

Caring Together Update

The official newsletter for Caboolture and Kilcoy hospitals and Woodford Corrections Health

December 2017



Metro North Hospital and Health Service *Putting people first*

Excellence awards celebrate our achievements

Caboolture and Kilcoy Hospitals and Woodford Corrections Health staff recently celebrated another successful year at the 2017 QSuper Caring Together Excellence Awards.

Executive Director Dr Lance Le Ray said the annual award ceremony was a wonderful opportunity to highlight and celebrate the hard work of colleagues at Caboolture and Kilcoy Hospitals and Woodford Corrections Health over the past 12 months.

“We can be justifiably proud of how we go above and beyond when caring together for the community,” Dr Le Ray said.

“The winners were selected from a record number of 60 nominations this year.

“I was very happy that representatives from the Metro North Board and Executive were able to join us and officially recognise the work of several staff, teams and departments in alignment with our values.

“Congratulations to all the finalists, highly commended and winners.

“Thanks for helping us grow.”



Congratulations to Stuart Campbell and the Engineering Department, which was the 2017 Caring Together Excellence Awards QSuper Shield Team Winner recently.



Kilcoy Hospital Facility and Nursing Director Lyndie Best, Leadership Highly Commended Jessica Tomkins and Kilcoy Hospital Nursing Unit Manager Debbie Jones.



Metro North Chief Executive Sean Drummond, Change Manager and Event Host Suzanne Michaels, Service Improvement Officer and Host Michael Taylor, Director of Nursing and Midwifery Julie Lahey.



Dr Lance Le Ray
Executive Director
Caboolture and Kilcoy Hospitals, and
Woodford Corrections Health Service

A line from Lance

Dear Colleagues,

As another busy year draws to a close, it's worthwhile to remember some of the significant achievements we have made in the past 12 months.

Ward 3B opened in March with an additional 32 adult patient beds, including the GLAD Unit for patients requiring closer observation. The new Paediatric Feeding and Swallowing Service started helping our youngest patients.

Only a few months later, we rolled out Fit Fab Cab 2.0 which removed sugary drinks and introduced nutritious food alternatives in the hospital's canteen Delish and vending machines.

In July, Caboolture Hospital joined the 'Milk Bank' to provide vital breast milk for babies born at less than 34 weeks gestation.

In September, our 'Caring Together 2 Breath Easy' project team received international recognition for its work with COPD patients, which continues to make a real difference for people in our community with this condition.

In November, our new 300 spaces car park opened more than a month ahead of schedule and we made a few other changes to parking to ensure patients, visitors and the community coming to Caboolture Hospital can find a parking spot.

I was also proud to have another 39 students graduate from our School Based Traineeship and Health Care Academy programs. Our future is in very safe hands.

We've seen so much happen in 2017 which this edition of the Caring Together newsletter highlights.

The new year ahead also looks certain to be a busy one, starting with the all-weather ambulance access road to be ready in January.

Our new Specialist Outpatient Building will open in early February. This will allow some internal movements in the hospital main building with the ultimate goal of doubling the capacity of our Emergency Department.

We've continue to plan for the future of our hospital in years to come so we continue to grow with the community.

We're already experiencing significant growth in demand for our services with more than 600,000 people expected to live in the Moreton Bay region by 2031, about the equivalent of Newcastle or Tasmania today.

I would like to wish everyone a very Merry Christmas and happy New Year.

I look forward to having another list of significant achievements from 2018 which we can reflect on again at this time next year.

Dr Lance Le Ray



Congratulations to our car park hero!

Congratulations to our QSuper Car Park Hero overall winner, Ellen Roos!

Ellen was presented with a new Nespresso coffee machine by QSuper Relationships Manager Amanda Manning at the All Staff Forum in December.

Ellen and many other staff caught the free shuttle bus running between Caboolture Showgrounds and the hospital while the new car park was under construction.

Thanks to everyone who caught got on board to ensure that valuable car parking spaces were available for the community.



We've recycled 39 giraffes!

What do 39 giraffes and Caboolture Hospital have in common?

To the end of September, Caboolture Hospital had recycled 31,690 kilograms of cardboard, plastic, glass, aluminium and steel this year – that's the equivalent of 39 giraffes, which each weigh about 800 kilograms each.

We also participate in Cleanaway's Harvest recycling program to recycle items including polystyrene, shrink wrap and kimguard sterilisation wrap.

To September, about 24 tonnes of this material has been recycled, which is the equivalent of another 30 giraffes.

Overall, we've sent about 277 tonnes to landfill and diverted more than 31.5 tonnes to be recycled, which means we're recycling about 11 per cent of waste being produced.

During this period, we also recycled almost 4.6 tonnes of paper that was collected and shredded before being made into new paper products. That's almost six more giraffes.

Further recycling opportunities continue to come on-line across the hospital, including recycling cans and bottles in specially-marked bins for staff, patients and visitors eating in the Central Courtyard.





Metro North Board Chair Dr Robert Stable, Executive Director Dr Lance Le Ray, 40 years award recipient Karen Blake and Metro North Chief Executive Shaun Drummond

“We want to celebrate and highlight that we value the contribution our staff make to Queensland Health and Caboolture Hospital, particularly people who have been here for many years,” Dr Le Ray said.

“I was happy to see so many people come along to congratulate fellow colleagues on achieving many years of service.

“I’m particularly looking forward to acknowledging 25 years of service next year for a few people who have been working at Caboolture Hospital since it opened in 1993.”

A new Caboolture and Kilcoy Hospitals and Woodford Corrections Health Length of Service ‘Honour Board’ lists people who received their length of service recognition this year and helps everyone celebrate the contribution the recipients have made to the hospital and Queensland Health.

The Honour Board is available on QHEPS: <http://qheps.health.qld.gov.au/cabkilocoy/governance/length-of-service.htm>

Celebrating 40 years of service

Australia’s population was 14 million people and Malcolm Fraser was Prime Minister. The first Star Wars movie was released, Darren Lockyer was born and Advance Australia Fair became our national anthem.

The year 1977 also saw Karen Blake and Yvonne Petley start work for Queensland Health.

The significant contribution that Karen, Yvonne and many others have made to the health of our community was officially recognised and celebrated at a Length of Service recognition ceremony at Caboolture Hospital recently.

Certificates started at 10 years of service and presented in five year increments up to 40 years. A staff barbecue lunch followed the ceremony, thanks to sponsor QSuper.

Executive Director Dr Lance Le Ray said recognising the contribution of staff in Caboolture, Kilcoy and Woodford was an important part of Caring Together for the community.



Congratulations to Jonnel, Leanne and Elaine who recently celebrated 10 years of service with Caboolture Hospital

We’re watching our waits

At Caboolture Hospital, we’re watching our waits.

Nurse Navigator Nikia Goldsmith said the Watch Our Waits (WOW) initiative was helping clinicians to identify unnecessary delays for patients in hospital and increasing their chances of going home sooner.

“Nobody wants to be in hospital longer than they have to be, especially at this time of year,” Nikia said.

“Purpose-built WOW software collates patient information and assists clinical teams to monitor, manage and overcome barriers that are preventing long-term patients being discharged in a timely manner.

“The program captures real time delays in patient transfer or discharge, which prompts further communication, care planning and coordination of discharge processes across the hospital.

“An enthusiastic multi-disciplined team including senior medical, allied health and nursing staff meet at Caboolture Hospital every Wednesday to discuss findings and work to overcome discharge barriers once a patient has been in hospital for nine days.



“Reducing unnecessary long waits in hospital can reduce complications for patients including infections, falls and delirium, reducing hospital readmissions.

“Categorising trends that lead to delays also allows for greater transparency for hospital managers who can act to improve processes and resolve constraints that result in discharge delays.”

WOW (Watch Our Waits) is a long stay patient initiative implemented across all Metro North Hospital and Health Service facilities.

For more details, visit www.health.qld.gov.au/improvement/projects/watching-our-waits



Top: Nurse Navigator Nikia Goldsmith and Patient Flow Unit Coordinator Bernadette Neil are leading the Watching Our Waits program at Caboolture Hospital. Above: Caboolture Hospital’s Watching Our Waits team

OUR YEAR IN REVIEW

2017



JANUARY

Retiring chaplain Gemma Hocking was one of just 10 people to win a Metro North Australia Day award for excellence, based on her care and compassion, always putting the needs of the customer first.



FEBRUARY

A new adult oral health clinic was opened at Kilcoy Hospital. The clinic sees about 500 patients each year. Caboolture Hospital welcomed 17 enthusiastic new junior doctors to our ranks and 18 students to the Health Care Academy.



MARCH

Our Paediatric Feeding and Swallowing Service started helping bubs. Of the 2000 babies born at Caboolture each year, about 20 per cent have feeding and swallowing complications due to being born premature or having

a low birth weight. Ward 3A and GLAD Unit opened their doors with 32 new adult inpatients beds.



APRIL

We welcomed the first 15 of 22 graduate nurses and midwives in March with a further seven coming in board in May.



MAY

Kilcoy residents joined hospital staff and auxiliary representatives and Metro North Board members to celebrate the opening of the newly-refurbished Kilcoy Hospital.



JUNE

Fit Fab Cab 2.0 was a great success. We tackled obesity head-on by removing sugary drinks and introducing nutritious alternatives in the hospital's canteen and vending machines.



JULY

We joined the Queensland Milk Bank program which provides pasteurised breast milk for babies born at less than 34 weeks gestation. Funding for the ED expansion and to start planning for a major redevelopment of Caboolture was announced.

AUGUST

The Hospital Auxiliary donated close to \$170,000 for a highly-specialised heart monitoring and testing equipment. It was also the month that the hospital's Central Courtyard opened and Kilcoy Hospital welcomed new Nursing Unit Manager Debbie Jones.



SEPTEMBER

Caboolture Hospital's new internet site was launched. We opened new surgical recovery rooms and an extra procedure room to support patients. The inaugural 'And Family' month ensuring family is considered as part of a patient's care was a great success. We congratulated the 'Caring Together 2 Breathe Easy' project team which won the Outstanding Innovation Prize at the 2017 Health Roundtable in New Zealand for its work with Chronic Obstructive Pulmonary Disease (COPD) patients.

OCTOBER

Robert Brown joined our Indigenous Health Liaison Team, which now provides after hours and weekend support services. Social worker Di Jenkins won the Metro North Staff Excellence 'People Focus' award for her work to improve the lives of at-risk children and families in the health system and the community.



NOVEMBER

The new 300 space car park opened – more than a month earlier than planned. With staff using the new car park, hundreds of spaces were freed up in the front car park near the main entrance for patients and visitors. A previous staff car park was also converted to general use, adding about another 100 spaces for the community.

DECEMBER

ED staff practised their skills in a full-scale resuscitation bay model set up at St Columban's College. With two new resuscitation bays nearing completion in ED, it was a great opportunity for frontline staff to rehearse skills and ask questions about the ED redevelopment process. Full story on page 5 of this issue.



riskman is coming soon

A new system for reporting risks and incidents will be rolled out at Caboolture and Kilcoy Hospitals early next year.

Service Improvement Unit Director Adam Kent said Riskman would replace several existing systems currently used for reporting staff and patients incidents, including PRIME CI, PRIME CF, QH Risk and IMS.

“Riskman is an integrated safety information system to record clinical and workplace health and safety incidents, consumer feedback and other risks, all in the one place,” Adam said.

“Caboolture and Kilcoy hospitals are rolling out the system at the same time as others across Metro North and it means we will be consistent with other health facilities throughout Queensland.

“It’s easy to get started – find the Riskman logo on the computer desktop, complete the system registration and go from there.

“RiskMan uses the same Novell username and password that you use to access other applications within the MNHHS.

“The very first time that you log into RiskMan it will ask you to validate where you work and your line manager.

“It will then provide you with Reporter level access, so you can enter all incident and feedback events.

“All staff can log into RiskMan and enter incidents and feedback straight away.”

Training for end users, which is staff who will use the system regularly, is underway and will continue during December.

Further end user training is planned for early-mid January, with line manager sessions for staff at Caboolture and Kilcoy hospitals from late January to mid-February.

“We’ll also host ‘sandpit sessions’ in early February for front-line staff to get their hands dirty and have a go with the new system in the computer training room before it goes live on Monday, 18 February 2018,” Adam said.

The Metro North Project Team has developed a Riskman ‘project pack’ with user guidelines that will sit beside each computer to assist with the rollout.

For more details, visit the Riskman page on QHEPS <http://qheps.health.qld.gov.au/metronorth/riskman/home.htm>



Successful collaboration delivers Emergency Department training

St Columban’s College recently hosted a full scale model of the new Caboolture Hospital Emergency Department resuscitation bays.

The reconstruction is a result of collaboration between the college, Queensland Ambulance Service, Caboolture Emergency Department, Metro North Infrastructure Planning and Capital Projects and the Clinical Skills Development Service.



Four spatial simulations were delivered that allowed for accurate ergonomic assessment, interdisciplinary team rehearsal of clinical skills and a forum for frontline staff to ask questions and give feedback on the redevelopment process.

The success of the partnership has highlighted other opportunities to collaborate with the college.

Caboolture Hospital plans to work with the college again in 2018 to include the pupils in scenario based education and training.

Pictured above: Clinical Skills Development Service Director of Simulation Dylan Campher, St Columban’s College Principal Ann Rebgetz, Caboolture Hospital ED Director Dr Sean Keogh, Clinical Skills Development Service Pocket Centre Coordinator Ben Stray, St Columban’s College Facilities and Enterprise Manager Pat Greene and Clinical Project Officer Luke Wainwright.

Have you seen the new Metro North Nursing and Midwifery video?

Check it out on Facebook here and share it with your friends.



Metro North Hospital and Health Service is Australia’s largest public health service – we are the biggest, best and nicest.

Life is short – work somewhere awesome!



<https://www.facebook.com/MetroNorthHHS/videos/1458320884205168/>

Our Heartfelt Awards winners

Heartfelt Awards are based on feedback from hospital patients.

Congratulations to our recent winners:

December’s winner was Tash Willmott for this wonderful reflection of her professionalism: “Her wonderful caring, kindness and consideration given to me was very uplifting.”

In November, Clinical Nurse Consultant in Wound and Stomal Therapy Jane Roe won the ward.

“This lady is an absolute Gem and is never too busy to give me her total attention and care.”

There were joint Heartfelt winners in October.

Physiotherapist Lauren Isherwood received this lovely compliment from the family of a patient: “Lauren went above and beyond to make this experience the most pleasant and memorable.”

The Caboolture Emergency Department won a special group Heartfelt Award in October, given the incredible number of nominations received each month.

Well done to all Heartfelt Award winners in 2017!



Congratulations to our 39 School Based Traineeship and Health Care Academy graduates.

Congratulations to our graduates

Caboolture Hospital recently celebrated the graduation of 39 young students from the Health Care Academy and School-Based Traineeship programs.

The school based traineeships with the Australian Training Company involve 18 months of study and hands-on training in our health facilities, which has set up the 14 graduates for an exciting future in the health industry.

Over the past 12 years it has been operating, 180 students have graduated from the traineeship program with 76 per cent still currently employed in the health service.

Congratulations also to the 13 Health Care Academy students who completed the one-year Certificate 2 in Health Support Services and the 12 Academy students who have finished the two year Certificate 3 in Health Services Assistance.

The Health Care Academy has been operating for the past two years and has already seen 40 students graduate. Students can use their certificate qualification as valuable credit if they wish to continue on to further study.

Traineeship and Academy students gain their qualifications in addition to finishing their regular senior studies in years 11 and 12.

In 2018, there will be 84 students in the Health Care Academy and School Based Traineeship programs across multidisciplinary streams in nursing, dental, aged care, administration, allied health, operations and food services.

It will also be the first year that Kilcoy Hospital will be involved.

Research Roundup

The work, health and well-being of non-clinical staff working in mental health settings across Redcliffe and Caboolture has been studied by three Metro North staff recently.

Redcliffe-Caboolture Mental Health Senior Administration Officer Jordan Duncan



The research by Redcliffe-Caboolture Mental Health Senior Administration Officer Jordan Duncan, Principal Research Fellow (Mental Health), Sue Patterson and Caboolture Psychologist Stephanie Donovan used mixed study methods involving questionnaires, interviews and focus groups.

The study found that staff were dedicated to working to improve lives of people affected by mental illness. Key concerns related to safety, career development and relationships with clinical staff.

A paper reporting part of the study is currently being reviewed for publication in an international journal and the study is being rolled out across Metro North Mental Health facilities.

Jordan is working with Redcliffe-Caboolture Mental Health Executives and staff to develop an action plan that addresses concerns identified by staff, which will improve their work experiences and quality of care.

The research was supported by small grants from UQ Medical School and Metro North Mental Health.

“It’s been really positive and I have learned a lot – it was a great opportunity to be a part of research and have a voice in changing the way we do things in mental health,” Jordan said.



Our Shining Stars

Shining Star awards are awarded from feedback from colleagues. Congratulations to our recent winners including Dr Wei Ling Wong in December. Wei’s positive outlook, energy, enthusiasm and encouragement is contagious. Even though her role is demanding and diverse, she arrives to work every morning with a smile on her face and is committed to improve services provided to our community for a positive change.

We wish Wei all the best as she furthers her career at RBWH in the new year.



November’s winner, Clinical Records Unit Manager Jessica Kelly, works through the problems piece by piece and with a calmness that should be commended in our busy working environment. Well done, Jessica.

October’s winner, Patient Safety Officer Megan Mowbray, consistently goes over and above. She arrives to work every morning with a smile on her face and no matter how late it is in the day, she leaves with smile to end the day on a high note. She provides support and guidance to her team and she’s always willing to assist. Congratulations, Megan!

The Caboolture and Kilcoy Hospitals Caring Together Update provide information about what’s happening across The Caboolture and Kilcoy Hospitals, Metro North Hospital and Health Service, including new initiatives, staff profiles, patient stories and details of upcoming events. Contributions for articles are appreciated. Please send them to the Communications team – phone 07 5433 8580 or email MetroNorth-CabKilcoy-Communications@health.qld.gov.au



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Produced by the Metro North Communication Directorate

Phone: 07 5433 8580

Email: MetroNorth-CabKilcoy-Communications@health.qld.gov.au