

NSW Telestroke Service

The Reperfusion Times

An internal newsletter for staff at NSW Telestroke Service Referring Sites

December 2023

Medical Director's Foreword

After more than three years of delivering a virtually supported hyperacute stroke service across regional NSW, we have much to be proud of. Not only the outcomes achieved for patients across the state, but also the collegiality and teamwork of such a large and diverse group of people.

This edition of The Reperfusion Times we are meeting the teams in our four Southern NSW Sites. As is the case across all of NSW the role of the radiographer is key in supporting the process of a virtual stroke service. In this edition we shine the spotlight on our imaging colleagues in Southern NSW.

2023 has seen the expansion of the ASAP triage tool into an additional 12 sites peripheral to NSW TSS referring sites, to assist recognising patients who may benefit from treatment and expedite their transfer to a NSW TSS site. The ASAP tool has also seen the addition of a live dashboard which helps us, as on call neurologists, have information about where patients are being triaged across the state in real time. Delivering a virtual service relies on the hard work and collaboration of many people and whilst we take time to celebrate the success of the service, we are mindful that there is more work to be done.

I will keep my foreword brief in our final addition for the year, but take this opportunity to thank you all for your hard work and commitment to supporting the work of the statewide virtual stroke service. We look forward to growing and strengthening our partnerships in 2024. Happy Holidays! All the best, Ken

NSW TSS Recognition and Milestones

Congratulations to **Port Macquarie** on receiving **Platinum** status recognition for 2023 Q3 in the **World Stroke Organisation Angels Awards**.

Wagga Wagga, Coffs Harbour, Lismore, Tamworth, Dubbo, and Shoalhaven received Gold status recognition. Acknowledgement of hours of hard work by these dedicated teams.

Visit from the Health Minister

The POWH Host site team received a visit from the NSW Minister for Health and Minister for Regional Health, The Hon. Ryan Park. Minister Park spent time looking at the new ASAP dashboard with Dr James Evans and was keen to hear how the NSW Telestroke Service could help patients in regional and remote NSW beyond the first hour of treatment.

The **NSW TSS was featured in local media in Nepean Blue Mountains**. Local Lithgow woman Vickie Anthes was treated by the ED team at Lithgow Hospital working with the stroke specialist on the NSW TSS, after she presented having lost the ability to speak due to a stroke. Blue Mountains/Lithgow ED CNC **Chris Boothroyd** spoke to the *Mirage News* about the case and the impact of having access to this life saving treatment in Lithgow. Chris is a key champion for the NSW TSS in the NBMLHD and it was great to see the local ED celebrated with this good news story.



Photo: Dr James Evans, Deputy Director, NSW TSS on 9 News

Aligning with National Safety and Quality Standards

<https://www.safetyandquality.gov.au/standards/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



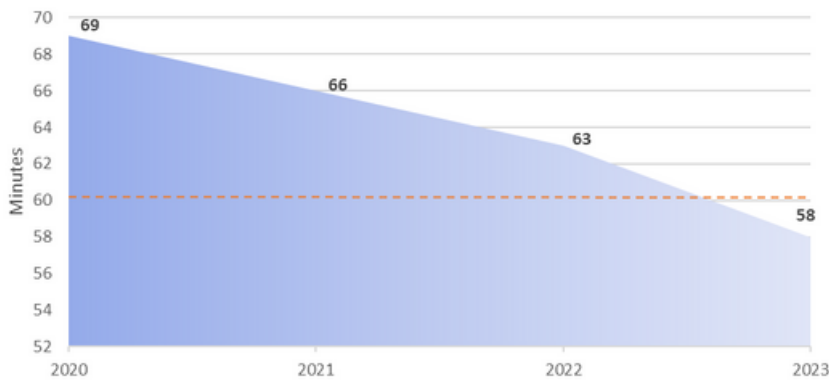
Acute Stroke Clinical Care Standard

NSW TSS Data Update: Door To Needle (DTN) Times

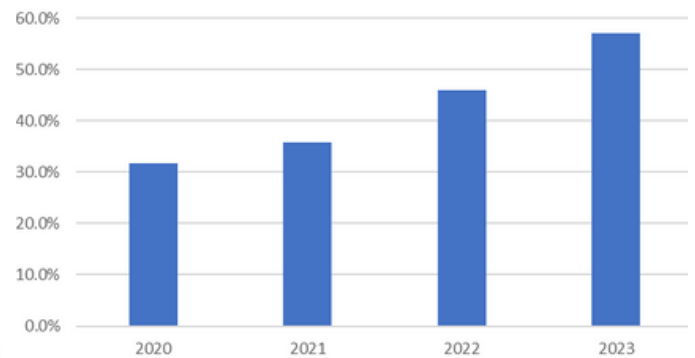


Since March 2020 there has been a notable reduction in the median Door To Needle (DTN) time at NSW TSS sites coupled with a steady increase in the percentage of patients receiving treatment under 60 minutes.

DTN Time (minutes)



% of Cases with DTN < 60 minutes



Telestroke Education 2024



ASAP Training Video

The education team have been working hard to put together a suite of training videos to assist clinicians in mastering the ASAP tool. Filmed in the Prince of Wales Emergency Department, the videos are now in post production and will be due for release in early 2024.



Photo: ASAP training video filming at POWH ED

Learning from our patients

Collecting and sharing patient stories is a powerful tool to celebrate and promote the need for the service we provide. It is also a rich source of lived experience that can inform and complement the way we improve and innovate. A **Patient Story Development Pack** is being developed to guide a process through which we can capture and share patient stories.

Upcoming Quarterly Nursing Education Calendar

Next year, nursing education will feature a new look with twice-weekly sessions. Each week will focus on a different topic including neuro imaging for nurses, patient experience/case studies and a model of care table top SIM. Expect a calendar to be published quarterly to keep you up-to-date!

Face-to-Face BPT Orientation at POWH

Planning is underway for face-to-face BPT orientation at Prince of Wales Hospital. The orientation will cover a range of topics, including the ASAP tool, diagnostic imaging, peer sharing, and case scenario simulation to provide a comprehensive learning experience.

NSW Telestroke Service: LHD Spotlight



Southern NSW LHD

This issue we visit the Southern NSW Local Health District and its referring sites South East Regional (SERH), Goulburn, Cooma and Moruya Hospitals. Kristine Caprecho is the Stroke Care Coordinator covering all 4 sites in Southern NSW. Her dedication to supporting each of the sites is inspiring. With over a decade's experience as a Stroke Nurse, Kristine most recently worked as a Stroke Liaison Nurse. During this time, she was instrumental in developing stroke-related policies and projects, earning her recognition and awards. Making a difference in the lives of stroke survivors and their families has become her passion and career motivation. Her dedication in improving stroke management and outcomes for patients is evident in her work in Southern NSW.



Photo: Southern NSW LHD Stroke Care Coordinator Kristine



Southern NSW

A big congratulations to all the radiographers across the four Telestroke sites. They remain committed advocates in the use of the ASAP tool and are ever vigilant in ensuring that the Telestroke process is adhered to appropriately. Door-to-CT times across all four sites remain well within the national targets and benchmarks.

Every nurse, doctor, nurse unit manager, nurse educator, radiographer, allied health and ward support officer in all key departments across SNWSLHD Telestroke sites deserve to be recognised for their dedication and hard-work in improving the care provided to stroke patients.



Photo clockwise from top left: Medical imaging teams Moruya, SERH, Goulburn, Cooma

Goulburn



Photo: Goulburn Base Hospital ED Team



Photo: Goulburn Base Hospital ICU Team

Dr Soo Ming Phang (ED medical director) continues to be involved in championing the cause for acute stroke patients at Goulburn. He is actively participating in clinical case reviews of stroke patients. Dr Phang's recorded telestroke training video for ED continues to be part of the orientation package provided to all the medical officers across all four Telestroke sites. Dr Phang monitors and updates the stroke service information sheet for Goulburn ED to ensure that all medical officers are familiar with the Telestroke process.

Sarah Smith, senior radiographer for Goulburn Hospital, has been a champion for Telestroke since implementation. She has initiated practice changes in the department to systemically review cases which did not go through the Telestroke process. She also conducts regular Telestroke training and refresher sessions to current and new staff.

Cooma

Cooma's team of nurse educators, **Genevieve Whitehead**, **Sarah Bartley**, **Angela Oliveira**, and **Karen Evans**, have all worked hard in ensuring that Telestroke and general stroke education are incorporated in Cooma Hospital's education plan. This team regularly reach out to look for opportunities to provide education around stroke care for nursing staff at Cooma Hospital making sure they include stroke simulations and workshops in their education calendars. Genevieve and Sarah, with their NUM **Amy Simpson**, have conducted thrombolysis simulation as part of their resus training. **Dr Stephen Murdoch** continues to advocate for stroke at Cooma and is actively engaged in supporting Telestroke service delivery.



Photo: Cooma Hospital ED Team



Moruya



Photo: Moruya Hospital ED Team

Senior Radiographer at Moruya Hospital, **Aaron Sanders**, is an integral part of the stroke team. He helps to sustain the delivery of hyper acute stroke care and continues to advocate for improving the Telestroke process within Moruya Hospital. As one of the busiest hospitals in Southern NSW, Moruya's ED nursing team demonstrates excellent teamwork led by **Rachael Elliot** and **Katherine Fisher**.

South East Regional Hospital

Dr Kalyani Bhide, (acting ED Medical Director), continues to be involved in the review of Telestroke cases where process issues are identified. With acting ED Medical Director **Dr Samuel Tormey** they remain advocates of the service.



Photo: SERH Hospital ICU Team



Photo: SERH Hospital ED Team

Nurse educators **Julie-Ann White**, **Michael Grew**, and **Dawn Kamprad** champion Telestroke and stroke in general at SERH.

Dawn was recently recognised by the Acute Screen of Swallow in Stroke (ASSIST) working group for a quality improvement initiative to organise ASSIST training for every member of her team. This training ensures that staff are able to correctly identify patients with potential swallowing impairment. By managing these patients appropriately the team are able to prevent swallowing-related incidents.

Imaging Update



In 2024 we'll be starting regular imaging education featuring a wide range of topics and looking at some interesting cases. Furthermore, we're in the planning phase of establishing a Community of Practice for Radiographers working at NSW Telestroke sites. This Community of Practice will provide radiographers with the opportunity to come together and share knowledge and experiences.

Fun Fact:

Did you know that the "x" in "X-ray" stands for "unknown"? It's true! When Roentgen discovered X-rays, he detected them but wasn't sure where they came from.

ACI Stroke Network Update



- ACI have launched an **electronic ECR handover form** at the John Hunter Hospital and Royal Prince Alfred Hospital. This form will facilitate the communication of patient information to the ECR team for those transferred from Primary Stroke Centres.
- The establishment of a **data and benchmarking working group** is underway. The group's primary objective is to develop a statewide solution for data collection and peer benchmarking. This is the first step in meeting the new National Stroke Targets.
- A **Metro Stroke CNC/NP Network** has been created, and the committee will meet every quarter. The committee will be chaired by **Rebecca Phair** from Concord Hospital.
- The **peripheral ASAP tool** is now available at NNSWLHD and MNCLHD participating sites.