



From: Natasha Lee (Northern Sydney LHD) <Natasha.Lee3@health.nsw.gov.au>
Sent: Monday, June 3, 2024 4:30 PM
To: Kym Morgan <Kym.Morgan@hsu.asn.au>
Cc: Eleanor Morris (Northern Sydney LHD) <Eleanor.Morris1@health.nsw.gov.au>; Info <info@hsu.asn.au>
Subject: Patient Liaison Officer Extended Coverage Trial HKH

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Dear Kym

I hope all is well.

I wish to advise that Hornsby Ku-Ring-Gai Hospital (HKH) is currently undertaking a trial of increasing Patient Liaison Officer's (PLO) Shift Times coverage for a three (3) months period from 5 to 6 days.

As you would be aware, the PLO's play a critical role is opportunity for revenue growth and by utilising additional PLO resources on the weekend would enable HKH to maximise revenue generation.

We are confident that the trial will be successful and anticipate the three (3) month trial with strong potential to establish the position permanently based on outcome. It is imperative to note that there is no impact on the FTE establishment for PLO's.

The HKH PLO staff have been consulted and are excited about the trial and this new opportunity.

We will keep you posted on any further development on the trial and thank you for your support.

If you require any additional information, please contact me via reply email or mobile. Alternatively, please contact Ms Eleanor Morris, A/Finance and Performance Manager, on email Eleanor.Morris1@health.nsw.gov.au or phone 02 9926 4983.

Warm regards,

Natasha Lee (She/Her)
HR Business Partner
People & Culture
Hornsby Ku-ring-gai Health Service

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Working days Monday to Friday, 08:00am - 4:30pm



Northern Sydney
Local Health District



I acknowledge the traditional custodians of the land and pay respects to Elders past and present. I also acknowledge all the Aboriginal and Torres Strait Islander staff working with NSW Government at this time.

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