



Clinician Connect

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Pictured: Farris Timimi. Photo: D Cheng

FEATURE EDITORIAL

Network to Network 2012 Conference

The Agency for Clinical Innovation (ACI) hosted *Network to Network 2012 - the 2nd Australasian Clinical Networks Conference* at the Sydney Conference and Exhibition Centre, Darling Harbour on Wednesday, 21 November to Friday, 23 November 2012.

More than 300 delegates attended *Network to Network 2012* over the three days of the conference, which included workshops, plenary sessions and concurrent presentation sessions.

Delegates arrived from midday Wednesday for workshops including a Palliative Care Forum hosted by the ACI and Mark Boughey, Director Palliative Care Services, St Vincent's Health, and a NSW National Clinicians Network (NCN) Workshop hosted by the Australian Department of Health and Ageing (DoHA), a Government Partner for the conference.

The NCN Workshop was officially opened by the Hon. Tanya Plibersek MP, federal Minister for Health, who spoke about the importance of discussing clinical handover and the patient journey between different sectors of the health system. The workshop focused on multidisciplinary clinical engagement and collaboration between different parts of the health care system. Participants were given

the opportunity to collaborate on developing practical solutions, with a view to implementation of these solutions beyond the workshop and outcomes being communicated to key decision makers.

The Palliative Care Forum presented two case studies from Victoria and NSW highlighting key strengths and challenges to their emerging models of care. Using these accounts as a springboard for discussion, workshop participants then had the opportunity to share, review and learn from the experiences of others, discussing how common issues in palliative care service improvement are being addressed.

The official Welcome Reception, on Wednesday evening provided delegates with the opportunity to network with their peers while overlooking the stunning Darling Harbour.

The Hon. Jillian Skinner, NSW Minister for Health and Minister for Medical Research officially opened the Conference on Thursday.

FEATURE EDITORIAL CONT'D



Pictured: Anna Nicholes, A/Director Engagement, Executive Support and Communications, ACI, Dr Nigel Lyons, Chief Executive, ACI and Dearne Waters, Event Manager, HealthShare NSW. Photo: D Cheng



Pictured: Dr Mary Foley, Director-General, NSW Health, at Network to Network 2012. Photo: D Cheng



Pictured: Sally Crossing, Cancer Voices NSW and The Hon. Tanya Plibersek MP, Federal Minister for Health. Photo: D Cheng

The Minister addressed the audience on the importance of clinical networks in the improvement of health care provision, and the work of the ACI in leading these Clinical Networks in NSW.

Following Minister Skinner's address, delegates had the opportunity to listen to a special plenary session by keynote speaker Andrew Morris, Dean of Medicine, University of Dundee, Scotland, who spoke to the overarching conference theme of *Looking to the future: how clinical networks are evolving to deliver quality care, to embrace innovation, research and development and the translation of scientific discovery into practice.*

Three other notable keynote addresses were also made on day two of the conference. Shane Soloman, National Partner in Charge, Healthcare, KPMG Australia, presented on the morning's theme of *Health reform and boundary changes, how established effective networks contribute to success*, and two keynote presentations on *Evaluating the outcomes*

of clinical networks by Diane Watson, Chief Executive, National Health Performance Authority (NHPA) Australia and Mary Haines, Director Implementation Research Group, Sax Institute. Following these presentations, delegates were able to choose between four breakout rooms with a variety of presentations which addressed each theme.

The final day of *Network to Network 2012* was opened by Dr Mary Foley, Director-General of the NSW Ministry of Health, who spoke about what a fantastic and rare opportunity the conference was for clinicians, managers and consumers to come together from across the world to discuss the role of clinical networks in innovative health service delivery improvement.

Following the theme of innovation in health service delivery, the keynote presentations for the third day of the conference focused on innovation in engagement and implementation, with keynote addresses from Farris Timimi, Assistant Professor of Medicine, Mayo Clinic College of Medicine; Medical Director, Mayo

Clinic Center for Social Media on the morning's theme of *Engaging the community in clinical practice improvement and measuring the impact of this engagement* and Nick Goodwin, Senior Fellow, The King's Fund, London, who presented on the afternoon's theme of *Strategies used by effective networks to support implementation.*

Consumer speakers also provided an insight into their experiences with health services and how health service providers can better engage the community in clinical practice improvement. Several ACI Clinical Network consumers kindly gave up their time to share their stories with delegates, including presentations from Suzie Daniells and Karen Winterbourn, who gave a presentation on the development of the ACI patient information pamphlet *Parenteral Nutrition: An information guide for patients and carers*, and Evan Eggins and Marianne Matea, who spoke about their nutrition care journey as consumers within the ACI Nutrition in Hospitals group.

During morning, lunch and afternoon tea breaks for the course of the conference, delegates were

FEATURE EDITORIAL CONT'D

able to visit the exhibition and poster presentation session, where organisations such as the Clinical Excellence Commission, ACI, Health Education and Training Institute, Meridian Health Institute, ISG Consulting, Brightsky, WA Health Networks, KPMG and PEPA NSW had exhibition stalls set up. Poster submissions from a range of clinicians, managers and other health care professionals were also displayed for delegates to read.

An evaluation survey was developed and distributed to delegates on the completion of the conference. Initial feedback is very positive, with the strong majority of delegates rating overall the conference venue, organisation and speakers extremely highly.

The presentation slides from the majority of keynote presentations are now available on the N2N website at www.aci.health.nsw.gov.au/n2n/program.

The ACI would like to extend sincere thanks to everyone who attended *Network to Network 2012*, the event sponsors KPMG, the NSW Health Education and Training Institute (HETI), Roche, and the Clinical Excellence Commission (CEC), the Department of Health and Ageing (DoHA) and state partners, without whom the collaboration that is *Network to Network* would not happen: Western Australia Department of Health, South Australia Health, Victoria Department of Health and Queensland Health.



Pictured: Conference delegates at N2N 2012. Photo: D Cheng



Pictured: Nick Goodwin. Photo: D Cheng



Pictured: Brian McCaughn, Chair, ACI Board and Nigel Lyons, ACI Chief Executive. Photo: D Cheng



Pictured: Nic Goryl at the ACI trade exhibition booth. Photo: D Cheng

SURVEY

We are keen to hear from readers of *Clinician Connect* on how we can improve the newsletter to ensure that our communication is provided in the most relevant and useful way.

In order to do this, we have designed a brief survey that will ask a number of questions designed to find out exactly what, in what form, and how often you would like to receive the ACI newsletter. We would appreciate if you could take just a couple of minutes to fill out this survey at www.surveymonkey.com/s/clinicianconnect

COMMENT DR NIGEL LYONS



Pictured: Dr Nigel Lyons

It's been an exciting year of significant change and new opportunities for the ACI in expanding our capacity to design and deliver the best possible health outcomes for patients of New South Wales (NSW).

We have built upon the great work and excellent skills of the existing team at the ACI and have been fortunate to gain expertise in our new staff to

enhance our ability to work more broadly and effectively across priority areas of the state's health system.

Our expanded role now sees us working more closely and collaboratively with clinicians, consumers and Local Health Districts (LHDs) to assist in implementing and delivering best practice models of care that are effective, relevant and suit the needs of your local communities with the expertise of the Clinical Program Design and Implementation (CPDI) team.

With new networks including Palliative Care, Rehabilitation and Rural Health, the ACI now has 27 clinical networks. The ACI has also recently gained the expertise of the Intensive Care Coordination and Monitoring Unit (ICCMU), responsible for monitoring and promoting excellence in care for patients in Intensive Care Units (ICUs) as well as the Institute of Trauma and Injury Management (ITIM), which oversees the coordinating and support of patients within the NSW trauma system and their treating clinicians.

I thank you for your patience and continued commitment throughout the year and especially for your thoughts and contributions that have guided us in the development of our strategic

plan and will continue to make a difference to the health care provided in NSW.

Your thoughts and feedback are vitally important to us and the work of the ACI, and it is important we continue to hear from you. I encourage each of our network members to complete the online Network Member Survey which will help lead the work we do, identify ways we can work with you to make our networks more effective and will be used to monitor our progress towards achieving the key objectives we have set out to achieve in our strategic plan.

You can complete the survey by clicking on the link below, or by pasting it into your web browser www.surveymonkey.com/s/N7JB6WK. We would greatly appreciate your response to the survey by Friday, 21 December 2012.

I am amazed and inspired by the incredible opportunity the enhanced ACI now has to work with you - the clinicians, consumers, LHDs and health services across the state - to deliver improved health outcomes to our patients and communities.

While 2012 has been a year of rapid change and development for the ACI, 2013 will be the year where we are out working closely with you, turning plans into actions and delivering real health benefits. It will be a busy, challenging year, and we are in the best possible position to make it the most rewarding in improving sustainable health care solutions.

We look forward to your continued passion, expertise and dedication to help drive the innovations that will affect real beneficial change to patients and our health care system.

I wish each of you and your families a happy and healthy Christmas and all the best for the year ahead. I look forward to working with you in 2013 to deliver best practice health outcomes for everyone in NSW.

Best wishes,

Dr Nigel Lyons

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The Agency for Clinical Innovation (ACI) was established by the NSW Government as a board-governed statutory health corporation in January 2010, in direct response to the Special Commission of Inquiry into Acute Care Services in NSW Public Hospitals.

The ACI drives innovation across the system by using the expertise of its Clinical Networks to develop and implement evidence-based standards for the treatment and care of patients.

BOARD

Chair

Brian McCaughan

Members

Lee Ausburn	Tomas Ratori
Ken Barker	Janice Reid
Melinda Conrad	Gabriel Shannon
Andrew Cooke	Nigel Lyons
Robyn Kruk	
Carol Pollock	

To find out more about the NSW Agency of Clinical Innovation and its Clinical Networks visit our website online at: www.aci.health.nsw.gov.au

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Clinical Network Report

CRITICAL CARE TASKFORCE

Co-Chairs:
Rob Herkes and
Kelly Cridland

The ACI Critical Care Taskforce will be holding a Critical Care Forum in early 2013.

The issues of workforce models, quality indicators and identifying the priorities for the Critical Care Taskforce for 2013 will be the key focus of the forum.

Background papers on these important issues will be prepared for consideration prior to the Forum and as a lead up to the forum workshops.

The Critical Care Taskforce will be seeking input from all of its members on this important day.

If you would like additional information please contact Gavin Meredith, Manager, Surgical Services on gavin.meredith@aci.health.nsw.gov.au.

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COMMUNITY ENGAGEMENT

ACI CONSUMER FORUM

In early 2013 the Agency for Clinical Innovation (ACI) will be hosting a 'Consumer and Community Engagement' themed Consumer Forum at the Dougherty Community Centre in Chatswood, NSW.

ACI Consumer Forums are a valuable opportunity for ACI Clinical Network Consumers and associated consumer non-government organisations (NGO) to come together to discuss what is happening in the ACI Networks and how we can continue to engage consumers and the community in the works of the ACI.

Consumers from all 27 clinical networks and representatives from NGOs are invited to attend the morning to discuss the consumer and community engagement activities of the ACI. The forum will also provide a fantastic opportunity for the ACI Consumer Council to establish closer ties to Network Consumers by hosting the Forum.

ACI Clinical Network Consumers will be contacted in early 2013 to nominate a range of dates for the forum. For more information, contact the Engagement, Executive Support and Communications team.

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Consumer Council Work Plan

The ACI Consumer Council now has a *Work Plan 2012 – 2013*. The Work Plan was developed following a review of the new ACI Strategic and Operational Plans to ensure that the priorities of the Consumer Council are aligned with those of the ACI. It was prepared in consultation with each Council member, the ACI Communications and Engagement portfolio and Dr Nigel Lyons, ACI Chief Executive. The Work Plan was also heavily informed by the feedback given from ACI Clinical Network Consumers at the April 2012 ACI Consumer Forum.

To view the ACI Consumer Council *Work Plan 2012 – 2013*, visit the ACI website at www.aci.health.nsw.gov.au/__data/assets/pdf_file/0008/176642/ACI-Consumer-Council-Draft-Work-Plan.pdf#zoom=100

Clinical Network Report

ACUTE CARE TASKFORCE

Co-Chairs: Vicki Manning and Jeremy Wilson

Consultation on Safe Clinical Handover: Transferring Care between Primary and Acute Care Setting

The Acute Care Taskforce (ACT) was established in June 2005 with a key focus on improving the acute medical patient journey. As a result of the expanded responsibilities of the ACI following the Governance Review of NSW Health, the ACT recently transferred to ACI.

The ACT is led by Co-Chairs Vicki Manning and Jeremy Wilson, and is comprised of multidisciplinary representatives across a range

of Local Health Districts, the NSW Ministry of Health, Primary Care, the Clinical Excellence Commission and the Health Education and Training Institute.

In recent years the ACT has led the establishment of 29 Medical Assessment Units (MAUs) and delivered several Safe Clinical Handover projects. Most recently, the ACT has worked with a broad stakeholder group to

develop the *Safe Clinical Handover: Transferring Care between Primary and Acute Care Settings* resource. This resource is now available for consultation. Comments on this document are due by Friday, 21 December 2012. For more information or to have your say on these guidelines, visit the ACI website at: www.aci.health.nsw.gov.au/have-your-say.

Clinical Network Report

BLOOD AND MARROW TRANSPLANT

Co-Chairs: Chris Arthur and Louisa Brown

BMT NETWORK SENIOR NURSES FORUM

The ACI Blood and Marrow Transplant (BMT) Network held a Senior Nurses Forum on Friday, 7 December 2012 in North Sydney.

The program was developed to provide an opportunity for presentation and discussion of topical issues in haematology and Blood & Marrow Transplantation (BMT) nursing.

Ken Bradstock, Clinical Professor Medicine, Westmead Clinical School, Westmead

Millennium Institute for Medical Research presented a keynote discussion on Haplo Identical Transplants. Other conference highlights included presentations from Elizabeth Newman, Nurse Practitioner Apheresis and BMT, Concord Hospital, who will explore the Holistic Management of a patient (clinical reasoning and decision making); David Collins, Clinical Nurse Consultant - Apheresis, Royal North Shore Hospital who shared his expertise around the topic of Granulocyte Collections; and Nicole Gilroy,

Doctor of Infectious Disease for the BMT Network, with recommendations and evidence for vancomycin-resistant Enterococcus management, containment and screening.

The forum was well attended, with more than 42 clinicians, managers and consumers present. An evaluation survey was conducted, with initial feedback very positive. The full evaluation report will be made available shortly.

Please contact the Network Manager for more information.

Appointment to the position of Network Manager

The ACI recently undertook a recruitment process to formally appoint to the position of Network Manager for the ACI BMT Network.

The Network is pleased to announce that Graeme Still has now been appointed as the permanent Manager of the Network.

Graeme has been acting in the role for the last 7 months and has provided stability to the Network through a period of significant change at the ACI. The work of the Network has progressed with vigour under Graeme's leadership with the

support of the energetic and skillful BMT staff, the Co-Chairs of the Network, Chairs of the Working Groups, and more broadly the BMT clinicians. Graeme brings a broad base of knowledge from several industries with him and his knowledge from other domains in the health system will be an asset to the ACI.

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NEW CO-CHAIR



Pictured: John French. Photo: B Carr

The Cardiac Network is delighted to welcome John French, Director of Coronary Care and Cardiovascular Research at Liverpool Hospital and Conjoint Professor at the University of New South Wales, as the new medical Co-Chair of the Cardiac Network. John has just commenced a three year term as Chair of the Clinical Trial Council of the Cardiac Society Australia New Zealand and his major research interests include acute coronary syndromes, in particular ST elevation myocardial infarction and cardiac biomarkers including high sensitivity troponins.

CLINICAL VARIATION

The Clinical Variation Project aims to reduce unwarranted clinical variation and reduce admission rates for patients with Congestive Heart Failure and Chronic Obstructive Pulmonary Disease. The ACI Cardiac and Respiratory Network Managers continue to work with the project teams at Maitland, Shoalhaven and Wyong to build ongoing working relationships with clinicians and managers. The Bureau of Health Information *Insight Series - Chronic Disease Care, Report 2* and Ministerial Taskforce on Emergency Care data for each pilot site has been reviewed to inform targeted solutions and evaluation at each site. Workforce education and training needs to support implementation at each site were also identified.

Each site has defined goals, agreed responsibilities and identified outcomes which have been incorporated into a formal Memorandum of Understanding between the ACI and Central Coast (CC), Illawarra Shoalhaven (IS) and Hunter New England (HNE) Local Health Districts (LHDs).

Over 40 patients have attended a Chronic Obstructive Pulmonary Disease (COPD) Outpatient Clinic for comprehensive assessment and development of individual exacerbation management plan at Wyong to date, with patients discharged to their GP or respiratory

specialist as appropriate. Work has commenced on a centralised intake for community respiratory services and risk stratified pathways with the Central Coast Medicare Local and CCLHD the first to sign up to implement Health Pathways in 2013.

The Maitland team has finalised a project plan and outcome targets with recruitment of an additional staff physician with respiratory interest now complete. A 0.6 Chronic Heart Failure (CHF) Clinical Nurse Specialist (CNS) and 0.84 COPD CNS has also been signed off by the HNE LHD Executive for the pilot. The combined Cardiac and Pulmonary Rehabilitation program has been relocated to a venue more accessible by patients.

The Shoalhaven site has commenced a regional service redesign process with a key focus on integration of existing generalist and specialist services, supported discharge from the Emergency Department and post discharge follow-up of patients at high risk of re-admission.

Representatives from the three pilot sites will share their improvement strategies and learning via a videoconference link in December 2012. For more information, contact the Cardiac or Respiratory Network Managers.

STATEWIDE CARDIOLOGY REPERFUSION PROGRAM

The NSW Statewide Cardiology Reperfusion Program aims to reduce the time from symptom onset to definitive treatment for patients with Acute Coronary Syndrome (ACS) and improve patient outcomes by early identification and timely access to reperfusion therapy for patients with acute ST Elevation myocardial infarction (STEMI). The Agency for Clinical Innovation is now leading the delivery of this Program.

The NSW Ministry of Health, Ambulance Service of NSW (ASNSW) and ACT Health have agreed to provide a collaborative service to enable patients in Southern NSW to be treated at Canberra Hospital based on the ASNSW Cardiac Reperfusion Primary Angioplasty and Pre-Hospital Thrombolysis protocols.

The Cross Border Access Strategy is an extension of the NSW Statewide Cardiology

Reperfusion Program and went live on Monday, 22 October 2012. To date, two patients have been provided with thrombolytic therapy en route to hospital.

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ENDOCRINE NETWORK

A workplan for the ACI Endocrine Network has been endorsed by the Network Executive to determine priorities to mid 2013 and enable completion of some major bodies of work. The high priority areas to progress in the remainder of 2012 and across the first half of 2013 include:

- The subcutaneous insulin chart
- Hyperglycemia Case Detection via Emergency Department
- The Diabetes High Risk Foot Model of Care
- The broader integrated Diabetes Model of Care

While these areas remain a high priority for completion, independent progression by other work groups will proceed. Progress on these areas will be reviewed by the Endocrine Executive in mid 2013, who will determine further priorities for the remainder of the 2013 year.

Subcutaneous Insulin Chart

The subcutaneous insulin chart pilot at Royal Prince Alfred and Ryde Hospitals has been extended until June 2013. The extended end date will coincide with the evaluation of the National Subcutaneous Chart pilot by the Australian Commission on Safety and Quality in Health Care (ACSQHC), and will ensure that a simultaneous and aligned evaluation approach and methodology will be conducted for both charts.

Diabetic Foot Model of Care

The Diabetic Foot Model of Care is currently undergoing an economic evaluation by the ACI Health Economics and Analysis Team and review by the ACI Implementation team. It is anticipated that this will ensure a successful and sustainable implementation process for LHDs. Further updates will be provided as the model progresses

NSW Model of Care for People with Diabetes Mellitus

The NSW Model of Care for People with Diabetes Mellitus will also undergo an economic evaluation by the Health Economics and Analysis Team and review by the ACI implementation team. As with the Diabetic Foot Model of Care it is anticipated that this will ensure a successful and sustainable implementation process for LHDs. Further updates will become available as the model progresses.

Hyperglycemia Case Detection via Emergency Department

The Diabetes in the Emergency Department Project has achieved another goal this month with another site up and running at Wagga Wagga, with information sessions and training provided to staff. Several of the other sites have now completed the active component of the project, and our researcher is busy visiting those

sites to review the medical records. The project team is also busy organising data match-ups to give an in-depth understanding of the issues of undetected diabetes.

For more information contact Chris Zingle, Endocrine Project Officer on chris.zingle@aci.health.nsw.gov.au.

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UPDATE ON IMPLEMENTATION OF THE ENDOSCOPY INFORMATION SYSTEM (EIS)

In 2008, the NSW Health Director-General approved the purchase of a statewide Endoscopy Information System (EIS) in order to facilitate the collection of data on the number and quality of endoscopy procedures undertaken in NSW public hospitals. ProVation MD® was chosen as the preferred EIS solution. The establishment of a standardised EIS across NSW public facilities will:

- Support clinicians by enabling efficient and accurate documentation of endoscopic procedures in a form that can be integrated with the electronic medical record and shared between members of a care team

- Provide accurate, state-wide information on the number and types of endoscopic procedures carried out in NSW public hospitals
- Provide information on activity, costs, productivity and access to services
- Enable comparison of services against critical safety and quality benchmarks
- Support reporting for the National Bowel Cancer Screening Program
- Support clinical research

The EIS has already been successfully rolled out to eight hospitals in the Hunter New England (HNE) Local Health District (LHD). A revised

implementation schedule for rollout to the remainder of the LHDs has been produced. This revised schedule has already commenced with the EIS being rolled out sequentially to LHDs from November 2012 through to June 2013.

To support the implementation, the ACI has established an EIS Implementation group which will meet on a monthly basis. Membership of the group includes a clinician from each of the sites where implementation will occur, representatives from sites in HNE where implementation has already occurred, the EIS project team from HealthShare NSW and representatives from the ACI Gastroenterology Network. ACI will also be

UPDATE ON IMPLEMENTATION OF THE ENDOSCOPY INFORMATION SYSTEM (EIS) (CONT'D)

inviting representatives from each of the LHDs to sit on the group.

The EIS Implementation group will help facilitate the implementation plan and encourage rollout in additional sites not currently identified in the plan. It will also be used to share experiences from sites where implementation has taken place, review the progress of the implementation plan and identify any potential implementation issues at particular sites. For more information, contact the Network Manager.

SAVE THE DATE – Gastroenterology Network Forum

The Gastroenterology Network will be holding a Gastroenterology Network Forum on Saturday, 23 February 2013.

Clinicians, managers and consumers involved in gastroenterology and hepatitis services are invited to attend the forum. If you are rurally based and would like to attend the Forum, contact the Network Manager to discuss ways the Network can support this.

The aim of the Forum is to provide an overview of the achievements of the Network in recent years and discuss new initiatives and changes in clinical practice. There will also be an opportunity for attendees to raise any issues of concern

and discuss ways in which these concerns could be addressed, which will help to inform the development of a new Gastroenterology Network Work Plan.

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TRAINING NETWORKS

The Royal Australian and New Zealand College of Radiologists (RANZCR) will mandate radiology training networks by the end of 2013.

This means that all Radiology Trainees will rotate through a variety of hospitals for different modalities and experiences. At the recent ACI Radiology Committee meeting the College representative advised that expressions of interest would be sought before the end of November for members to join the Steering Committee to determine a Training Network framework.

A number of factors have led to this decision including:

- the recent RANZCR training site review which indicated that few teaching hospitals fully comply with curriculum requirements
- other Colleges have mandated training networks
- support from the Australian Medical Council
- the College's philosophy is that wider experience for Trainees in different settings is beneficial in producing 'well rounded' Radiologists

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Medical Imaging Redesign

The NSW Ministry of Health and the ACI have been working collaboratively to reconvene the joint committee on Medical Imaging Initiatives.

As with the previous work of this steering committee, the main focus will be to ensure timely access to quality care, building a workforce that can manage appropriate referrals with appropriate equipment across multiple aspects of patient care and sustainability of public imaging services into the future. There is also a move in some Local Health Districts (LHDs) towards implementation of a business model similar to that of the successful Hunter New England LHD model.

RADIOPHARMACEUTICALS PROCUREMENT

Based on a radiopharmaceuticals procurement principles paper developed by members of the ACI Nuclear Medicine Committee, the HealthShare Business Procurement Services Unit will develop a draft proposal to manage procurement of radiopharmaceuticals into the future.

Consultation with vendors will take place so that all stakeholders are aware of the new process. For more information, contact the Network Manager.

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ACTIVITY BASED FUNDING

Renal clinicians are working with the NSW Ministry of Health to assist with the introduction of activity based funding (ABF) throughout NSW.

The main concerns for renal services relate to the use of historical dialysis data as there are notable gaps in the current data collection systems. It is expected that current facility-based haemodialysis activity is around 325,000 treatments per year.

ABF funding for home-based dialysis services is also a major concern as the current activity measurement processes are inaccurate. There are approximately 1,500 patients receiving these more cost-effective home-based dialysis

treatments. Renal clinicians are meeting with the ABF Team to advise them on the issues around accurately collecting the numbers of home-based haemodialysis and peritoneal dialysis treatments. Clinicians have proposed an interim system until the electronic medical record is established for all dialysis services.

The proposed system will undergo consideration in home dialysis units over the next few months. ABF funding for NSW non-admitted patients is expected to commence in July 2013.

An additional issue for ABF is the funding for living donor procedures for kidney donation and management of live kidney donation recipients. The ACI Transplant Working Group has raised this issue with the Ministry of Health.

Renal Network Work Plan 2013-2015

A draft workplan for the ACI Renal Network for the 2013-2015 period has been prepared based on the priority issues raised at the Renal Network Forum held in September 2012. The work plan is structured to meet the Network goals over a three year period and is currently under review by the participants who attended the Forum. If you would like more information on the draft work plan, please contact the Network Manager.

Review of the Electrical Wiring Standard AS/NZS 3003:2011

Along with representatives from other states, NSW clinicians and dialysis technicians have raised concerns about the Australian Electrical Wiring Standard AS/NZS 3003:2011. Under the current specifications, the standard has been found to be detrimental to the home dialysis program because it restricts location flexibility.

It is felt that the same degree of patient safety can be achieved using different specifications. Renal Network members are pleased that this standard has now been approved for review. A range of network members will be providing input to the national review.

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Pictured: Jim Herford, Jayne Reeves, Andrea White, Lynne Wilson, Lisa Mitchell, Catherine Barkley, Tim Tooke and Gretchen Buck. Photo: M. Longworth

STROKE AUDITS

Clinicians from the Batemans Bay and Moruya Hospitals completed the ACI Stroke Network baseline stroke audit in October 2012. Southern NSW Local Health District (LHD) executives Lisa Kennedy and Sue Barkley endorsed undertaking the audit with a vision to developing a stroke service based on a hub and spoke model between the two facilities.

Tim Free, General Manager at The Tweed Hospital (TTH), Northern NSW LHD, also fully supported the TTH stroke clinicians to complete the audit in November 2012. Clinical Nurse Educator Richard Delbridge provided logistical support in consultation with Russell Bond and Lyn Danischenko from the TTH Clinical Information Department. Given that the hospital treats more than 250 stroke patients per year, the results of the audit will inform stroke service developments.

Congratulations and well done to everyone who completed their stroke audit, particularly to the Bateman's Bay clinicians who completed the audit in a record time.

Stroke Outreach Service Rehabilitation Working Party



Pictured: Alicia Newton, Leanne Barbour, Alice Lance, Amanda Buzio, Serena Morcombe, Lisa Downes, Kate Gratton-Smith, Virginia Grant and Annie Dent

The formation of new Stroke Outreach Rehabilitation teams across metropolitan and rural NSW has provided the opportunity to develop a working party to build another innovative step in the stroke patient journey.

Literature reviews and discussion have led the working party to agree on outcome measures that will be used to evaluate clinical outcomes and service delivery. Frances Simmonds from

the Australian Rehabilitation Outcomes Centre recently met with the working party to discuss alignment with the centre reporting mechanisms. The use of the Australian Modified Lawton's IADL Scale to collect service data will facilitate state and national benchmarking.

Meeting dates have been set for 2013 and if you are interested in discussing the goals of the group please call the Network Manager.

STROKE RECOVERY ASSOCIATION NEW SOUTH WALES



Pictured: Delegates attending the Stroke Recovery Association NSW Spring Fling.
Photo M Longworth

The Stroke Recovery Association of NSW held the Forster Spring Fling 2012 during November 2012.

Combining the *New Directions in Stroke Conference* and the NSW State Stroke Olympics *The Spring Fling*, the event attracted over 100

members of the association from across NSW. Keynote speakers Venkatesh Krishnamurthy and ACI Stroke Network Co-Chair Michael Pollack outlined new trends in acute and post acute stroke care, with Penelope McNulty profiling the applicability of Wii technology to support rehabilitation for stroke patients and their carers. The expert panel was also challenged to deliver

concepts and evidence of best stroke practice by the conference delegates.

Many personal bests were broken during the undertaking of the Stroke Olympics, which includes a range of activities such as dominoes, putting, quoits and other disability-friendly pursuits.



Pictured: Mark Longworth Stephen Martyn Jenny Rudd Michael Pollack Penelope McNulty Deborah Frith Venkatesh Krishnamurthy Michelle Sharkey Photo E Leather

THE NSW CARDIOVASCULAR RESEARCH NETWORK SHOWCASE AND AWARDS CEREMONY



Pictured: Tony Thirwell, Dominique Cadilhac, Andrew Thirwell, Kristina Kabala, Raj Verma. Photo: M. Longworth

The Hon. Jillian Skinner, NSW Minister for Health and Minister for Medical Research provided the opening address for the 3rd NSW Cardiovascular Research Network Showcase and Awards ceremony held at Parliament House

in Sydney on Tuesday, 20 November 2012. The Network's purpose is to encourage increased research capacity within NSW and produce research evidence that directly translates into improved clinical service delivery and improved health outcomes.

In opening the evening, Minister Skinner pledged \$250,000 in funding to support the ongoing work of the Network. This significant amount was matched by NSW Heart Foundation Chief Executive Officer Tony Thirwell to ensure the activities of the 34 member organisations (ACI included) will be supported to progress this highly successful model of fostering collaborative research. For more information regarding the network visit www.heartfoundation.org.au/research/pages/default.aspx

STROKE CARE COORDINATOR APPOINTED

Kim Hoffman has started as the rural stroke care coordinator for the Richmond Network, Northern NSW LHD.

With a clinical background in physiotherapy, Kim is well placed to further develop the Stroke Network using the Models of Care and service delivery strategies that have been implemented and evaluated throughout rural NSW.

STROKE NETWORK THANKS MICHAEL POLLACK

Michael Pollack has stepped down as the medical Co-Chair of the Stroke Network after four years in the role.

Supported by all members of the coordinating committee, Michael has worked collaboratively on behalf of the Network with the Ambulance Service NSW, NSW Ministry of Health and the Stroke Recovery Association of NSW to ensure that the journey of stroke patients and their carers remains on the agenda of health services and non government organisations.

Projects that have benefited from Michael's leadership and clarity of process include: the statewide rehabilitation redesign, the NSW rural stroke network and the statewide stroke reperfusion rollout.

Michael's collaborative and engaging resolve to ensure all parties have an opportunity to discuss and participate in the delivery of equitable evidence

based stroke care in NSW has been of great value to the work of the ACI and we wish him well in his future endeavours. Many thanks Michael for your leadership of the Network.

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AGED HEALTH EXECUTIVE COMMITTEE

The Aged Health Network recently formed an Executive Committee which is made up of clinicians, consumers, health managers and the ACI Aged Health Network team. The Network Executive will have the responsibility for overseeing the continued development and strategic directions of the Aged Health Network.

Members of the Executive Committee include Jacqui Close and Viki Brummell (Co-Chairs), Lorraine Lovitt and Kelli Flowers (Co-Chairs, Nurses Subgroup), Tasha Kvelde and Michelle Frawley (Co-Chairs Allied Health Subgroup), Geoffrey Berry, Margaret Stephens and Peter Brown (consumer members), Debra Donnelly, Anne Moehead, John Cullen, Peter Landau, Anita

Sharma, Fran Gearon and Marianne Lackner (representatives from the Aged Health Network), John Dobrohotoff (Older People's Mental Health), Barbara Anderson (Aged Care Integration Unit), Anne Cumming (Dementia Policy Team) and Peter Gonski (Australian and New Zealand Society of Geriatric Medicine (ANZSGM)). For more information, contact the Network Manager.

Patient Specials Working Group

The recently established Patient Specials Working Group aims to develop guiding documents on the clinically appropriate use, education and training of patient specials (one on one nurses) to care for confused patients in NSW public healthcare facilities. Working group members include Cathy Sendlhofer, Colette Scott, Jenny Rodwell, Gai McPherson, Kerry Bartlett, Sandy Everson (Mid North Coast LHD); Sue Schasser, Debra Donnelly (Sydney LHD); Catherine Lothian, J Jamie Gills, Trudie Duiveman (Central Coast LHD); Sharon Sutherland, Trish Merchant (Western NSW LHD); Drew Kear (St Vincent's HN); Lorraine Lovitt, CEC (Co-Chair); Colleen Mckinnon (South Eastern Sydney LHD); Catherine McPhail (Illawarra Shoal haven LHD); David Nielsen (Murrumbidgee LHD); Sharon Strahand (Northern Sydney LHD) and Lee Taylor (Hunter New England LHD). For more information, contact the Network Manager.

INTEGRATED CARE OF THE COMPLEX OLDER PERSON FRAMEWORK

The Aged Health Network will lead the development of the *Integrated Care of the Complex Older Person Framework*. In NSW, older people (aged 65 years and over) account for 38% of hospital separations.

However, this population represent 53% of total bed days in hospitals. There are already many specific Models of Care that impact on small parts of the older person's patient journey, however, older patients with multiple or complex conditions experience delays because of the disjointed application of these models. An overarching framework to integrate care for the complex older people will aim to improve the way patients and staff navigate the services they require, improve the effectiveness and use of current models of care, reduce average length of stay for older persons, and reduce readmissions and avoidable admissions for older persons.



Pictured: Bernadette Pringle, Margaret Perkins, Anne Cumming, Anne Moehead, Anthea Temple, Kelli Flowers and Cath Bateman at the Psychogeriatric Nurses Association Conference. Photo: G Pang

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ACI BIRD FACILITATES EXPANSION OF THE PHYSIOTHERAPY NETWORK GROUP

Metropolitan physiotherapists working with people who have traumatic (acquired) brain injury as part of the ACI NSW Brain Injury Rehabilitation Program (BIRP) have been meeting three to four times each year. 2012 marks 10 years of these meetings, which are convened to discuss topics such as clinical issues, Evidence Based Practice (EBP), conducting multisite research projects, impact of the Life Time Care and Support Scheme (LTCS), and reports from conferences. This group was also integral in developing and publishing the *Physiotherapy Guidelines for Work with People with TBI* through collaboration with the Network.

The ACI assisted with the expansion of the group this year by inviting public and private

physiotherapists managing people with brain injury in metropolitan and rural NSW to join their colleagues in this important work.

The first meeting for the expanded group was held on Monday, 3 September 2012 at the Westmead Brain Injury Rehabilitation Unit (BIRU). The topic for this meeting was community-based physical activity including discussing ideas, strategies, barriers, and facilitators to getting people with a brain injury to participate in physical activity in the community. Solutions offered included hosting discussions around the challenges for LTCS clients who are very keen for people to be moved onto community-based services but find it difficult to find appropriate options, or community-based

non-health workers who are able to deal with the complexities of some of our clients. Other discussions could also be facilitated around getting non-compensable people with TBI into sustainable physical activities.

The meeting was attended by eight physiotherapists, with 10 physiotherapists contributing via teleconference. It was a successful networking event – participating physiotherapists shared many ideas for encouraging people with TBI to be more physically active, and strategies for applying for funding for these from the LTCS.

At the second meeting on Monday, 26 November 2012, seven clinicians dialed in via teleconference

BRAIN INJURY REHABILITATION DIRECTORATE (CONT'D)

ACI BIRD FACILITATES EXPANSION OF THE PHYSIOTHERAPY NETWORK GROUP (CONT'D)

with nine attending in person. Expressions of interest have also been received from an additional three Hunter based physiotherapists. The meeting schedule for 2013 was confirmed for 3.00 - 4.00pm Monday afternoons at the

Westmead Brain Injury Rehabilitation Unit and via teleconference and webex. For the schedule of meeting dates, please contact the Network Manager.

GOAL TRAINING PROJECT

ACI has partnered with insurers to provide goal training to 250 public and private rehabilitation clinicians and staff from a variety of backgrounds and service settings who work with clients engaged in rehabilitation who have different types of injury, levels of severity and disability.

In September 2012, Belinda Jones was recruited from the Hunter Brain Injury Service as a Project Officer to consult with stakeholders and finalise the training resources for this project. A five hour pilot training session was held on Thursday, 1 November at the Life Time Care and Support Authority Sydney offices with key stakeholders and members of the project steering committee. Belinda and Helen Badge, BIRD Outcomes Manager, co-presented to 23 participants and then facilitated a training evaluation focus group. The training resources are now being finalised and printed.

The Project Steering Committee was convened on the same day as the pilot training. Information from the pre-training consultations and the



Pictured: Helen Badge and Belinda Jones facilitating small group work at the goal training project. Photo: B Strettles

experience of the pilot training was fundamental to decisions for meeting project objectives. Important decisions resulting from this meeting were to extend the training session to provide additional time for small group work using relevant client examples, and where to provide the training. The extension of the project completion date to May was also agreed to accommodate a change in the Project Officer and the commencement of a Training Assistant. Information will be available in January to pre-register for the training. This is planned for



Pictured: Belinda Jones presenting at the goal training pilot. Photo: B Strettles

a Thursday or Friday in February and March 2013. Training will be organized in the following locations: Sydney, Parramatta, Newcastle, Coffs Harbour, Albury, Orange and Wollongong.

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Clinical Network Report

INTELLECTUAL DISABILITY

Co-Chairs: Les White and Maria Heaton



Pictured: Maria Heaton receives 2012 NSW Carer of the Year Award, pictured with Network's other Co-Chair, Prof. Les White and Janice Oliver, Carers' Program Manager (SESLHD) and member of the MRID.net Tier 4 Multidisciplinary Clinic Pilot Steering group. Photo: T Szanto

Network Co-Chair receives 2012 NSW Carer of the Year Award

Congratulations to Maria Heaton, Co-Chair of the Intellectual Disability Network, who was awarded the 2012 NSW Carer of the Year Award by the Hon. Andrew Constance, Minister for Ageing, Disability and Home Care (NSW) at the Awards ceremony held at Parliament House on Monday, 15 October 2012. Maria finds caring for Tristan, who is 16 years old and has physical and intellectual disabilities, both challenging and rewarding. Her contribution to the Intellectual Disability Network is invaluable.

INTELLECTUAL DISABILITY NETWORK FORUM

On Thursday, 15 November 2012, the ACI Intellectual Disability (ID) Network hosted an ID Forum at North Ryde. The Forum was a great success and provided clinicians, managers and consumers involved in ID health provision the opportunity to come together to Network and discuss best practice in ID services. More details, feedback and plans for 2013 will be available after the follow up evaluation discussions have occurred with the subcommittees. A similar event is planned for November 2013.

NETWORK CARERS DINNER

The Intellectual Disability Network draws its membership from a wide cross section of clinicians, carers, consumers, managers and advocates from government and non government agencies and includes metropolitan, regional and rural participants.



Pictured: Metropolitan, Regional and Rural Carers meet with Network Executive representatives for dinner before the Intellectual Disability Forum. Photo: T Szanto.

Carers who are members of the Network's subcommittees met for the Carers Dinner on Wednesday, 14 November 2012, the evening before the Network's Annual Forum. The dinner provided the opportunity to Network and share stories, as the Carers are members of different subcommittees within the Network and had not necessarily met each other before. Thank you to everyone who travelled to attend the dinner, with carers coming from as far as Byron Bay, Broken Hill, Vincentia, Albury and metropolitan Sydney. The Network Executive group was represented by Barbara Lewis from the NSW Carers Support Services and Jim Simpson from the NSW Council for Intellectual Disability. The personal stories of Carers and their commitment to improving the health of people with intellectual disabilities was the common theme of discussion throughout the evening. Feedback from the dinner was overwhelmingly positive, with attendees indicating that they would be keen to have a half day work shopping opportunity the day prior to the next Network Annual Forum.

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Clinical Network Report

MUSCULOSKELETAL

Co-Chairs: Lyn March and John Eisman

OSTEOPOROSIS ON THE AGENDA

The ACI now has data available for all Local Health Districts to use in measuring the benefits of implementing the Osteoporosis Refracture Prevention Model of Care in their localities.

Results from the formative evaluation conducted over the past year are in and provide an extremely insightful snapshot thanks to the staff at Royal Prince Alfred Hospital, Royal Newcastle Centre and the Murrumbidgee Local Health District and Medicare Local.

Final analyses reveal that:

- the ACI model of care is appropriate for implementation in city, regional and rural areas
- 46.5% of people over 50 years of age who present to a NSW Emergency Department with a 'first' minimal trauma fracture are likely to refracture again over a 24 month period
- 10% of this cohort who are readmitted with a refracture could have these prevented within three years of full implementation of the Model of Care

When these results are applied and the Model of Care is fully implemented across the NSW Health system then over 10 years:

- Around 250,000 bed days could be used for other patients

- Notional savings of \$238 million could be realised
- Nearly 22,000 patient separations could be avoided
- 42,000 national weighted activity units (NWAUS) would be saved
- Around 242,000 refractures of previously admitted patients would be averted
- Nearly 150,000 patient readmissions within 28 days would be avoided.

This data now means the ACI Model of Care has sufficient information to realistically guide successful implementation and the real world implementation evidence shows this model not only works across a variety of situations, but will also improve patient and health system outcomes.

The ACI Musculoskeletal Network is currently undertaking visits to all LHDs across NSW to discuss and share experiences that will support implementation of this Model of Care in a systematic way. For more information, contact the Network Manager.

ACI Musculoskeletal Network Member Awards

Several members of the Musculoskeletal Network have reason to celebrate their efforts with significant recognition of their work in recent months. Congratulations to:

- The Concord Refracture Prevention team, led by Markus Seibel, who have received both a NSW Health Award and a NSW Premiers Award for their outstanding results in reducing the incidence of refracture in people they see at Concord Hospital.
- Gustavo Duque from Nepean Hospital, who was awarded the inaugural Professor Philip Sambrook Award for his work concerning osteoporosis and falls prevention in older people. The award was presented by Osteoporosis Australia at the Australian and New Zealand Bone and Mineral Society conference held in Perth in September.
- As noted in the OACCP entries, Matt Jennings with Mary Fien, the ACI Musculoskeletal Network Project Officer, who received an Innovation Award for the ACI OACCP Model of Care at The Health Roundtable in October 2012.

NSW OSTEOARTHRITIS CHRONIC CARE PROGRAM (OACCP)

The Osteoarthritis Chronic Care Program (OACCP) is now in its second year of operation with over 3000 people having accessed the services across 17 sites in NSW to date.

In order to determine if the Program is making a difference from both personal and health system perspectives, the OACCP Working Group is working with the ACI Health Economics and Analysis Team to undertake a formal evaluation of the program thus far. Data collected by all participating sites will form the basis of the evaluation, with other data from hospital activity also being included. The outcomes of this evaluation will inform the business case for whole of system implementation, and will be disseminated across NSW health facilities in early 2013.

In the meantime, the various sites are conducting some local impact analyses which are tailored to their local situations. Port Macquarie Musculoskeletal Coordinator Luke Foley has undertaken analyses of patient activities that demonstrate improvements for OACCP participants and the inpatient facilities at Port Macquarie. These include:

- reduced hospital length of stay for surgical procedures – people having knee replacement surgery have reduced length of stay (5.2 days down to 4.65 days)
- increased discharge destination from the surgical ward to home (2% of OACCP participants went to inpatient rehabilitation compared to 8% of patients prior to OACCP)
- less deferrals of surgery at pre-admission clinic due to being not ready for surgery, mainly as a result of unstable co-morbidities (6% of OACCP participants compared to 23% of non-participants in the same period).

The Musculoskeletal Network recognises the excellent outcomes of the OACCP across the 11 sites would not be possible without the invaluable contributions of key people. While there are several people who have tirelessly guided the implementation of the OACCP, the Network would particularly like to acknowledge Danella Hackett, Musculoskeletal Coordinator at Fairfield. Danella has made herself available for ongoing support and guidance of coordinators at all the participating sites across NSW.

Danella has shared her experiences and deep understanding of the published evidence, and has facilitated site visits to Fairfield for others to see the service in action.

Another invaluable contributor to the OACCP implementation has been Matt Jennings. Matt presented the OACCP Model of Care and some outcomes identified to date at the Health Roundtable Innovation Awards in September, and won the Award for the *Improving Packaging of Chronic Care* category. The opportunity to present and discuss the OACCP at this event provided an excellent avenue to share with our chronic care colleagues from across NSW the main concepts of why this program has been so successful.

If you are considering implementing an OACCP in your health service, the ACI working group and existing sites can provide a range of supportive resources for you including:

- program documentation, including the Model of Care, Site Manual, assessment tools and guidelines for safe exercise testing



Pictured: Port Macquarie OACCP team. Photo: L. Foley

considering the co-morbidities many of the participants have been diagnosed with

- access to the data collection system for entering assessments, generating letters to GPs and extracting data for program evaluation
- the experience of sites and ACI in implementing the program in 11 sites
- peer support from other coordinators to help overcome organisational and practical difficulties
- advocacy at executive level between ACI and LHD to increase support for implementation and maintenance of the program.

For more information, contact the Network Manager.

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Nutrition Standards and Therapeutic Diet Specifications – ongoing review process established

A multidisciplinary expert reference group chaired by Lyn Lace and Helen Kepreotes has been established to ensure all of the *ACI Nutrition Standards* and *Therapeutic Diet Specification* documents remain evidenced-based and reflect best practice in food service and clinical nutrition care.

To achieve this, the expert reference group has developed an ongoing review and risk management framework which is available on the Nutrition Network page of the ACI website. Feedback or comments related to the *Nutrition Standards* and *Therapeutic Diet Specifications* received by the Network Manager will be

reviewed and actioned by the expert reference group on a regular basis. Advice will also be sought from clinical specialists where required. Any amendments to the documents will be posted on the ACI website and communicated to relevant parties.

Feedback or comments related to these guidelines can be provided using the online tool on the Nutrition Network page of the ACI website at www.aci.health.nsw.gov.au. For more information, contact the Network Manager.

THERAPEUTIC DIET SPECIFICATIONS FOR PAEDIATRIC INPATIENTS – RELEASED!

The ACI *Therapeutic Diet Specifications for Paediatric Inpatients* are the 4th in a suite of documents that form part of a framework for improving nutrition care and food in hospitals.

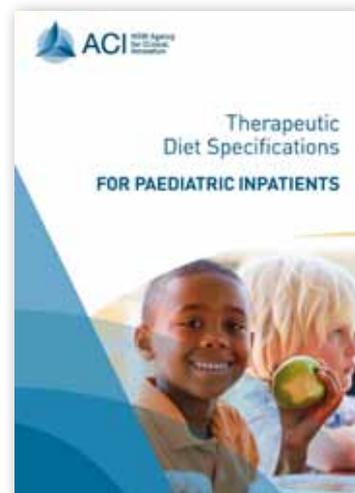
The guidelines were developed by Sheridan Collins, Senior Paediatric Dietitian at the Sydney Children's Hospital Network – Westmead Campus, with the support and guidance of a multidisciplinary expert reference group chaired by Prue Watson and Helen Kepreotes.

The ACI *Therapeutic Diet Specifications for Paediatric Inpatients* contain detailed specifications for 30 specialised therapeutic

diets for children and adolescents in hospital. Each diet lists foods suitable and not suitable, with nutrient targets for each main meal component where required.

The Network sincerely thanks Sheridan Collins and each member of the expert reference group – Prue Watson, Helen Kepreotes, Nola Paterson, Denise Wong-See, Sarah Cullen, Emily Wah-Day, Melissa Parkin, Gloria Tzannes, Marika Diamantes, and Tania Hillman for their dedication, expertise, and teamwork throughout this project. Thank you also to everyone who provided feedback during the consultation period.

The ACI *Therapeutic Diet Specifications for Paediatric Inpatients* are now available on the ACI website.



NUTRITION AND FOOD INFORMATION BROCHURES

The ACI Nutrition in Hospitals group and HealthShare NSW have developed two brochures to educate and inform patients and carers about nutrition and food in hospitals, and to assist them to safely bring occasional food from home. The two brochures were recently trialed with patients and carers in a number of hospitals across NSW. Members of the working group are currently reviewing the feedback and the finalised brochures will be available on the ACI website soon.



Pictured: Suzie Daniells. Photo: T Hazlewood



Pictured: Tanya Hazlewood, Marianne Matea, Evan Eggins and Glen Pang. Photo: A Temple

Conference Presentations by Network Members

A number of ACI Nutrition Network members were invited to present on Network activities at conferences in November, including:

- Suzie Daniells and Karen Winterbourn, who gave a presentation on the development of the ACI patient information pamphlet *Parenteral Nutrition: An information guide for patients and carers* at the ACI hosted Network to Network 2012 Conference at Darling Harbour on 21-23 November 2012.
- Evan Eggins and Marianne Matea, who also presented at the *Network to Network 2012 Conference*, spoke about their nutrition care journey as consumers within the ACI Nutrition in Hospitals group.
- Jan Plain and Meg Vickery, who presented on the development of the *Nutrition standards for mental health facilities* at the National Hospital Nutrition and Hydration Summit in Melbourne
- Helen Jackson and Tanya Hazlewood, also at the National Hospital Nutrition and Hydration Summit in Melbourne, who co-presented on the *NSW Patient nutrition care journey*.

All presentations were well received - congratulations and well done to all.

Nutrition and Mental Health Working Group update

The ACI Nutrition and Mental Health Working Group are currently developing nutrition standards for mental health units and facilities.

As part of this process, the group collaborated with the NSW Official Visitors Program (OVP) to obtain the perspective of current patients and staff of mental health units and facilities in relation to their experience with food and nutrition.

Between August and October this year, Official Visitors spoke with more than 550 patients and staff from more than 60 mental health units and facilities across NSW. Results of this audit are currently being analysed and will be used to inform the development of the nutrition standards.

The ACI Nutrition and Mental Health working group sincerely thank all of the OV's who participated in this process, as well as staff from the OVP office. Special thanks to Suzie Walker, Elayne Mitchell, Meryl Edwards, Debbie Woksan and Regina McDonald for their significant contribution.

Save the date – Paediatric HEN Update Tuesday, 12 February 2013

The Paediatric HEN Update Workshop, hosted by the Western Child Health Network Kids on HEN Project, will be held at Sydney Children's Hospital Network – Westmead campus.

The workshop will showcase some of the outcomes from the project and provide health professionals, parents and carers with the latest information on paediatric home enteral nutrition, as well as provide the opportunity to take part in expert panel discussions and view trade displays. More information will become available shortly. Contact the Network Manager or Karen Tokutake, Kids on HEN Project Officer on karen.tokutake@sswahs.nsw.gov.au for more information.

Stepping down from ACI HEN Network Executive Committee

Thank you to Shannon Meiklejohn, Project Officer with EnableNSW, who recently stepped down from the HEN Network Executive Committee, for her involvement with the HEN Network and the Executive committee over the past several years. In 2008, Shannon prepared the business case for HEN services in NSW and went on to become an integral member of the Executive Committee. At the final meeting for 2012, Co-Chairs Peter Talbot and Janet Bell thanked Shannon for her dedication and commitment to improving HEN services in NSW and wished her well for the future.

Enteral Nutrition Support and Services Contract (ENSS 955)

HealthShare NSW recently hosted a meeting for those involved in the development of the new NSW ENSS contract. The aim of the meeting was to review the tender process and the impact of implementation to date. The group provided feedback and discussed strategies to improve the process for future tenders. More meetings will be held in 2013 and planning for the next tender will commence late next year. For more information, contact the Network Manager.

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Clinical Network Report

PRIMARY AND CHRONIC CARE

The ACI Primary Care and Chronic Services Portfolio hosted a Primary Health Care Forum for ACI Network Managers and Co-Chairs, focusing on the intersections between ACI, General Practitioners and Medicare Locals, on Monday, 12 November 2012.

The Forum provided the opportunity to come together to discuss the background, history, and current available services in primary health care, and explored opportunities to promote engagement and partnerships between the ACI and the primary health sector in NSW.

The forum supported participants to:

- Develop a greater understanding of primary health care including its key structures and organisations.

- Develop a greater understanding of recent developments and progress made by Medicare Locals
- Discuss processes to support ACI's engagement with the primary health care sector

Next steps will include the development of an information resource for Medicare Locals about the work of the ACI. The resource will outline opportunities for partnership that will assist Medicare Locals to achieve their objectives.

Another forum is being planned for early next year to explore similar themes and support engagement with the Aboriginal Primary Care Sector. More information will become available in early 2013.

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Clinical Network Report

PAIN MANAGEMENT

Co-Chairs: Damien Finness and Chris Hayes

PATIENT CONTROLLED ANALGESIA CHART

The Patient Controlled Analgesia Chart for adults has now been endorsed by the Medication Safety Expert Advisory Committee, the Clinical Excellence Commission and the State Forms Committee for statewide application.

The chart has been developed following a three year process of gathering the evidence, consultation and collaboration with representation of 80 clinicians from medicine, nursing and pharmacy across all LHDs. The form will be mandated for use in 2013 following installation of education packages and infrastructure to support the chart. Spin-offs from the PCA chart include charts for Ketamine infusion and Neuraxial opioid single use. These charts will also be made available in early 2013 for hospitals that use this form of treatment.

CHRONIC PAIN FUNDING

In Mid November 2012, as promised by the Hon. Jillian Skinner, Minister for Health and Minister for Medical Research, 6.5 million dollars was provided to the Local Health Districts (LHDs) to enhance existing chronic pain services in NSW and to develop new services in regional areas.

Recruitment to a number of specialist positions will now commence according to the service plans developed by each centre. In the longer term, this will significantly build capacity in the workforce for chronic pain management across NSW, and will assist in halting the escalating misuse of prescription medications in the management of chronic pain. Five new medical trainee positions will be offered at Royal Prince

Alfred Hospital, John Hunter Hospital, Prince of Wales Hospital, Royal North Shore Hospital and the Children's Hospital Westmead. In addition, there will be numerous part and full time equivalent positions in physiotherapy, nursing and psychology that will become available at the pain centres in NSW as a result of the funding.

One of the key articulations of the new *Model of Care for Chronic Pain Management* is the necessary support of the primary care sector. This support can take on many forms, including the development and utilization of resources and educational tools for all disciplines, educational evenings, and pre- and post-discharge liaison with referrers. In order to facilitate this collaboration as part of the provision of

enhancement funds each existing and new pain centre will be required to describe and evaluate their activity in supporting GPs, practice nurses, physiotherapists and other clinicians. The Pain Management Network will be providing support for this activity through the development of a chronic pain toolkit, which should be available by June 2013. A Project Officer will be appointed in the coming weeks to complete this work.

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PALLIATIVE CARE

Co-Chairs: Sue Hanson and Ghauri Aggarwal

PALLIATIVE CARE NETWORK FORUM

The ACI Palliative Care Network Forum held in September 2012 identified a number of governance features for the newly established ACI Palliative Care Network, along with the key components of an emerging statewide *Model of Palliative Care*.

Since the Forum, the Network has grown, now made up of more than 180 members, an Executive Committee and two interim Co-Chairs. Sue Hanson, National Manager, Palliative Care Services at the Little Company of Mary Health Care (LCMHC) and Ghauri Aggarwal, Head, Palliative Care Department at Concord Hospital will lead the newly formed Executive Committee

to initiate work on the Model of Care. In early 2013, Network members will be asked to provide input to the development of the Model of Care and where appropriate, join one of the temporary working groups to progress the development of the Model of Care. This process will be participatory and staged to ensure the Model takes advantage of multiple perspectives and evidence.

For more information, contact the Network Manager. To join the Network, submit an expression of interest form on the Agency for Clinical Innovation website.

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Pictured (left): Ghauri Aggarwal, Co-Chair, ACI Palliative Care Network and Head, Palliative Care Department at Concord Hospital, Sydney Local Health District

Pictured (right): Sue Hanson, Co-Chair, ACI Palliative Care Network and National Manager, Palliative Care Services, Little Company of Mary Health Care (LCMHC)

REHABILITATION

Co-Chairs: Linda Glanfield and Jennifer Mann

New Interim Co-Chair

Congratulations to Linda Glanfield, who has accepted the role of Interim Co-Chair (Non-Medical) for the ACI Rehabilitation Network. Linda has extensive experience in the rehabilitation field from both a clinical and a managerial perspective and has always shown strong commitment to improving patient care. Linda will join Jennifer Mann (interim medical Co-Chair) as an Interim Co-Chair for the next 12 months.

INTERIM REHABILITATION EXECUTIVE COMMITTEE FORMED

Congratulations to Chris Poulos, Elizabeth Huppatz, Fran Gearon, Kate Mitchell, Louis Baggio, Marianne Lackner, Michael Pollack, Michelle Sharkey, Nicky Sygall, Stephen Wilson, Stephanie Ho and Steven Wood, who will form the Interim Rehabilitation Network Executive Committee and work with the new interim Network Co-Chairs to set the strategic direction of the ACI Rehabilitation Network over the next 12 months.

ACI REHABILITATION NETWORK



Pictured: Steven Wood, Steven Faux, Fran Gearon. Photo: T Hazlewood



Pictured: Group discussion. Photo: T Hazlewood

The new ACI Rehabilitation Network held an inaugural Forum at the Australian Technology Park at Redfern on Thursday, 11 October 2012.

More than 100 delegates representing Local Health Districts (LHDs) from across the state gathered to hear presentations on the new ACI, as well as some exciting presentations on care innovations in both rural and metropolitan

settings. Forum proceedings were opened by Chris Shipway, Director of Primary Care and Chronic Services at the ACI, who provided an overview of the new ACI structure and functions. This was followed by presentations from a range of ACI Network Managers and Clinical Leads including Mark Longworth, Glen Pang, James Dunne, Tracey Tay, Fran Gearon, Steven Faux, and Steven Wood. Thank you to all speakers who graciously gave their time to present at the forum. Delegates also had an opportunity to tackle some of the bigger issues facing

rehabilitation services during a small group work session. The presentations will be available on the ACI website in the near future. For more information or to provide feedback on the forum, contact the Network Manager.

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Clinical Network Report

SPINAL CORD INJURY

Director and Chair, SSCIS: A/Prof James Middleton
 Deputy Chair SSCIS: Louise Kelly

What's new across our Network?

The review and update of the ACI State Spinal Cord Injury Service (SSCIS) *Principles for the Inter-Hospital Referral and Transfer Communication Process for Patients with a Spinal Cord Injury (SCI)* is close to completion and will soon be available on the ACI website. *The Principles* will also be distributed to Local Health Districts (LHDs).

Development of the *Model of Care for the Prevention and Management of Pressure Injuries in People with a Spinal Cord Injury* will be completed in December. Work will commence in early 2013 on the statewide distribution of the Model of Care and the implementation of its recommendations. A very big thank you to Louise Kelly for her extraordinary effort and hard work as Project Officer in developing the Model of Care. On Monday, 17 December 2012 Louise returns to her substantive position as Spinal Clinical Nurse Consultant, Royal North Shore Hospital (RNSH).

CONGRATULATIONS TO OUR NETWORK MEMBERS!

Congratulations to the team at RNSH Spinal Cord Injury Unit, on the enormous team effort involved in moving patients, staff, equipment and offices on Tuesday, 13 November 2012 into the recently opened new Royal North Shore Hospital.

Congratulations also go to the Spinal Cord Injury Unit at the Royal Rehabilitation Centre Sydney, who held 25th anniversary celebrations of the opening of Unit on Wednesday, 14 November 2012.

Congratulations to our network partners ParaQuad NSW and Spinal Cord Injuries Australia, who partnered in an alliance with other state-based spinal organisations

across Australia to raise awareness of spinal cord injuries during the 2012 Spinal Injuries Awareness Week, 11-17 November 2012. Spinal Injuries Awareness Week 2012 was themed *Rebuilding Lives*, with activities including a very successful 'Wheels for Day' event held in Sydney on the Sunday, 12 November and in Newcastle on Friday, 16 November, which highlighted the challenges wheelchair users face on a day to day basis.

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TRANSITION CARE AT RECENT EVENTS:

A Transition Forum held as part of the Children's Hospitals Australasia Conference at Doltone House in Sydney on Monday, 22 October 2012, showcased a range of transition initiatives across Australia and New Zealand.

Of particular interest was the presentation given by three youth mentors in the Adolescent Transition Program at the Royal Children's Hospital in Melbourne. Their perspective on the rationale for engaging the voice and experience of young people provided much interest and discussion.

The National Spina Bifida 'Australian Masterclass' held at the Novotel Olympic Park 19-20 October, provided many opportunities to network on different aspects of transition. The presentation by Jade Johnston and Lynne Brodie on the Spina Bifida Adult Resource Team highlighted outcomes of the 12 month evaluation of the service conducted in 2011. The report is available on the Transition Network website under publications.



Pictured: (l to r) Rebecca Peters, Youth Mentor, Adolescent Transition Program, RCH, Prof Susan Sawyer, Director, Centre for Adolescent Health, RCH, Tim Demos, Haemophilia Youth Mentor, Adolescent Transition Program, RCH, Sarah Macnee, Manager, Adolescent Transition Program, RCH, Emily Armour, Youth Advisory Council (Y@K), RCH. Photo: L Brodie

The Transition for Carers Forum held at the Westmead campus of the Sydney Children's Hospitals Network on Wednesday, 17 October was attended by 20 parents and carers. The inaugural EDuCARE Transition for Carers Workshop was also held in Newcastle in September. Attendees of both forums

expressed their appreciation of the information provided on a range of transition topics covering guardianship, transition to adult health care and pathways into post school options.

For more information on recent events held or attended by the Transition Network, contact the Network Manager.

GRADUATION TIME AGAIN

Many of the young people whose parents attended the Transition for Carers Forum in October will be moving to adult care in 2013. They celebrated their graduation from paediatric health services at ceremonies held at the Randwick and Westmead campuses during November 2012. Congratulations to all involved.



Pictured: Westmead Transition Graduation Ceremony. Photo: P Kasengele

NEW NEUROMUSCULAR DISORDERS WEBSITE

Understanding NMD is a web-based awareness training program about neuromuscular disorders (NMDs), for health and community care professionals, developed by the Muscular Dystrophy Association of NSW and supported by Ageing, Disability and Home Care, Department of Family and Community Services NSW (ADHC).

Developed in 2012, the nine *Understanding NMD* online training sessions provide health and community care professionals with a basic understanding of NMDs and the impact of NMDs on the life of an individual, their carers and family. The sessions have been specifically developed for home and community care workers, intake, information and referral officers, case managers, health and residential care workers. Visit www.mdswtraining.org.au for more information and to access these resources.

NEW RESOURCES FOR TRANSITION:

The Transition Information Network (TIN) is an alliance of organisations and individuals from the United Kingdom (UK) who come together with a common aim to improve the experience of disabled young people's transition to adulthood. The website includes a self assessment tool (TINTRO) which enables local areas to 'self assess' their transition provision by answering a number of questions about specific topics, which leads to online feedback on how they could improve their provision, links to relevant legislation and guidance, and resources that they may find useful. Visit the website at www.transitioninfonet.org.uk/home1.aspx.

RAISING CHILDREN WEBSITE

The NSW Centre for the Advancement of Adolescent Health (NSW CAAH) and the Raising Children Network (RCN) have partnered to develop and produce online materials related to parenting young people.



Pictured: Katie Wagner, CHIPS Coordinator (left) being interviewed for the raising children website. Photo: S. Stubbs

The project includes resources for parents with teenagers who have a chronic illness. Video interviews with parents and young people about family life, as well as with health professionals, factsheets and written materials will form part of a suite of 'parenting teens' resources within the raising children website. The resources have been developed in collaboration with the Adolescent Medicine Unit and Academic Department of Adolescent Medicine at The Children's Hospital at Westmead, and the Western Area Transition Coordinator, NSW Agency for Clinical Innovation. Still in production, some material will focus on family experiences of transition and cover from a consumer's perspective what parents and young people can do to make the transition process as smooth as possible. Visit the Raising Children website at www.raisingchildren.net.au for more information.

For further information contact Stewart Stubbs or Jennie Pry
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News from the Eastern/Southern Coordinator

Katya Issa, Eastern/Southern Transition Coordinator, has now been in the role for three months and reports that "the word is out there" as there have been 26 complex referrals since September 2012. Katya has joined the Parent and Consumer Council Meeting based at the Randwick campus of the Sydney Children's Hospitals Network (SCHN) and has identified several key priorities for progression in the South East in 2013.

NEW SERVICE TO SUPPORT YOUNG PEOPLE WITH CHRONIC ILLNESS

A new statewide service is under development within the Sydney Children's Hospitals Network to support young people (16-19 years) with chronic illness. The new *Trapeze: a supported leap into adult health* program will assist young people with high risk clinical conditions as they prepare for transition into the adult world. Trapeze provides resources to support young patients to develop stronger links with their GPs, specialist adult services and community teams. At this stage, young people with severe respiratory compromise and/or diabetes will be enrolled in the service.

A Steering Committee that includes representation by the ACI Transition Network has been established to guide the development of a Model of Care which will seek to maintain the engagement of the young person and reduce the progression and complication of their conditions.

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Clinical Network Report

ANAESTHESIA PERIOPERATIVE CARE

Co-Chairs: Michael Amos
and Heidi Morcombe

ANAESTHESIA PERIOPERATIVE CARE NETWORK ANNUAL MEETING 2012

The ACI Anaesthesia Perioperative Care Network held its Annual Meeting on Friday, 9 November 2012 at the Mercure Hotel Sydney Airport. More than 40 Network Members attended the meeting, which outlined the progress of the Network and provided an opportunity for clinicians and managers working in and with anaesthesia perioperative care services to give feedback on the Network's projects.

One highlight of the meeting was a workshop on the Safe Procedural Sedation Project, which involved participants from the Anaesthesia Perioperative Care Network as well as representatives from relevant ACI Acute Care Networks including Radiology, Cardiac, Respiratory and Gastroenterology. The workshop

provided an opportunity to discuss the issues confronting non-anaesthetist sedation practice and to look at next steps for the project. Other items on the agenda included discussion on the Patients, Carers and Clinician Experiences Project and presentations on alternative roles for the nursing workforce.

Overall, the feedback from the meeting was extremely positive, with most responses indicating that it was a worthwhile event that provided relevant information and stimulated useful discussion.

Safe Procedural Sedation Project

Following the interim report in 2010 regarding the sedation practice by non-anaesthetists, the Anaesthesia Perioperative Care Network Safe Sedation Working Group is now commencing the next phase of the Safe Sedation Project.

With over 300,000 episodes of procedural sedation each year, the aim of the Project is to ensure the safe provision of procedural sedation use across NSW hospitals. This includes ensuring all clinicians that provide sedation are equipped with the appropriate skills, training and resources, such as the safe use of the relevant medications and appropriate skills to manage a patient's airway, breathing and circulation. The next steps for the project are to:

- Undertake a diagnostic of the current status of non-anaesthetist sedation practice by identifying process maps of current practice and seeking the views of clinicians, patients

and managers across the Local Health Districts

- Develop minimum standards and a toolkit of resources for implementation

For more information on the project, please contact the Network Manager.

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Rural and Regional Anaesthesia Survey

The Network is currently undertaking a survey of anaesthesia services in rural and regional hospitals in order to better understand the challenges associated with a rural and regional workforce. Specifically, the purpose of the survey is to:

- determine the status of current and where possible future anaesthesia services
- determine the extent and breakdown of current anaesthesia workforce
- build a Network of contacts in regional and rural areas across NSW

To complete the survey, visit

www.surveymonkey.com/s/33KTCQY

or contact the Network Manager for more information.

Clinical Network Report

BURN INJURY SERVICE

Co-Chairs: Diane Elfleet and Peter Maitz



Pictured: SHARE receiving the NSW Volunteer of the Year Award from the NSW Minister for Health and Minister for Medical Research, the Hon. Jillian Skinner. Photo: S Granger



Pictured: New S.H.A.R.E. volunteers Dale and Charley. Photo: J Tolley

SHARE BURN PEER SUPPORT WINS NSW HEALTH AWARD

On Friday, 19 October 2012, the ACI Statewide Burn Injury Service Network S.H.A.R.E. Burns Peers Support Program received the prestigious 'Volunteer Service of the Year' Award during the 2012 NSW Health Awards ceremony.

The S.H.A.R.E. (Sharing, Hope, Acceptance, Resilience and Experience) Program is a peer support program supporting patients with a burn injury at three sites including Royal North Shore Hospital, Royal Rehabilitation Centre Sydney and Concord Repatriation General Hospital, and is a professionally facilitated program which is

championed by peer support volunteers.

The patient / peer link is based on a shared understanding of burns trauma. By sharing their story, and the visual impact that can come from meeting another burns survivor, the volunteer's aid in a patient's belief that recovery is attainable. Volunteers do not provide medical advice to patients, but work in collaboration with the clinical team to ensure the emotional and spiritual healing needs of patients is met in addition to the physical needs.

This award acknowledges the establishment of an innovative program which has seen positive results with most patients reporting increased self esteem, reduced isolation, increased hope and a more positive attitude after speaking with

a volunteer. Two of the S.H.A.R.E. Volunteers were present at the awards ceremony to represent the program to the broader health community.

The S.H.A.R.E. Program would also like to welcome its newest volunteers - Dale and Charley. Dale and Charley have recently completed the S.H.A.R.E. recruitment and training program and are looking forward to supporting patients with a burn injury who seek support during their recovery journey.

For more information about the S.H.A.R.E. program, please contact Janelle Tolley, ACI Burn Injury Network Project Officer – Peer Support Program on +61 2 9464 4642 or janelle.tolley@aci.health.nsw.gov.au.

ANZBA Annual Scientific Meeting

The Australian and New Zealand Burn Association (ANZBA) held their Annual Scientific Meeting in Hobart on Tuesday 9 October – Friday, 12 October 2012. More than 230 delegates attended from all around Australia and New Zealand, as well as several international attendees. Invited speakers included Hajime Matsumura from Tokyo Japan; Lars-Peter Kamolz from Vienna, Austria; Michael Serghiou from Texas, USA; and the French contingent Fabienne Braye, Odile Damour, Eric Dantzer and Marie-Reine Lossier.

Anne Darton, Network Manager, Siobhan Connolly, Education and Prevention Officer, and Janelle Tolley, SHARE Project Officer, represented the ACI at the meeting. Thirty-five other NSW clinicians also attended the event, with several receiving awards for their work. John Harvey was awarded the best medical paper for *The influence of Biobrane on the deposition of silver from an Acticoat dressing*; Cassandra Chong was awarded the best scientific paper for *Collagen-Polycaprolactone biocomposite for skin regeneration*; and Deborah

Maze was given a commended for her nursing paper *Would you like a GA with that? Taking procedural pain relief to the next level*. Congratulations to everyone who won an award.

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International Society for Burn Injury Conference

It is now official that Sydney will host the 17th Congress of the International Society for Burn Injuries (ISBI) in 2014. This will be a combined meeting with the ANZBA Annual Scientific Meeting. The theme of the meeting is *Improving the Quality of Burn Care Outcomes: Managing*

the Wound and Its Consequences and will be held at the Hilton Hotel, Sydney CBD from Sunday, 12 October – Thursday, 16 October 2014. This is an amazing opportunity for people with an interest in burns to come together with likeminded people from nations across the

globe. The congress this year was held in Edinburgh and was attended by over 1,000 delegates from many countries.

Clinical Network Report

GYNAECOLOGICAL ONCOLOGY

Co-Chairs: Kim Hobbs and Russell Hogg

GYNAECOLOGICAL ONCOLOGY NETWORK MEETING

The ACI Gynaecological Oncology Network will be holding its first Network meeting for interested clinicians, managers and consumers on Friday, 7 December 2012 from 8.30am – 10.30am at Northern Sydney Education Centre (NSEC), Macquarie Hospital.

This meeting will provide an opportunity for clinicians, managers and consumers to work directly with the Cancer Institute of NSW on meaningful data collection systems and reporting of outcomes.

The ACI Gynaecology Oncology Nurses Group (GONG) has completed phase one of a project investigating the quality of life (QOL) of women with vulval cancer. The project seeks to develop strategies to increase the practical

and emotional support to women following diagnosis of vulval cancer.

This phase explored women's experience of recovery from vulval cancer. Particular issues examined include isolation, social functioning, sexual issues, stigma, physical aspects, functional status, financial issues and lymphoedema.

The findings have illustrated that diagnosis and treatment of vulval cancer has a major impact on the QOL of women. The major themes identified included the isolating and difficult experience of diagnosis, unmet information and support needs, dealing with physical consequences, and managing the impact on intimacy and relationships.

The outcome of this study has given us a better understanding of women's experience and impact on QOL, and will allow the development of resources and interventions to support these women.



Pictured: Anne Mellon, member of the GONG research group.
Photo: V Sutherland

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Clinical Network Report

NEUROSURGERY

Co-Chairs: Katherine Becker and John Christie

NEUROSURGERY AT NETWORK TO NETWORK 2012

At the recent *Network to Network Conference 2012*, Lyn Farthing, Neurosurgery Network Manager, presented a paper entitled *Clinical Calm in Managerial Reform* as part of the *Health reform and boundary changes, how established effective networks contribute to success* theme. The *Network to Network 2012* Conference saw clinicians, managers, consumers, carers and the related healthcare organisations come together to discuss the importance of clinical networks

in improving health care provision. For more information on the conference, see the feature editorial on page one.

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Neurosurgery Work Plan

The Neurosurgery Network is in the process of refining the Network's priorities for the next 12 months. A range of options are being discussed and input from neurosurgeons and the neurosurgical nurses will be sought in the coming weeks and in early 2013.

PULMONARY REHABILITATION WEBEX EDUCATION SERIES

For the last eight months, the Respiratory Network has led the way in using webex technology to provide education to multidisciplinary clinicians across NSW.

The set of six pulmonary rehabilitation related sessions were based on the education priorities that had been identified by clinicians from an earlier statewide survey. Recognised clinical experts volunteered their time to present the one hour sessions which were offered at no cost to multidisciplinary clinicians involved in the provision of care to people with chronic lung conditions.

Over the series, a total of 208 clinicians representing nursing, physiotherapy, occupational therapy, psychology, social work, exercise physiologists and health educators participated in one or more sessions. Although the majority of participants had no prior

experience in using webex technology, the evaluation showed access to webex had improved (easy/very easy 73%-97%) over the duration of the series. The majority of clinicians rated the depth of information as excellent (63%-81%) and the content of information provided as valuable or most valuable (90% - 100%).

In addition, the post series evaluation asked clinicians if they perceived that the webex series had an impact locally following session three and session six. The majority of clinicians indicated that the webex series had a positive impact locally in relation to interest in accessing webex education (87%-89%), clinicians interest in respiratory care (68%-69%), their clinical skills (71%-74%) and a multidisciplinary approach to care (36%- 57%).

There was a small perceived positive impact on the referrals to pulmonary rehabilitation services reported by 14% of respondents.

2013 Respiratory Education

Based on the success of the ACI Pulmonary Rehabilitation Webex Education Series, the Respiratory Network will continue to provide free monthly webex respiratory education sessions for NSW clinicians.

The ACI Respiratory Network will be hosting a videoconference Respiratory Education Day on Friday, 22 February 2013. Local Health District managers will be contacted over the next two weeks regarding their interest in hosting a local site for the next exciting respiratory education initiative. For further information please contact the Network Manager.

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Statewide Cornea Service (SCS) Project EYECU Project

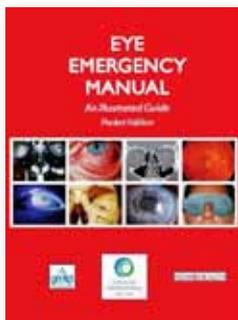
Progress with the establishment of working groups was reported at the second Project Steering Committee meeting held on Monday, 29 October 2012. Reports included:

- **Professional Development:** Corneal Grand Rounds have commenced at Sydney/Sydney Eye Hospital (SSEH). It is anticipated there will be three to four per annum on a Friday afternoon with four to six patients with complex anterior segment disease presented for consultant and registrar review. Grand Rounds will be open to non-SSEH patients and with agreement may be moved to other hospitals. The 2013 schedule will be circulated shortly. The availability of video- and web-

conferencing facilities at SSEH will be investigated to assist with the participation of rural clinicians.

- **Medical Therapies:** at the request of the NSW Ministry of Health, the availability, use, future demand for and cost of preparation of autologous serum eye drops has been discussed by clinicians. An Issues Paper has been developed and will be discussed with the Ministry in December 2012.
- **Data:** the first teleconference identified the data requirements for the development of a SCS Plan.

Eye Emergency Clinical Guidelines



The Eye Emergency Clinician Education Workshops held over the last five years were funded as a Project by the ACI Ophthalmology Network until the end of the 2011/12 financial year. As all of the allocated project funds have now been expended, the Workshops will be held for the first six months of 2013 while the Network works with HETI to identify a sustainable methodology for delivery of education about the eye emergency clinical guidelines published in the Eye Manual.

The 2013 schedule will be posted on the ACI website once those on the waiting list have been given a chance to notify their participation. For more information, contact the Network Manager.

The EYECU project aims to improve access to treatment for public patients with Age-related Macular Degeneration.

The final Project Steering Committee meeting was held on Thursday, 11 October 2012, where a *Handover Plan* was endorsed. The Project's agreed recommendations will continue to be implemented by the project's Working Groups.

Time initial Dx to first Rx
(mean/median)

Outliers >120 days removed

2009/10 = 50 / 39 days

1 July to Dec 31 2011 = 19 / 20 days

Recommended time = 14 days

Results of the second audit of access to care were reported to the committee who applauded all involved for the improvement identified.

Endorsed solutions implemented during the project including the establishment of four new medical retina clinics staffed by medical retina specialists led to a fall in the time from initial diagnosis to the first treatment.

OPHTHALMOLOGY AT NETWORK TO NETWORK 2012

Jan Steen, Ophthalmology Network Manager, presented a paper titled 'Comparison of methodologies used to implement & evaluate two Ophthalmology Network Projects' at the Network to Network 2012 Conference at Darling Harbour on Thursday, 22 November 2012. The Network to Network 2012 Conference saw clinicians, managers, consumers, carers and the related healthcare organisations come together to discuss the importance of clinical networks in improving health care provision. The basis of the paper was a comparison between the EYECU project (2010-2012) and the project to introduce and evaluate the Eye Emergency Clinical Guidelines in 24 NSW Emergency Departments (2008). For more information on the conference, see the feature editorial on page one.

Smart Phone App

The Save Sight Institute of the University of Sydney, in collaboration with the Ophthalmology Network, has commenced development of a Smart Phone App for the Eye Emergency Clinical Guidelines. It is anticipated that the App will become available in February 2013.

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Clinical Network Report

UROLOGY

Co-Chairs: Janette Williams and Andrew Brooks



Pictured: Mary Kelly Continenence CNC, Jacqui Swindells Continenence CNC (Group convener), and John Daven (Group Chairman). Photo V Sutherland

Prostate Cancer Support Group Award Nomination

Congratulations to the Central Coast based Prostate Cancer Support Group (pictured), who were recently nominated for the Central Coast Community Congress Community Building Awards. The nomination was a tribute and validation of the great work that the Support Group gives to men with prostate cancer on the Central Coast.

Nursing Working Group

The ACI Urology Network Nursing Working Group is working to update the *Nursing Urology and Continence Toolkits* and make them available to clinicians on the ACI website. If you are interested in joining this Working Group, please contact the Network Manager.

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ICCMU

The last three months have seen the continued progression of the Intensive Care Coordination and Monitoring Unit's transition in to the ACI. All ICCMU staff will be located at the ACI Chatswood offices from Monday, 3 December 2012 onwards. With the recent appointment of Sean Kelly as the Clinical Director, and the transition to the ACI, it is now opportune to review the ICCMU priorities and develop a workplan for 2013.



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EMERGENCY CARE INSTITUTE

IN THE SPOTLIGHT – ED QUALITY FRAMEWORK PROJECT

Training took place in early December 2012 for the newly appointed Quality Support Officers.

These posts have been funded by the ECI in 25 EDs throughout NSW to help support the team with the implementation of a Quality Framework and undertake a range of quality projects. The published ACEM Quality Framework has been developed by the ECI with standards to allow assessment and implementation in EDs across NSW.

Please contact Sophie Baugh on +61 2 9464 4675 or sophie.baugh@aci.health.nsw.gov.au for further information.

Emergency Care Symposium

The 2012 Emergency Care Symposium was held at the Stamford Plaza, Sydney Airport on Friday, 9 November 2012, with more than 210 people involved in emergency care attending. All presentations were recorded and are available on the ECI website now.

ED LEADERSHIP FORUMS

ED Leadership Forums for ED Leadership Teams have proved to be popular opportunities to network and discuss important emergency care issues. Future forums are scheduled for:

- Friday, 14 December 2012
(NOTE change of date)
- Friday, 22 February 2013
- Friday, 31 May 2013

For more information on these events and to register visit www.ecinsw.com.au/ed-leadership-forum.

Research prizes

The ECI has sponsored two research prizes for the best 'evidence into practice' paper at the annual ACEM and CENA conferences in 2012. The winners for 2012 were:

- CENA – *Can parents detect a tight plaster?* Crellin et al.
- ACEM – *Effect of continuous positive airway pressure (CPAP) on mortality in the treatment of acute cardiogenic pulmonary oedema (ACPO) in the pre-hospital setting: Randomised controlled trial.* M. A. Austin et al

For more information on the two papers, visit the ECI website at www.ecinsw.com.au/awards-and-prizes.

COMMITTEE UPDATES

To view the latest ECI Committee one page meeting summaries, visit the ECI website or click on the links below:

- Clinical Advisory Committee
- Incident Advisory Committee
- Research Advisory Committee
- Executive Committee

EMERGENCY DEPARTMENT SOCIAL WORK SYMPOSIUM

The inaugural Emergency Department (ED) Social Work Symposium was held on Thursday, 25 October 2012 at Liverpool Hospital.

The Symposium was sponsored by the ECI and coordinated by the Social Work Department at Liverpool Hospital.

Over 80 social workers registered for the event, which covered the following topics:

- Building the social work profile in ED, a manager and practitioner's perspective
- Breaking news to families – communication patterns
- Panel discussion – psychosocial care in a medical crisis
- Acute mental health or situational stress?
- Domestic violence in ED and dilemmas in documentation

The organising group will now look at developing communication tools to improve collaboration between social workers across NSW EDs, as well as developing standardised resources for use across EDs. These resources will be made available on the ECI once they are completed.



Pictured: Delegates at the inaugural Emergency Department Social Work Symposium. Photo: V Evans



**Emergency
Care Institute**
NEW SOUTH WALES

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Clinical Network Report

ITIM REPORT

ITIM REPORT

On Monday, 19 November 2012, NSW Institute of Trauma and Injury Management (ITIM) formally transitioned to the Agency for Clinical Innovation (ACI) and is now located at the ACI offices in Chatswood.

The ITIM team is currently reviewing the priorities for 2013 and a work plan is being developed. The trauma community has also been engaged through an expression of interest to join the newly established ITIM committees. The new ITIM committees are:

- ITIM Executive Committee
- ITIM Clinical Review Committee
- ITIM Data Management Committee
- ITIM Research Advisory Committee

Over the next few weeks, an education needs analysis will be undertaken and an Education Sub-Committee will be established within the Research Advisory Committee. The ACI and NSW Ministry of Health have commenced the initial planning for a major trauma system review schedule for 2013.

The ITIM staff are looking forward to working closely with the new committees and the trauma community through 2013 and continuing to provide leadership in the field of NSW trauma.



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SURGICAL SERVICES TASKFORCE

SURGICAL SERVICES TASKFORCE REPORT

The Surgical Services Taskforce (SST) has commenced work on an Ortho Geriatric pathway in collaboration with the ACI Aged Health, Musculoskeletal and Anaesthetic Perioperative Care Networks.

The pathway project will build on the ACI Orthogeriatric Model of Care and work undertaken by the Clinical Excellence Commission in 2011 with the release of the CEC *Fractured Hip Surgery in the Elderly* Report which identified that elderly patients would benefit from a co-admission between Surgeons and Geriatricians.

The aim of the project is to improve the outcomes for fractured neck of femur patients in NSW by developing key components for an Ortho Geriatric service, and is currently in the start-up phase.

The Surgical Services Taskforce will complete its transition to the ACI in December 2012 by holding its final meeting for the year at the new ACI offices in Chatswood.

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CLINICAL PROGRAM DESIGN AND IMPLEMENTATION

Stroke Program: Early Access to Stroke Thrombolysis



Pictured: Concord- The local Concord Implementation team with the ACI team and Ambulance Service NSW



Pictured: Gosford – The local Gosford Implementation team with the ACI team and Ambulance Service NSW

The ACI Stroke Network and its dedicated clinicians have produced a comprehensive Pre-Implementation Toolkit, Implementation Toolkit and Transfer of Care guidelines for the Early Access to Stroke Thrombolysis Program, with these resources endorsed by the ACI Stroke Coordinating Committee.

The Chief Executives of each Local Health District (LHD) were asked to identify Acute Thrombolytic Centres (for Stroke) within their LHD. The ACI Stroke Network and ACI Implementation Team, along with the Ambulance Service NSW (ASNSW), have been working closely with the identified Acute Thrombolytic Centres to progress implementation of these resources.

The collaboration between the clinicians, ACI, NSW Ministry of Health and ASNSW for the commencement of this program has been very successful. With correspondence received back from all 19 nominated Acute Thrombolytic Centres (Hospitals), pre-

Implementation site visits are now planned for 16 out of the 19 hospitals before the end of 2012. The first few site visits have already occurred, and feedback has been well received with the sites taking local ownership of the NSW Stroke Reperfusion Program for their hospital and making it their own.

The purpose of the Pre-Implementation site visits is to meet with all of the key stakeholders nominated for the site and discuss issues such as governance, structures, key policies and procedures, staffing and patient repatriation to their local community. The ACI Stroke Network Manager, ACI Implementation team and representatives from the Ambulance Service

NSW are present at these visits to ensure that sites are well supported and any identified issues can be resolved at the time.

Follow up visits are planned for early next year, with ongoing support, assistance and advice to sites in between to ensure that the implementation phase is smooth. The Implementation Team is available at any time to assist sites with any difficulties they may be having. The opportunity to share challenges and successes across hospital experiences also exists through the Implementation Team, where shared learning experiences are being documented and distributed to the local project governance team.

Introduction to the Health Economics and Analysis Team

The Health Economics and Analysis Team (HEAT) sits within the newly created Clinical Program Design and Implementation Portfolio led by Raj Verma at the Agency for Clinical Innovation.

A key role of the HEAT team is to ensure that processes associated with developing, implementing and monitoring models of care and innovations are robust as well as effective, efficient, evaluated, sustainable, and most importantly support best practice clinical care.

Key capabilities and functions of the team include:

- Economic appraisals to inform decision making (including cost benefit analysis and cost effectiveness analysis)
- Economic evaluations (to ensure that the right decision was made)

- Evaluations of new and existing health programs such as models of care (formative and summative and everything in between)
- Business case and resourcing strategy development
- Cost, financial, data and statistical analysis
- Epidemiological analysis and bio-statistical analysis capacity through an arrangement with the Centre for epidemiology and Evidence, Ministry of Health
- Providing support for the Reducing Unwarranted Clinical Variation Taskforce

The Team is currently developing economics, evaluation and prioritisation frameworks as well as working on analysis and Business Cases to support a number of Models of Care. Economics is ultimately about how best to allocate scarce resources. In undertaking economic appraisals both

quantitative and qualitative costs and benefits are accounted for and the evaluation function will be of great benefit for the ACI. Evaluations (formative evaluations) help establish a sound basis for system wide implementation of Models of Care, as well as forming the basis to determine the ongoing success and sustainability of health services (summative evaluations).

The HEAT team consists of:

- Liz Hay, Manager
- Sigrid Patterson, Evaluation Manager
- Jennie Pares, Health Economist
- Joanne Han, Data and Statistical Analyst

For further information about the HEAT team and what we do, please contact Liz Hay, Manager, Health Economics and Analysis Team at liz.hay@aci.health.nsw.gov.au.

Clinical Network Report

'GRASS ROOTS' RURAL HEALTH

NSW Rural Health and Research Congress



Pictured: Susan Pearce, Chief Nurse, Daryl Maguire, MP Member for Wagga Wagga, The Hon Jillian Skinner, Minister for Health and Research, Heather Gray, Chief Executive HETI and The Hon Melinda Pavey, Parliamentary Sec for Regional Health. Photo: J Preece

Health staff, academics and consumers from across NSW and interstate came together in Wagga Wagga for the inaugural NSW Rural Health and Research Congress held by the NSW Health Education and Training Institute (HETI) on Monday, 5 November to Wednesday, 7 November 2012.

The Congress proved to be a great success with more than 196 delegates from metropolitan, rural and regional areas of NSW enjoying stimulating and thought provoking presentations by nine keynote speakers and 36 abstract authors. Opened by the Hon. Melinda Pavey, MLC Parliamentary Secretary for Regional Health, the Congress theme *TEAM Rural – Forging Ahead* examined how rural clinicians, health services and partnerships work closely together (*Together Everyone Achieves More*) in innovative and unique ways to improve health care for rural communities.

The six Congress streams included *Clinical Improvement in the Rural Health Setting*, *Rural Health Research*, *Rural Allied Health Assistants*, *Building a Sustainable Rural Health Workforce*, *Community and Primary Health Care* and *Use of Technology in Health*. Each presentation, many of which showcased simple innovative ways of providing clinical care within resource poor rural areas, was tasked with the objective of identifying 'one take home message'. Delegates were also challenged to meet three new people for each day of the conference.

Developed in a partnership between HETI, the Australian Rural Health Research Collaboration (ARHRC) and rural and remote Local Health Districts, the Congress brought together the work of three previous biennial events; the *NSW Rural and Remote Health Conference*, the *Rural Allied Health Conference* and the *Rural Health Research Colloquium*. Twelve Rural Research Capacity Building Program Candidates were presented certificates in a graduation ceremony which showcased their rural based clinical research, with several candidates having had their work published and listed as finalists in the NSW Health Awards.

RURAL HEALTH (CONT'D)

The Minister for Health and Medical Research, the Hon. Jillian Skinner MP, attended the Congress, speaking to delegates about the Government's efforts to create an equitable health system and the range of programs now addressing specific service delivery challenges faced in rural and remote areas. Minister Skinner acknowledged that the "one size fits all" approach is not always appropriate, and Congress delegates were delighted to hear the Minister announce the creation of a new Rural Health Unit which will sit in the NSW Ministry of Health. The Minister also announced the creation of a new Ministerial Advisory Committee on Rural Health which will be made up of rural clinicians, community members and LHD representatives to provide advice on ways to improve patient services across rural NSW.

In addition to the Rural Health Unit and Ministerial Advisory Committee, the Minister went on to announce that the ACI will develop a Rural Health Network who will work with the new Rural Health Manager, Jenny Preece, and

play a vital role in co-ordinating Models of Care and advising how they can best be implemented by Local Health Districts in rural areas to suit local community needs.

Delegates at the Congress were also fortunate to hear from all four NSW Health Pillar Chief Executives in a PILLAR PANEL session with Heather Gray (HETI), Dr Nigel Lyons (ACI), Prof. Cliff Hughes (CEC) and Kim Browne (BHI) discussing their organisations' contribution to health service improvement in regional and remote areas. The Congress trialled the use of new technology in the panel session, with delegates able to send their questions via SMS to the Master of Ceremonies for a facilitated Q&A session, which proved to be very popular.

Other keynote speakers included Trevor Waring AM, Clinical Psychologist, University of Newcastle; Maureen Carter, CEO of Nindilingarri Cultural Health Services, Fitzroy Crossing; Jeff Fuller, Primary Health Care Nursing, Flinders University; James Adonis, Co-Founder and Managing Director of "Team Leaders"; and Peter

O'Meara, Rural and Regional Paramedicine, La Trobe University.

Each year the Rural Health and Research Congress is hosted in a rural Local Health District. The Organising Committee would like to thank Susan Weisser, Chief Executive, Murrumbidgee Local Health District and her staff for hosting this year's event at Wagga Wagga. The Organising Committee also acknowledge the collaborative support of the two major sponsors, the Clinical Excellence Commission (CEC) and the Agency for Clinical Innovation (ACI), whose assistance greatly influenced the ability for so many rural clinicians to attend.

For further information, contact the Rural Health Manager.

Network Manager

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Pictured: Heather Gray, Clifford Hughes, Nigel Lyons, Kim Browne. Photo: J. Preece



Pictured: A conference delegate with ACI Network Managers Tracey Szanto and Jenny Preece. Photo: J Preece

CONTACT US/ FEEDBACK



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The ACI Newsletter *Clinician Connect* is available at:

www.aci.health.nsw.gov.au

LETTERS TO THE EDITOR

Readers of *Clinician Connect* are invited to submit letters for publication. These can relate to topics of current clinical interest or items published in the ACI newsletter. All Letters to the Editor must have a name, address and telephone number to be used for verification purposes only. The submitter's name, title and organisation will be used in print. No anonymous letters will be printed. The ACI reserves the right to edit all letters and to reject any and all letters.

Letters should be addressed to:

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