We are proud to present the 2000-2001 Year In Review, a pictorial account of our major achievements and highlights throughout the year.

Again, our staff have been exceptional in providing quality healthcare to the people of the Central Coast. We wish to acknowledge not only individual efforts but also the continuing partnerships between Central Coast Health departments, external organisations and the community, which are growing stronger every passing year.

It has been another year when targets have been met and in some cases exceeded. We have also seen the beginnings of enabling works for the major redevelopments of Gosford and Wyong Hospitals along with the completion of other building works.

Our way of life on the Central Coast is second to none. We not only have a progressive Area Health Service with professional, enthusiastic staff but we also have the advantage of living in a region which promotes a healthy lifestyle for people of all ages. From the spectacular beaches and waterways to the many rural and bushland settings, from our historical heritage to the cosmopolitan shopping and restaurant facilities, there is something for everyone. With this combination, we are building a solid foundation for ensuring optimum health for everyone on the Central Coast.

We are excited about the future of Central Coast Health and assure you of our ongoing commitment to bringing health to our community.

Central Coast Health (CCH) is a fully integrated public health service comprised of three hospitals, a healthcare centre and eight community health centres all serving the residents of the Gosford and Wyong Local Government Areas of NSW.

Our mission is to promote and enhance the health and well-being of the people of the Central Coast. We provide quality health care in partnership with the community and other health care providers.

Our goals include Healthier People, Fairer Access, Quality Health Care and Better Value. This year we made substantial progress in achieving all four CCH goals.
**Drug Summit Recommendations**

**Recommendations** of the NSW Drug Summit were implemented including expansion of the Community Detoxification Service in collaboration with local GPs and construction of a new Drug Treatment Centre at Wyong Hospital. Joint initiatives between the CCH Alcohol and Other Drugs Service and local GPs to assist patients with alcohol and other drug problems have been so successful that Drug Summit funding has been made available to all other Area Health Services to start similar programs.

**New Community Health Facilities**

**As part of** the CCH strategy to locate health services close to where people live, a Community Health Centre was opened in February at Lake Haven. The services offered at this Centre target the needs of young families and improve access to health services for the growing population in the northern Wyong Shire. Work has also progressed on the establishment of Community Health Centres in Wyong township and Erina.

A Renal Unit commenced operation at Lake Haven in May and provides local renal dialysis services to patients from the Wyong area. This service has reduced the need for Wyong Shire residents to travel to the Renal Unit at Gosford and eased the pressure on the Gosford Renal Unit.

The Unit has been named the Lions Renal Unit in recognition of the magnitude of support provided by the Lions Clubs to this facility.
LEFT: HARRY MOORE OAM (LEFT), CANCER CARE APPEAL PATRON, AND FRED DAWSON, CANCER CARE APPEAL CHAIRMAN, PROUDLY REVIEW THE PLANS OF THE NEW WYONG CANCER CARE UNIT ON THE FIRST DAY OF CONSTRUCTION.


Public Health

The CCH Public Health Unit has been involved in several successful collaborative projects with other government agencies and community groups.

The Environmental Health Plan was launched on 7 July as a joint initiative of the Unit in partnership with Gosford and Wyong Councils. The plan ensures a regional approach to food surveillance, immunisation, air and water quality monitoring, Ross River Fever surveillance (through mosquito trapping programs), and Legionnaire's Disease surveillance.

The Unit participated in the Central Coast Immunisation Taskforce with the Central Coast Division of General Practitioners, Gosford and Wyong Councils and other CCH departments including Health Promotion, Maternity and Child Health. The Taskforce promoted immunisation of children before starting school using the Big Bear Project kit which was sent to all GPs and preschools on the Central Coast. The Unit also works with local GPs, supporting efforts to improve vaccine storage and providing updates on the new immunisation schedule for NSW.

Redevelopment of the Long Jetty Continuing Care Unit was completed in September. The new 30-bed facility provides an environment of the highest standard for patients requiring sub-acute services.

Extensions to the Central Coast Cancer Care Centre at Gosford Hospital were officially opened on 9 October by the Hon John Della Bosca MLC, Special Minister of State, and construction of the Wyong Cancer Care Centre commenced in March. Funds for these projects were obtained through the fundraising efforts of the Central Coast community.

Construction also commenced on the new 15-bed Drug Treatment Centre at Wyong Hospital.
Mental Health

The integration of Mental Health Services with other health service providers has been enhanced by increasing the role of GPs in mental health care. All Mental Health clients are encouraged to have their own GP and by June this was achieved for 90% of clients.

A collaborative venture between several CCH departments and the Mental Health Service has assisted in organising community projects involving clients of the Mental Health Service. Two projects included an exhibition of artwork at the Gosford Regional Art Gallery during Mental Health week and the Streamwatch Project. The Streamwatch Project is a joint initiative between the Public Health Unit, the Mental Health Service and the national Streamwatch/Waterwatch Program. In this project clients, who have experienced disability through mental illness, monitor the water quality of local waterways. They receive training from Streamwatch and participate in related activities such as field days.

"REFLECTIONS" ART EXHIBITION WAS HELD AT THE GOSFORD REGIONAL GALLERY DURING MENTAL HEALTH WEEK.
TRISH MAASCHTCH, (LEFT)
A LOCAL ARTIST, PLAYED AN ACTIVE ROLE IN ORGANISING THE EVENT WITH MENTAL HEALTH STAFF.

MICHAEL RIVETT (LEFT) AND NEVILLE BARKER TESTING WATER AT WYONG RIVER FOR THE BINDAREE STREAMWATCH PROJECT.

The Aboriginal Health Partnership Agreement between Yerin Aboriginal Health Services Inc. and CCH was formalised on 16 November at the Eleanor Duncan Aboriginal Health Centre.

The priority areas of the agreement include improving access to health services, addressing identified health issues and increasing the effectiveness of health promotion.

SIGNING THE PARTNERSHIP AGREEMENT ARE GEORGIA ECZIARDOULIS, CCH BOARD MEMBER, AND VERONICA GRAY, CHAIRPERSON OF YERIN ABORIGINAL HEALTH SERVICES, WITH THE DUGGANG DANCERS.
**Ambulatory Care**

*The Ambulatory Care Unit* was established to provide nursing care within the home environment to selected patients who would otherwise require hospitalisation. An Ambulatory Care Pharmacist was appointed to support the discharge of patients requiring intravenous antibiotic therapy, treatment with anticoagulation medication for deep venous thrombosis and the provision of medication aids such as Webster Packs.

REGISTERED NURSE JANELLE SAWERS OF THE AMBULATORY CARE UNIT DELIVERS A DOSE OF ANTIBIOTICS TO MARK, WHO, ALTHOUGH RELATIVELY WELL, WOULD HAVE HAD TO SPEND SIX WEEKS IN HOSPITAL HAD THE AMBULATORY CARE UNIT NOT BEEN ABLE TO PROVIDE CARE FOR HIM AT HOME.

LONGSTAY CHILDREN'S WARD PATIENT, DANIEL, A PARAPLEGIC, WITH HIS MOTHER SUZANNE (CENTRE) WAS ABLE TO ACCESS THE INTERNET AND SURF HIS FAVOURITE WEB SITE ON WRESTLING. PLAY THERAPIST, BELINDA GRANGER, ORGANISED THE VISIT TO THE CCH LIBRARY AS A DIVERISIONAL ACTIVITY DURING DANIEL'S LENGTHY HOSPITAL STAY.

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**Quality Healthcare**

*CCH successfully* maintained its accreditation status following the ACHS Periodic Review in November. CCH also achieved re-accreditation for Registrar training in the specialties of Emergency Medicine, Anaesthesia and Intensive Care. CCH continues to be recognised by the NSW Postgraduate Medical Council as a primary allocation centre for the placement of doctors in their first and second postgraduate years. CCH staff remain committed to continual improvement of the quality of services provided to patients.
Our Volunteers

...making a significant contribution

Our Volunteers

PHIL PRESTON HAS DEDICATED OVER 55 YEARS OF HER LIFE TO VOLUNTEERING AND, AT THE AGE OF 89, STILL BAKES THREE DOZEN SCONES AND TRAVELS FROM WOY WOY TO KINCUMBER EVERY WEEK TO HELP OUT IN THE EXTENDED DAY CARE CENTRE.

The International Year of Volunteers (2001) provided a unique opportunity to celebrate and promote volunteering.

To thank our volunteers a 'Volunteers Day Out' was held at the Niagara Park Community Centre with over 300 volunteers enjoying lunch and entertainment. CCH has over 600 volunteers working in a wide variety of hospital and community services and the Board gratefully acknowledges their significant contribution.

We invite you to consider being a volunteer.

For further information on our volunteer services please call:

United Hospital Auxiliaries 4320 2803
Chaplaincy Volunteers 4320 2251
Young Mothers Group 4320 2856
Adult Day Care 4320 3637
Mental Health Volunteers 4320 3242
Palliative Care 4336 7777
Ward Grandparents 4320 2171
Breast Cancer Support Service 4320 2308
The Pink Ladies 4320 3450
Equipment Loan Service 4320 3453.
Our Staff

*CCH employs* almost 3,000 full time equivalent staff. Extensive in-house training programs are available to all staff to promote professional development, learning and innovation.

During the year the Minister for Health, the Hon Craig Knowles MP, visited the CCH nursing staff to discuss important issues with them. While on the Central Coast Mr Knowles also visited Narara Valley High School to talk to students about considering a career in nursing.

Through the Quality Ageing Strategy a program to prepare a quality retirement plan titled ‘Starting Over: Preparation for Life after Work’ was developed for staff. This program, developed by the Learning and Development Service, was awarded a NSW Health Baxter Better Health Award in the category of 'A Skilled and Valued Workforce'.

Wyong Hospital celebrated its 20th Anniversary with a Gala Ball in November. The Board acknowledges the significant effort of staff in advancing patient care through each year of Wyong Hospital’s history.

A staff counsellor was appointed to provide a counselling service to staff members who may be experiencing work related or personal problems.

Gosford and Wyong Hospitals are among the busiest in the state due to a substantial ageing population and thousands of young families on the Central Coast. This has placed CCH services under considerable pressure and resulted in a bed occupancy rate this year of 98.7%. In acknowledgment of this situation, the Premier of NSW the Hon Bob Carr MP, announced approval for the $190.4 million redevelopment of Gosford and Wyong Hospitals. The funding will provide new facilities for existing services as well as provide for new services to commence at both Hospitals. Included in the new services are Cardiac Catheterisation at Gosford and Mental Health and Drug and Alcohol Services at Wyong. The number of beds at Wyong Hospital will be significantly increased.

**CORE SAMPLING IN PREPARATION FOR THE EXPANSION OF WYONG HOSPITAL.**
The Health Promotion Unit continues to target priority public health issues in the local community. Physical activity opportunities for older people, tobacco smoking and sun protection were major issues for this year.

The CCH Smoke Free Policy was launched on 1 September and extended smoke free areas to include the grounds of all facilities as well as buildings. More than 1000 patients have received Nicotine Replacement Therapy (NRT) while in hospital. Approximately half of all staff who smoke have taken up the offer of a free introduction to NRT to help them quit smoking.

The Active Over 50s program introduced a new component of strength training this year. This continues to be a successful program with over 600 people attending each month at various venues across the Coast.

Finance and Activity

Activity targets were exceeded while expenditure was contained within budget. Admissions were 66,513 which was an increase of 4.4% over the previous year. Non - Admitted Patients Occasions of Service increased 7.3% over the same period to a total of 838,721. The Same Day Surgery Benchmark exceeded target by 7.4% and Same Day Surgery now accounts for 67.4% of all surgery performed at Central Coast Health.
Community Support

CCH launched the Central Coast Kidney Life Support Appeal in January. This new appeal aims to raise $340,000 for eight kidney dialysis machines as well as furniture and fittings for the new Lake Haven Renal Unit. By 30 June over $180,000 had been received through a number of major community fundraising events.

This year over $149,000 was donated to the Central Coast Children's Fund. A special 'thank you' is given to the major sponsor 2GO radio for the 'Give Me Five For Kids Appeal', and also the TWU/Sun Weekly Convoy for Kids, Central Coast Taxis, the Woolworths Bandaged Bear Appeal and many other organisations and individuals.

The Central Coast Cancer Care Appeal was concluded, having raised more than $1.1 million for cancer services. Thousands of people supported the Appeal making it the most successful fundraiser ever held by CCH. The many relationships established during the Appeal will benefit the community for years to come.

THE CIRCUS CIRCUS BAL8 RAISED $10,000 FOR THE CENTRAL COAST KIDNEY LIFE SUPPORT APPEAL.

VOLUNTEER CLOWNS FOR THE BALL.

GAYE ARNAUDON (RIGHT) AND HELEN PROBBNE ARE PI'IURED.

WITH JOHN BLACKWELL, CEO.

Government Action Plan

Several of our clinical and non-clinical senior staff were involved in a number of major committees related to the NSW Government Action Plan for Health. The Board acknowledges their important contribution including that of the Chief Executive Officer who served as Co-Chair of the Metropolitan Services Implementation Group. The Metropolitan Health Planning Process will provide a coordinated network of clinical services across the metropolitan areas, and for more specialised services across NSW.

Under the NSW Health Department Chronic and Complex Care Program, the Cardiovascular Disease Risk Factor project was commenced to develop a shared, area wide, hospital and community approach to the management of cardiovascular disease risk factors.
The Central Coast Child and Youth Strategy (The Jigsaw Project) was launched on 16 May with the aim of improving the health and well-being of children and young people on the Central Coast. The project, which is coordinated by a CCH project officer, was developed after broad consultation with members of the community, young people, government and non-government service providers.

The Children and Young Person’s (Care and Protection) Act 1998 (EnAct) came into effect in late 2000 and necessitated a process of organisational change that was managed through the Child Protection Family Service (PANOC). All child related policies were updated and an extensive program of staff training was undertaken. A Parent and Child Expo called ‘Kids Day Out’ was held on October 7 in conjunction with a wide range of organisations providing children’s services on the Central Coast. The Expo provided an opportunity for parents to receive information about child development and how to access appropriate services.

Collaboration with GPs

A GP Collaboration Unit was established in August by CCH and the Central Coast Division of General Practice. The Unit undertakes a consultative and advisory role for the purpose of developing systems of integration and improved communication between CCH and General Practitioners. This unique service further enhances continuity of care for our patients and clients.
CCH supports and continues to develop a wide range of teaching and research programs. During the year an agreement was finalised between CCH and the University of Newcastle Faculty of Medicine and Health Sciences to establish the Clinical School of Medicine and Health Sciences at Gosford Hospital. Professor John Boulton was appointed and will commence in October 2001 as the Professorial Chair in Medical Practice. Also arriving in October will be the new Clinical Chair in Nursing Research, Dr Mary Fitzgerald. These appointments will further enhance the academic status and quality of the CCH teaching and research programs.

For another outstanding year we wish to thank each member of staff, Visiting Medical Officers, Chairpersons and Deputies of the Medical Staff Councils, Hospital Auxiliaries, Fundraisers and Sponsors, Pink Ladies, Chaplains, Volunteers, Area Executive, Board of Directors, our local State and Federal Members of Parliament, the Director General of the NSW Health Department and the NSW Minister for Health.
Gosford Hospital
Holden Street, Gosford 2250
PO Box 361, Gosford 2250
Telephone: (02) 4320 2111

Wyong Hospital
Pacific Highway, Hamlyn Terrace 2259
PO Box 4200, Lake Haven 2263
Telephone: (02) 4393 8000

Long Jetty Healthcare Centre
Wyong Road, Killarney Vale 2261
PO Box 88, Long Jetty 2261
Telephone: (02) 4336 7700

Woy Woy Hospital
Ocean Beach Road, Woy Woy 2256
PO Box 183, Woy Woy 2256
Telephone: (02) 4344 8444

TTY
Telephone (for the deaf) (02) 4325 2747

Area Executive Unit
Holden Street, Gosford 2250
PO Box 361, Gosford 2250
New South Wales, Australia
Telephone: (02) 4320 3219
Facsimile: (02) 4325 0566
Office Hours: 8.30am – 5.00pm

Public Relations
Telephone: (02) 4320 3221
Facsimile: (02) 4320 2500

Mental Health Central Intake
Telephone: (02) 4320 3500

Community Health Centres
Hours of Operation:
8.30am – 5.00pm, Monday to Friday

GOSFORD
Stephen Street, Gosford 2250
Telephone: (02) 4320 3311

KINCUMBER
Rear of Kincumber Shopping Village
Kincumber 2251
Telephone: (02) 4369 2355

LAKE HAVEN
Stratford Avenue, Lake Haven
Telephone: (02) 4393 7777

LONG JETTY
Wyong Road, Killarney Vale 2261
(adjacent to Long Jetty Healthcare Centre)
Telephone: (02) 4336 7800

MANGROVE MOUNTAIN
RMB 1640 Nurses Road,
Mangrove Mountain 2250
(Restricted Hours)
Telephone: (02) 4373 1249

TOUKLEY
Hargraves Street, Toukley 2263
Telephone: (02) 4396 5111

WOY WOY
Ocean Beach Road, Woy Woy 2256
(Adjacent to Woy Woy Hospital)
Telephone: (02) 4344 8432

WYONG
Pacific Highway, Hamlyn Terrace 2259
(Adjacent to Wyong Hospital)
Telephone: (02) 4393 8270