Some of the key SWS LHD committees the CCPU is involved in include: Clinical Council, Strategic Planning, Ethics and Research, Infection Control, Chronic and Complex Care, Cancer Consumer Group, Oral Health Consumer Consultative Committee and Oral Health Clinical Council, Aged Care and Rehabilitation, National Emergency Access Targets, Disability and Carers, Advance Care Planning and End of Life Care.

Representatives also sit on several LHD Board sub committees and state-wide consumer advisory committees for Agency for Clinical Innovation and Health Consumers NSW.

CCPU CONTACT DETAILS

Ph: 9828 5783

Mb: 0408 969 127

Web: www.sswahs.nsw.gov.au/sswahs/community/

Volunteers and Auxiliary

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

Our volunteers are involved in a wide range of activities including fundraising, welcoming and guiding patients, organising waiting rooms, operating gift stores and visiting patients throughout our hospitals and in the community.

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

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



Pastoral Care

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



Education and Training

The Centre for Education and Workforce Development (CEWD) provides a comprehensive range of high quality education and training programs, both clinical and non-clinical to employees of South Western Sydney Local Health District.

In the 2011/12 financial year CEWD delivered 10,672 occasions of training to SWS LHD staff. This included a combination of face-to-face training and online education. CEWD offered 47 nationally recognised courses, 42 professional skills development courses, 176 clinical skills development courses and 80 online learning courses.

Liverpool Hospital recently hosted the graduation for the 2012 Vocational Education and Training in Schools program. Students completed 360 hours of theory and 105 hours of clinical placements at hospitals throughout SWS LHD and graduated with a Certificate III in Health Services Assistance.

In 2011 CEWD delivered the Certificate IV in Enrolled Nursing, resulting in 38 students graduating as enrolled nurses. Students have secured nursing employment in SWS and Sydney LHDs or have gone on to complete their registered nurse training.

In collaboration with SWS LHD Nursing and Midwifery team, CEWD has launched a leadership development program called Leaders of the Future for interested nurses and midwives who want to grow their leadership capabilities. This program enables participants to develop an understanding of the theoretical knowledge and practical skills of management and leadership. The program includes educational sessions and mentoring.

In March 2012 CEWD, in collaboration the Sydney South West Surgical Skills Network held a three day course for doctors interested in pursuing a surgical career pathway. This course focussed on the non-technical competencies identified by the Royal Australasian College of Surgeons. Topics taught over the three days included: health law, health ethics, operating theatre culture and safety, practical teaching and health advocacy.

The coming year will see CEWD moving towards online orientation for new staff members. Although some aspects of the orientation program will still need to be delivered face-to-face, delivering the majority of the program online will save the organisation time and resources whilst still delivering a high quality product.

In the 2011/12 financial year CEWD delivered 10,672 occasions of training to SWS LHD staff. This included a combination of face-to-face training and online education.

CEWD has successfully applied to the Australian Nursing and Midwifery Accreditation Council (ANMAC) and is now an accredited delivery site for a Diploma of Enrolled Nursing.



Research

Research is an important foundation for providing quality health care. During 2011/2012 extensive consultation occurred with researchers, clinicians, staff, managers, community members and partners about the actions required to strengthen health research in the District.

The Research Strategy for South Western Sydney 2012-2021 provides a blueprint for the research direction for the future. It recognises the considerable strengths in the District including the collaborations between researchers, clinicians, universities and the Ingham Institute for Applied Medical Research.

The plan focuses on strengthening leadership, setting research priorities and encouraging innovation, building research and clinical trial capability and expertise, building workforce capacity, increasing community interest and participation in research and optimising the use of infrastructure.



Donations

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

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

Bankstown-Lidcombe Hospital

- Revesby Workers' Club LTD
- Bankstown District Sports Club LTD
- Mr Ahmed Elarif
- Bankstown Lidcombe Hospital Volunteers and Auxiliary

Bowral and District Hospital

- BDCU Children's Foundation
- Bowral Auxiliary
- Bowral Crafts Unlimited
- Dr Hartnell – Daffodil Fundraising
- Estate of William John Ford
- Heart Support Australia
- Keith Wallis
- Lynette B & Jack H Skipper
- Rotary Club of Bowral
- Woolworths Bowral

Campbelltown and Camden Hospitals

- Kids of Macarthur Foundation
- Paul Wakeling Motor Group
- 24hr Fight Against Cancer
- Campbelltown Hospital Auxiliary

- Melissa Walker
- Camden Hospital Auxiliary
- Campbelltown Golf Club Ltd. (Ladies Members)
- Mark Marano
- Estate of Feliciana Gob

Fairfield

- Fairfield Hospital Auxiliary
- The Good Guys Wetherill Park
- Sydney Baseball Lions Club

Liverpool

- Harmer and Harmer
- The Dry July Foundation
- Busby Auxiliary
- Merrylands RSL Club
- Mounties
- Liverpool Hospital Auxiliary
- Estate of Enid Hinwood
- Lions Club NSW
- Liverpool Lions Club
- Moorebank Chipping Norton Auxiliary
- John Edmonson VC Memorial Club
- Italian Catholic Club
- Investa Property Group

Financial Snapshot

2011/2012 was a highly significant year for finance at SWS LHD. The first major step was the transition of the finance, revenue, accounts payable and salary packaging teams from the Health Reform Transition Organisation Western to SWS LHD in late November 2011.

From this time, SWS LHD had full management of all aspects of its financial operations and performance. Also in November 2011, the majority of the accounts payable and receivable functions were transferred to the NSW Health shared service provider Health Support Services.

The majority of the financial year was spent in agreeing the distribution of the former Sydney South West Area Health Service budget between Sydney and South Western Sydney LHDs. Final aspects of this budget dissolution were agreed in June 2012.

The final budget result for SWS LHD was highly positive. SWS LHD received a total budget for 2011/2012 of \$1.3 billion and a net cost of service budget of around \$1.2 billion. Against this it achieved a net result of approximately \$1 million over budget.

With the close of the financial year approaching, SWS LHD turned its focus to the development of realistic cost centre budgets aligned to FTE targets for 2012/2013. This significant body of work will ensure the District has even greater ability to manage its financial performance in 2012/2013.



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

Corner Mona Road and
Bowral Street
Bowral NSW 2576
Ph: (02) 4861 0200
Fax: (02) 4861 4511

Camden Hospital

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

Campbelltown Hospital

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

Fairfield Hospital

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

Liverpool Hospital

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

Third Schedule Facilities

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

Website: www.startts.org.au

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

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

Carrington Centennial Care

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

Braeside Hospital

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

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

Other Services

Sydney South West Pathology Service

Missenden Road
Camperdown NSW 2050
Ph: (02) 9515 7960
Fax: (02) 9515 7058

Community Facilities

Bankstown Community Health Centre

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

Bankstown Community Nursing Services

Suite 403, Level 4
2-14 Meredith Street
Bankstown NSW 2200
Ph: (02) 8760 1300

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

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

Cabramatta Community Health Centre

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

Campbelltown Community Health Centre – Sexual Health Clinic

Suite 11-261 Queen Street
Campbelltown NSW 2560
Ph: (02) 4628 5878

**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)9828 4844

Lurnea Aged Day Care

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

Miller Health Centre

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

Miller - The Hub

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

Miller Pathways - Mission Australia

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

**Moorebank Community
Health Centre**

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

Narellan Community Health Centre

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

**Prairiewood Community
Health Centre**

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

**Rosemeadow Community
Health Centre**

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

**Wollondilly Community
Health Centre**

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

Oral Health Services

Bankstown Child Oral Health Clinic

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

Bowral Oral Health Clinic

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

Fairfield Oral Health Clinic

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

Ingleburn Oral Health Clinic

Ingleburn Community Health Centre
59a Cumberland Road
Ingleburn NSW 2565
Tel: (02) 9293 3333

Liverpool Oral Health Clinic

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

Narellan Oral Health Clinic

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

Rosemeadow Oral Health Clinic

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

Tahmoor Oral Health Clinic

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

Yagoona Adult Oral Health Clinic

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

Health Service Locations

Early Childhood Health Services

Services are available in the following areas:

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

For more information call (02) 8788 4288





South Western Sydney Local Health District

Executive Office

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

Hours of Operation:

8:30am - 5:00pm Monday to Friday

Mailing Address

Locked Bag 7279, Liverpool BC 1871

Tel: 61 2 9828 6000

Fax: 61 2 9828 6001

Email: swslhd.esu@sswahs.nsw.gov.au

Website: www.swslhd.nsw.gov.au