

Your Voice @ the Royal

A consumer newsletter from Royal Brisbane and Women's Hospital

December 2020

Metro North Hospital and Health Service *Putting people first*

This newsletter is written by consumers for consumers and brings you all of the latest news and important information from Royal Brisbane and Women's Hospital (RBWH).



Gary Power

Chair, Consumer Advisory Group, Royal Brisbane and Women's Hospital

A message from Gary

Hi everybody,

Welcome to our December edition of Your Voice for 2020.

Well, what a year! Together, we have witnessed the world-wide impact of COVID-19 and yet we in Queensland have shown amazing resilience, patience and courage in keeping our numbers to an absolute minimum. This is not to say that it has been quiet at the Royal.

Your dedicated teams have spent countless hours preparing for the potential impact of the pandemic and updating systems and processes to keep everyone safe. They continue to keep this level of preparedness even now. Indeed, our wonderful teams continue to find new and more effective ways to deliver healthcare services to patients and carers both within the walls of the hospital and, increasingly, beyond, through the use of smart technology. Some of us have had medical appointments over the internet as part of our ongoing treatment. Others have benefited from the growing phenomenon called Hospital in The Home (HITH) where medical treatment for certain conditions is carried out in the patients' homes, with careful and attentive follow-up from the expert staff.

As if the amount of preparation, planning, engagement with patients and their families, and just plain hard work I have described has not been enough, the staff at the RBWH have been busy keeping up the grand tradition of innovation to ensure even better health outcomes for their community. Much of this research design and implementation has been done by RBWH staff in their own time and often using their own resources! All of the innovations are of the highest quality and are driven by the highest of ideals. RBWH recognises these efforts in the annual quality awards for innovation known as The QuARRIES (Quality Awards Recognising Remarkable Initiative and Excellence in Service).

This year, 2020, has seen some 40 entries recorded for The QuARRIES across six categories. Of particular interest to us as consumers was the "Consumer Focus Project" category, won this year by the fabulous team at Mental Health who engaged carers and family from the earliest stages in development of carer-training courses which led to great feedback from carers including: "The course provided us with a vital lifeline". Now, that's consumer engagement!

On the downside, we have had to bear the necessary restrictions on visitation to the hospital put in place by the Chief Health Officer, which I know has caused stress. However, the responsible staff at the RBWH have done as much as they possibly can to assist patients and carers caught by the restrictions find ways to reduce the burden.

All that remains to say, on behalf of the Consumer Advisory Group and all our consumer representatives and volunteers, is we hope you all have a terrific festive season and we look forward to working with you in 2021. Stay Safe!

Regards,

Gary



RBWH Consumer Representative Anja Christoffersen.

“May you always have an angel by your side”

During my latest inpatient stay, I was struggling with post-op complications. Exhausted, unwell, and emotional, I decided to confide in one of the lovely nurses who was taking care of me. She sat with me and listened to the fears that I had about my health, the outcomes of the surgery and feeling generally overwhelmed at the thought of ‘what is next’. I was able to find a lot of comfort in this conversation, but even more in what happened next.

My hospital-bed-neighbour overheard my concerns, tears and worries. After my nurse left my bedside, she was called in by the woman who was next to me. A minute later, the nurse returned with a gift from the lady next door, a beautiful pocketbook titled, ‘May You Always Have an Angel by Your Side’.

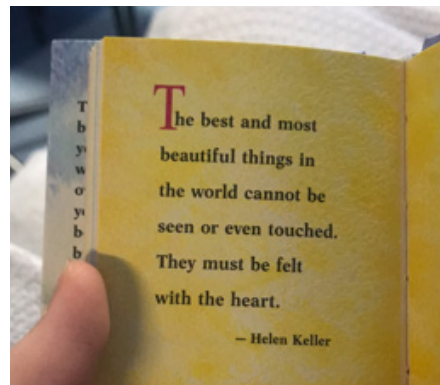
We had never spoken before, yet I was truly touched by her generosity. I lay in my hospital bed reading through:

“May you always have an angel by your side, watching out for you in all the things you do, reminding you to keep believing in brighter days, finding ways for your wishes and dreams to come true...”

As I read through my mood shifted, and I began feeling happy, hopeful, and encouraged once again. That despite the pain and adversity, there will be more joyful days to come.

When I went to return the book, the beautiful woman told me that it was now mine to keep. She told me that it had given her strength, and she was finally one day away from leaving the hospital after months as an inpatient. And now, it was time for it to be passed on and give me that strength too.

I will forever be grateful, and very thankful for the interactions that day – with both the nurse and my fellow patient. You can never underestimate the power of reaching out to others experiencing health challenges, and the positive difference an act of kindness can have.



Consumer representative profile

My name is Anja, and I have been enjoying a very rewarding experience as a Consumer Representative for RBWH since July.

This hospital is like a second home to me, as all my care across multiple specialties has been here from the age of 15. Grateful for the care and treatment I have received and equipped with some fresh ideas to make service delivery more patient-centred, I decided to become a Consumer Representative as part of ‘giving back’ to both the hospital and my fellow patients.



Julian's Key Health Passport

My first consumer opportunity at RBWH has been with the Diversity Working Group where we have been able to prepare for a roll out of a new useful consumer-managed tool for those with complex health needs and disabilities – Julian's Key Health Passport.

Julian's Key is a document where we/carers are able to put in our health information to communicate our healthcare needs, be involved in our care and help health professionals to understand our needs. The information is categorised in a traffic light system, from things that must be known by our treating doctors, to things that are useful to know and our preferences. We can bring this document, available in a paper form, an app or an online PDF, to show those caring for us when we are attending outpatient appointments, the emergency department or inpatient stays to ensure no important information is missed.

As someone with complex health needs and looking after a parent who has had a stroke and cannot communicate, using Julian's Key feels like a reassurance that both our needs are communicated and documented clearly.

Have your say – Patient Reported Experience Survey (PREMs)

RBWH is inviting patients to participate in an online survey about their experience with the care they received in hospital. This is known as Patient Reported Experience Measures (PREMs). A selection of patients will receive an invitation to take part in the survey two days after they leave hospital. If you are selected, a link to the survey will be sent in a text message (SMS) to the mobile phone number listed in your hospital record. To complete the survey your phone will need to be connected to the internet.

The link in the SMS and email will take you to the online survey welcome page, where you will be invited to participate in the survey. If you agree, you will be asked to complete a short questionnaire that will take about five minutes. If you are willing to provide more feedback, there are additional questions about other aspects of the care you received that will take about 10 minutes to complete.

Taking part in the survey is voluntary and your hospital care will not be affected if you choose not to participate. You do not need to answer any question you do not wish to.

Your feedback helps us find out what we are doing well and what can be improved. Survey responses will be provided to the wards however, these results will be presented in a way that does not allow any individual's answers to be identified.

For more information about Queensland Health Patient Reported Experience and Outcome Measures visit www.health.qld.gov.au/preom, or for help to complete a survey contact 13 HEALTH (13 43 25 84).



Patient entertainment app

RBWH is embracing new technology to optimise patient experience and outcomes and has developed a free patient entertainment app. This will allow patients to connect to a range of entertainment, relaxation and mental health support options while they are in hospital. A free, dedicated high-speed Patient WiFi service is also available. This is separate to the WiFi that runs hospital equipment. Resources are being developed to ensure patients have the support to connect to the patient WiFi system, so keep an eye out!



Former Wallaby speaks out for prostate cancer

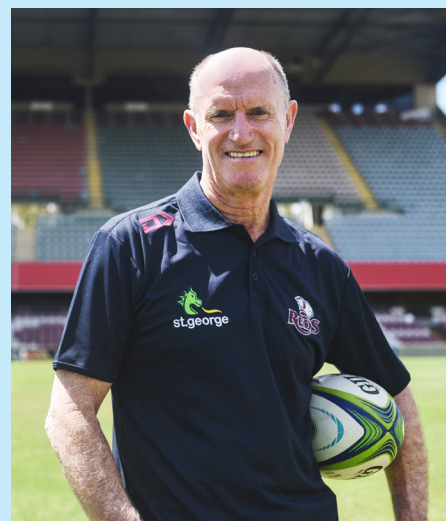
Former Wallabies Captain, Andrew Slack (pictured right), has spoken out about the shock of being diagnosed with prostate cancer four years ago, in support of a new RBWH Foundation campaign raising money for immunotherapy research.

Slacky, as he's fondly known, was diagnosed early but the grim reality is prostate cancer kills more men than breast cancer kills women.

The ImmunoPro project is being led by world leading RBWH researchers including Emeritus Professor Robert ('Frank') Gardiner and RBWH Urologist Dr Matthew Roberts.

The team is close to developing a therapeutic vaccine, which would be tailored to each prostate cancer patient. Therapeutic vaccines, given after a patient has had their prostate removed, enhance and increase a patient's own cancer-fighting cells, reducing the need for radiation and hormone therapy.

The vision is to cure what is currently an incurable cancer and provide a non-invasive treatment with minimal side effects for patients.



Government funding is not available for this research so RBWH Foundation will be campaigning on behalf of ImmunoPro to raise \$500,000 needed for the next stage of research.

One in 7 men will be diagnosed with prostate cancer by the age of 85.

37% of cases diagnosed in men **under 65**



HUMAN RIGHTS MONTH

10 NOVEMBER - 10 DECEMBER 2020

#HRM2020

A Queensland Human Rights Commission initiative

www.qhrc.qld.gov.au



RBWH has been celebrating Human Rights Month. Queensland now has new Human Rights laws and RBWH has a working group of consumer representatives, lawyers, legal students from Griffith University and hospital staff from the hospital safety and quality unit working together to enhance our promotion of human rights at the hospital. Healthcare has a strong commitment to promoting human rights and the Queensland legislation identifies receiving healthcare as one of our human rights.

DO YOU KNOW YOUR HUMAN RIGHTS?

The Queensland Human Rights Commission has information and great resources available from their website including an easy reading guide: <https://www.qhrc.qld.gov.au/your-rights/human-rights-law/easy-read-guide>

Information on human rights and discrimination law in Queensland is available below in ten community languages.



QuARRIE Awards

Each year, the QuARRIES Awards celebrate RBWH's proud tradition of delivering a consistently high standard of patient care and outcomes. These awards showcase some of the best and brightest RBWH individuals and teams, and this year was no different.

All nominations have consumer focus as a core part of the work undertaken and a key part of the judging criteria.

Two of the categories also place a strong emphasis on our consumer partnerships with Awards for Consumer Focus and Consumer Focus Projects. Winners are chosen on the strength of their written nomination by an expert judging panel, which includes our consumer representatives.

It was pleasing to see that one of the joint overall winners for the day went to a fantastic consumer focussed initiative.

Breathe, Wiggle and Walk into Surgery! Joint Winner Overall Superior Quality Achiever 2020.

This innovation saw a physiotherapy service included in the preadmission clinic for patients preparing for surgery at RBWH. This service is focussed on empowering patients to enhance the outcomes of their surgery through education.

A portfolio of "Breathe, Wiggle and Walk" patient education booklets were developed, with information tailored to specific surgery (e.g. abdominal, thoracic, vascular). The eight booklets have each undergone the consumer review process and were all rated highly on the amount of detail provided, ease to read and understand, and their design.

This gives patients the opportunity to improve their knowledge regarding exercise and its importance before and after surgery to ensure the best possible recovery.

Patients who have been provided the service tell us they are more prepared for surgery, very satisfied with the information provided including what to do when they go home, and able to recall information provided.



Dr Kim Forrester presenting Adam Scott with the Joint Winner Overall Superior Quality Achiever 2020 award for Cardiovascular Telemedicine Program in Rural Australia.



Dr David Rosengren presenting to Dr Peter Thomas (Consultant Physiotherapist and Project Team Leader) and Nanette Paxman (Physiotherapist and Project Co-Lead) for Breathe, Wiggle and Walk into Surgery!



Collette Barnbrook and Kaylene Woollett, Winner of Consumer Focus 2020 for Sleep Wellness.



Mark Butterworth presenting to Lisa Fawcett, Winner of Consumer Focus Project 2020 for Shared table – fostering eating disorder recovery at home.

Metro North is proud to recognise the cultural diversity of our community. We recognise and pay respect to the Turrbal, Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi People of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live. We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

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Metro North Hospital
and Health Service

Your Voice @ The Royal newsletter is written by RBWH consumers/patients for consumers and the community as a whole. If you have any content suggestions or articles that you'd like to see in this newsletter, please contact RBWH_CE@health.qld.gov.au.



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