

# CISS Express

The official newsletter for Community, Indigenous and Subacute Services

Issue 26 | April 2018

Metro North Hospital and Health Service *Putting people first*



*Fred Bryant (far right) pictured with other participants (first left) Viviana Solomon, (second left) Daphne Johns and (fourth left) Fay Henley is one of many locals getting their lives back on track thanks to a very special Pulmonary Rehabilitation program being delivered by (third left) CISS Nurse Louisa Hammerslag and (fifth left) Physiotherapist Bek Barry*

## Respiratory program helps improve lives

Only three months ago Margate resident Fred Bryant couldn't do many simple things we all take for granted such as mowing the lawn, going for walks, or going up and down stairs.

But, eight weeks on and a lot of hard work in between, plus some great support through the Pulmonary Rehabilitation program being delivered by Community, Indigenous and Subacute Services (CISS) Fred's transformation has been remarkable.

"I am now walking two to three kilometres a day, and am able to climb up and down the 57 steps at Sutton's Beach," Fred said. "While I am not as fit as I once was, I am a damn sight better."

Fred, aged 83, is like many elderly people in our community who suffer from a chronic respiratory condition which is making it a lot more difficult for them to maintain their independence and mobility.

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# Executive Director's message



**Tami Photinos**  
A/Executive Director  
Community, Indigenous and  
Subacute Services

## Dear colleagues

Thank you all for your overwhelming welcome to CISS over the past few weeks, it has been great to begin meeting a lot of the people I will be working closely with over the coming months.

Firstly, I want to thank Chris Seiboth for his leadership over the past few years. Talking to many of you it is clear that he has left a very positive mark on CISS.

Personally, I am looking forward to the challenge that the role of Executive Director at CISS will provide.

For CISS, the future and opportunities are very bright, as well as across the whole of Metro North.

As some of you will be aware there has been a lot of work occurring behind the scenes to transition the hospital-based Palliative Care Services at Redcliffe Hospital and The Prince Charles Hospital.

This has now been finalised with these services now falling under the hospital's guidance and governance, but is important to emphasise that the Community Palliative Care Services will continue to be delivered by CISS in the future.

Thank you to everyone involved in the transition of these services from CISS to the two facilities.

In the April edition, we focus on some of the fabulous care being provided as part of the Pulmonary Rehabilitation pilot and we welcome our new Nurse Graduates to the team.

I am pleased to congratulate the members of the first ever Clinical Council who become the champions for innovation and positive clinical improvements to care delivered to our patients and residents.

I hope you enjoy the April edition of the CISS Express.

Please feel free to continue to provide your great story ideas and thoughts to [CISS-Communications@health.qld.gov.au](mailto:CISS-Communications@health.qld.gov.au)

Regards,  
**Tami**

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"I have experienced some significant respiratory problems over the last 20 years and found myself in and out of specialist clinics – this eight week program has made all the difference."

As part of CISS's Pulmonary Rehabilitation program, Fred undertook two gym sessions each week over a period of eight weeks at the Brighton Health Campus participating in a range of exercises including a walking program, resistance training, weights and rowing, and walking tests.

"The support of nurses and physiotherapists has been fantastic – they closely watch what you're doing and don't talk over you – they listen and talk to you," Fred said.

The current program intake, which has included around 30 participants from across North Brisbane, included additional educational classes delivered with allied health and nursing professionals at Brighton and Nundah.

Senior Physiotherapist Rebekah Barry said so far more than 60 people in North Brisbane have benefited from CISS's Pulmonary Rehabilitation program.

"Just like Fred, participants are having some great outcomes including improved health and wellbeing, mobility, fitness and quality of life," she said.

"After eight weeks participants are getting back to activities they love such as dancing, walking and gardening, and in Fred's case mowing the lawn."

CISS Clinical Nurse Louisa Hammerslag said the program aimed to regain independence and confidence, so that participants can lead active and healthy lives.

"It is part of a Metro North Hospital and Health Service strategy to reduce the demand on the hospital system by assisting people stay healthier and manage their disease more confidently closer to home," she said.

The program is part of a broader group of innovation projects being delivered through the State Government's Integrated Care Innovation Fund (ICIF).

A further three Pulmonary Rehabilitation programs will be rolled out across Brisbane North in the coming months. For further information please speak to your GP.

## Fay Henley, 73, Murrumba Downs

"I started getting serious breathing difficulty at the beginning of the year. Since completing the program I feel the best I have been for many years."

"The exercises are clearly aimed at lung function, making sure you are breathing in and out properly as you move and exercise."

"The program has given me a whole new lease on life. It has given me the confidence to go back to line dancing and golf in the coming weeks ... something I have been doing for over 30 years."

## Daphne Johns, 91, Aspley

"I have an ongoing respiratory condition, and the program has helped me to understand how I manage the problem while keeping my independence."

"I like being independent and am still driving my car, and enjoying life and doing things I like such as walking at Shorncliffe."





## Getting started with the NDIS

The National Disability Insurance Scheme (NDIS) is a means of support to over half-a-million Australians with disability, and their families and carers.

The NDIS funds complex needs that people with a disability have such as equipment, medication and allied health practitioners.

It has played a vital role in assisting single mother of five Kim Walker, when her son developed learning disabilities early in his school years.

“Jesse was quite sick as a toddler and had surgery at 18 months for appendix where he died on the operating table but was brought back to life,” Kim said.

“I thought that coddling him as a child and overcompensating after that incident was the reason he behaved badly and couldn’t learn in school.”

The learning difficulties were so bad, Jesse was asked to repeat a year, which meant he would fall behind his twin in school, worrying Kim.

It wasn’t until a visit to a paediatrician, who diagnosed Jesse with multiple neuropsychological disorders including Autism and Attention Deficit Hyperactivity Disorder (ADHD), that Kim finally got answers to her son’s behavioural issues.

“Jesse’s behaviour changed, it was amazing. Since being on medication, he’s a different person but still needs help with social cues,” Kim said.

Kim contacted the National Disability Insurance Agency (NDIA) to apply for ongoing support for Jesse. She said the experience was easy and fast.

“It is critical that staff give the right information for consumers, as it will have a significant impact on people’s lives,” she said.



## Feeling the harmony at Chermside

World Harmony Day was a great way to celebrate Australian multiculturalism, and Social Worker Luba Stupkin celebrated her Russian heritage at Chermside Community Health Centre’s Harmony Day event.

Staff and clients placed a sticker on the world map to show their place of birth and family heritage.

Harmony Day is about inclusiveness, respect and belonging for all Australians, regardless of cultural or linguistic background.



## CISS first with new Clinical Council

Our first ever Clinical Council has been established at CISS to champion innovation and positive clinical improvements to the care we deliver to our patients and residents.

The inaugural CISS Clinical Council commenced last month, chaired by Kerry Feilding, CISS Director of Pharmacy.

The council will play an integral role in providing clinical governance as well as being a voice for clinicians to provide strategic leadership and advocacy on behalf of staff to deliver excellent person-centred care.

The council members include Tanya Beaumont, Pat Sinasac, Rebecca Tarrant, Jessica Riggall, Warren Bale, Robyn Mallett, Tracy Grant, Samantha Cullen, Kelly Smith, Bethlyn Gill and Danielle Grant-Cross as secretariat.

We welcome staff to contact the council via email [CISS\\_ClinicalCouncil@health.qld.gov.au](mailto:CISS_ClinicalCouncil@health.qld.gov.au) or phone 3631 7869.





## Fresh new environment for cardiac care

Our cardiac patients at Caboolture have a lot to smile about with a fresh new gym which is now easily accessed at the local shopping centre.

In addition, they continue to receive some great care and guidance from our exceptional allied health and nursing staff at CISS including Maura and Coral. Keep up the great work!



**TUESDAY 25TH APRIL 2018**

## ANZAC DAY SUNSET SERVICE COMMENCING 4.30PM REFRESHMENTS FROM 5PM

RAAF MEMORIAL / PARK  
BRIGHTON HEALTH CAMPUS  
CNR.19TH AVE AND FLINDERS PDE, BRIGHTON

In conjunction with the 212 Squadron Australian Air Force Cadets,  
Brighton Health Campus, Councillor Jared Cassidy and the  
Hon. Stirling Hinchcliffe MP.

– ALL WELCOME –

## CISS welcomes nine new nurses

**The Community, Indigenous and Subacute Services (CISS) nursing family is expanding, with nine new starters joining the ranks.**

CISS Nursing Director Education Karen Lush welcomed the new nurses with Metro North Board Deputy Chair Kim Forrester recently.

“CISS facilities provide a unique and rewarding place to work, alongside some of the state’s most dedicated nurses,” Karen said.

“CISS graduates undergo six month rotations, so they get to see and learn in two different areas within our bedded services over their 12 month program.

“They have the chance to train in facilities offering a range of services, including specialised aged care, rehabilitation, interim care, palliative care, transition care and disability services.

“We are so thrilled to expand our already amazing team.”

The CISS nurses join a Metro North Hospital and Health Service cohort of 298, alongside 173 at Royal Brisbane and Women’s Hospital, 61 at the Prince Charles Hospital, 24 at Caboolture and Kilcoy Hospitals and 32 at Redcliffe Hospital.

The new graduates participated in a one week orientation program to familiarise themselves with CISS.



The new nurse graduates will be located at Brighton Health Campus, with some of them rotating to other CISS facilities at Zillmere and Redcliffe.

This year’s CISS nursing graduates have all come from Queensland universities spread across the state.



## Farewell to Chris

Staff came from across CISS to celebrate and thank Chris Seiboth for his contribution over the last three years as the Executive Director of CISS. Andy Carter and Jo Walters shared stories and paid tribute to Chris's authentic leadership style. All agreed that Chris has made a significant contribution to not only the people we care for but also importantly for staff. Many more informal stories and highlights were shared over scones with staff from many facilities.

Chris delivered a powerful parting presentation accompanied by music of course, to thank everyone for their

commitment to our organisation and also to his rainbow flair! There were many references to Martin Luther King given the 50th anniversary of his assassination and to dreams, beliefs and standing out from the pack. Chris encouraged all to lead rather than manage, and to continue to read, learn and explore.

Chris was presented with an original painting done by Ronald Abala from the Aboriginal and Torres Strait Islander Unit as a sign of appreciation for his leadership and commitment to improving indigenous health outcomes.



## Shout out to our Social Workers

They are just simply inspiring – our social workers play such a critical role in ensuring that our patients, residents and families are cared for and support networks put in place during difficult periods.

Recently, they came together for World Social Work Day which focused on "Promoting Community and Environmental Sustainability".

World Social Work Day is the key day in the year that social workers worldwide stand together to celebrate the achievements of the profession.

## Close the gap celebrations at Brighton

Around 100 guests gathered to mark Close the Gap Day at Brighton Health Campus, an important event to reflect on what we're doing to improve the health of Aboriginal and Torres Strait Islander people.

Staff from across Metro North were privileged to hear four Elders share their stories and wisdom on ways we can work together to close the health gap.

Aunty Brenda Kanofski shared her experience as a patient at The Prince Charles Hospital.

"After spending so long in hospital, my mental health really suffered," she said. "Seeing the Indigenous Hospital Liaison Officers at my bedside really brightened my day."

Torres Strait Islander Uncle George Wano gave a recount of his experience as a patient at RBWH and Gannet House. His take home message was very powerful.

"When I see you wearing the shirts with Aboriginal and Torres Strait Islander artwork, I feel at home," he said. "I'm much more easily treated when I feel at home."

A health panel also shared what they are doing to close the gap. The panel consisted of:

- Aunty Stella Wake (CISS Diabetes Service)
- Jodi Dyer (Ngarrama Redcliffe)
- Peter Malouf (Indigenous Cardiac Outreach Program)
- Lynn Hoey (Sleep Scientist TPCH)
- Danielle Herffernan (Renal Medicine RBWH)
- Clive Holloway (Paediatric Audiology Caboolture Hospital).



## Right royal red affair for nurses and kidney health

It was a royally red affair at North Lakes with patient Kane getting in the spirit to say thank you to our nurses on International Nurses Day and World Kidney Day.

World Kidney Day is a global awareness campaign aimed at raising awareness of the importance of our kidneys, preventive behaviors, risk factors, and awareness about how to live with kidney disease.

International nurses day is annual campaign celebrating our fabulous nurses and the important work they do caring for our residents and patients each and every day.



Uncle Terry Williams, Aunty Brenda Kanofski, Paul Drahm, Aunty Minnie Mace, Dr Kim Forrester, Uncle George Wano and Bonnie Barry came together to show their commitment at a special gathering of Indigenous Elders and Health Leaders.



Plenty of CISS staff came to get behind the Closing the Gap celebrations and message including Stella Wake and Elwyn Henaway.





## Anthony leads innovation and creative thinking

For this column of the Staff Excellence Series we focus on Anthony Walsh, a recent recipient and joint winner of the CISS Staff Excellence Awards Creativity and Innovation category.

Anthony, who is also a Senior Occupational Therapist in Community Based Rehabilitation Team has a mantra for thinking outside the square.

Clinical Evidence Development Officer Sally Eames said he constantly designed and drove creative ideas into action through innovative approaches linked to evidence-based practice, research and literature.

"Anthony is a dedicated clinician who is constantly reflecting on ways to improve the care that our clients receive," Sally said.

"He thinks outside the box to find solutions to problems for both clients and clinicians by seeking to clearly identify the issues and trialling a range of alternative solutions."

In addition to his full-time clinical roles, he has driven a high quality, large scale quality and research initiative to support client fatigue management post stroke (to be profiled in the May CISS Express).

Sally said the initiative was singled out for recognition in the CISS, and Redcliffe and Caboolture Hospital accreditation survey and has been progressed through CISS Connexions funding.

"Evidence-based guidelines and innovative tools have been developed to support clients who have suffered stroke and are struggling with post stroke fatigue," Sally said.

"These resources are helping clinicians to assess and manage a client's fatigue issues, and tailor treatment.

"They also help clients to be aware of and monitor their fatigue to encourage ownership and self-management of their recovery."

Anthony has committed to seeing these resources implemented and evaluated, through a great partnership with the University of Queensland.

### Compliment of the month

#### Hospital in the Home and Post Acute Care Service

*"My husband passed away late last year. Between July and October 2017, at various times, he was under the wonderful care of the Hospital in the Home service.*

*During that time we had the opportunity of meeting many staff within the service and received first class care from all.*

*Not only were they always very professional but so caring and "leaving no stone unturned" to ensure the very best attention was given.*

*I know my husband appreciated all that was done for him and it is so sad that a better outcome just wasn't meant to be.*

*On our behalf, we would like to offer a most sincere thank you to all the staff for their dedicated care.*

*Finally, I would like to say that every Queenslander should be extremely proud of our efficient health system."*

**A family member**

### CISS Fast Facts

*Last year, we helped more than 1,800 older people who had to undertake low intensive therapy to enhance their general function and independence following discharge from hospital.*

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Metro North Hospital  
and Health Service

CISS News provides information about what's happening across the Community, Indigenous and Subacute Service, 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) 3049 1572 or email [John.Walters@health.qld.gov.au](mailto:John.Walters@health.qld.gov.au)



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