

PROGRAM

Rural Health Bounding Forwards



8th Rural Innovations Changing Healthcare Forum (RICH)

Virtual Forum

24th March 2021, 9am – 3.30pm

Rural Health Network



Rural Innovations Changing Healthcare Forum 2021

Rural Health Bounding Forwards

Overview

The Agency for Clinical Innovation (ACI) works with clinicians, consumers and managers to design and promote better healthcare for NSW.

We provide expertise in service redesign and evaluation, specialist advice on healthcare innovation, initiatives including clinical guidelines and models of care, implementation support, knowledge sharing and continuous capability building.

Our clinical networks, taskforces and institutes provide a unique forum for people to collaborate across the NSW Health system. The ACI brings together leaders from primary, community and acute-care settings thus promoting an integrated health system.

The 2020 RICH Forum is an annual initiative of the Rural Health Network. It is 'virtual', meaning that attendees join by videoconference or by live streaming the event. This is a conference without the burden of travel. You can come and go as you please – come for a session or stay for the day!

Audience

The forum is for patients, carers and families, as well as the rural multidisciplinary workforce, including Multipurpose Services, NSW Ambulance, general practitioners and visiting medical officers, allied health staff, private health care practitioners and external organisations with an interest in rural health services and workforce.

Aims

The theme for RICH 2021 is ***Rural Health Bounding Forwards*** to showcase how rural health service providers, consumers and other sectors are embracing hope, strength, connectivity and positivity moving forward from the ongoing hardships imposed by the drought, bushfires and the pandemic over the last few years.

How have we used these experiences to drive change and create innovative solutions to counteract adversity?

What benefits can we share?

Cost

Free.

Registration

Please register online by Tuesday 23 March 2021 to participate via videoconference or live streaming:

<http://www.aci.health.nsw.gov.au/go/rich-forum>

Registration is essential to receive a Certificate of Attendance for continuing professional development.

Contact

For more information contact Rural Health Network Manager Jenny Preece:
(02) 6692 7716 or 0427 568 249
Jenny.Preece@health.nsw.gov.au

Connecting to the RICH Forum

<p>Video conference meeting room</p>  <p>Video conference web browser</p>	<p>In person - Level 1, North 1 – 1 Reserve Road, St Leonards (seating capacity 12)</p> <p>By VC - Use the remote control or touch panel connected to the video conference unit in your meeting room and dial PEXIP VMR Number 4572443</p> <p>You can also access the RICH portal via Google Chrome on your PC and join https://conference.meet.health.nsw.gov.au/webapp/conference/4572443 or if you have trouble use this link https://conference.meet.health.nsw.gov.au/webapp/conference/4572443?callType=video</p>	<p>Q&A</p> <p>SMS Text Messaging 0427 568 249</p> <p>Pexip User: You have a chat room function for Q&A</p> <p>Slido: www.slido.com via iPhone using code #RICH</p> <p>Please send your questions during the presentation.</p>
<p>Internal live stream</p>	<p>Individuals from local health districts and internal NSW health sites can link via desktop/laptop computers to live stream the event: https://healthview.health.nsw.gov.au/</p> <p>Locate “ACI RICH FORUM 2021” and click join</p>	<p>These links will only be live on the day and will take you to a login page to join you to the RICH Forum. Google Chrome is the preferred browser.</p> <p>You will need a speaker or a headset.</p>
<p>External live stream</p>	<p>Individuals from non-NSW Health facilities and external organisations can link via YouTube: https://youtu.be/YK3lpner0S4</p>	
<p>PEXIP infinity APP</p> 	<p>Download and install Pexip from the App Store (Make sure to download the white Pexip version, NOT the orange Pexip version)</p> <p>VMR Number: 4572443@conference.meet.health.nsw.gov.au</p>	<p>Open the App</p> <p>Enter your Name</p> <p>Select Video</p> <p>Dial 4572443</p>
<p>To join by teleconference dial: Phone: 02 9842 2500, when prompted enter code: 4572443#</p>		
<p>Help Desk: eHealth Technical Support</p>	<p>Ph: 1300 679 727</p>	<p>Email: videoconf@health.nsw.gov.au</p>
<p>Q&A - Slido www.slido.com Code: #RICH</p> <ul style="list-style-type: none"> - SMS Text Message 0427568249 - Pexip Chat Room Function 		 <p>#RICH2021 – Find us on Twitter</p>

Additional Connection Information

- The Q&A will be facilitated via SMS text messaging, Slido using iPhones or via the Pexip chat room function. You can join Slido at www.slido.com and enter code **#RICH**.
- Those joining via the Pexip conference meeting link at their computer will also see a chat function on the left hand side of the screen. You can enter your location and questions there.
- Please send your question (via Slido, SMS text message or the PEXIP chat room) during the presentation by typing your location and then your question. Where there is time after all questions have been asked, we will invite sites to ask any additional questions.
- On Slido you can ‘like’ other peoples’ questions which ranks questions in order of popularity.
- Or find us on Twitter **#RICH2021**

Note: Due to network connectivity in smaller sites, please encourage staff to join from a meeting room (one videoconference connection using PEXIP) rather than several people live streaming from their desktops. Videoconference units, MHECs units and wallies can be used to connect to the RICH Forum using the PEXIP number above.

Event participants

Keynote speaker



Shane Fitzsimmons AFSM Commissioner of Resilience NSW

Shane Fitzsimmons was appointed as the inaugural Commissioner for Resilience NSW and Deputy Secretary, Emergency Management with the Department of Premier and Cabinet from 1 May 2020. This appointment followed a distinguished career with the NSW Rural Fire Service of over 35 years, serving as both a volunteer and salaried member.

During the period 2007 - 2020 he was the Commissioner of the NSW Rural Fire Service and was also the Chair of the NSW RFS Bushfire Coordinating Committee and the Rural Fire Service Advisory Council. In January 2016 he was appointed as a Councillor of the Royal Humane Society of NSW Inc. Additionally, he is a patron of two charities – Kids Xpress and Coffee 4 Kids.

Shane has been awarded the Rural Fire Service Long-Service Medal for more than 30 years' service, the National Medal in recognition of more than 35 years, and the Australian Fire Service Medal (AFSM). He has also been acknowledged with a Paul Harris Fellow and a Paul Harris Fellow Sapphire through Rotary Clubs of Berowra and Sydney. He has most recently been announced as the 2021 NSW Australian of the Year, and the Australian Father of the Year 2020 through The Shepherd Centre. It is no wonder that he has been appointed as the Commissioner for the new crisis agency; Resilience NSW, last year.

We all know and respect Shane for his reassuring, empathetic presence and exemplary leadership through the horrific 2019/20 Black Summer bushfire season.

Program

Wednesday 24th March 2021

8:45 am	Dial in to RICH Forum	
9:00am	Welcome, Introduction, Housekeeping – Jenny Preece; Rural Health Network, ACI We acknowledge the traditional owners of the lands that we meet on and pay our respects to elders past and present and any Aboriginal people who are meeting with us today.	
9:10am	Official Opening Jean-Frederic Levesque ; Chief Executive, Agency for Clinical Innovation	ACI
9.15am	Keynote Speaker: Commissioner of Resilience NSW <i>Shane Fitzsimmons AFSM</i>	ACI
10am	Moving Allied Health Services Forward: Innovation in Multidisciplinary Care <i>Dianne Harvey; Associate Director Allied Health,</i> <i>Sarah McBurney; Virtual Occupational Therapist, WNSWLHD</i>	Orange
10:30am	Morning tea (15 mins)	
10:45am	Enhancing digital inclusion to enhance carer wellbeing in rural NSW <i>Sarah Judd-Lam; Manager Policy and Research, Carers NSW</i>	ACI
11.15am	Developing a bulk billing Indigenous eye care model in Bathurst NSW <i>Jane Hager; Senior Project Officer, NSW Rural Doctor's Network</i> <i>Melissa Mayall; Project Lead – Primary Health Portfolio, Marathon Health</i>	Dubbo
11.45am	Healthy Eating and Activity Group with local mob <i>Rachel O'Loughlin; Physiotherapist Eurobodalla Community Health, SNSWLHD</i>	Moruya
12.15pm	Maximising Potential for online education and training <i>Lindsey Skillen-Eifler; Manager Conferences and Events, NSW Rural Doctor's Network</i>	Newcastle
12.45pm	Lunch (45 mins) – ePoster slide show	
1.30pm	Health promotion using digital technologies: Aboriginal engagement <i>Christine Fing; Aboriginal Engagement Officer</i> <i>Kay Smith; Health Promotion Officer, Breastscreen NSW (Greater Western)</i>	Bathurst
2.00pm	“Does the rain mean we’re OK”?: Childhood Education Network <i>Emma Woolley; Health Promotion Coordinator, SNSWLHD</i>	Queanbeyan
2:30pm	Collaborative Planning for Primary Health Services <i>Sarah Davies; Project Lead, NSW Rural Doctor's Network</i> <i>Amelia Haigh; Rural Health Innovation Lead, WNSWLHD</i>	Newcastle Warren
3.00pm	Wrap up and close <i>Jenny Preece; Rural Health Network Manager, ACI</i>	

NB: The RICH Program is current at 10 March and subject to change until 22nd March 2021.

Speakers

Moving Allied Health Services Forward: Innovation in Multidisciplinary Care

Dianne Harvey, Associate Director Allied Health, WNSWLHD
Sarah McBurney, Virtual Occupational Therapist, WNSWLHD

During COVID-19 in 2020, support for timely discharge from rural facilities and avoiding transfers to larger facilities became a priority within WNSWLHD. Weekly virtual multidisciplinary ward rounds (V-MDT) were established at 6 small hospitals and MPSs. The LHD's Virtual Allied Health Service connected with virtual integrated care, virtual pharmacy, and virtual GP services in collaboration with onsite Nursing, Medical and Allied Health staff, to add expertise to patient's discharge planning. Outcomes include improved access to Allied Health services, improved patient experience, reduced travel costs associated with patient transfers and improved care closer to home.

Enhancing digital inclusion to enhance carer wellbeing in rural NSW

Sarah Judd-Lam, Manager Policy and Research, Carers NSW

Social isolation and low wellbeing are persistent challenges among carers which have worsened during COVID-19. Although the digitisation of government service systems accelerated during the pandemic, levels of digital confidence and uptake of online carer support options were relatively low. Two projects were launched to address rural carer wellbeing and digital access barriers:

- Digital Access Points in Police and Citizens Youth Clubs (PCYCs) were established and
- Carers were provided with an iPad, data and tailored digital literacy training.

This presentation will outline approaches to implementation and potential opportunities for expanding these models in other areas.

Developing a bulk billing Indigenous eye care model in Bathurst NSW

Jane Hager, Senior Project Officer, NSW Rural Doctor's Network
Melissa Mayall; Project Lead – Primary Health Portfolio, Marathon Health

The Western NSW Eye Health Partnership (WNEHP) identified a gap in access to eye care services for Aboriginal patients in Bathurst with lower than expected numbers of Aboriginal people receiving spectacles and cataract surgery. WNEHP members collaborated with Bathurst stakeholders (Bathurst Hospital, Bathurst ophthalmologists and optometrists, Bathurst Lands Council, Marathon Health and Community Transport) to agree on a Bulk Billed eye care model by accessing Australian Government Funding from the Medical Outreach Indigenous Chronic Disease Program and the Ear and Eye Surgical Services Program. Optometry and ophthalmology consultations commenced in 2020, managed by Marathon Health, with advice on supporting Aboriginal eye patients provided by staff from the Fred Hollows Foundation.

Healthy Eating and Activity Group with local mob

Rachel O'Loughlin, Physiotherapist Eurobodalla Community Health, SNSWLHD

Early 2020 in the fire affected South Coast region of NSW, a group of Indigenous women who were known to have various chronic diseases asked their Dietitian for opportunities to exercise in a group. Parameters for an existing Child and Family program within Aboriginal Health were expanded to allow Physiotherapy input along with dietary advice for this group of elders. Due to the pandemic precautions, plans were made to meet outdoors in parks. An evolving cohesive group meets regularly for a healthy lunch and exercise in walks with beautiful scenery. Favourable health outcomes have been noted by their GP's and in addition the women are referring their children and grandchildren to the Indigenous Child and Family program.

Maximising Potential for online education and training

Lindsey Skillen-Eifler, Manager Conferences and Events, NSW Rural Doctor's Network

With the advent of COVID-19, NSW Rural Doctors Network (RDN) moved their health professional education and training online. RDN harnessed the benefits of online delivery to develop more events for a wider range of professional groups and increase post event engagement via the Digital Venue on Rural Health Pro. This approach saw a 256% increase in the number of events delivered, a 622% increase in the number of registrants and reported feelings of improved wellbeing through increased social interaction and collegiate support.

Health promotion using digital technologies: Aboriginal engagement

Christine Fing, Aboriginal Engagement Officer and Kay Smith, Health Promotion Officer. Breastscreen NSW (Greater Western)

With the onset of the COVID-19 Pandemic, the Breastscreen NSW Program was temporarily grounded for 7 weeks. When routine testing recommenced, a vital aspect of the Aboriginal Engagement Program, the face to face yarning circles prior to screening, remained grounded. Aboriginal Health Workers were consulted to discuss the potential use of Zoom or another videoconferencing platform to reinstate yarning circles, but the decision was made to facilitate interactive teleconferences with local health workers and Aboriginal organisations to continue the 'face to face' yarning circle information. As a result of the sustained momentum, 805 Aboriginal women were screened between May 2020 – February 2021.

“Does the rain mean we’re OK”?: Childhood Education Network

Emma Woolley; Health Promotion Coordinator, SNSWLHD

The early childhood education and care sector in SNSW rural communities were key settings for community connection and recovery following the Black Summer bushfires and COVID-19, supporting the children through adversity. When the bushfires devastated the region, closely followed by the COVID-19 pandemic, the pre-existing *Munch and Move Early Childhood Network*, which had enabled isolated educators to connect, was put on hold. A series of tailor-made online webinars was developed to help educators, who were feeling overwhelmed themselves whilst supporting children and families who were struggling. 71 educators have participated so far, and the Network will continue to meet regularly, supporting educators to care for themselves, be present in their teaching and be available through their interactions and relationships with young children.

Collaborative Planning for Primary Health Services

Sarah Davies, Project Lead, NSW Rural Doctor's Network
Amelia Haigh - Rural Health Innovation Lead, WNSWLHD

Due to the differing geography, population demographics and existing services in rural communities, there is no single model of health service delivery to suit all circumstances. The Collaborative Care Project is an ongoing partnership between Western NSW, Far West, Murrumbidgee LHDs, Far Western and Murrumbidgee PHNs and NSW Rural Doctor's Network working with 5 rural NSW Communities facing workforce challenges. A Primary Health Workforce Framework has been developed to identify and understand issues and goals related to individual small rural community primary health services and develop a localised collaborative team-based model of care to improve service access, quality and strengthen coordination of care.

ePoster Presentations - A rolling slideshow over the lunchbreak

Where can culturally diverse people get help when alcohol and drugs are a problem? (Video)

Dianne Woods, Health Education Officer, ISLHD D&A Service

SAVING LIVES – Reducing accidental overdose

Dianne Woods, Health Education Officer ISLHD D&A Service

MLHD Community Care Nursing Forums

Wendy Millynn, Clinical Nurse Educator – Community Care MLHD

Making COVID an easier pill to swallow

Jennifer Culverson, Pharmacist Orange Health Service WNSWLHD

Keeping our Seniors Safe

Toni Murie, Integrated Care Coordinator, RN Generalist, Coonamble WNSWLHD

Facilitating Healthy Menu Development in Early Childcare Services WNSWLHD

Emma Fitzgerald, Health Education Officer, Healthy Children Initiative, Health Promotion Team, WNSWLHD

iTRACC database in the rural space – critical care information supporting clinicians

Jonathan Newman, Project Officer, Institute of Trauma and Injury Management, ACI