LETTER TO
our staff and community

The following pages
are an account of many of our
achievements throughout the past year
and it is with great pleasure we present to
you the 2001-2002 Year in Review.

With redevelopment in full swing, we have
seen the appearance of both Gosford
and Wyong Hospitals begin to change.
We have also witnessed the completion
of new community health facilities which
have taken additional healthcare closer
to our community. These changes have
brought many challenges to both our
staff and the community and we recognise
that they have been met with enthusiasm,
excitement and professionalism. We also
acknowledge the tireless commitment of
those who continue to support us.

What is obvious from reading the following
pages is how fortunate we are to live in such
a beautiful environment which lends itself to
a healthy lifestyle.

The redevelopment of Gosford and Wyong
Hospitals and the expansion of community
health facilities, are definitely the beginning
of a new era of healthcare provision for the
people of the Central Coast.

Our front cover photo depicts Kangaroo Care which is an effective strategy being
embraced by Central Coast Health (CCH). This simple concept represents a change in maternal and newborn care
currently practiced by staff at Gosford Hospital’s Neonatal Unit.

Kangaroo Mother Care is a method of care for all newborns, but is specifically targeted at premature infants. It is centred
around three basic principles of maternal care which include skin to skin contact, the encouragement of breastfeeding
and the promotion of bonding. The process involves either parent giving ‘kangaroo’ cuddles to their infant with skin to
skin contact on the parent’s chest for up to two hours each day.

Skin to skin contact enables the baby to relax, improving their heart rate, breathing and increasing their temperature.
The simple act of placing the baby against the mother’s chest stimulates the production of milk, encouraging breastfeeding.

Many premature babies are often separated from their parents at birth when they are moved to the special care nursery.
The stress of separation is felt by both mother and baby and the use of skin to skin contact empowers the parents,
who often feel they are unable to be actively involved in their premature baby’s care.
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.

PART OF THE COMMUNICATION STRATEGY FOR THE REDEVELOPMENT OF GOSFORD AND WYONG HOSPITALS IS THE AMBASSADOR PROGRAM. AMBASSADORS FROM WITHIN CCH ARE INVITED INTO THE COMMUNITY TO TALK TO GROUPS ABOUT THE FUTURE OF HEALTHCARE ON THE CENTRAL COAST AND ANSWER QUESTIONS. THIS HAS BEEN AN INNOVATIVE AND SUCCESSFUL PROGRAM WITH VERY POSITIVE FEEDBACK. PICTURED IS TRICIA SEMMENS, ONE OF OUR AMBASSADORS, RUNNING THROUGH A PRESENTATION WITH VOLUNTEERS, LISA AND GEORGE.

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 goals include Faire Access, Healthier People, Quality Health Care, and Better Value.

This year we made substantial progress in achieving our goals.

LIBRARY SERVICES CENTRAL COAST HEALTH

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BREASTFEST promotion

At 9.30am on Wednesday August 1, 2001, Greater Union Cinemas at Tuggerah were echoing with cries of hunger!

That was just before 536 mothers and their babies from across the Central Coast successfully broke the Guinness Book of World Records for the number of mothers and babies breastfeeding in the one place at the one time.

The BreastFest promotion was effective in highlighting the benefits of breastfeeding to the Central Coast community.

This successful event was organised by staff from CCH's Nutrition Department in conjunction with the Breastfeeding Mothers Association of Australia and Mayne Health.

NORMA AND 12 WEEK OLD CHRISTOPHER WHO HELPED PUT THE CENTRAL COAST IN THE GUINNESS BOOK OF WORLD RECORDS, WHEN THEY PARTICIPATED IN THE BREASTFEST PROMOTION.

OUR STAFF - everyone's heroes

More than 13 members of staff from CCH were among the thousands of volunteer fire fighters who battled the infernos of the December and January bushfires that burned across NSW.

Their heroic fight and tremendous efforts saved lives and properties in our community and throughout NSW. They deserve our sincere thanks and appreciation for a job well done.

PICTURED ARE SOME OF CCH STAFF VOLUNTEER FIRE FIGHTERS AND SUPPORT STAFF WHO FOUGHT THE SUMMER FIRES.
MENTAL HEALTH  
- pets as therapy

The refurbishment of Mandala inpatient facility was completed in February and included an upgrade of the seclusion room and a re-design of the high dependency unit. Security for patients and staff was also enhanced to include an extension of the access control system, security cameras and an emergency call system in each room.

Work also continued on developing a range of innovative client programs including the popular “Pets as Therapy” program.

This successful program has been operating at Mandala for more than four years and aims to develop trust, confidence and self-esteem in clients.

Mandala’s Consumer Consultant and Volunteers Coordinator, Leslie Nord was the leading force behind implementing the program and together with her golden retriever Meg, works with clients three days a week.

“This program makes a real difference”, explains Leslie. “Patients talk to Meg and confide in her. They thrive on the physical affection and personalised attention Meg gives them, making them feel good about themselves”, she said.

Meg has inspired many of Mandala’s in-patients and her presence often has the effect of reducing aggression in patients and encouraging them to communicate.
After more than three decades of service, the coal powered boilers at Gosford Hospital had their fires extinguished for the last time.

There was a mixture of pride and sadness as the last shift finished on Sunday morning March 3, 2002. Eyeing the gauges, monitoring the temperature and feeding the fires was an around-the-clock job for the boilermen and one they undertook with passion.

“It wasn’t a job, but a way of life,” said Graham. “However progress is inevitable and the needs of our community will be well-served by the new facilities.”
FROM coal to gas

COAL HAS FINALLY BEEN REPLACED BY NATURAL GAS, A CLEANER, MORE ENVIRONMENTALLY FRIENDLY AND EFFICIENT SOURCE OF HEATING. THE BOILER ROOM AND SMOKE STACK, FIRST COMMISSIONED IN 1966, WERE DEMOLISHED AS PART OF THE $124 MILLION REDEVELOPMENT OF GOSFORD HOSPITAL.
PICTURED IS THE DEMOLITION OF THE OLD MAINTENANCE BUILDING AT GOSFORD HOSPITAL, JUST ONE OF SEVERAL BUILDINGS BEING PULLED DOWN TO PAVE THE WAY FOR THE $206m REDEVELOPMENT OF GOSFORD AND WYONG HOSPITALS.

"There is a lot of work to be done yet," said CCH CEO, Jon Blackwell. "But when the redevelopment is complete, our community will have some of the most modern health facilities in NSW".

During the year major works have commenced at both Gosford and Wyong Hospitals. Recently, many support services have been relocated to other parts of the Gosford Hospital campus and also to our West Gosford site.

This cleared the way for the demolition of old buildings including the boiler room with its 27 metre high smoke stack, maintenance bays, the old laundry facility and other smaller buildings.

The first of the changes, although an interim measure, was the construction of improved Ambulance access and turning circle at Gosford Hospital's Emergency Department.

When complete, Gosford Hospital will boast state-of-the-art facilities including, new medical wards, additional operating theatres and a significantly enlarged Emergency Department.

Wyong Hospital will double in size and its redevelopment will include new operating theatres, new wards, improved medical imaging and pharmacy services as well as a 50-bed mental health inpatient facility.

DEMOLITION OF maintenance building

"it is the end of an era but the beginning of another"

8 YEAR IN REVIEW
INTER-HOSPITAL
olympics

There was an atmosphere of anticipation amongst CCH staff as the time to host the 2001 Inter-hospital Olympics drew near.

Although more than 70 hospitals from across the state took part, it was CCH, aided by the home town advantage, that was overall winner of the event, taking home a total of 113 medals including 44 gold.

Organiser of the 25th Inter-hospital Olympics, Stuart Davidson, said “that 1400 NSW Health employees competed in 12 different sports from swimming to lawn bowls and it was their enthusiasm that made the games so memorable.”

"All the teams that took part deserve credit for the success of this event. It was only with their participation and support that we were able to stage this event", Stuart said.

CCH would like to thank all the volunteers and corporate sponsors of the inter-hospital Olympics including Mingara Recreation Club who hosted 7 events.

"COMPETITORS
RADIOGRAPHER, TONY NUTT (R)
AND PSA, KEN CORKHILL
BATTLE IT OUT ON THE
SNOOKER TABLE."
Research for Health was launched during the year, representing an exciting step forward in the development of research initiatives as part of an on-going effort to improve the health of the people of the Central Coast community.

Research for Health aims to promote world-class research on the Central Coast and improve access to care by providing a recognised centre of knowledge and excellence.

Dr Denis Crimmins, Chairman of the Research Committee and Head of Neurology at CCH explained that Research for Health will focus on the unique needs of the Central Coast population.

The main focus areas for research include cancer, neuroscience, cardiovascular and pulmonary, asthma and nutrition.

The increased emphasis on research will also enhance our reputation as a teaching hospital.

"As a teaching hospital, Gosford already attracts a large number of high calibre staff and students. Research is an intrinsic and vital element of a teaching hospital and creates an extremely attractive environment in which to work" Dr Crimmins said.

CCH in partnership with the University of Newcastle has shown a strong commitment to research with the appointments of a Professor of Medical Practice, Professor John Boulton and a Professor of Nursing Research, Professor Mary FitzGerald.
A hearing screener for newborn babies is just one of a range of important equipment that was purchased out of funds raised from the Radio 2GO Give Me Five for Kids Appeal.

Launched at Mingara Recreation Club, the 2001 appeal received tremendous support and raised more than $120,000 for the Central Coast Childrens Fund.

Driven by 2GO, this popular annual appeal continues to receive widespread support from organisations and individuals across the Central Coast, raising money to provide the very best medical equipment available for children on the Central Coast.

"We have been able to purchase many items of medical equipment thanks to those who have contributed to the appeal", said Jon Blackwell CCH CEO.

A few of the many items purchased included a crib and resuscitation trolley for the Obstetrics Unit, a pulse oximeter and many toys and children's videos for the Children's Ward.

The Children's Fund is supported by many community groups and businesses including Mingara Recreation Club, Central Coast Express Advocate, The Malibu Board Riders, MaGoo Surfing Classic, The Central Coast Taxis Golf Club, Woolworths and the Entrance Hotel Fishing Club.
The volumes of meals produced has increased this year with the opening of the Wyong Cancer Care unit and the Marumo-li Drug Treatment Centre.

The focus now lies with the future challenges that will result from further expansion of CCH and Food Services are ensuring their staff will embrace this transition with ease.

In preparing for the future, a new patient food delivery system as well as a competency based training program for staff are being planned.
BEHIND the scenes

WORKING CONTINUOUSLY, FOOD SERVICES PROVIDE A VITAL SERVICE TO CENTRAL COAST HEALTH, PRODUCING ALMOST 3000 MEALS A DAY AND 1.2 MILLION MEALS EACH YEAR.

FOOD SERVICES EMPLOYS MORE THAN 200 STAFF AND PROVIDES MEALS FOR GOSFORD, WYONG, WOY WOY HOSPITALS AND LONG JETTY HEALTHCARE CENTRE AS WELL AS FOOD FOR MEALS ON WHEELS IN THE GOSFORD AND WYONG AREAS.
KIDNEY LIFE

support appeal

The Lake Haven Dialysis Unit was officially opened by the Minister for Health, the Hon Craig Knowles MP in October.

The new dialysis unit is part of the Lake Haven Community Health Centre and funds for the construction and fit-out of the unit were raised through the Kidney Life Support Appeal.

The community’s contribution to the appeal was significant and the Minister praised their efforts. “All of you have done a remarkable job,” he said.

The appeal was an outstanding success raising more than $350,000 to provide the centre with vital dialysis machines and other equipment.

Dialysis patients living in the Wyong Shire now have the benefit of an excellent facility in their local area.

Chairman of the Kidney Life Support Appeal, Fred Dawson acknowledged the key role played by Rotary, Lions Clubs, and registered clubs on the Central Coast saying “they are a credit to our Community”.

PICTURED IS JENNY BECKER, AREA DIRECTOR OF NURSING AS SHE PROUDLY DISPLAYS A CHEQUE FOR $171,811.35, RAISED BY MEMBERS OF CENTRAL COAST LIONS CLUB FOR THE KIDNEY LIFE SUPPORT APPEAL.
CCH WOULD LIKE TO EXTEND A BIG THANK YOU TO EACH OF OUR VOLUNTEERS. PICTURED ARE KATRINA AND MARIA, FOLDING GOWNS AT WOY WOY HOSPITAL.

CCH is fortunate to have more than 700 dedicated volunteers and their commitment plays a vital role in providing services and support to patients and staff. They serve in a variety of areas including Palliative Care, Mental Health, Aged Care and in our hospital wards.

In addition, CCH has six hospital Auxiliaries who organise a variety of fundraising activities and also serve as an important link to the wider community.

In November, the booklet Volunteers - Make a Difference was launched and distributed in the community, providing information on all CCH volunteer groups.

OUR VOLUNTEERS helping us help others

To mark the International Year of Volunteers and the Centenary of Federation, many Adult Day Care volunteers dressed in period costume and participated in a tour where they rediscovered the history of the Central Coast. The activity was recorded in the official 2001 - Our Centenary of Federation book.

Being a part of the CCH family of volunteers is a rewarding experience.

One of CCH's longest serving volunteers, 87 year old Phyl Preston says "The best thing about being a volunteer is the friends I have made and also being able to make a difference in peoples lives."

The tireless dedication provided by our volunteers is appreciated by staff and patients. Through their assistance our staff are able to donate more time to patient care.

making friends and making a difference
More than 150 people attended the official opening of the Lake Haven Community Healthcare Centre by the Minister for Health, the Hon Craig Knowles MP last October.

Special Minister of State, the Hon John Della Bosca MLC, Member for Wyong, Paul Crittenden and Member for Peats, Marie Andrews joined the Health Minister as he opened the new facility in one of the fastest growing areas of the state.

LAKE HAVEN opening

THE HEALTH MINISTER, THE HON CRAIG KNOWLES MP (R) IS JOINED BY (L-R) THE SPECIAL MINISTER FOR STATE, THE HON JOHN DELLA BOSCA MLC, THE MEMBER FOR WYONG PAUL CRITTENDEN AND CHAIRMAN OF THE KIDNEY LIFE SUPPORT APPEAL, FRED DAWSON AS THE MINISTER OFFICIALLY OPENED THE LAKE HAVEN COMMUNITY HEALTHCARE CENTRE.

Mr Knowles had high praise for the local community as he acknowledged their key role in raising funds for the Centre's Dialysis Unit.

"The people of the Central Coast are to be commended for their commitment to the health of their Community" the Minister said.

The centre will help address the needs of young families and improve access to health services for the growing population of the North Wyong area.
It was a scorcher of a day, but that did not stop more than 150 people from attending the official opening of the Wyong Cancer Care Centre by the Minister for Health, the Hon Craig Knowles MP.

Many of those who attended played a key role in raising more than $1.1 million dollars for the construction of the centre.

"I am here to pay tribute to each and every one of you", said the Minister. "This is the best Cancer Care Centre I have seen, and it is a credit to all those who were involved in raising funds for it", he said.

The Wyong Cancer Care Centre provides treatment to people living in the Wyong area who previously had to travel to Gosford or other treatment centres outside of the Central Coast.
This year Gosford saw over 46,700 presentations, making it the second busiest Emergency Department (ED) in the State. Wyong saw almost 38,900.

Increasing demands in these areas was one of the driving forces behind CCH's successful redevelopment proposal.

A significant improvement will be the construction of short stay observation units attached to both EDs putting the Central Coast at the forefront of new observational medicine.

Our staff are looking forward to the future with excitement.
TWENTY4
seven

24 HOURS A DAY, SEVEN DAYS A WEEK, THE EMERGENCY DEPARTMENTS AT GOSFORD AND WYONG HOSPITALS NEVER CLOSE.

THE UNPREDICTABLE NATURE OF THE WORK ENVIRONMENT POSES UNIQUE CHALLENGES FOR THE EMERGENCY DEPARTMENT STAFF.
As part of the recommendations from the NSW Drug Summit, a 15 bed Drug Treatment Centre was opened at Wyong Hospital in May.

Officially opened by Special Minister for State, the Hon John Della Bosca MLC, the treatment centre is named Maruma-li, from the language of the Kamilaroi people and means 'to heal the mind body and spirit'.

The new centre was funded through the NSW Drug Summit and had a construction cost of $3.4 million.

CCH CEO, Jon Blackwell said “the centre is an opportunity for those dependent on drugs and alcohol to become drug-free, improve their health and regain control of their lives”.

The centre also has a 170 place outpatient service and will provide drug rehabilitation services primarily to residents of the Central Coast.

The centre is staffed by a team of 22 and cared for its first intake of clients in May.
PAULINE, A COMMUNITY ARTIST WHO TEACHES SCULPTURE, WITH ONE OF THEIR CREATIONS. THE RECOVERY PROGRAM, RUN BY YPPI, HAS A TRADITION OF INCORPORATING POPULAR MEDIUMS SUCH AS THE VISUAL ARTS, TO ENGAGE YOUNG PEOPLE.

YPPI

CCH's Mental Health Service received an award for excellence for the Young People Early Psychosis Program at the Baxter Better Health Care Awards. This innovative program is one of the activities run by the Young People's Prevention and early Intervention (YPPI) centre, which provides case management to young people aged between 16 and 24 years old.

YPPI promotes positive mental health in young people who have experienced or who are at risk of experiencing their first episode of psychosis.

The Early Psychosis Program is involved with many projects in collaboration with the community.

The YPPI centre boasts the results of one of these projects with a garden built by its clients with the guidance of TAFE outreach teachers and local artists.

TRENT, A YPPI CLIENT AND PAULINE, A COMMUNITY ARTIST WHO TEACHES SCULPTURE, WITH ONE OF THEIR CREATIONS. THE RECOVERY PROGRAM, RUN BY YPPI, HAS A TRADITION OF INCORPORATING POPULAR MEDIUMS SUCH AS THE VISUAL ARTS, TO ENGAGE YOUNG PEOPLE.

promoting positive mental health in young people

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Youth Health took the safe sex message to Central Coast beaches in January following the successful launch of the Safe Summer Safari Program at Terrigal Beach.

This innovative program raises awareness among young people aged 16 to 24 about safe sex practices.

The program, coordinated by Youth Health in partnership with HIV & Sexual Health, took to the beaches with a group of specially trained teenage Peer Educators who surveyed young people about their awareness of safe sex.

More than 800 young people were surveyed as part of the program which also provided them with details of where they could receive assistance and education on sexual health issues.
The retirement of Professor Don George after 14 years on the Board of Directors of CCH occurred in June.

A member of the CCH Board of Directors since 1988 and Chairman since 1993, Professor Don George is respected by all who know him.

"Professor George played a key role in bringing about many improvements in services and facilities at CCH including the current redevelopment of Gosford and Wyong Hospital" says CCH CEO Jon Blackwell.

"He was the driving force behind the signing of the agreement between the University of Newcastle and CCH that enabled Gosford to become a teaching hospital”.

Professor George was also instrumental in the development of the Research Committee that provides grants to local health researchers.

APPRECIATION

The provision of quality healthcare for the people of the Central Coast cannot happen without the professionalism and commitment of many dedicated people and we would like to thank the following:

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.

Professor Donald George AO
Chairman of the Board

Mr Jon Blackwell
Chief Executive Officer
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**Wyong Hospital**
Pacific Highway, Hamlyn Terrace 2259  
PO Box 4200, Lakehaven 2263  
Telephone: (02) 4393 8000

**Long Jetty**
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 2111

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

**GOSFORD**
Telephone: (02) 4320 2111  
Request transfer to appropriate service

**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**
RM 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 CENTRAL**
38A Pacific Highway Wyong 2259  
Telephone: (02) 4356 9300

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