Health
South Eastern Sydney
Local Health District

5th Edition

NSW Telestroke Service

The Reperfusion Times

An internal newsletter for staff at NSW Telestroke Service Referring Sites

December 2022

Medical Director's Foreword

The NSW Telestroke Service represents a partnership between multiple Health agencies including Prince of Wales Hospital, The Agency for Clinical Innovation, eHealth and most importantly, the 23 Regional Site partners to deliver hyperacute state-of-the-art stroke care to patients in regional New South Wales. Congratulations to everyone involved for the well-deserved recognition in the 24th Annual NSW Health Awards. These awards are acknowledgement of the hard work of healthcare workers across NSW, looking after stroke patients on the front lines, every day (and night!). On December 1st a small group from this team were able to gather in Sydney for the awards ceremony, representing our colleagues from across the state. The NSW Telestroke Service was thrilled to be awarded both the Patient Safety First Award and the Secretary's Award for Integrated Value Based Care.

Photo: Wagga Wagga Stroke Team Katherine Mohr, Dr Martin Jude and Dr Paul Rees

This edition, the Reperfusion Times spotlights the Murrumbidgee Local Health District. Dr Martin Jude and Dr Paul Rees in Wagga Wagga partner with the NSW TSS to provide one of two examples or our Hybrid model of care. This collaboration allows sites with a local neurology service to link in with NSW TSS roster of neurologists after hours or during periods when the local team is on leave. The NSW TSS model of care is integrated into the local model to allow for this to happen. This has proven to be a successful and rewarding partnership and is one way in which virtual care delivery can work to support and enhance the exceptional work that is being done in regional and remote NSW by dedicated specialists. I will also point out that Martin, Katherine and the team still hold the state record Door to Needle time of 12 minutes, since we went live in 2020….and I doubt that time will be bested any time soon!

Happy Holidays! All the best, Ken

NSW TSS Recognition and Milestones

Congratulations to the whole team across NSW who are delivering the NSW Telestroke Service and were recognised in the **24th Annual NSW Health Awards**. The NSW Telestroke Service won both the **Patient Safety First Award** and the **Secretary's Award - Integrated Value Based Care.**

Photo: NSW Health Awards

The NSW TSS was announced as winner of the **2022 SESLHD Healthcare Awards** in the Integrated Value Based Care category, and also received the district's Consumer's Choice and Board's Choice Awards.

Congratulations to Wagga Wagga Base Hospital, Port Macquarie Base Hospital and Coffs Harbour Health Campus for receiving Gold Status recognition in the 2022 Q3 **World Stroke Organisation Angels Awards.**

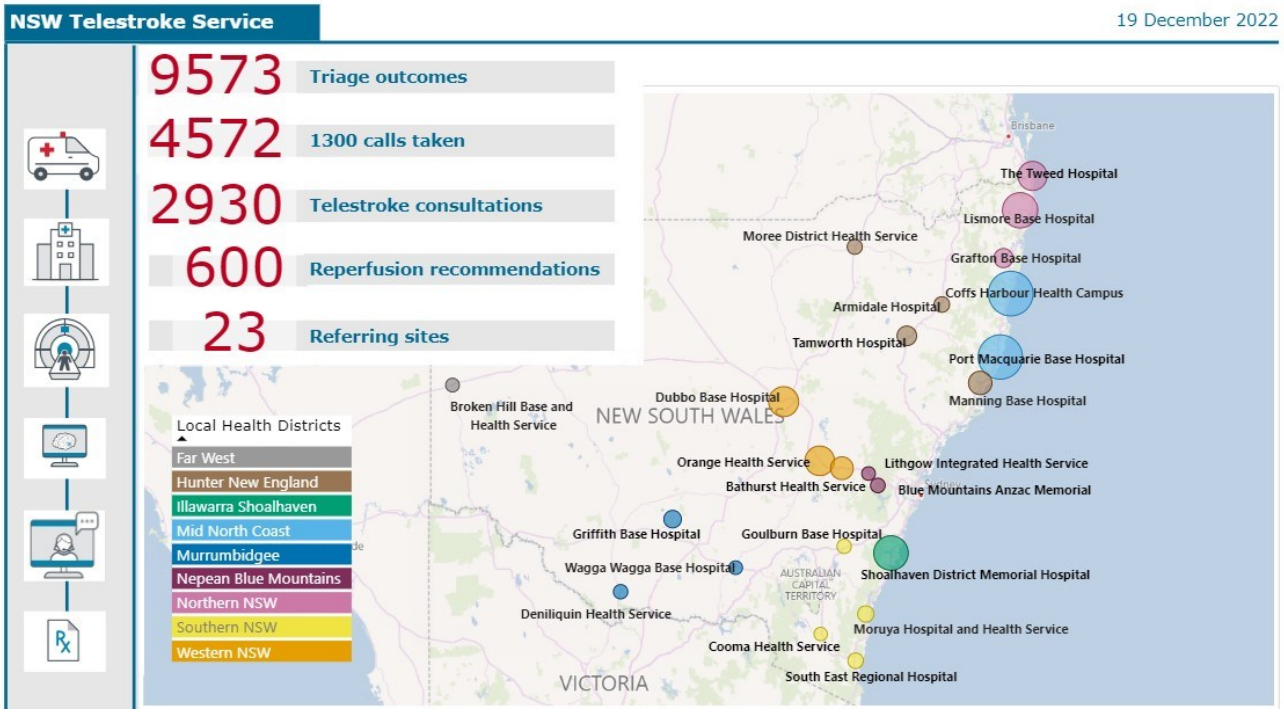
National Safety and Quality Health Service Standards tagged throughout this newsletter

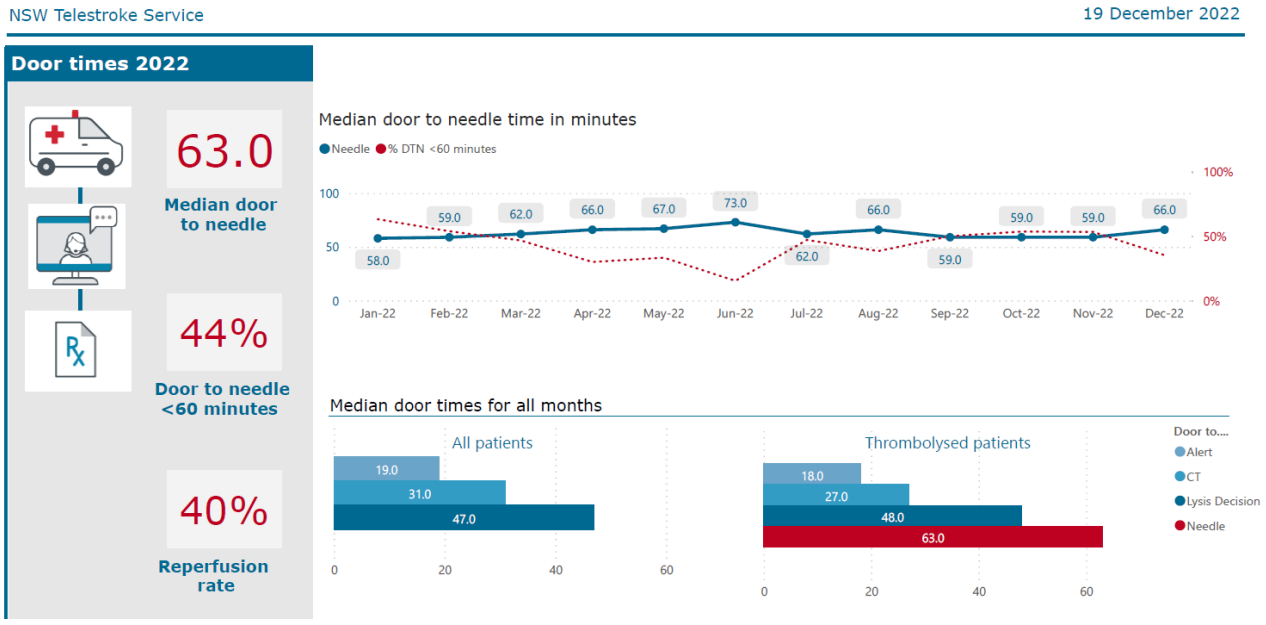
NSQHS STANDARDS

- Clinical Governance Standard
- Partnering with Consumers Standard
- Comprehensive Care Standard
- Communicating for Safety Standard
- Preventing and Controlling Infections Standard
- Medication Safety Standard
- Blood Management Standard
- Recognising and Responding to Acute Deterioration Standard

https://www.safetyandquality.gov.au/standards/nsqhs-standards

NSW TSS Data Update





NSW TSS Education Update

Patient experience videos are currently being developed for use in healthcare professional education in line with NSW Health Elevating the human experience. The first two patients have told us their story and a huge thank you to Coledale Community Centre, Deniliquin Hospital, Rachel Peake and Fiona McKern for supporting this exciting project. The videos will be launched at the NSW TSS Forum 31st March 2023.

Photos: Filming in Tamworth and Deniliquin- patient experiences of the NSW TSS

The next BPT ***Introduction to Telestroke*** webinar will take place on 30th January 2023 at 6pm and be presented by Professor Ken Butcher, Medical Director NSW TSS. The NSW TSS hosts these webinars quarterly and recordings of previous webinars are available as resource for sites should they wish to use them. Invitations will be sent to all BPTs in the network due to rotate to a NSW TSS site. For further details please contact SESLHD-NSWTelestrokeService@health.nsw.gov.au

Murrumbidgee LHD

This issue we visit the Murrumbigee Local Health District and its referring sites Wagga Wagga, Griffith and Deniliquin Hospitals.

Neurologist Spotlight MLHD

Dr Martin Jude and Dr Paul Rees | MLHD Neurologists

Martin– I moved to Wagga Wagga almost 30 years ago and set up a neurology practice with a special interest in Stroke. In 2007 we opened a 4 bed Acute Stroke Unit at Wagga Wagga Base Hospital which has since increased to 5 beds. In 2008 we started thrombolysing patients. Wagga Wagga looks after patients from across the Murrumbidgee LHD and for a long time we supported Griffith Hospital to thrombolyse patients prior to the advent of the NSW Statewide Telestroke Service. Paul moved to Wagga Wagga in 2021 and joined the neurology practice.

FUN FACT: *Martin* - On the weekends and when I'm not working in our busy service, I enjoy spending time on the farm, but I'm a hopeless Rugby tragic and my devotion to the Wallabies takes priority over most things!

Paul - I'm a devoted skier and love living in the mountains.

Griffith

Griffith was the 1st of the MLHD sites to implement NSW TSS in May 21. The implementation embedded a standardised process for stroke recognition and escalation pathways of hyperacute stroke management. Thanks to engaged and committed clinicians, Griffith recently achieved a door to needle time of 35 minutes.

Photo: Griffith Base Hospital ED team

Photo: Fiona McKern, Dr Ben James, Rachelle Austin, Dr Rachel James at Deniliquin Hospital

Deniliquin

Prior to implementation of the NSW TSS, Deniliquin was on bypass for stroke care. The first patient to receive thrombolysis at Deniliquin after the implementation of the NSW TSS, could not speak more highly of the care she received and recorded her story. Dr Rachel James and Dr Ben James also spoke to their experience using the NSW TSS, as Rural VMO GPs working in regional NSW. These videos were developed as resources to build awareness around stroke care and were launched during National Stroke Week.

Wagga Wagga

In July 2021 Wagga Wagga went live on the NSW TSS, providing a hybrid model of care with the local neurologists. The incredible team effort involved over the many years of building the Wagga Wagga Stroke Service, was also recognised through a World Stroke Organisation Gold Angels award for Q3 2022. Being engaged in the NSW TSS has led to a quality improvement project with the Canberra Hospital. This involves collaborating to reduce the delays when transporting patients to Canberra for ECR.

Photo: Wagga Wagga Stroke Team

NSW Telestroke Service: ACI Stroke Network & eHealth

ACI Stroke Network Update

Congratulations to the team delivering the NSW Telestroke Service across the state on their success at the NSW Health Awards. The NSW Telestroke Service won in both the category of **Patient Safety First** and the **Secretary's Award - Integrated Value Based Care**. These awards recognise the fantastic work done by so many of you across the Network.

Photo: NSW Health Awards

The **NSW Stroke Peer Mentorship Program** has had 12 participants from NSW TSS Referring Sites attending RPA, RNSH, St Vincent's Hospital and POWH in 2022. Dates for next year will commence in March 2023. For further details please contact aci-stroke@health.nsw.gov.au

The ACI Stroke Network are developing a **Clinical Practice Guide** for thrombolysis in acute ischaemic stroke. An EOI to join the working group commencing in January 2023 has been circulated. Please return responses asap to aci-stroke@health.nsw.gov.au

Statewide consultation regarding **stroke incentive funding** is underway. If you would like further details, please contact aci-stroke@health.nsw.gov.au

Kelly Andersen has commenced with the ACI in a Stroke Project Officer 0.5 FTE contract role. Welcome Kelly, lovely to have you on board to support the Stroke Network activities across the state.

eHealth

The migration from SfB to **MS Teams** on the NSW TSS WOWs is now complete for all LHDs apart from than MNCLHD and the NNSWLHD. The dates for this final migration are still to be confirmed.

The support of the service has now transitioned to the eHealth BAU Support teams, what does this mean for you….

Incident Reporting: Critical/high priority issues

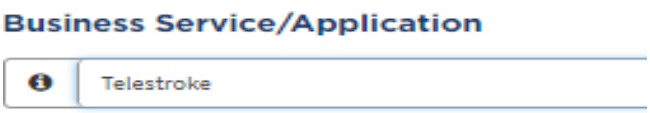
For critical/high priority issues that occur in the absence of the Telestroke Neurologists, a staff member should call the Statewide Service Desk (SWSD) on **1300 285 533**

- Once the call is connected, press # when asked for Stafflink number
- From the Menu options, select Option 2 (Clinical applications or issues affecting patient care)
- Advise the call is regarding Telestroke, explain the issue and its criticality. The call will be transferred directly to the respective technical team to troubleshoot and resolve both during and after business hours

Incident Reporting: Non-emergency issues

For non-emergency issues and routine support, report directly to the Statewide Service Desk (SWSD) via **1300 285 533** or using the SARA incident form SARA Service Portal

It is important to clearly identify that the incident is for Telestroke. To do this select '**Telestroke**' as the Business Service/Application in the SARA form



Access Requests:

To request access to Telestroke applications, call the Statewide Service Desk (SWSD) on **1300 285 533** and they will direct the ticket to the appropriate team to arrange for access.