

# Tumut Health Service Plan: Implementation Plan 2005-2008

**Goal 1: Tumut Health Service will ensure that services are provided to meet the needs of the Tumut community**

## 1. Emergency services

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
1.1 Provide training in emergency and mental health care for staff	Develop annual training calendar to include emergency and mental health care	Tumut Health Service Manager (HSM)  Critical Care Network Mental Health Service	Dec 2005 & annually	Hospital staff will have the skills and knowledge required to provide emergency care, including for patients with mental illness.
1.2 Complete a facility review for Tumut Health Service, including a review of the Emergency Department.	<ul style="list-style-type: none"> <li>▪ Complete facility review</li> <li>▪ Develop site master plan to include short and medium term solutions to the current shortfalls in the physical environment in the emergency department.</li> <li>▪ Include refurbishment of the emergency department in GSAHS's capital works program.</li> <li>▪ Undertake refurbishment</li> </ul>	Tumut HSM GSAHS Asset Manager   GSAHS Manager Corporate Services  GSAHS Asset Manager	Dec 2005 March 2006   GSAHS to provide date  GSHAS to provide date	The physical infrastructure of the emergency department will be improved to ensure an appropriate and safe clinical environment.

## 2. Surgical services

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
2.1 Attract additional GPs, GP proceduralists/obstetricians and GP anaesthetists to the Health Service	<ul style="list-style-type: none"> <li>▪ Continue to seek to recruit local providers</li> <li>▪ Review feasibility of using short-term locum services to fill current vacancies</li> <li>▪ Consider option of using outreach services from WWBH</li> <li>▪ Consider options to share workforce across cluster</li> </ul>	Tumut HSM Tumut Council Local General Practitioners Riverina Division of GPs GSAHS Director Surgical Services	Dec '05 On-going	Sufficient clinical staff will be available to maintain surgical services at Tumut
2.2 Provide additional surgical activity, if appropriate to support the achievement of GSAHS's waiting list and flow reversal targets	<ul style="list-style-type: none"> <li>▪ Liaise with GSAHS surgical services committee</li> </ul>	Tumut HSM GSAHS Director Surgical Services	On-going	The Tumut Surgical service will be enhanced to include additional activity where appropriate. This will increase local access to services and help to maintain skills and experience for local staff
2.3 Encourage participation of local clinicians in a surgical services Network	<ul style="list-style-type: none"> <li>▪ GSAHS to establish surgical services Networks and mechanisms for involvement of clinicians</li> </ul>	GSAHS Director Surgical Services Tumut HSM	June 2006	Clinical staff will have opportunities for enhanced training, clinical rotation, outreach support and/or increased use of telemedicine

### 3. Medical, chronic and cancer care

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
3.1 Establish a multidisciplinary approach to the prevention, early detection and treatment of diabetes.	<ul style="list-style-type: none"> <li>Develop local service model to integrate diabetes services to provide a co-ordinated service including multi-disciplinary clinics</li> </ul>	Tumut HSM CH Manager Tumut GPs Allied health staff	April 2006	<ul style="list-style-type: none"> <li>Introduction of multi-disciplinary diabetes clinic</li> <li>Increased early detection of diabetes</li> <li>Reduced incidence of complications of diabetes</li> </ul>
3.2 Establish cardiac and/or pulmonary rehabilitation programs in the Southern Slopes cluster	<ul style="list-style-type: none"> <li>Consult within the Southern Slopes cluster to identify resources</li> <li>Implement at least one programs</li> </ul>	Tumut HSM CH Managers Cluster Managers	Dec 2006	<ul style="list-style-type: none"> <li>Introduction of at least one chronic disease rehabilitation program</li> <li>An improvement in health outcomes for participants in these programs</li> </ul>
3.3 Introduce a case management and/or care coordination service to support people with chronic illness, cancer and/or palliative care	<ul style="list-style-type: none"> <li>The Health Service Manager will liaise with other sites in GSAHS (eg. Corowa Health Service) to review their models of chronic disease management</li> <li>An appropriate model will be introduced for Tumut Health Service</li> <li>Liaise with cancer service care coordinator and social worker to increase knowledge of available services</li> </ul>	Tumut HSM Community Health Manager	March 2006  July 2006  Dec 2006	People with chronic or complex health care needs will have access to case management or care coordination services which will assist them to better manage their illness.
3.4 Provide training in chronic disease management for staff	<ul style="list-style-type: none"> <li>Include in training calendar</li> </ul>	Tumut HSM CH Manager GSAHS Chronic & Complex Care manager	June 2006	Health service staff will have the skills and knowledge required to provide appropriate models of care for people with chronic illness.

#### 4. Aged & extended care

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
4.1 Introduce programs including falls prevention, physical activity and community activities to promote healthy aging.	<ul style="list-style-type: none"> <li>▪ Identify staff member(s) to take a lead role in developing a local program</li> <li>▪ Implement at least one program annually</li> </ul>	CH Manager Area Falls Prevention committee	On-going	Older people will remain healthy and independent.
4.2 Develop a web-based service directory for the Tumut region	<ul style="list-style-type: none"> <li>▪ Support this local initiative with relevant information about the health service</li> <li>▪ Maintain currency of information</li> </ul>	Tumut Council HSM & CH Manager	June 2006 On-going	Information about health services will be easily accessible
4.3 Advocate for additional respite care services for the community	<ul style="list-style-type: none"> <li>▪ Support any local initiatives</li> <li>▪ Implement GSAHS carer support program</li> </ul>	General community & service providers GSAHS C&CC Manager	On-going	Additional respite services will be available for the Tumut community
4.4 Provide training in care of older people in the acute setting for staff	<ul style="list-style-type: none"> <li>▪ Include in annual training calendar</li> </ul>	Tumut HSM and CH manager GSAHS Aged & Extended Care Manager	Annual	Health service staff will have the skills and knowledge required to provide appropriate care for older people in the acute setting
4.5 Implement the "Framework for integrated support and management of older people in the NSW Health care system"	<ul style="list-style-type: none"> <li>▪ Implement in accordance with GSAHS program</li> </ul>	Tumut HSM and CH manager GSAHS Aged & Extended Care Manager	On-going	Services for older people will be in accordance with best practice identified in the Framework
4.6 Provide transitional care services if funding is available	<ul style="list-style-type: none"> <li>▪ Support any GSAHS application for transitional care funding for Tumut</li> </ul>	CH Manager GSAHS Aged & Extended Care Manager	2007	Transitional care services will be available to support older people following a period of acute care
4.6 Provide "step-down" rehabilitation services in accordance with the GSAHS rehabilitation framework.	<ul style="list-style-type: none"> <li>▪ Participate in GSAHS rehabilitation Network</li> <li>▪ Explore opportunities to provide services locally as per the GSAHS Rehabilitation plan</li> </ul>	Tumut HSM and CH manager GSAHS Aged & Extended Care Manager	2007	Additional rehabilitation services will be available

## 5. Mental Health

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
5.1 Develop an interagency approach to addressing depression and mental illness. This will include raising community awareness of mental illness and trialing methods of prevention, early intervention and treatment appropriate for the Tumut community	<ul style="list-style-type: none"> <li>▪ Establish partnership group to focus on local actions to address depression and mental illness</li> <li>▪ Provide information to the community on mental illness and local services</li> <li>▪ Pilot local prevention/management projects</li> </ul>	CH Manager in partnership with others as appropriate eg. council, police, GPs, service clubs	<p>June 2006</p> <p>Dec 2006</p> <p>June 2007</p>	People with depression and mental illness, their families and carers will have access to increased support services.
See also strategies 1.1 & 1.2				

## 6. Maternity Services

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
6.1 Develop criteria for maternity admissions to Tumut hospital	<ul style="list-style-type: none"> <li>▪ Liaise with Rural Obstetric Training Network, Maternity CNC to develop criteria</li> </ul>	Tumut HSM GSAHS Manager Maternity Services	Nov 2005	Staff & patients will be clear about service pathways
6.2 Review the outcomes of the re-location of the maternity unit and include any recommendations regarding location or infrastructure in the facility review.	<ul style="list-style-type: none"> <li>▪ Establish small committee to undertake review</li> <li>▪ Complete review and write report</li> <li>▪ Consider review recommendations and implement where possible</li> </ul>	Tumut HSM NUM Maternity Unit Maternity Services CNC CH Manager	May 2006	The effects of the re-location of maternity services will be identified and any adverse effects reviewed and, where possible, addressed
See also strategy 2.1				

## 7. Child & Family Services

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
7.1 Implement the Tumut Schools as Community Centres project (SACC)	<ul style="list-style-type: none"> <li>Participate in project committee</li> <li>Provide CH services at the centre as appropriate</li> </ul>	CH Manager	2006	Parents and families will have increased access to CH services
7.2 Provide multi-disciplinary programs for healthy eating, physical activity and prevention of hearing loss in Aboriginal children	<ul style="list-style-type: none"> <li>Implement programs</li> </ul>	CH Manager & staff	On-going	Risk factors for chronic disease will be reduced
7.3 Establish the integrated Perinatal Care program	<ul style="list-style-type: none"> <li>Implement program consistent with Families First project</li> </ul>	CH manager Families First program manager	Dec 2006	Additional services will be available for families with young babies
7.4 Establish the Babies with Books project	<ul style="list-style-type: none"> <li>Implement the program consistent with national guidelines</li> </ul>	CH Manager Speech pathologist	June 2006	Young babies will have increased exposure to reading

## 8. Population Health

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
8.1 Develop an integrated approach to planning and implementation of primary prevention programs	<ul style="list-style-type: none"> <li>Establish a "Healthy Communities" committee to develop a local plan for primary prevention activities</li> </ul>	CH manager Southern Slopes Primary & Community care & Allied Health coordinator	Sept 2006	At least one joint project implemented in the first year.
8.2 Support any steps to develop an "innovative" health centre	<ul style="list-style-type: none"> <li>Participate in any local activities</li> </ul>	Tumut HSM & CH Manager	On-going	Increased services that promote good health will be available
8.3 Introduce Aboriginal cultural awareness training for all health service staff	<ul style="list-style-type: none"> <li>Include in annual training calendar</li> </ul>	Tumut HSM & CH Manager Aboriginal Health Education Officer GSAHS Aboriginal Health Manager	Annual	<ul style="list-style-type: none"> <li>Health service staff will have the skills and knowledge required to provide appropriate care for Aboriginal people</li> <li>Aboriginal people will feel comfortable accessing services at Tumut Health Service</li> </ul>

8.4 Extend the SCUDAT project to other sporting groups	<ul style="list-style-type: none"> <li>▪ Invite local sporting clubs to participate</li> <li>▪ Run program in partnership with sporting club</li> </ul>	CH Manager Local sporting organisations	2006	At least one new SCUDAT project developed in partnership with a local sporting organisation
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## 9. Oral Health

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
9.1 Review the location of the Tumut Dental Service	<ul style="list-style-type: none"> <li>▪ Include the dental service in the facility review</li> <li>▪ Develop options regarding relocation to include, at least, the hospital site or another school location</li> </ul>	CH manager Asset Manager Principal Dental Officer	March 2006	Improved clinical environment and increased access for families

## 10. Clinical Support

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
10.1 Increase the level of pharmacy support to meet Level 3 criteria	<ul style="list-style-type: none"> <li>▪ Explore options including employment of local pharmacist, sharing of position across cluster or participation in Area pharmacy program</li> </ul>	Tumut HSM	May 2006	Pharmacy services are provided at a level appropriate to support the emergency, medical, maternity and surgical services at Tumut Health Service
10.2 Improve access to public or affordable ultrasound services	<ul style="list-style-type: none"> <li>▪ Liaise with the GSAHS Manager Imaging Services to consider development of service level agreement with current private provider to increase access to bulk billing; introduction of transport support to the Wagga service, and/or other alternatives</li> </ul>	Tumut HSM GSAHS Manager Imaging Services	March 2006	Residents of Tumut will be able to access affordable ultrasound services

10.3 Identify opportunities to increase the use of telehealth	<ul style="list-style-type: none"> <li>Work with the GSAHS telehealth coordinator to explore use of telehealth for allied health or aged care services</li> </ul>	Tumut HSM & CH Manager	June 2007	<ul style="list-style-type: none"> <li>At least one new service provided using telehealth by end 2007</li> <li>Residents of Tumut will have increased access to specialist services</li> </ul>
10.4 identify opportunities to enhance health-related transport	<ul style="list-style-type: none"> <li>Work with GSAHS Health related transport coordinator &amp; Tumut Council to explore options for increased access to health related transport</li> </ul>	Tumut HSM & CH Manager Tumut council GSAHS transport coordinator	June 2007	<ul style="list-style-type: none"> <li>Additional health related transport services will be available</li> </ul>

## Goal 2: Tumut Health Service staff will have access to appropriate training and support

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
11.1 Increase the use of staff forums to provide opportunities to discuss service issues and evidence-based practice	<ul style="list-style-type: none"> <li>Review options with staff to determine their needs and how best to address them</li> </ul>	Tumut HSM & CH Manager	Feb 2006	<p>A culture of shared learning and support will be developed that will:</p> <ul style="list-style-type: none"> <li>enhance multi-disciplinary approaches to service delivery</li> <li>enhance service quality</li> <li>provide a supportive environment for staff</li> </ul>
11.2 Complete an annual review of the service's staff profile	<ul style="list-style-type: none"> <li>Prepare a report on current staff, vacancies, age profile</li> </ul>	Tumut HSM & CH manager	Annually each March	Any likely issues re the ageing workforce, service gaps and training requirements will be identified early to support workforce planning
11.3 Identify strategies to address workforce shortages.	<p>Investigate options as appropriate eg:</p> <ul style="list-style-type: none"> <li>Mentoring program (Rural Connect)</li> <li>Rights of private practice</li> <li>Rotation of staff across cluster</li> <li>Extended scope of practice</li> </ul>	Tumut HSM & CH manager Southern Slopes cluster manager	On-going	There will be sufficient clinical staff to provide the range of services identified in this service plan



**Goal 3: The Tumut Health service will have access to the necessary equipment and infrastructure to support the delivery of the services identified in its Service Plan**

Recommendation	Action required	Person(s) responsible	Timeframe	Desired outcome
12.1 Complete a facility review for Tumut Health Service, including a review of the Emergency Department, maternity unit and Community Health centre.	<ul style="list-style-type: none"> <li>▪ Complete facility review</li> <li>▪ Develop site master plan to include short and medium term solutions to the current shortfalls in the physical environment</li> <li>▪ Include short term refurbishment of the Tumut Health Service in GSAHS's capital works program.</li> <li>▪ Undertake refurbishment</li> </ul>	<p>Tumut HSM GSAHS Asset Manager</p> <p>GSAHS Manager Corporate Services</p> <p>GSAHS Asset Manager</p>	<p>Dec 2005 March 2006</p> <p>GSAHS to provide date</p> <p>GSHAS to provide date</p>	The physical infrastructure of the facility will be improved to ensure an appropriate and safe clinical environment.
12.2 Include the complete redevelopment of Tumut Health Service on the NSW Health capital works program with planning to commence within the next 3-5 years	<ul style="list-style-type: none"> <li>▪ GSAHS to confirm Tumut Health Service as a priority for redevelopment</li> <li>▪ Lobby NSW Health to identify Tumut Health Service as a priority and to include on its capital works program with planning to commence within 3-5 years</li> </ul>	<p>GSAHS Chief Executive GSAHS Director Corporate Services GSAHS Asset Manager All</p>	<p>March 2006</p> <p>On-going</p>	<ul style="list-style-type: none"> <li>▪ A new facility is completed for Tumut Health Service by 2012</li> </ul>