

2018-2019
South Western Sydney
Local Health District

Year in review summary

Leading care, healthier communities

A photograph of three healthcare professionals walking through a modern hospital hallway. On the left is a woman with blonde hair tied back, wearing glasses and a light-colored striped shirt. In the center is a man with a shaved head, wearing a dark blue scrub top and pants. On the right is a woman with long dark hair, wearing a light-colored striped shirt and dark blue pants. They are all smiling and looking towards each other. The hallway has white walls, dark door frames, and recessed ceiling lights.

Live,
work,
care
locally

*transforming your
experience*

Foreword

Mr Sam Haddad, Board Chairman, and
Ms Amanda Larkin, Chief Executive
South Western Sydney Local Health District

With an incredible \$2.7 billion capital investment in our hospitals, together with our Transforming Your Experience strategy, we are paving the future of health.

Transforming Your Experience has achieved outstanding results, with around 85 per cent of the leadership team rounding. We also implemented our Leadership Strategy and CORE Chat to support the development of our leaders. More than 4000 patients have responded via the My Experience Matters survey, which helped us identify opportunities to improve our care.

Construction has started on the \$65 million Bowral & District Hospital and the \$632 million Campbelltown Hospital redevelopments, with planning and scoping works well underway on the \$740 million Liverpool Health and Academic Precinct and Bankstown-Lidcombe Hospital Emergency Department (ED). We have almost completed the new ED at Fairfield Hospital, and commenced planning for new Bankstown Hospital – a wonderful \$1.3 billion investment that was announced during the NSW election campaign.

Our commitment to research was highlighted at the 2019 Health Beyond Research and Innovation Showcase, where the District's Research Strategy 2023 was launched. The Strategy supports more research partnerships, PhD students as well as more clinical trials. We also invested more than \$6.5 million in our academic units to support our research efforts.

Mental health services for our community and consumers remain a priority for the District. We refurbished the Macarthur Community Mental Health Service as a new purpose-built facility, while new mental health courtyards at Bankstown, Campbelltown and Liverpool Hospitals provide outdoor spaces for relaxation and exercise.

This is a small highlight of the fantastic achievements of our staff and there are many more you can read about in the full Year in Review publication, available on our website.



Chief Executive Amanda Larkin and District Board Chairman Sam Haddad.

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South Western Sydney Local Health District

Year in Review 2018-2019 - Summary

This document is available on the South Western Sydney Local Health District website:
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November 2019

About us

South Western Sydney Local Health District

The vibrant, diverse and fast-growing south western Sydney community is home to almost a million people.

Stretching from Bankstown to Bowral, our Local Health District is a dynamic mix of city and country, including some of the most multicultural communities in Australia. Close to half of our community was born overseas and speaks a language other than English at home. Our population is among the fastest growing in the nation, expected to grow to 1.2 million people in the next decade.

South Western Sydney Local Health District serves our thriving region with six hospitals and dedicated services for mental health, oral health, drug health and, primary and community health. We are shaping the future of health care with over \$2.7 billion committed to redevelop our hospitals as world-class health care precincts.

It is an exciting time for south western Sydney. Together with our patients, consumers and staff, we are creating a community filled with opportunity where we live, work and care locally.

Our vision and values

Our vision is simple: Leading care, healthier communities.

We strive to achieve this vision through our commitment to consistent, safe, and high quality care.

Our vision is supported by NSW Health's CORE values that underpin our activities and drive our commitment to providing health care excellence through our facilities, programs and services.



Collaboration

Work together as one.



Respect

Be heard, valued and respected.



Openness

Maintain transparency and open communication.



Empowerment

Be able to make choices and influence outcomes.

Transforming your experience

Transforming Your Experience (TYE) is our strategy to deliver safe, quality and consistent care.

TYE is underpinned by four key focus areas:



Consistent, high quality and safe care.



Personalised, individual care.



Respectful communication and genuine engagement.



Effective leadership and empowered staff.



What an effort!

We are making great strides in positively transforming how our patients, consumers, staff and community experience our organisation and services through a number of practical initiatives.

KEY HIGHLIGHTS



85% of executive staff round regularly



More than 2400 staff attended CORE Chat training



Our TYE coaches and champions promoted TYE across our facilities and services



We collected more than 4,000 My Experience Matters patient surveys



371 staff accessed feedback from the My Experience Matters patient survey to improve care



7 out of 10 facilities and services have implemented leader staff rounding



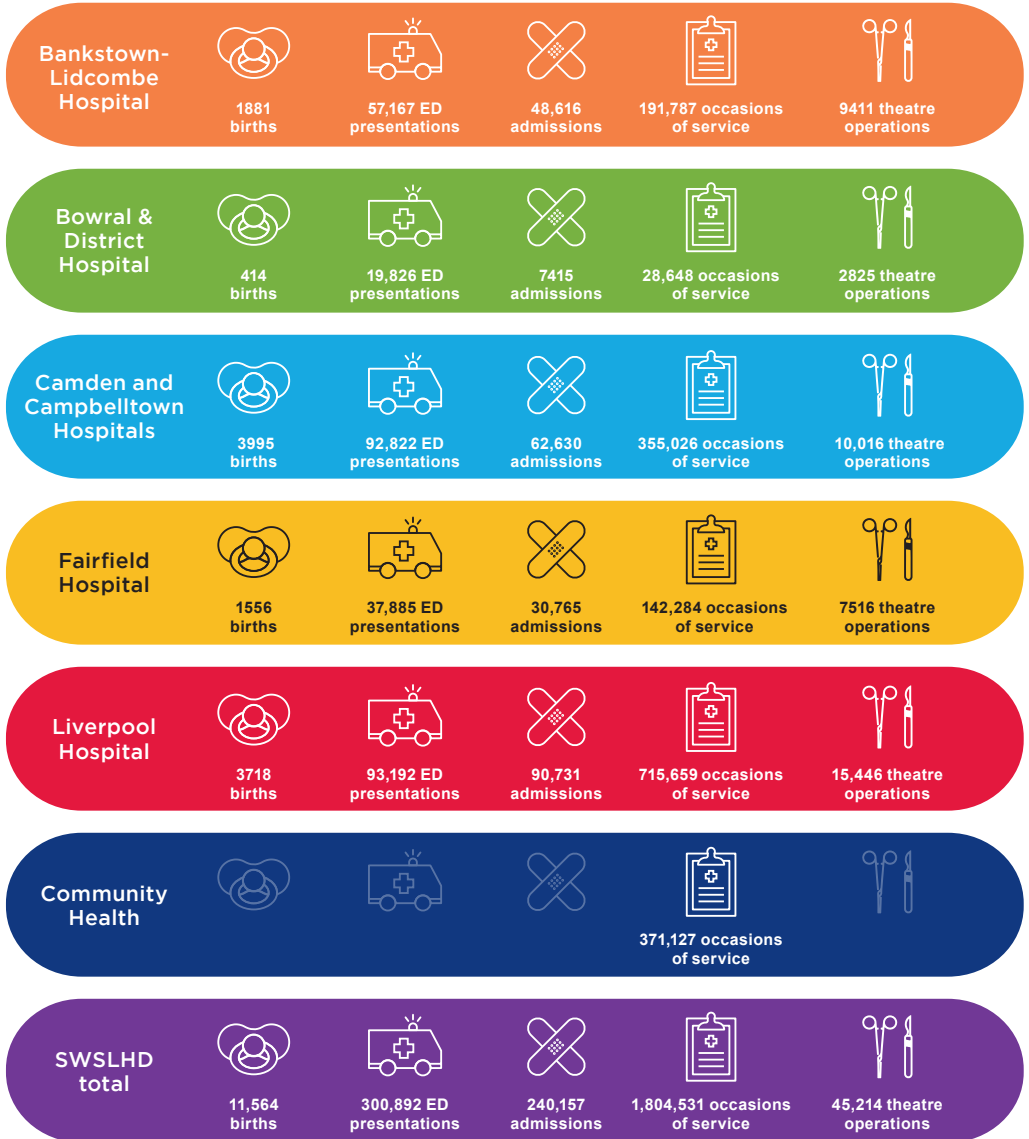
We supported 13 TYE Leadership Academy and 74 TYE Foundational Leadership Program participants with their professional development



We supported staff to implement our seven safety essentials via resources communicated in our newsletter, internal communications and social media

Our District

At a glance



Let's celebrate!

Our achievements

- ✓ We reduced mental health seclusion rates by **more than half** from 8.0 per 1000 bed days in July 2018 to 3.3 in March 2019.
- ✓ We partnered with electronics giant Samsung to pilot an **Australian-first technological solution** using advanced electrocardiogram (ECG) technology to improve patient care.
- ✓ Aunty Roma's Falls Prevention Program at Fairfield Hospital has achieved a **75 per cent reduction in falls**.
- ✓ We reduced hospital associated infections from 2.61 to **2.20 per 1000 bed days**.
- ✓ We achieved **85 per cent of our leadership team** participating in rounding as part of our Transforming Your Experience strategy.
- ✓ We partnered with Telstra Health to launch a **self-check-in kiosk** at Liverpool Cancer Therapy Centre.
- ✓ We **reduced hospital acquired pressure injuries** from 0.23 in 2017-2018 to 0.16 in 2018-2019.
- ✓ Cancer Services **avoided 7019 ED presentations** by using chemotherapy assessment units to manage patient care.
- ✓ The Osteoporosis Refracture Prevention Service at Liverpool Hospital improved the completion rate of bone mineral density testing from 20 per cent prior to the service to **more than 75 per cent**.
- ✓ Our **new Wellbeing Framework 2019-2021** attracted more than 250 staff at the launch.



✓ A **\$2.7 billion commitment** to redevelopment projects across our District continues to transform patient care in south western Sydney.

✓ Our new Renal Infection Control Prevention Strategy and Action Plan resulted in **no Staphylococcus Aureus Bacteraemia infections in renal patients** since January 2019.

✓ Liverpool Hospital launched **multimillion dollar state-of-the-art** cardiac interventional and interventional pulmonology units, as well as a dedicated cardio-oncology clinic to provide life-saving care.

✓ Our Metabolic Program drastically improved the health of participants, with **nearly half** losing more than five kilograms over six months.

✓ Of the 650 participants enrolled in our Aboriginal Chronic Care Program, 'high risk' participant numbers dropped by **more than half** to 7 per cent in 2019.

✓ Campbelltown Hospital opened the doors of its **new specialised children's area in the Emergency Department.**

✓ A new **state-first staffing model for junior medical officers** at Liverpool Hospital improved patient safety, clinical review call response times and work-life balance.



✓ We **achieved a 3.7 per cent decrease** in the proportion of Aboriginal babies born with a low birth weight and an 8 per cent increase in the number of Aboriginal women accessing antenatal care before 14 weeks.

✓ Through our PROMPT-Care initiative to support cancer patients, we **reduced Emergency Department presentations** by 26 per cent.

✓ We **significantly exceeded elective surgery targets** by 520 surgeries to 23,215.

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