



# Metro North Community News

Spring 2017

Metro North Hospital and Health Service *Putting people first*

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*Above: William Campbell was inspired to become an Indigenous community health worker after watching a Metro North community nurse in action.*

## William trades butcher's life for community health career

One inspiring visit from a Metro North community health worker was all it took for William Campbell to hang up his butcher's apron after 35 years and join our care team.

Once a part of the Burnt Bridge Mission in Kempsey, William worked in a paper warehouse and a railway station before first picking up a butcher's knife at 16 years of age. It wasn't until his hairdresser daughter suggested it that he considered a career in health.

"She was giving an Indigenous man a haircut and their conversation inspired her to enrol in an Indigenous health course, so she asked me to join up and come along and support her," he said.

"She ended up staying for a couple of weeks, but I stayed for two years. I loved it.

"I wasn't sure what I wanted to do with that experience until an Indigenous health worker came out to our home to help my wife – and when I watched them operate, I knew then that's what I wanted to be."

Fast forward eight years and William is now a valued member of our Aboriginal and Torres Strait Islander Health Unit Primary and Acute Care Team, based at Pine Rivers Community Health Centre and travelling to homes across the district to help Indigenous patients manage chronic disease.

"It's demanding work but it's so satisfying to help people like we do. I know now that this is my calling," he said.

# Message from the Board Chair and Acting Chief Executive



**Dr Robert Stable AM**  
Chair, Metro North Hospital and Health Board



**Shaun Drummond**  
Acting Chief Executive,  
Metro North Hospital and Health Service

Despite the unseasonably warm weather, we have had another busy winter. Across Metro North our emergency departments have had an increase in patients and the flu season has been particularly bad this year. In spite of the additional activity, our staff maintained their commitment to high quality care.

In addition to our clinical activity, we have been busy across our health service. Brighton Health Campus held another successful Healthy Ageing Expo in August with community members and service providers coming together. At The Prince Charles Hospital we launched the Australian Cancer Research Foundation Centre for Lung Cancer Early Detection in partnership with the University of Queensland.

There are initiatives underway or being developed across our whole service to improve the way we care for frail older patients. The Metro North Aged Care Conference attracted people from across the country coming together to discuss the challenges of caring for older people. We also recently launched the Geriatric Outreach and Assessment Service in partnership with the Brisbane North PHN. Our Community, Indigenous and Subacute Service and Redcliffe Hospital are both streamlining processes to improve the patient experience including for older patients.

Construction for the expansion of Caboolture Hospital is continuing. The new Outpatient Services building is planned to open in 2022 and will allow the hospital to increase to up to 70,000 outpatient appointments each year. The new 300 space Caboolture car park is due to open later this year and planning will soon start on the Redcliffe Hospital car park. The new Nundah House mental health facility is also under construction. This Step Up Step Down service will provide closer to home support for people needing mental health care without hospital admission.

We are continuing to celebrate the 150th anniversary of the Royal Brisbane and Women's Hospital with a commemorative high tea for past and current nurses and midwives on 17 September. As the state's oldest and largest hospital, RBWH has played a significant role in the lives of thousands of patients, clinicians and family members. The Hospital is also holding the annual RBWH Healthcare Symposium from 12-14 September which is shaping up to be an excellent showcase of innovation and best practice healthcare.

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Metro North Hospital and Health Service

## Vic's a hero to many

Royal Brisbane and Women's Hospital patient Vic Power is a hero around the Heart Failure Rehabilitation program, and it's not just because the Dunkirk veteran was recently awarded a French decoration for his heroic service during World War II.

Vic (pictured right) is also a hero because, at 98 years old, he serves as a constant reminder for both staff and patients to what can be achieved through perseverance, dedication and determination.

"Vic is an inspiration to what you can achieve physically at 98... even the younger people in the gym look up to him and see how great it is that he is still trying so hard," Clinical Nurse Consultant Linda said.

"He comes in and exercises each week, and always has a glass of milk," she laughed.

"It just goes to show that just because you're older it doesn't mean you're down and out. What better way to celebrate the Year of the Frail Older Person across Metro North Hospital and Health Service, than by looking at Vic and what he has achieved?"

Vic has become something of celebrity around the department after receiving the French Legion of Honour. He was only 20 years old when he served "in the middle" of Dunkirk.

"We did a lot of fighting. We ran out of ammunition. But the German's had everything," he said.

"I always say, I was never at Dunkirk at all, because that was the town and we lived on that beach.

"But now for my age, I am in reasonably good health... and I am unmarried so I am available, if you're wondering."





## Thank you, Dr Cartwright

While technology made a huge impact on the profession, so did the great working relationship Dr Cartwright had with his nursing colleagues.

“Good team work between medical and nursing staff was, and still is, an essential element of patient care,” he said.

“Working closely together benefitted not only us as a team but ultimately the patient.”

Today, the profession continues to evolve with each advancement ensuring some of the smallest and sickest patients get the best chance at life.

It’s his patients and their families that stick with Dr Cartwright.

“I still keep in touch with many of my former patients and their families.

“Neonatology is unique in that you spend a lot of time with your patients. You can spend three or fourth months caring for them.

“You see their parents every day. We’re side-by-side with families in what is one of the most stressful and emotional times in their lives.

“That experience creates a close bond.”

As he farewell the 12-hour days and looks ahead to what’s next, we asked Dr Cartwright if he had any final words...

“It is all about the babies.”

*Pictured: Respected neonatologist Dr David Cartwright has retired.*

“Look after your patients and you’ll have a rewarding career.”

These are wise words from Dr David Cartwright who retired from the Royal Brisbane and Women’s Hospital (RBWH) in June concluding his illustrious neonatology career.

Having spent over three decades on the campus, Dr Cartwright has seen a lot—both in the evolution of RBWH as well as some life-changing advancement in medicine and technology.

“There has been an enormous change in the care of babies over the years. We’ve gone from being quite a rudimentary profession to one that is now very high-tech, well researched and well organised,” Dr Cartwright said.

“In the 70s the care of premature babies wasn’t as prominent as it is now. Unfortunately, back then, there was little we could do,” he said.

“Technology has enabled us to get better results and treat the tiniest of patients—some weigh only 500 grams.”

## Multi-storey car park plan for Redcliffe Hospital

Planning and community and consumer consultation will commence soon for a new multi-storey car park at Redcliffe Hospital.

Minister for Health Cameron Dick and Member for Redcliffe MP Yvette D’Ath said the car park would be built under the State Government’s new Four Point Action plan to improve hospital car parking access for patients, carers and their families.

Mrs D’Ath said the cost for parking would be capped at around \$15 a day with concessions available for eligible patients, carers and staff.

The hospital currently has around 700 on site car parks, but Metro North Hospital Health Service (MNHHS) Acting Chief Executive Shaun Drummond said up to 225 additional spaces were needed simply to cater for existing demand at Redcliffe.

“We are very mindful that the cost of parking can be additional stress on patients and their families,” Mr Drummond said.

“We look forward to working with our community and staff to ensure this parking plan meets the needs of our most vulnerable patients, their families.”

Mrs D’Ath said parking has long been a big issue at Redcliffe Hospital.

“But there is no space on the hospital campus and to expand parking access without encroaching on the community, we have to build up,” she said.

A business case for the car park is underway and will consider future demand, potential services and feedback from staff and the community.

Construction on the car park is expected to begin by the middle of 2018.



*Pictured: MNHHS Board Member Associate Professor Cliff Pollard AM, MNHHS Acting chief Executive Shaun Drummond, Redcliffe Hospital Executive Director Louise Oriti, consumer advocate Wendy Callaghan, Health Minister Cameron Dick and Redcliffe MP Yvette D’Ath at the car park announcement.*

# Addressing challenges in aged care

The many challenges healthcare providers face in caring for our increasingly ageing and frail patients were discussed at the 11th annual MNHHS Aged Care Conference.



Hospital in the Nursing Home nurses Diane Atkinson and Leonie Higgs from RBWH and Senior Staff Specialist Dr Bill Lukin, catch up with keynote speaker Anh Do. The nurse-led HINH program focuses on providing the same quality of care as you would receive in hospital but in the comfort of the patient's nursing home. It has now been expanded to include The Prince Charles and Redcliffe hospitals.

Metro North Hospital and Health Service Acting Chief Executive Shaun Drummond welcomed more than 130 delegates from health and community services across Australia to the three-day conference at the Royal Brisbane and Women's Hospital.

"It's wonderful to see a collaborative approach to what is an increasingly important conversation around the care of older people in the community and in hospital," Mr Drummond said.

"As people live longer, and more and more of the baby boomer generation are 70+, our community and healthcare system faces new and different challenges.

"For Metro North, this year is our 'Year of the Frail Older Person' and we are focusing on this cohort as a priority right across our hospital and health service because it's not only important that we appropriately care for this group, but also because of the significant impact on the health service if we don't get it right.

"In 2015-16, 36 per cent of all hospitalisations and 41 per cent of bed days in Metro North hospitals were for people aged 65 and older. That's 83,000 hospitalisations and nearly 325,000 bed days in one year."

Mr Drummond said Metro North's Year of the Frail Older Person had been embraced, particularly by our Emergency Departments, and was also supporting strong links between facilities such as our aged care and community services.

"We have the ability to improve both the quality of life for our patients as well as make a significant difference to the system in relation to bed capacity and our quality of care," he said.

Guest speaker Anh Do shared his life experiences from arriving in Australia as a two-year-old Vietnamese refugee to accomplished artist, comedian and writer. A favourite with delegates, Anh announced that his award winning novel "The Happiest Refugee" was being made into a movie.



Jorlish, Sujata and Kirsty from Tricare Aged Care Pimpama were among delegates to the conference, and (above) Acting Chief Executive Shaun Drummond gives the welcome address.

## Health care plan for our elderly

Metro North Hospital and Health Service and Brisbane North PHN are in the final stages of developing a five-year health care services plan for older people.



Jodi Hallas, Director, Health Service Strategy and Planning, said the plan had been drafted following extensive engagement with a range of consumers, partners and health care staff and is planned for release later this year.

"It demonstrates our commitment to partner with older people, families and carers to support them to be healthy, well and independent, and, when they are unwell, provide them high quality health care as close to home as clinically appropriate," Jodi said.

"This plan will support all older people who access health care in Brisbane North to receive tailored care that is respectful and responsive to their individual health, social and emotional needs."

The plan will help support older people to live independently in the community under a networked service system. Together, the PHN and Metro North will strengthen integration between services to promote independence in older people and provide support for re-integration into the community following acute care.



## Story project casts spotlight on Brighton's history

Brighton Health Campus's (BHC) rich history has been brought to life by former staff members in a community project shedding light on the site's past.

Around 20 former BHC nurses, wardsmen and women, attendants and facility managers reunited in two story-telling sessions at the Campus Bowls Club last month, sharing their personal experiences working on site as early as the 1950s.

Participants developed timelines based on their memories, viewed archived photos of BHC from years long past, recorded and captured their stories and even brought along their own memorabilia from their time as a staff member.



*Mavis, Philomena, Jean and Helen – nurses at Brighton Health Campus as far back as 1959 – are among those who reunited to commemorate BHC's 70th anniversary.*

The workshops offered a chance for anyone with a connection to the Campus to come along and share their stories, even attracting local State and Federal MPs Stirling Hinchliffe and Wayne Swan and Deagon Cr Jared Cassidy to tell their own.

Community members Mavis, Philomena, Jean and Helen who worked at BHC as nurses as far back as 1959 were among those thrilled to regroup and share their stories and photos.

Project lead Anne Warren said the experience was a rewarding one for all involved.

"Brighton Health Campus boasts such a unique and extensive history and for many people it's quite an iconic site, so it was special for local people to have a chance to share what it meant for them, and an equally important task for us to capture these tales of BHC's past to preserve them," she said.

All stories shared through the project will be collated and included in Brighton Health Campus's 70th anniversary commemorative activities taking place this year.

*The Geriatric Outreach Assessment Service (GOAS) trial at TPCH is proving successful in preventing avoidable emergency department and hospital admissions. The first patient to benefit from GOAS was Maxwell Treacy, pictured here with Nurse Jayne Lee who attended him at his home at Wesley Mission's Parkview Aged Care, Chermside. Also pictured are members of the TPCH GOAS team headed by geriatrician Dr Gurudev Kewalram (right) and Nursing Director - Internal Medicine Services Rhonda Mead.*

## Innovative solutions to caring for frail older patients

In our Year of the Frail Older Person, Metro North Hospital and Health Service has introduced a range of strong and innovative solutions to improve care for these patients.

- Caboolture Hospital is helping frail older patients avoid Emergency Department presentation by improving networks with General Practitioners and residential aged care facilities.
- The Prince Charles Hospital's Geriatric Outreach Assessment Service (GOAS) is helping local aged care facility residents avoid unnecessary trips to the Emergency Department by providing timely medical care in the community.
- At Redcliffe Hospital, the Access Best Care initiative (ABCi) is working to improve patient flow across the hospital, including boosting collaboration between the ED and medical stream, focusing on Advanced Care Planning and providing rapid access to palliative care.
- Community, Indigenous and Subacute Services is partnering with the Cardiology team at The Prince Charles Hospital so patients can be followed-up at home after discharge by CISS physiotherapists – an initiative designed to shorten length of stay in hospital and reduce risk of readmission.
- Royal Brisbane and Women's Hospital will begin discharge planning for frail older patients when they enter the ED rather than towards the end of their journey with us, to help decrease length of stay and ensure appropriate measures are in place when people return home.



*The Geriatric Emergency Department Intervention (GEDI) initiative at Caboolture Hospital is benefitting older patients like Bribie Island's Gordan Sully, pictured here with Dr Sean Clarke and Chris Shaw. The project is reducing duplication of assessments and providing earlier interventions, leading to reduced length of stay and admissions to hospital.*



Interim care Recreational Officer Mary shares birthday cupcakes with patients Allan and Dorothy.

## Interim Care service helps hundreds transition out of hospital

Hundreds of elderly patients are transitioning out of hospital to more appropriate aged care settings faster thanks to a new Interim Care service in Zillmere.

The service launched last year as a suitable care alternative to hospital, specifically for older patients, to help relieve the increased pressure faced by hospitals over flu season.

But one year on, the 28-bed service is now helping to navigate more than 380 people to appropriate care in an aged care facility that would otherwise have had to remain in hospital until a residential bed became available.

Project Lead Kate Schultz said Interim Care service patients no longer required continued acute hospital care, but did require an extra level of stabilising care before being discharged to suitable accommodation.

**“Overall, 3700 hospital days have been made available to other patients because of Interim Care in the past year.”**

“By taking these patients and preparing them for transfer to a residential aged care facility we are helping to free up acute hospital beds for those who really need them,” she said.

“Overall, 3700 hospital days have been made available to other patients because of Interim Care in the past year.”

Mrs Schultz said Interim Care received more than 500 referrals in the past 12 months, with a majority discharged to an aged care service.

“Our service is now discharging or transferring around 40 patients a month and their average stay with us is about 25 days,” she said.

“This service has reduced pressure on the acute sector while providing a pleasant, safe and suitable environment for these frail elderly people as well as the necessary support and resources to properly care for them in that interim period.”

## New websites respond to user needs

Royal Brisbane and Women’s Hospital and Caboolture Hospital are the first two Metro North hospitals to launch new websites providing online visitors with a much better user experience in their search for hospital information.



Metro North HHS staff Pru and Suzie check out the new RBWH website.

Metro North Online and Design Manager Ian Drake said his project team had worked extensively with each hospital, consumer groups, patients and their families to create online information and resources about the hospitals and their services.

“Visitors to the websites will now also find the information easier to navigate,” Mr Drake said.

New features include a fresh design with improved search capability. There is improved healthcare service information with additional patient and visitor resources, videos and news about the hospital and services.

The websites have also made it easier for GPs and medical practitioners to link up with referral criteria for each service.

The user friendly mobile responsive design now caters for people using smartphones and tablets. People accessing information about the hospital on a mobile device are now the majority of users.

“The new websites have also been designed to meet Queensland Government criteria for ensuring websites are accessible for all users,” Mr Drake said.

“Now that these sites have launched we will continue to review and add additional content and functionality to ensure the sites remain dynamic and the information visitors are accessing is current and accurate.”

The Prince Charles Hospital, Redcliffe and Kilcoy Hospitals will also transition to new websites soon.



### VISIT OUR NEW WEBSITES

Royal Brisbane and Women’s Hospital: <https://metronorth.health.qld.gov.au/rbwh/>  
Caboolture Hospital: <https://metronorth.health.qld.gov.au/caboolture/>

# CaRE survey offers fresh insight into patient experience

A recent patient experience survey is helping Metro North improve its services.



The 'Connection and Respectful Experience' (CaRE) survey conducted in the Medical Imaging departments at Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Redcliffe and Caboolture Hospitals generated hundreds of responses over a three week period.

Metro North Medical Imaging Administration Services Manager Carla McNaughton (pictured left) said the data generated will be used to plan service and patient experience improvements over the next 12 months.

The 10 question CaRE survey replaced a previous 13-page questionnaire.

"We found that conducting the survey face-to-face with patients enabled a high response rate and many patients to provide additional comments and feedback to the structured questions," Carla said.

"Interim results have shown us that patient wait time is a concern, so it's good to know that we have proactively taken steps to address this by already implementing processes throughout Metro North to ensure patients are kept up to date throughout their visit, particularly if there is any delay while they are waiting for treatment."

Senior Engagement Advisor Rachel Latimore said capturing patient experiences was well-established as one of the first steps towards achieving person-centred care and is a key contributor to a quality health system.

"The Medical Imaging survey results are already showing a clear direction for clinicians and staff to measure the experience of patients and respond to immediate issues as they arise, while also helping to guide longer-term service planning," Rachel said.

## Blue Room to boost endoscopy procedures

A new state-of-the-art procedure room at the Royal Brisbane and Women's Hospital will increase capacity for endoscopy procedures while also allowing gastroenterology clinicians to better examine more complex cases that would otherwise require surgery.

The endoscopy department will increase from two to three procedure rooms when the renovations are complete in late October.

The new endoscopy 'Blue Room', which began operating on 1 July, is set to lift the number of annual endoscopy treatments at the RBWH from 6,400 to 9,200.

Built as part of a \$5 million RBWH Gastroenterology enhancement program, the brand new theatre is capable of handling additional and more complex procedures than the two endoscopy procedure rooms currently in use at RBWH due in part to the specialised lighting and hue of the walls which earned the room its name.



## Health Service Strategy refreshed

Metro North has refreshed its Health Service Strategy 2015-2020 as a result of significant progress already made on the priorities in the original strategy.

The previous five prioritised strategies have been refreshed to four focus areas: living healthy and well in our local communities; delivering person-centred, connected and integrated care; effective delivery of healthcare to address growing population health needs; and responsive holistic healthcare that meets the specific needs of vulnerable groups.

These focus areas are supported by specific strategies and measurable success factors to ensure Metro North's population of more than 900,000 residents have equitable access to healthcare.

Priorities from the previous strategy already achieved include the establishment of a telehealth portal, increasing bed capacity at Redcliffe, Caboolture and The Prince Charles Hospitals and reducing outpatient waiting lists.

The strategy is aligned with *Metro North's Strategic Plan 2017-2021* and was refreshed through extensive consultation with staff, consumers, community and healthcare partners, and consumers. It identifies the increased demand for Metro North's services, with a population that is growing, ageing, and with almost half of adults in the catchment living with a chronic health condition.

The *Metro North Health Service Strategy 2015-2020 (2017 refresh)* is available online at <https://www.health.qld.gov.au/metro-north/about/strategy>

## Multicultural Health sponsor appointed



Metro North HHS is embracing its cultural diversity by appointing an Executive Sponsor for Multicultural Health.

Mark Butterworth, Metro North's Executive Director Allied Health, said his appointment was an exciting opportunity to ensure the HHS was inclusive of a diversity of people and voices.

"This position recognises the need to have a more targeted approach to caring and improving the health of all people in our region," Mr Butterworth said.

"About 35 per cent of the people in the HHS catchment were born overseas.

"By learning the specific and general needs of these people we will be in a position to jointly design services and facilities that offer appropriate care and accessibility.

"This will embrace the whole community, regardless of education, physical or mental ability, cultural or linguistic diversity."

# New centre targets early detection of lung cancer

Lung cancer survivor Geoff Tapping knows the importance of early lung cancer screening. The former military officer stood alongside medical researchers at the opening of a new centre focused on early detection of the world's deadliest cancer.

The Australian Cancer Research Foundation (ACRF) Centre for Lung Cancer Early Detection is partnered by The University of Queensland Thoracic Research Centre at TPCH and was recently opened by Health Minister Cameron Dick.

ACRF has provided \$1 million to equip the centre with the latest technology needed to advance lung cancer diagnostics.

Lung cancer remains the leading cause of death from any cancer. The low survival rate is due to the disease being typically diagnosed at an advanced stage, which is also when curative treatments may no longer be possible.

Geoff said he had initially applied for the early screening program at TPCH for altruistic reasons, rather than health concerns.

"I had absolutely no symptoms, and was quite fit, having been part of the Army," he said.



"The doctors found a very small, early stage lung cancer in my lungs, which if left untreated, would have been fatal.

"Early screening meant that the cancer was picked up on early and removed. That's why I'm still here today."

Director, UQ Thoracic Research Centre and Clinical Manager of the Pulmonary Malignancy Unit at TPCH, Professor Kwun Fong said researchers would use the latest technology to identify markers for lung cancer that might be present in the breath, blood or lung fluids at a very early stage of the disease.

"These markers could form the basis for new tests to allow earlier diagnosis and treatment," Professor Fong said.

The centre will bring together the skills from several highly skilled researchers and scientists, including collaborators at CSIRO, who will assist by analysing breath samples.

"They will be looking for very small traces of lung cancer cells to identify the disease long before our current tests can," Prof. Fong said.

"Most importantly we will also be looking at how to take research to the clinic as quickly as possible to ensure that our patients see the benefits of earlier diagnosis."

*Above: Professor Kwun Fong, patient Geoff Tapping and ACRF Board Chairman Tom Dery AO celebrate the official opening of the ACRF Centre for Early Lung Cancer Detection.*

## Auxiliary's heart in the right place

The Caboolture Hospital Auxiliary has continued its tradition of giving with the donation of close to \$170,000 for highly specialised heart monitoring and testing equipment.

Caboolture and Kilcoy Hospitals Executive Director Dr Lance Le Ray said the Auxiliary was inspirational.

"They selflessly volunteer in our canteen to raise vital funds for this hospital and to enhance the care that we provide to our community," Dr Le Ray said.

"The purchase of a Cardiac Ultrasound Machine and Cardiac Exercise Testing System is one of many recent donations that are making a vast difference to our services and to our patients."



*Caitlyn Antaw (third left) and Mickayla Mangin (far right) from Caboolture Auxiliary have helped raise a princely sum to purchase vital monitoring equipment for patients at risk of heart disease and with serious heart conditions.*

Senior Staff Specialist Dr Jamil Ahmed said the new equipment would enhance diagnosis of serious life threatening heart conditions.

"This clinical equipment will enhance our ability to provide high-quality, diagnostic cardiac testing for locals at risk of coronary heart disease, heart valve abnormalities or more complex heart conditions," Dr Ahmed said.

"We are now able to monitor more intimately how a patient's heart is functioning and identify life threatening blockages or signs of coronary heart disease."

The Caboolture Hospital Auxiliary has raised more than \$2.5 million over the past two decades for our community.

## Robert's self-motivation for improved health, one step at a time

High numbers of Aboriginal and Torres Strait Islander people suffer with chronic kidney disease.

Around nine in 10 are unaware of the early signs and are almost four times more likely to die with chronic kidney disease than non-Indigenous Australians.

Risk factors include high blood pressure, diabetes, heart problems or family history of kidney failure.

For Robert Jacobs, a proud Wakka Wakka man from Cherbourg, suffering a stroke at just 45 years old was a turning point in his life. He had to learn how to walk again, how to hold a cup and how to be himself again after such a dramatic change.

"I was a hard head growing up," Robert said.

"I've always had high blood pressure and when my doctor warned me at a young age I could suffer a heart attack or stroke; I didn't listen.

"I've had two strokes and a heart attack and now due to my kidney disease I will be on dialysis for the rest of my life."

Robert has been attending the Royal Brisbane and Women's Hospital for more than a year now, visiting the dialysis unit three days a week for five hours each time. His condition has dramatically improved.

"I went from being able to just take a few steps to the wall, now to being able to walk to my gym classes. I've progressed from my scooter, to walker and now a walking stick. I've improved a lot. "I've also quit drinking and smoking since my stroke."

Robert said the hospital staff and Indigenous Liaison Services have helped with his recovery journey.

"When I first started here I was angry, I had to sit here for hours and have several needles. Now visiting hospital has become a routine for me and we are all like family."



RBWH Clinical Nurse Brett Cooper and Registered Nurse Neetu Thakkar with patient Robert Jacobs in the renal unit.



Sandstone Point's Gabbie Miller and baby Zavian received donated breast milk thanks to the Milk Bank for life and the fabulous milk bank donors.

Through many caring and wonderful milk bank donors, our local mums and bubs will always have access to this precious commodity," Ms Clayton said.

The RBWH's Milk Bank for Life, has helped more than 1,000 babies around the country since it opened three years ago, and has more than 250 registered donor mums. If you would like to know more about the RBWH Milk Bank for Life, please email [Milk\\_Bank\\_RBWH@health.qld.gov.au](mailto:Milk_Bank_RBWH@health.qld.gov.au) or call (07) 3646 0542.

## Precious milk supply now available at Caboolture

Caboolture's youngest patients now have access to the services of the Royal Brisbane and Women's Hospital's (RBWH) Milk Bank for Life.

Caboolture Hospital Nursing and Midwifery Director Anne Clayton said the RBWH Milk Bank for Life has expanded its services locally to help local mothers and their bubs get the best start in life.

"Breast milk is the ideal nutrition for babies, particularly premature and sick newborns. It promotes a nutritious start to growth and development," Ms Clayton said.

The Milk Bank for Life supplies pasteurised breast milk to babies born at less than 34 weeks gestation across Queensland and has donated a milk bank freezer to Caboolture and is providing breast milk for babies born prematurely.

## New Deputy CEO for Brisbane North PHN

Brisbane North PHN has appointed Libby Dunstan to the role of Deputy CEO.

The Organisation's Chief Executive Abbe Anderson said Libby would play an important role in leading core PHN program areas, including hospital integration and primary care support.

Libby has more than 20 years' experience and expertise in senior health leadership roles, most recently as the State Manager for Queensland and the Northern Territory at the Stroke Foundation.

She has a proven record of leading programs that focus on system reform, health care integration and quality improvement, both at the Stroke Foundation and in her previous role as Business Manager for CheckUP.



# Caboolture NAIDOC celebration showcases culture and language

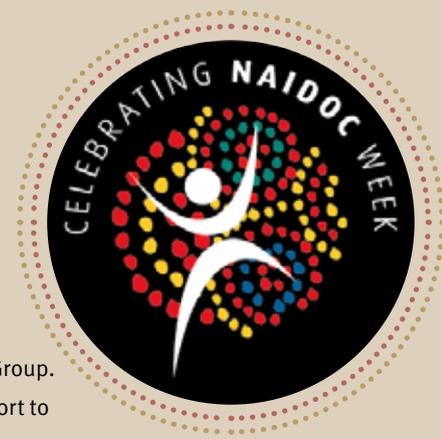
Around 1000 community members attended an inaugural Caboolture NAIDOC Family Fun Day held at St Columban's College in celebration of NAIDOC Week.

The 2017 theme for NAIDOC – Our Languages Matter – was celebrated through traditional dance and storytelling from the Gubbi Gubbi dance troupe and Keriba Mabaigal Torres Strait Islander Women's Dance Group. More than 40 stallholders took part in the celebration, providing health advice, resources and cultural support to participating local families.

Metro North Hospital and Health Service's Aboriginal and Torres Strait Islander Health Unit Director Paul Drahm said he was thrilled with the level of local community support.

"It was great to see so many from our Aboriginal and Torres Strait Islander community attend the celebration, including guests from Caboolture and the Sunshine Coast, to as far as Sydney and Western Australia," he said.

"We look forward to hosting an even bigger event next year."



*Gubbi Gubbi Aboriginal Dance Group and Keriba Mabaigal Torres Strait Islander Women's group.*



*Aboriginal and Torres Strait Islander Healthy Unit Director Paul Drahm with Robyn Chilcott and Laurel Lincolne from the Acute & Primary Care service.*



*Emma Dunleavy with son Cowen and niece Lexi from Morayfield.*



*Jade Batalibasi from Caboolture with baby Amber.*



*Thomas, Jakaiden, Danika, David, Sarah and Shonique enjoyed some traditional painting.*



*Eden Simon from Wynnum enjoys the children's activities.*



Dr Martin Batstone, Dr Liz Kenny, Marty Doyle and Dr Amanda Dines help launch the Australian Head and Neck Cancer Patients, Carers and Family Members Book at RBWH.

## Book to benefit cancer patients

While survival rates of head and neck cancer are now topping 65 per cent, outcomes for those beating the odds aren't always easy.

"Many patients have long-term side effects that really impact on their quality of life, and may interfere with their appearance or their ability to swallow, taste or speak," senior member of the RBWH Head and Neck Cancer Team Professor Liz Kenny said.

"About 1000 people in Queensland are diagnosed each year, and last year we saw around 650 new patients at RBWH... these patients need all the support we can give them during what has to be one of the toughest periods of their lives."

That's why Prof Kenny patroned the Australian Head and Neck Cancer Patients, Carers and Family Members Book, created to bring patients, medical specialists and other health professionals together.

Book contributor and coordinator, survivor and co-convenor of Head and Neck Cancer Support Australia Marty Doyle said the single most important part of the book was the patient stories it contains, for a group of often forgotten survivors.

"These voices are rarely heard and our needs are often great for a long time after treatment. We all hope health professionals will use this book to get a greater understanding from a patient's perspective and improve long term support," Mr Doyle said.

"It's great to have the doctors and the Allied Health professionals supporting this patient initiative to improve results for patients and families. So we can all understand how we can support each other, exchange experiences and develop a common message."

Those looking for a copy of the Australian Head and Neck Cancer Patients, Carers and Family Members Book can find one online.

An eVersion can be downloaded at [www.yumpu.com/en/document/view/59181006/the-swallows-australian-edition-magazine](http://www.yumpu.com/en/document/view/59181006/the-swallows-australian-edition-magazine).

## A taste of the future

From individualised hospital menus to robot delivered food, innovation is the key to improving outcomes, reducing waste and increasing convenience for Metro North Health and Hospital Service (MNHHS) patients.

2017  
STATEWIDE  
FOOD SERVICES  
WORKSHOP



Pictured right: An apple a day... workshop organisers Denise Cruickshank and Troy Litzow check the produce at the Statewide Food Services Workshop.

The revolutionary concepts were discussed at the 10th Annual Statewide Food Services Workshop in July, where more than 200 delegates from Australia and New Zealand heard from industry experts on shaping the way food is provided to hospital patients.

The use of automatic guided vehicles to deliver meals from the kitchen directly to wards (adopted by the Sunshine Coast University Hospital) was one innovation of interest, while another model revealed digital auditing could be the secret to balancing choice and care.

The New South Wales concept sees patients order from a menu of more than 20 meals just two hours ahead of delivery, with any leftovers digitally reviewed for dietitians to assess and intervene if necessary.

Event organiser Troy Litzow said waste was reduced when patients were given autonomy.

"Room service has been introduced at the Mater Health Service in Brisbane and has revolutionised meal times for patients," he said.

"Patients choose anything they want from a menu at any time the kitchen is open.

"So far the data has shown that patient satisfaction has increased while food waste has decreased using this model of service delivery."

Attendees also heard a draft from Statewide Food Services on best practice in the management of allergens in Queensland Health facilities.

This year's workshop offered food for thought, encouraging change and innovation in the best interests of patient nutrition and safety.





## Coordinated care for Indigenous patients

Indigenous patients at The Prince Charles Hospital (TPCH) and the Royal Brisbane and Women's Hospital (RBWH) are benefiting from an outreach program delivered by Centrelink.

Scott Moore, a proud Yuin man from the south coast of New South Wales, is part of a team of seven workers who visit hospitals across Brisbane to deliver services to vulnerable and complex customers.

Each week he attends TPCH Indigenous Hospital Services, providing advice and assistance to patients on issues such as sickness allowances, reporting and payments and disability support.

The support is provided on an as needs basis and includes bedside visits if required.

"Our hospitals are very important to our role," Scott said.

"At TPCH we see patients from all over Queensland in need of help. We are able to help patients who can't access our services in person or who are facing a major change in their circumstances."

The service is able to fill the void for elderly patients who don't use computers and those without access to online services whilst in hospital. Support is also offered to social workers.

"Sometimes a crisis situation emerges and immediate advice or information is required for the social workers, we are only too happy to provide support to benefit the patient."

Scott will soon celebrate 31 years of service with Centrelink, 11 of those spent as an Indigenous Service Officer.

"Many government agencies have Indigenous support workers that we can link in with and help to do a collaborative approach for our customers. It has been a very positive approach to visit the hospitals."

For further information regarding the program or to access the service, contact the TPCH Indigenous Hospital Services on 3139 5165.

*Above: Scott Moore (middle) pictured with TPCH Indigenous Hospital Liaison Officers Michelle Pieper and Mark Budd.*

# Brisbane Mental Health expo

**FRIDAY  
13 OCTOBER  
2017**

**2pm–6pm**

**REDDACLIFF PLACE  
266 GEORGE STREET  
BRISBANE 4000**

**OPENING  
DOORS**

[www.facebook.com/mentalhealthexpo](http://www.facebook.com/mentalhealthexpo)

Metro North Community News provides information about what's happening across Metro North Hospital and Health Service, including new initiatives, patient stories and details of upcoming events.



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