



# Metro North Community News

March 2016

Metro North Hospital and Health Service *Putting people first*

From the Board Chair and the Chief Executive	2
Central Patient Intake making an impact	3
Connecting for better health	3
GPLOs help improve access in outpatients	4
Scott Bell takes up new research role	4
Service helps elderly recover and get home faster	5
Metro North Health Forum	5
Redcliffe Cancer and Kidney Care services to move	6
National report updates child vaccine coverage in Brisbane North	6
GRACE comes to TPCH	7
Multi-disciplinary Renal Genetics Clinic improves patient diagnosis	7
Brighton community consultation	8
One day, one walk, one ride to help fight cancer	8
Linking people with support	8
Expanded EPICentre helps improve patient journey	9
Women reminded to take time for their health	10
Making music and dancing – it's all part of a day's work	10
State funding for integrated care applauded	11
Volunteer Ann "retires" after 42 years	11

*CEO of The Prince Charles Hospital Foundation Michael Hornby, transplant patient Kate Phillips, TPCH Critical Care Research Group lead Professor John Fraser, and Alfred Hospital, Victoria researcher Dr David McGiffin.*

## Bringing hearts back to life

**A ground-breaking medical research project based at The Prince Charles Hospital (TPCH) hopes to increase the number of hearts available for transplant by up to 40 per cent by bringing them back to life.**

A team of researchers, surgeons, engineers and nurses will begin trials on new technology to make more donor hearts available and also reboot hearts previously considered dead.

Professor John Fraser from TPCH's Critical Care Research Group said that in 2015, 381 deceased hearts were available for organ transplantation, but only 81 heart transplants were performed because of the viability of the donor hearts.

"Currently, donor hearts are stored and transported on ice, but they do not receive a constant oxygen supply but that's about to change," Professor Fraser said.

"We have been donated an experimental machine from Vivoline (Sweden) that supplies the donor heart with oxygen during storage and transport, while keeping it cold and reducing the amount of work it needs to perform – all of which contributes to reducing donor heart injury.

"In a country as vast as Australia, time is of the essence. Using these innovative techniques hearts can be retrieved from vast distances.

"This allows not only more patients to benefit from the generosity of donor's families and receive transplants but for those transplanted hearts to perform better allowing our patients to live happier and healthier lives".

"Once we understand the complete potential we will have more hearts available for transplant and hopefully a reduction in deaths in recipients waiting for heart transplants".

*Continued on page 3 >*



## Board Chair's message

Metro North Hospital and Health Service operates some of the largest and most specialised hospitals in the country.

Although our size and diversity provides considerable opportunities to connect patients with expertise across a range of services, we know that quality healthcare cannot be delivered solely in a hospital setting. It can only be realised by understanding the needs of consumers and communities and establishing strong, dynamic partnerships.

We have recently launched our *Connecting for Health: Strategy for inclusive engagement, involvement and partnerships 2016-18*. This strategy builds on our current strengths and sets a clear direction for meaningful engagement with our community in the future design and delivery of excellent patient-centred care.

Effective partnerships are also vital to achieving our goal of delivering high-quality health care. They allow us to support our consumers and each other by sharing our knowledge and using resources more effectively. Integrated approaches reduce duplication and lead to a greater continuity of care, which is especially important for those with chronic or complex care needs.

A great example of this is our LINK Innovation fund – which stands for Leading Innovation through Networking and Knowledge-sharing. Projects funded by LINK focus on the areas of hospital admission and discharge practices and avoidance of unnecessary hospital admissions and readmissions.

Each year we provide funding for innovative partnership proposals and it is always rewarding to see these proposals come to fruition. Two of these are GRACE - GP Rapid Access to Consultative Expertise – and the ED Frequent Presenters Response Project.

These projects, together with successful implementation of multidisciplinary models of care such as Kilcoy Connect and the Early Patient Intervention Centre at the RBWH's Department of Emergency Medicine, can make a real difference at a patient level.

Metro North is committed to working collaboratively with our partners to seek and implement innovative ideas and solutions to further improve sustainable healthcare outcomes.

**Dr Paul Alexander AO**  
Chair, Metro North Hospital and Health Board



## Message from the Chief Executive

Innovation is important for Metro North as we need new ways of doing things and new ways of working across the system to meet the challenges of changing care needs and improve patient outcomes.

We are fortunate to have working with us health professionals and support staff who are skilled at delivering excellent patient-centred care and high quality services.

Integrated Care will be a focus for us in 2016 as we work to better connect care between our health service and primary care providers.

One of the ways in which we are doing this is by expanding the number of General Practitioner Liaison Officers (GPLOs) through our partnership with Brisbane North PHN.

Our GPLOs work in a range of specialty areas in hospital outpatient departments, such as cardiology, orthopaedics and maternity, to improve systems and services that underpin efficient patient flow. Their involvement can help improve communication between our hospitals and General Practice and identify practical strategies which can positively impact patient outcomes.

Our goal is integrated and connected care by ensuring Metro North works in partnership to deliver the right care, at the right place, at the right time.

We will also continue to grow our healthy culture of research. The importance of research to improving healthcare practice cannot be underestimated. Research drives innovation and enables continuous service improvement and our delivery of evidence based care.

This year we launch our inaugural Research Excellence Awards and look forward to celebrating our best and brightest researchers and highlighting the valuable relationships we have with our research partners.

**Ken Whelan**  
Chief Executive  
Metro North Hospital and Health Service

Continued from page 1 >



Donor heart machine

TPCH teams will work with Professor David McGiffin's team from the Alfred Hospital in Melbourne and Professor Peter McDonald's team from St Vincent's Hospital in Sydney.

The research is supported by the Common Good initiative through The Prince Charles Hospital Foundation, which is focused on tackling the chronic diseases that will affect four out of five Australians.

## Central Patient Intake making an impact

**In its first two years, Metro North's Central Patient Intake (CPI) Unit has greatly simplified and improved the referral process for our community.**

The CPI Unit provides a single entry point for General Practitioners and Non-Government Organisations referring patients to Metro North's Specialist Outpatient and Allied Health services. The unit also provides one access point for inter-facility referrals within Metro North Hospital and Health Service (MNHHS).

Dr Liz Whiting, Executive Director of Metro North Clinical Services, said the establishment of the unit had reduced the number of referral entry points across MNHHS from 170 to just one.

"Establishing the CPI Unit was a major step towards a reformed outpatient system where GPs, patients and clinicians can be sure that referrals are managed efficiently and effectively," Dr Whiting said.

Each month the CPI Unit's team of 13 processes an average of 15,000 patient referrals, the most common being for orthopaedics and obstetrics.

The CPIU also provides information to referrers and patients about the receipt and status of referrals, as well as general advice on navigating Metro North services.

For information regarding referrals, contact the CPI Unit hotline 1300 364 952.



Staff from Metro North's Central Patient Intake Unit celebrate the unit's second anniversary in January.

## Connecting for better health



**Metro North Hospital and Health Service is committed to ensuring consumers and communities have a voice when it comes to their health care.**

Our *Connecting for Health: Strategy for inclusive engagement, involvement and partnerships 2016-18* builds on our current strengths and sets a clear direction for meaningful engagement into the future.

*Connecting for Health* is an initiative of the Putting people first Strategy that exemplifies Metro North's commitment to compassionate, innovative and high quality health care. This vision can only be realised by understanding and including the needs and perspectives of consumers and through strong, dynamic partnerships.

More than 50 stakeholders including consumer representatives, partner organisations, volunteers and staff contributed to the development of *Connecting for Health*.

*Connecting for Health* will continue to improve consumer and community engagement in Metro North. It sets a clear direction and course of action for meaningful engagement into the future.

The four priority objectives that Metro North will focus on from 2016-18 are to:

1. Lead a continuously improving consumer-centred culture.
2. Include a diversity of people and voices.
3. Improve how we respond to consumer experiences and expertise.
4. Integrate for a seamless care experience for individuals, families.

To find out more about how this collaborative work, and how we incorporated feedback and ideas, go to: <https://metronorth.citizenspace.com/>

*Connecting for Health* is available on our website and a working group consisting of Metro North consumer advisors is currently developing a short and consumer-friendly version of the strategy: <https://www.health.qld.gov.au/metronorth/about/strategy/docs/strategy-consumer.pdf>

If you are interested in being involved in Metro North's engagement activities, please contact [metronorthengage@health.qld.gov.au](mailto:metronorthengage@health.qld.gov.au)



## seconds with...

**Name:** Mike Hamilton

**What is a GPLO?** GPLOs are first and foremost experienced GPs who take a day or two a week to act as advisors in bridging the transition between primary and secondary care. We sit on committees and workgroups, get involved in GP education and help in finding new ways to make the patient's journey from initial GP referral through to outpatients department than finally discharge back to the GP more efficient and timely.

**How long have you been in the job?** Since mid 2013.

**What does your role involve?** In the past 12 months we have helped to develop diagnostic and management pathways to aid the care of patients with many common conditions in general practice. We have also worked in collaboration with hospital specialists to update many of the criteria used to instruct GPs how best to refer their patients to specialist outpatient departments. In the last few weeks we have been performing an extensive audit of all of the referral letters to busy specialties. This information is being used to develop strategies to reduce waiting times for the patients.

**How does your role benefit the hospital and patients?** We hope that our current audits will result in a reduction in the waiting times for patients with serious conditions that cannot be managed by their GPs.

**What's the best part of your job?** The variety of our roles, the people that we meet and work with and the possibility of improving the standard of healthcare in our region.

**How did you get into a career in health?** The idea just popped into my head when I was 17 and did not go away.

**What does 2016 hold – any particular highlights for you, professionally or personally?** Our current work with specialty outpatients has the potential to be very rewarding. It is a privilege to be working with a team of dedicated staff who are fully committed to improving the health system.

**What do you do outside of work to relax?** Woodworking and brewing English-style beers. I also enjoy going for long motorcycle rides in the countryside.

## GPLOs help improve access in outpatients

**Working in partnership to better connect care across the health system is a priority for Metro North Hospital and Health Service (MNHHS) and Brisbane North PHN (the PHN).**

To help improve patient's journey, 12 local general practitioners have been recruited to work with specialist outpatient services across our hospitals to improve the systems and services that underpin efficient patient flow.

The General Practitioner Liaison Officers (GPLOs) work in a range of specialty areas across hospital outpatient departments. They draw on their knowledge of general practice, referral systems and clinical handover processes to make recommendations for improvement.

Coordinated by MNHHS and the PHN, these GPLOs work in selected specialty outpatients departments, such as rheumatology, cardiology, orthopaedics, neurology, maternity and ENT. Over time, the program will expand into other specialist outpatient areas.

GPLO Dr James Martin said GPs can have a positive influence on communication between hospitals and primary care.

"GPLOs help to improve communication and integration of services across the local health system," Dr Martin said.

"Through involvement in specialist outpatient departments across the North Brisbane and Moreton Bay region, GPLOs can identify practical strategies which can positively impact patient outcomes."

The GPLO program has been operating in our region since 2013 and has contributed to a range of outcomes including:

- implementing strategies to address waiting times in specialist outpatient departments
- supporting MNHHS to improve its interface with primary care
- assist with creating standardised referral criteria in the region for most major specialties
- supporting the development of Clinical Prioritisation Criteria
- working with clinical sub-streams to better structure services around common patient pathways
- providing direct liaison with GPs to improve patient referrals
- reviewing specialist outpatient department waiting lists to inform decision-making around timely access for patients
- helping the PHN address inequality and improve healthcare delivery in the region.

GPLOs also work with the Brisbane North PHN's Pathways Program to develop care pathways for a range of clinical conditions to support management in primary care. There are currently over 90 pathways pages covering around 50 clinical conditions.



## Scott Bell takes up new research role

Embedding research in our core business and enabling a strong, vibrant research culture is a priority for Metro North.

To drive our focus and lift the profile of research across Metro North, Professor Scott Bell has been appointed Executive Director Research.

Professor Bell is Director of the Adult Cystic Fibrosis Centre at The Prince Charles Hospital and has strong links with QIMR Berghofer Medical research Institute and the University of Queensland.

He took up his new role this month.



## Service helps elderly recover and get home faster

*Kilcoy Connect team members were recognised for the project's success with a Metro North 2016 Australia Day Achievement Award.*

**Elderly patients requiring therapy and rehabilitation for falls and musculoskeletal injuries are spending less time in hospital thanks to an innovative model of care at Kilcoy Hospital.**

Caboolture and Kilcoy Hospital Executive Director Dr Lance Le Ray said the Kilcoy Connect service, which recently celebrated its first year anniversary, has been a great success for elderly patients who are suffering injuries from falls.

"Since the new allied health service began in early 2015, the reduction in length of stay for elderly patients has reduced by 14 days per average for each patient," he said.

"Eighty per cent of patients who accessed Kilcoy Connect have been discharged home with significant improvement to their mobility and independence."

As part of Kilcoy Connect, eight beds at Kilcoy Hospital have been assigned to elderly patients requiring physiotherapy, occupational therapy, social work and psychology services.

"The introduction of an allied assistant at the hospital and more allied health support services has had an immediate benefit," Dr Le Ray said.

"Regular telehealth conferences with a senior doctor from Caboolture Hospital are ensuring that patients are receiving daily physical therapy which is making all of the difference."

For 88 year old Marion Julian, the new service was critical to her recovery following a heart attack last year. Marion had to undertake an intensive rehabilitation program under the direction of Allied Health staff at the hospital.

Daughter Gaye Ballantine said if it wasn't for the physiotherapist my mother wouldn't have been able to sit up or eventually become more mobile.

"The physiotherapist was very helpful, and through their support my mum was able to eventually come home," she said.

The Kilcoy Connect project was recognised for its success with a Metro North 2016 Australia Day Achievement Award.

## Metro North Health Forum

**Metro North Hospital and Health Service (MNHHS) and Brisbane North PHN will host the 3rd Annual Metro North Health Forum on Wednesday, 1 June at the Royal International Convention Centre, Bowen Hills.**

This year's theme is "Working together to improve health". The forum will include presentations on the National Disability Insurance Scheme (NDIS), mental health and accessing the right care in the right place at the right time.

The forum also will provide a networking opportunity for representatives of health and community services, non-government, consumer and community organisations.

Registration and program details will be available soon.

# Redcliffe Cancer and Kidney Care services to move

Cancer Care Services and Kidney Health Services at Redcliffe Hospital will relocate to the adjacent Moreton Bay Integrated Care Centre (MBICC) later this year.

The Metro North Hospital and Health Board's \$7.7 million investment in MBICC will mean patients can access outpatient services outside of the main hospital setting.

The east wing of the hospital's sixth floor, which currently houses Cancer Care and Kidney Health services, will be converted back into a 26-bed ward, increasing much needed acute bed numbers.

Fit-out of the MBICC building will begin soon and it is expected both services will be operational by mid-year.

Redcliffe Hospital Executive Director Lexie Spehr said the MBICC building was a good choice for these essential outpatient (ambulatory) care services and the location provided space for expansion over the next 10 to 15 years.

*Cancer Care and Kidney Health services at Redcliffe Hospital will relocate to the adjacent Moreton Bay Integrated Care Centre (MBICC) later this year.*

"Redcliffe Hospital provides the second largest cancer care service in the Metro North region and in the last financial year the unit received 1,255 new referrals, offered 9,141 consultations in combined clinics (Medical Oncology, Radiation Oncology and Palliative Care) and provided 5,452 chemotherapy and supportive care treatments," Ms Spehr said.

The new set-up in MBICC will include 16 treatment chairs, one isolation bed, consultation and outpatient clinic rooms, procedure room, wig library and patient education facilities.

The Kidney Health Service at MBICC will include a 12 dialysis chair ambulatory unit with two isolation stations for patients with MROs. There will also be general and dialysis clinics held in the outpatient clinic rooms.

The service anticipates it will complete 760 patient consultation and reviews per year and provide dialysis services for 40 patients six days a week. Support from allied health and Kidney Support Network will continue into MBICC.



## National report updates child vaccine coverage in Brisbane North

The Brisbane North area is on track to meet the revised childhood immunisation target of 95 per cent, according to a new national report.

National Health Performance Authority (NHPA) figures released in February show the immunisation rate in the Brisbane North PHN region for five-year-old children had reached 93 per cent in 2014-15.

The rate for one-year-old children was slightly lower at 92.6 per cent, while the rate among two-year-olds had fallen to 91.4 per cent.

The NHPA has acknowledged that the addition of three new vaccines to the National Immunisation Schedule in January 2015 caused a decrease in the reported immunisation coverage among two-year-old children.

Brisbane North PHN Chief Executive Abbe Anderson said the region was making good progress toward the national target, despite changes to the National Immunisation Schedule.

"Brisbane North PHN continues to work closely with GPs and other primary healthcare professionals to lift childhood immunisation rates," Ms Anderson said.

The NHPA report presents updated immunisation data for each of the 31 Primary Health Network regions and also by smaller statistical areas and postcodes.

This year's report shows there have been significant increases in the one-year-old immunisation rate, since the 2013-14 report, in areas around Indooroopilly (4 per cent) and Kenmore, Brookfield and Moggill (2.3 per cent).

These areas were the focus of a coordinated media campaign in April last year.

The NHPA figures also reveal that more work is needed to lift one- and two-year-old immunisation rates in the Caboolture area and among Aboriginal and Torres Strait Islander children.

Information on recommended immunisations and schedules can be found at: <https://www.health.qld.gov.au>

## GRACE comes to TPCH

The Prince Charles Hospital's (TPCH) Internal Medicine team has commenced a new and innovative project aimed at improving General Practitioners' (GP) timely access to expertise regarding assessment, management and treatment of patients requiring acute inpatient care.

The GRACE (Gp Rapid Access to Consultative Expertise) Project aims to reduce referral to the Emergency Department and promote patients accessing the "right care in the right place the first time".

From March 2016, the Internal Medicine team will establish a specific GP hotline managed by a senior member of the Internal Medicine team, (either a Clinical Nurse Consultant or Medical Registrar), who will be supported by a Consultant Physician.

This will enable one of the following to be facilitated:

- Same day admission to the Rapid Assessment Medical and Surgical Unit (RAMS)
- Appointment in the Day Unit for Investigation and Therapy
- Guidance on referral to other acute services within TPCH
- Advice on community management and support

The Hotline will run from 7am to 7pm, 7 days a week. Hotline number: 3139 6896



## Multi-disciplinary Renal Genetics Clinic improves patient diagnosis

The multidisciplinary Renal Genetics Clinic (RGC) based at Royal Brisbane and Women's Hospital (RBWH) is leading the way in improving the diagnosis and care of patients with inherited kidney disease.



*Dr Andrew Mallett (back) with renal and genetic specialists Peter Trnka, Dr Julie McGaughran, Dr Chirag Patel and Dr Helen Healy.*

Led by Dr Andrew Mallett and Dr Chirag Patel, the RGC was the first comprehensive renal genetics clinical service in Australasia, having opened in August 2013.

The clinical service provides multidisciplinary and subspecialty care in diagnostics and management for Queensland patients with often rare and genetic forms of kidney disease.

Kidney-related disease affects around one in 10 Australian adults.

"Ten to 20 per cent of these people will have an inheritable form of kidney disease," Dr Mallett said. "And with more than one million hospital admissions in Australia each year from kidney disease, our work will play a key part in improving patient outcomes."

The RGC team undertook a retrospective cohort study of 108 patients from 100 families who attended the clinic during its first two years of operation.

Dr Mallett said patients underwent clinical appraisal and a tailored combination of differential diagnosis discussion, disease information provision and genetic counselling.

Genetic testing was often, but not always, used, with results confirming or clarifying a diagnosis for about half of the patients. In a quarter of patients, the diagnosis was changed.

"This study of our clinic has given us a greater understanding of its positive impact as well as of how it has helped inform patients about inheritability, implications of different treatments for their condition, and enabling informed and patient-led discussions on family planning or renal transplantation."

"In our first two years we have clearly demonstrated positive short term outcomes for patients and their ability to access mainstreamed genetic services.

"Our patient-focused model shows genetics and genomics can be effectively introduced into everyday clinical practice."

"The RGC is a true statewide service which has resulted from a deep collaboration between Genetic Health Queensland and the RBWH Kidney Health Service. It continues to expand in response to clinical demand, including the commencement of telehealth and paediatric services in late 2015 to complement the existing adult service."

The RGC's success has paved the way for similar models at Melbourne's Royal Children's Hospital and soon at Sydney Children's Hospital Network.

The RGC team is part of a larger research team which has recently attracted significant grants from the RBWH Foundation and the National Health and Medical Research Council.

*A multidisciplinary renal genetics clinic improves patient diagnosis, by Andrew Mallett, Lindsay F. Fowles, Julie McGaughran, Helen Healy and Chirag Patel on the first two years of the RBWH RGC, has been published in the Medical Journal of Australia's February edition (<https://www.mja.com.au>)*

## Brighton community consultation

The Brighton project Steering Committee has wrapped up the first stage of the project with a draft vision for the future of healthcare at Brighton.

The committee, led by former Brisbane City Councillor Denise Herbert, consulted with more than 200 staff, patients and residents, and a broad spectrum of community groups and organisations associated with Brighton Health Campus.

The committee also hosted a community forum attended by more than 100 people last November. The forum, facilitated by doctor and broadcaster Dr Norman Swan, provided feedback on the community consultation process, including highlighting the main themes which have emerged to date, and offered new insight into urban design, aged care, and health communities.

The vision for Brighton will inform the next phase of the project as Metro North Hospital and Health Service develops a master plan.

If you'd like to stay up to date on the project, you can sign up for updates by emailing [vision4brighton@health.qld.gov.au](mailto:vision4brighton@health.qld.gov.au)



## One day, one walk, one ride to help fight cancer

**Every 20 minutes, one person in Queensland is diagnosed with cancer. Many of them will become patients of Cancer Care Services at Royal Brisbane and Women's Hospital (RBWH).**

To support the care provided by this vital service, Brisbane's inaugural One Day to Conquer Cancer will be staged on 20 August 2016.

Anyone can take part in a 100km bike ride or 25km walk, regardless of fitness levels, training or speed. Participants will be supported every step of the way with sweep crews and Pit Stops, snacks, and water.

RBWH Executive Director Dr Amanda Dines said funds raised by the event will enable RBWH to invest in the staff and specialists, research, new technologies and equipment needed to deliver the Diamond Standard of Cancer Care for which the hospital is known.

You can register online at [theoneday.org.au](http://theoneday.org.au). Your participation, passion and fundraising efforts will directly help cancer research and treatment at RBWH.

## Expanded EPICentre helps improve patient journey

Patients across the Metro North Hospital and Health Service are benefitting from a more efficient journey of care and improved clinical outcomes with the expanded Early Patient Intervention Centre (EPICentre).



### seconds with...

**Name:** Suzanne Michaels

**Position:** Project Manager – Patient and Family Centred Care, Caboolture and Kilcoy Hospitals

**How long have you been in the job?** About 4 months.

**What does your role involve?** My role is to help Caboolture and Kilcoy Hospitals to become the most patient and family-centred in the country. I do this by working with all of our staff to empower them to be as patient-focused as they would like to be.

**What does a typical day look like?** There really is no typical day at the moment. Last week I spent two days working with a small film crew shooting a video for Caring Together. This week I'm working closely with our consumers to finalise a big project we're rolling out called the Caring Together Tribal Challenge.

**How did you get into a career in health?**

My background is in Engagement and after reading a Doctors Without Borders book called Writing on the Edge: Great Contemporary Writers on the Frontline of Crisis, I knew I had to work in health. So when my substantive came up, I was determined to get it.

**What's the best part of your job?** Talking to people and seeing them get excited about their own ideas and initiatives. Health is filled with passionate people and helping them to put their ideas into action is so fulfilling.

**What does 2015 hold – any particular highlights for you, professionally or personally?** The Caring Together Tribal Challenge will take up much of my year. It's a whole-of-hospitals approach to come up with the most innovative and practical solutions to help us become the most patient and family-focused hospitals in Australia.

**What do you do outside of work to relax?** When I'm not spending time with my partner and two daughters (whom I just adore!), I spend my downtime managing my website which I developed to support and empower LGBTIQ families.



Acting Nurse Unit Manager Katie Craighead and Clinical Lead Dr Julian de Looze in the EPICentre.

*“We hope the bigger bed capacity and increase to our multidisciplinary staffing will see further improvements in our patient's journey through the RBWH.”*

EPICentre was established in 2015 to assist the transition of patients who present to the Royal Brisbane and Women's Hospital (RBWH) Department of Emergency Medicine (DEM) and require hospital admission. Using a rapid assessment model of care and early intervention strategies, EPICentre ensures timely transfer to the ward.

Clinical Lead, Dr Julian de Looze, said there have been a number of benefits since EPICentre commenced.

“We have avoided long-stay admissions for a large number of patients through the Rapid Review Clinic, and have seen an early trend towards reduced length of stay and an improvement in our admitted inpatient National Emergency Access Targets (NEAT).”

In January this year, the EPICentre relocated to ward 8B South enabling an expansion from eight to 12 beds, with a further three beds expected in the coming months.

“More beds will enable us to admit patients from other specialities, including Cancer Care, over time and inter-hospital transfers after hours,” Dr de Looze said.

The multidisciplinary team has also grown to include dedicated patient transport officers, pharmacists, physiotherapists, social workers and occupational therapists, with the clinical staff enabling weekend discharges.

“We hope the bigger bed capacity and increase to our multidisciplinary staffing will see further improvements in our patient's journey through the RBWH.”

## Linking people with support

Connecting patients with integrated healthcare is the focus of a patient flow project to be undertaken at the Royal Brisbane and Women's Hospital (RBWH) and The Prince Charles Hospital (TPCH) Departments of Emergency Medicine.

The ED Frequent Presenters Response Project will assess which patients are more likely to present for treatment on more than five occasions in a month, including those with complex conditions and chronic disease.

Not only is frequent attendance costly to the system but it fails to effectively link these individuals with the range of supports that may improve their resilience, health and wellbeing in the community.

Findings of this project are expected to contribute to reductions in presentations to the RBWH and TPCH Emergency Departments.

The LINK funded project is due for completion in December 2016.



ED Frequent Presenters Response Project members include Metro North staff Anthony Nesbit, Debra Harcourt, Dr Colin Myers, Leonie Cartledge-Gann and Sally Jones.

## Women reminded to take time for their health

Women are being encouraged to take time to look after their health by being breast aware and having a regular breast screen.

Dr Jane Brazier, Medical Director of BreastScreen Queensland's Brisbane Northside Service, reminded women aged 50 to 74 years to make an appointment for their breast screen, as most breast cancers found are in this age group. Women in their 40s and over 75 years are also eligible to have a free breast screen.

"Family comes first for most women, so finding time to look after their health can be quite hard," Dr Brazier said.

"Making an appointment to have a free breast screen is a really good start for 2016 and is easy to do."

Appointments only take about 20 minutes and can be made by phoning 13 20 50. A doctor's referral is not required.

Dr Brazier said being a woman and getting older were the two main risk factors for developing breast cancer.

"A breast screen is the most effective method of detecting breast cancer at a very early stage, even before a lump can be felt," she said.

"Finding breast cancer at an early stage gives a woman the best possible chance for successful treatment and wellbeing."

Dr Brazier also encouraged women to be breast aware by getting to know the normal look and feel of their breasts.

"If you notice any changes, please make an appointment to see your doctor without delay."

BreastScreen Queensland Services are located at North Lakes, Chermerside, Kippa-Ring, Keperra, Indooroopilly and Brisbane City.



## Making music and dancing – it's all part of a day's work

Making music, dancing, sewing and cooking are just another day at the office for the Halwyn Centre's occupational therapist Jodie Spottiswood.



Halwyn occupational therapist Jodie Spottiswood with her array of tools.

The residential care facility at Red Hill provides permanent residential care and respite care for clients with both intellectual and physical disabilities with complex care needs.

A main focus of Jodie's job is helping residents use assistive technology. Her office is full of equipment that can be used to adapt devices for the various needs of Halwyn residents.

"We can use big switches to modify blenders for cooking and there are various iPad apps we can use," Jodie said.

"The aim is to maximise independence. And have fun."

Jodie also uses a Soundbeam for weekly therapy groups. The machine looks like something a DJ would use. It emits beams which, when interrupted, produce musical sounds from a range of more than 250 instruments.

"Musical instruments require fine motor skills, so they're not accessible to most of our residents," Jodie said.

"The Soundbeam offers different benefits for each person, depending on their movements. Some need a bit of assistance, and others can cut the beams and press the switches themselves."

It's not all just fun though, quality of life is the main aim. The dancing program encourages a range of beneficial movement other than regular motion, and the music is also good for social development and wellbeing.

The next exciting addition will be a vibrating musical bed which can be connected to the Soundbeam and other music for a whole body sensory experience.

"People will be able to lie on the bed and feel the vibrations from the music. It will allow residents with low hearing to enjoy the music as well."



## State funding for integrated care applauded

Joining Health Minister Cameron Dick at Royal Brisbane and Women's Hospital for the announcement of the Integrated Care Innovation Fund are Dr David Rosengren, QLD Clinical Council; Libby Dunstan, Stroke Foundation; Dr Michelle Trute, Diabetes QLD; Alison Durham, Heart Foundation; Claire Jackson, Brisbane North PHN Board Chair, and Richard Kidd AMAQ.

### Brisbane North PHN has welcomed the State Government's plan to establish a \$35 million fund to support integrated patient care.

Timely access to primary health care – for example, from a GP, pharmacist or community nurse – is a key element of integrated care and can help people to avoid hospitalisation for preventable conditions.

Brisbane North PHN Board Chair Professor Claire Jackson said the organisation had long been committed to facilitating strong partnerships between local GPs and hospitals in an effort to provide better patient care.

"The integrated care fund will significantly enhance this effort and is a welcome contribution from the Queensland Government," Professor Jackson said.

Brisbane North PHN Chief Executive Abbe Anderson said the extra funding would support people to remain living healthier for longer in the community and in their own homes.

"Integrated patient care reduces demand on the State hospital system by ensuring people are only admitted when they really need to be in hospital," Ms Anderson said.

"Primary Health Networks are ideally placed to work with hospitals and primary health care providers to keep people healthy and at home," she said.

Brisbane North PHN is eager to continue working with the Metro North Hospital and Health Service to deliver better care for patients, especially those with chronic conditions.



## Volunteer Ann "retires" after 42 years

It takes a special person to be a volunteer.

Across Metro North facilities, we are fortunate to have a small army of volunteers who give their time and support staff and enhance the care we offer our patients, their families, friends and members of the community.

One woman who epitomises the enthusiasm and generosity of our wonderful volleys is Ann Waldauer, who at, 91, has "retired" after 42 years as a volunteer with Redcliffe Hospital Auxiliary.

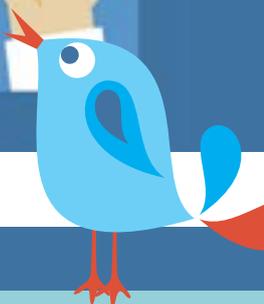
Thank you for your service, Ann. You can feel proud of the real and positive difference you have made to the lives of staff, patients and families.

You can learn more about volunteering at: <https://www.health.qld.gov.au/metronorth/get-involved/volunteer/>

Redcliffe Hospital Facility Services Director Janene Farr says thank you to volunteer Ann Waldauer, who gave 42 years of voluntary service to the hospital.

# Are you following us on social media?

Metro North Hospital and Health Service (MNHHS) is on Facebook, Twitter and LinkedIn. Like us to get updates on what's happening in and around your hospital and health service.



[facebook.com/  
MetroNorthHHS](https://www.facebook.com/MetroNorthHHS)



[twitter.com/  
@MetroNorthHHS](https://twitter.com/MetroNorthHHS)



[Metro North Hospital and  
Health Service](https://www.linkedin.com/company/metro-north-hospital-and-health-service)



<http://creativecommons.org/licenses/by/2.5/au/>  
© State of Queensland (Queensland Health) 2016

Produced by Metro North Communication  
Phone: (07) 3647 9514 or (07) 3647 9516  
Email: [MetroNorthEngage@health.qld.gov.au](mailto:MetroNorthEngage@health.qld.gov.au)