



# Metro North Community News

December 2015

Metro North Hospital and Health Service *Putting people first*

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*Celebrating two years of CBAG are (back, from left) Martin Milne (Brisbane North PHN), Rebecca Lowe (Cancer Council of Qld), incoming chairman Luke Worth, outgoing chairman Mark Butterworth (front), Anna Voloschenko (Ethnic Communities Council Qld) MNHHS Board member Dr Margaret Steinberg, Josie Dietrich (Can Speak Qld), Kim Rayner (MICAH) and MNHHS Manager Community Engagement, Christine Petrie.*

## CBAG ensures community voice in healthcare

**The role Community Board Advisory Group (CBAG) members play in ensuring consumers and members of the community have a voice in public health matters was acknowledged at a special afternoon tea this month.**

Metro North Hospital and Health Service (MNHHS) established CBAG in 2013 to recognise and address the needs and involvement of our consumers and carers in the provision and improvement of health services.

CBAG has just marked its second anniversary and members were presented with certificates of appreciation for the work they have undertaken.

Mark Butterworth, Executive Director of Metro North Allied Health and CBAG chairman, said collaboration with health consumers and the community sector plays a vital role in improving health services and is integral to the delivery of high quality, safe coordinated care.

“MNHHS aspires to be a recognised leader in consumer, carer and community engagement and always looks to provide accessible opportunities for engagement,” Mr Butterworth said.

“In the past two years, CBAG members have contributed to the development of major strategic work, including the Health Service Strategy 2015-20, the revised MNHHS Strategic Plan, the Putting people first Strategy.

“CBAG was also instrumental in developing the LINK (Leading Innovation through Networking and Knowledge-sharing) initiative for partnerships in continuity of care.”

CBAG comprises a number of consumer and community organisations such as the Institute for Urban Indigenous Health, Queensland Alliance for Mental Health, Council on the Ageing, the Heart Foundation and Brisbane North PHN.

It meets six times a year and guides us in creating opportunities for community and consumer involvement.

If you would like to register to become involved with Metro North Hospital and Health Services go to <https://www.health.qld.gov.au/metronorth/engagement/>



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

## Board Chair's message

As the festive season draws near, it is timely to reflect on the year just gone and the rich gift of care and compassion that our dedicated staff, volunteers and healthcare partners bring to the community we care for.

During 2015, Metro North treated more people than ever before. Yet through the collective commitment of our health and community partners we have met this challenge and continued to deliver better health outcomes for our patients.

There have been many highlights this year. Among them has been the delivery of several key projects from our Health Service Strategy 2015-20. These include the opening of the Caboolture Redcliffe Intensive Care Unit (CRICU), the introduction of non-complex Ear Nose and Throat (ENT) services at Redcliffe Hospital and the enhancement of existing inpatient and specialist outpatient facilities at Kilcoy hospital.

In June, we opened a state-of-the-art cancer care facility at The Prince Charles Hospital and were also able to boost rehabilitation services. New models of care, such as Eligible Private Practice Midwives and the launch of the Neonatal Retrieval Emergency Service Southern Queensland (NeoRESQ), at the Royal Brisbane and Women's Hospital are supporting our youngest and most vulnerable patients.

A steering committee has been established which, in consultation with the local community, will help shape the future of Brighton Health Campus.

Our commitment to consumer engagement received international recognition with the RBWH named runner-up for the prestigious IHF/Dr Kwang Kim Grand Award at the International Hospital Federation's 2015 Awards in the United States. The award recognises excellence and achievements with proven results at health system or facility level in areas including quality and patient safety, corporate social responsibility, innovation and service delivery at affordable costs, and healthcare leadership and management practices.

We know that our Hospital and Health Service cannot work in isolation. Our community and healthcare partners – Community Board Advisory Group, Brisbane North PHN, universities and non-government organisations – to name just some – are vital to help us meet the challenge of constant improvement in delivering better outcomes for our patients, their families and carers.

We believe 2016 will be a year of opportunity and we look forward to working with you to achieve our collective vision.

On behalf of everyone at Metro North, best wishes for a safe, happy and healthy festive season.

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



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

## Message from the Chief Executive

Another year has flown by, and as I reflect on my seven months with Metro North, I believe we have achieved tremendous results.

Every day this year, our dedicated staff – medical, nursing, allied health and clinical support staff – have seen and cared for thousands of members of our community. In fact, 2015 has been our busiest year. Despite increasing pressures from our growing population and their changing healthcare needs, our strong patient focus has driven an impressive record of performance.

Innovative practices and future planning have put us in a good place to start 2016.

It takes great teamwork to achieve this kind of result. As well as having an expert and committed workforce, we are fortunate to have the support of our community and healthcare partners and research collaborators.

Among many highlights this year was the introduction of our inaugural LINK (Leading Innovation through Networking and Knowledge-sharing) fund, which reinforced Metro North's commitment to generate healthcare solutions through strong partnerships. The successful projects, proposed by staff and community partners, will pioneer genuine innovation and collaborative approaches to integrated and connected care.

The talent and expertise of our researchers again has been recognised by outstanding success in attracting multi-million dollar funding for innovative projects that span the spectrum from cancer to epilepsy and genetics to cardiac care. The opening of the Herston Imaging Research Facility will further enhance collaboration with our fellow leading research and clinical institutions and help shape our shared vision for the Herston Campus to be a world class centre of research excellence, education and clinical care.

Metro North is also fortunate to have a wealth of volunteers who play a vital role in providing a safe and caring environment and helping us meet our strategic goals.

I take this opportunity to express my gratitude not only to our staff for their tireless efforts, but everyone who has played a part in helping us achieve great work this year.

On behalf of everyone at Metro North, best wishes for a happy and healthy festive season. We look forward to working with you in 2016 as we continue to deliver exceptional care and outstanding outcomes for our patients.

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



*Metro North Hospital and Health Board Chair Dr Paul Alexander AO and Chief Executive Ken Whelan offer their congratulations to some of the successful SEED and LINK grant recipients.*

## Projects drive healthcare innovation

**A total of 21 projects driving innovation and collaboration in integrated and connected care will receive a share of \$2 million in funding through Metro North Hospital and Health Service (MNHHS).**

MNHHS Chief Executive Ken Whelan said the projects will pioneer new and improved ways of delivering health services.

“The projects have been proposed by our staff and community partners and demonstrate Metro North’s commitment to generating solutions from the ground up” Mr Whelan said.

The projects are supported through the organisation’s key innovation programs, LINK (Leading Innovation through Networking and Knowledge-sharing) and SEED (Support, Explore, Excel and Deliver).

Ten LINK and 11 SEED projects will be delivered in 2015–16.

The LINK and SEED programs both focus on the areas of hospital admission and discharge practices, avoidance of unnecessary hospital admissions and readmissions.

LINK supports projects with external community partners with a focus on integrated care and SEED supports internal projects.

You can read more about the LINK and SEED projects at: <https://www.health.qld.gov.au/metronorth/innovation/link.asp>

<https://www.health.qld.gov.au/metronorth/innovation/seed/default.asp>

## Another year of excellence

**The outstanding leadership and innovation of Metro North Hospital and Health Service’s (MNHHS) dedicated health professionals has again drawn praise and recognition.**

At the 2015 Queensland Health Awards for Excellence the Royal Brisbane and Women’s Hospital Trauma Service’s P.A.R.T.Y. (Prevent Alcohol and Risk-Related Trauma in Youth) program received the Excellence in Leadership award.

Popular with high schools in the Brisbane area, P.A.R.T.Y delivers a powerful message to young people about road safety. Students meet real trauma patients and take part in hands-on activities that highlight the consequences of bad decisions, taking risks and the effects of alcohol and drugs.



*Premier of Queensland Annastacia Palaszczuk congratulates Dr Jane Brazier and the team from BreastScreen Queensland Brisbane Northside Service on being awarded a Highly Commended in the Customer Focus category of the Premier’s Awards for Excellence 2015*

The program was the first hospital based program of its kind to be implemented in Queensland. Since it began in 2010, more than 1500 school students aged between 15 and 19 years have participated. It has now been introduced to other locations including Nambour Hospital, and developed into a unique school-based program.

Also acknowledged was the RBWH’s Eat Walk Engage (EWE) program, which was a finalist in the Fostering Innovation category.

EWE was established by Internal Medicine and Aged Care Services and aims to reduce the risk of falls and delirium in patients over the age of 65 through physical activity, cognitive stimulation and nutrition.

At the Premier’s Awards for Excellence in November, our dedicated team at BreastScreen Queensland Brisbane Northside Service was awarded a Highly Commended in the Customer Focus category.

# Grants help Metro North researchers drive innovation

**World class researchers across Metro North Hospital and Health Service seeking to develop new treatments for a range of diseases will share in millions of dollars in project grants.**

Two Royal Brisbane and Women's Hospital (RBWH) next generation researchers, Dr Andrew Mallett and Dr Andrew Kassianos, will investigate screening processes and improved treatments for kidney disease in separate projects funded by the National Health and Medical Research Council grants.

Director of Renal Medicine at RBWH Dr Helen Healy said the RBWH is widely acknowledged as an emerging leader due to the quality of work being undertaken here.

"One in eight people in our community will experience chronic kidney disease (CKD) in their lifetime. It is a health problem that carries immense social and economic implications for communities and the nation," Dr Healy said.

"Through this innovative research, there is the potential to slow the rate of CKD in the community, if not one day possibly cure it."

Vital cardiac research at The Prince Charles Hospital's (TPCH) Critical Care Research Group (CCRG) and Heart Lung Institute (HLI) will also forge ahead following the receipt of two prestigious national grants awarded by the National Heart Foundation.

The grants, which total just under \$200,000, investigate vital issues relating to neurological injury associated with Transcatheter Aortic Valve Implantation (TAVI).

Chief investigator, Dr Jonathon Fanning said the goal of the research is to make TAVI safer for patients and ultimately improve the overall outcomes of patients undergoing transaortic valve implantation," he said.



*Chief Investigator, Dr Jonathon Fanning with TPCH Radiologist, AJ Wesley.*

TPCH has also secured a joint \$1 million funding grant with the UQ Thoracic Research Centre from the Australian Cancer Research Foundation (ACRF), which will establish a "virtual" ACRF Centre for Lung Cancer Early Detection at TPCH.

A full list of grant NHMRC recipients is available at: <https://www.nhmrc.gov.au>

## NeoRESQ retrieves precious cargo

**When Victorian parents-to-be, Andrea and Brent, headed north on holiday they expected to be relaxing at Byron Bay, not being rushed to Royal Brisbane and Women's Hospital.**

But baby boy, Beau, had other ideas, arriving at just 25 weeks.

NeoRESQ – Neonatal Retrieval Emergency Service Southern Queensland – came to the family's aid, flying them to RBWH's Grantley Stable Neonatal Unit (GSNU).

Beau will remain an inpatient at the GSNU until he is well enough to travel home to Warrnambool.

Through NeoRESQ, babies are retrieved from as far south as Grafton in Northern NSW, to Rockhampton in Central Queensland.

Whether by air or road, neonatal nursing and medical staff safely transport babies sooner and treat babies born unwell or prematurely, needing acute medical care that is not available locally.

NeoRESQ is a collaboration between RBWH and the Mater Mother's Hospital. The centrally coordinated service reduces the need for regional centres to interact with multiple service providers by having one point of contact for parents and medical staff.

Department of Neonatology Acting Director and NeoRESQ Medical Lead Dr Pieter Koorts said more than 256 babies had been retrieved and admitted to the three South East Queensland Neonatal Units since the service began in March 2015.



*Andrea and Brent and their precious baby boy, Beau, at the RBWH's Grantley Stable Neonatal Unit.*

"Our team is very privileged to have been able to help so many parents and their babies with this new service. Every little life we take responsibility for, whether that be by helicopter or ambulance, is well looked after with staff available around the clock specialised in providing high quality care," Dr Koorts said.



*The \$24 million Herston Imaging Research Facility combines state-of-the-art equipment with world-class research and clinical expertise.*

## HIRF to transform disease research and treatment

**The diagnosis and treatment of cancers, mental health disorders and conditions such as dementia is set to reach new heights with the opening of the Herston Imaging Research Facility (HIRF) on the Royal Brisbane and Women's Hospital (RBWH) campus.**

The \$24 million facility that combines state-of-the-art equipment with world-class research and clinical expertise was opened by Premier Anastacia Palaszczuk on 14 December.

HIRF Medical Director Dr Liz Kenny said the new centre was one of the most exciting clinical imagery ventures in the Asia Pacific.

“It will become the centre of clinical research in Queensland through the use of cutting-edge imaging equipment and will contribute to the understanding of diseases and the development of new drugs and treatment therapies,” she said.

Dr Kenny, who is also the RBWH's senior radiation oncologist, said the facility featured hybrid scanners which combined magnetic resonance imaging (MRI), positron emission tomography (PET) and computed tomography (CT), allowing molecular processes and anatomical images to be captured simultaneously.

“This results in a faster and more efficient process for researchers, clinicians and patients,” she said.

HIRF is an alliance between four of Queensland's most influential research and clinical institutions: Metro North Hospital and Health Service through RBWH, University of Queensland, QIMR Berghofer Medical Research Institute and Queensland University of Technology.



# Collaboration focuses on integrated care

Metro North Hospital and Health Service (MNHHS) and Brisbane North PHN have reaffirmed their commitment to work together to improve continuity of quality patient centred care.



Abbe Anderson (CEO, Brisbane North PHN) and Ken Whelan (Chief Executive, MNHHS) sign the new protocol, with (back, from left) Shelley Kleinhans (Chief Operations Officer, Brisbane North PHN), Jeff Cheverton (Deputy CEO, Brisbane North PHN), Dr Elizabeth Whiting (Executive Director, Clinical Services, MNHHS), Chris Seiboth (Executive Director, Community, Indigenous & Subacute Services), Terry Mehan (Executive Consultant, MNHHS), Pauline Coffey (Executive Manager, Commissioned Services, Brisbane North PHN), Luke Worth (Executive Director, MNHHS).

The recently signed protocol between the two organisations recognises that better health outcomes are achievable when there is effective collaboration between primary healthcare and hospital services.

Chief Executive of MNHHS Ken Whelan said the agreement further strengthens the long history of collaboration between the largest hospital service in the nation and one of Queensland's key health agencies.

"We know how vital our relationship is with Brisbane North PHN to enable better patient outcomes," Mr Whelan said.

"With patient demand growing and care needs changing, we face the challenge of providing sustainable, quality public healthcare solutions both now and into the future.

"This partnership focuses on the patient journey from the hospital to the home through a model of integrated care, which positions us to provide seamless quality care across the northern Brisbane community."

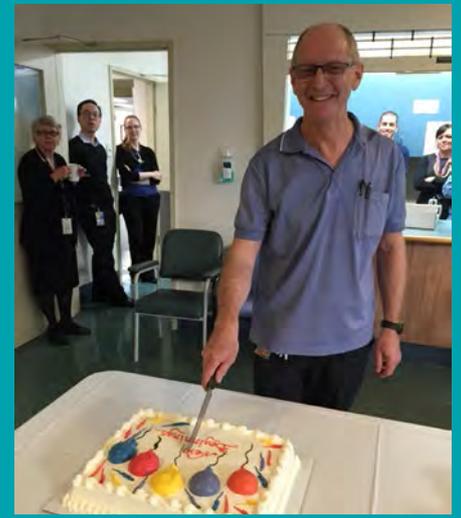
Brisbane North PHN CEO Abbe Anderson said the protocol was a great outcome for the community and demonstrated a dedication to better manage health resources across the health system in Metro North.

"Both organisations share a vision to have a community where good health is available to everyone," Ms Anderson said.

"We are working together to make this happen through identifying and prioritising local health needs to ensure patients can access the care they need in the right place and at the right time.

"Cross-sector collaboration is essential to maximise patient outcomes and is a big win for everyone. Our well established programs have helped reduce demand on local hospitals and emergency departments while connecting patients with the appropriate health service.

"We look forward to delivering more initiatives through this agreement and continuing our strong commitment to improving the patient journey."



RAS Unit Nurse Unit Manager, John Deeth, with Unit staff to mark the opening of eight new rehabilitation beds.

## More rehab beds open at TPCH

TPCH's Rehabilitation and Acute Stroke (RAS) Unit is helping patients who require specialist rehabilitation to return home sooner with the recent opening of eight extra beds.

Medical Director of Geriatric Medicine and Rehabilitation, Dr Keren Harvey, said that rehabilitation has been identified by Metro North Hospital and Health Service as a priority in its Health Service Strategy 2015–2020.

"It was identified that there was a need to meet a rising demand for general rehabilitation services as well as highly specialised rehabilitation services for patients with complex care needs," Dr Harvey said.

The RAS Unit provides comprehensive general rehabilitation services covering neurological, orthopaedic, cardiac and respiratory, geriatric, cancer, pain and amputation rehabilitation.

The aim of the Unit is to help patients build strength and restore physical and psychosocial function so they are capable of returning to their own home with community supports as appropriate.

Rehabilitation services are delivered by a multidisciplinary team of medical, nursing and allied health staff who work together to provide holistic care and intensive therapies to the patient.

"The opening of these extra beds has increased the Unit's capacity from 21 to 29 beds.

"It has also created more capacity in other areas of the hospital to treat patients with more acute or chronic conditions," Dr Harvey said.

"It means that patients requiring rehabilitation services can obtain access to dedicated services faster and return home sooner."

## Better living through leisure

We all know that taking some time for leisure is a vital part of keeping sane and enjoying life. But what if an injury prevents you from doing the sport or hobby you love?

That's where the Community Based Rehabilitation Team's Senior Leisure Therapist Cara Von Dohren comes in.

"Leisure therapy is a good platform for helping people get back to their life or to refocus their new normal," Cara said.

"We look at fitness for life beyond the rehabilitation period."

Cara is one of six qualified leisure therapists in Queensland Health and has about 15 to 25 clients at any time. The role requires staying in touch with community organisations and sporting groups to know what's available as well as liaising with allied health colleagues.

"I have to be a bit of a chameleon. I might be talking to a 21-year-old client in the morning about the latest bands and then go to see an 80 year old who wants to get back to lawn bowls," she said.

"I've got to blend myself in as a local everywhere. If I stop for lunch and see a notice board, I will take a photo on my phone of the yoga classes or other activities in that area for my clients."

After graduating from university, Cara worked for the Sporting Wheelies Association and developed a true passion for empowering people to regain independence through accessible leisure activities. Since then she's helped clients with a huge variety of activities from gem collecting to skydiving.

"I might be helping them figure out public transport logistics for getting to an art class to return to painting, encouraging someone to make their own way to a coffee shop, or finding an accessible sailing group," she said.

"A big part of it is helping people improve their confidence and reduce anxiety associated with lifestyle changes. You need to be a problem solver and think on your feet to get people integrated back into the community safely, happily and consistently."



Leisure therapist Cara Van Dohren is helping people get back to their life after injury.

## Vaccination measures strengthened

New measures will come into force on 1 January, 2016 to allow childcare centres to exclude children who are not fully immunised against vaccine-preventable diseases.



The changes will not make immunisation mandatory. Under the new legislation, early childhood education and care services (ECEC services) can choose to refuse enrolment or attendance of children whose immunisation status is not up to date.

From 1 January, ECEC services can ask parents to provide:

- an immunisation history statement when enrolling their child
- an updated statement when their child passes the 2, 4, 6, 12, 18 months and 4 years vaccination milestones.
- The immunisation history statement will show if a child is up to date with their scheduled vaccinations.

If the child is not up to date, services can choose to:

- refuse enrolment of a child
- conditionally accept enrolment and/or attendance of a child
- cancel enrolment or refuse attendance of a child.

Children who cannot be vaccinated for medical reasons (e.g. medical contraindication) or who are on a recognised vaccination catch-up schedule are considered up to date and cannot be refused enrolment based on their immunisation status.

Parents can find out more about vaccination by visiting [www.qld.gov.au/vaccinate](http://www.qld.gov.au/vaccinate) or calling 13 HEALTH (13 43 25 84).



## Makeover continues at Kilcoy

News of an additional \$2.282 million in State Government funding to enhance existing inpatient and specialist outpatient facilities at Kilcoy Hospital was welcomed by staff (from left) Darcia Keen, Audrey Colby, Jenni Carseldine, Sam Anderson, Lyndie Best and David Payne. Work is expected to start early in the New Year and will include the modernisation of the main ward and emergency department, and improved access to the hospital for people with a disability. The kitchen will be refurbished to allow for an increase in the demand for inpatient care.

# Backing for chronic disease initiative

**In a major development aimed at reducing potentially avoidable hospitalisations in Brisbane North, patients who present to hospital with chronic complex health conditions will receive extra community support to help them better manage their condition at home.**

Queensland Health has committed new funding that allows patients with conditions like Chronic Obstructive Lung Disorder (COPD), Heart Failure, or Diabetes, to access Brisbane North PHN's community care coordination services.

The introduction of the Staying Healthy, Staying Home program follows a successful trial last year of joint hospital and community chronic disease management at Redcliffe Hospital, which will continue to be supported under this initiative.

This new program extends the Team Care Coordination model-of-care to accept referrals direct from Metro North Hospital and Health Service (MNHHS) hospitals and its Community, Indigenous and Sub-acute Services (CISS) unit.

Brisbane North PHN Chief Executive Abbe Anderson said the Staying Healthy, Staying Home program would help more patients with chronic and complex conditions to remain living well at home.

"We are very pleased to be in a position to extend our Team Care Coordination services to more people in the Brisbane North and Moreton Bay region," Ms Anderson said.

"We have worked closely with hospitals and primary care providers, over many years, to improve health outcomes for patients with chronic conditions," she said.

"Now, in partnership with the Metro North Hospital and Health Service, we will be able to help patients who present frequently at emergency departments to access services in the community on their discharge from hospital.

"The Staying Healthy, Staying Home program will help to maintain the connection between patients and their GP, will support patients to live well at home, and will ensure they can access timely intervention in a primary care setting if their symptoms return."

Staying Healthy, Staying Home is funded by the Queensland Department of Health and Team Care Coordination is funded by the Metro North Hospital and Health Service.

For more information about Team Care Coordination, contact the Service Navigation officer on 1800 250 502 or visit [www.brisbanenorthphn.org.au/page/health-professionals/team-care-coordination](http://www.brisbanenorthphn.org.au/page/health-professionals/team-care-coordination).



*Redcliffe Hospital consumer representative Faye Pearce.*

## New role for volunteer Faye

**Congratulations to Faye Pearce who is the first consumer representative on the Redcliffe Hospital's Consumer and Community Engagement Committee.**

Faye is currently assisting the committee prepare a noticeboard in the foyer, which will inform staff and members of the public of the hospital's milestones and statistics.

"I will also be talking to patients and visitors to ascertain what type of information they would like to see displayed and what information would be helpful to know during their hospital visit," Faye said.

Faye formerly had a career as a paralegal with the Department of Justice and Attorney-General, and now keeps busy with volunteer work at the hospital, her local church and the school tuckshop.

"As a consumer representative I will be able to contribute to the hospital and have some impact on a variety of projects," she said.

"I get an opportunity to meet a broad spectrum of visitors and patients and survey them to see what their expectation of a visit to hospital is."

## Don't be afraid to ask for help

For most people, the Christmas – New Year period is a time for get-togethers with family and friends, celebrations and good times. But for others, the festive season isn't all it is cracked up to be.

Clinical Director of the Mental Health Service at The Prince Charles Hospital, Dr Gail Robinson, said it was important to be aware that Christmas was not a positive time for everyone.

"The festive season generates much joy and excitement, but it can also be a time of loneliness and sadness for some people or a time when personal problems may be heightened," Dr Robinson said.

"Stress, financial pressures and depression all can have an impact, so it's important to look after your own mental health as well as others."

Dr Robinson said while many people are able to work through any negative emotions on their own or by talking to a trusted friend or family member, others do not cope as well and may resort to unhelpful behaviours to ease their pain such as drinking too much, taking drugs or even becoming suicidal.

"Their situation may be worsened if there are pre-existing mental health issues, such as depression, anxiety or psychosis," she said.

"It's important for people to realise that it is okay to ask for help and to accept it.

"You might also be able to make things a little easier for someone else by just being there to listen and talk to or by visiting people you know who may be vulnerable.

"Looking after our mental health is a gift we can give to ourselves and to others."

Metro North Mental Health's services will operate during the holiday period alongside local hospital facilities.

If you, or someone you know, are experiencing difficulty and need to talk, there is a range of numbers to call for help:

- Lifeline 13 11 14
- Kids Helpline 1800 55 1800
- headspace (youth) 1800 650 890
- beyondblue 1300 22 4636

## New mums in friendly hands

Every mum wants to give her baby the best start in life in a supportive healthcare environment – and that’s what they receive at Royal Brisbane and Women’s Hospital (RBWH).



*Celebrating their BFHI re-accreditation are RBWH Midwife Kate Dousi, A/Nurse Educator Patrice Caramalis, Lactation Consultant Kristina Palmer-Field, Grantley Stable Neonatal Unit NUM Natasha Chetty, BFHI Coordinator Jeanette Tyler, Executive Director Women’s and Newborns Services Tami Photinos, Midwife Romana Vener, and Lactation Consultant Sharon Pragnell.*

The hospital’s Women’s and Newborn Services has received glowing feedback during its recent Baby Friendly Health Initiative (BFHI) re-accreditation after first becoming a “baby-friendly” hospital in 2012.

Under the BFHI, developed by World Health Organisation and UNICEF, baby-friendly hospitals must provide evidence that pregnant women and mothers are able to identify baby feeding cues, position their baby for feeding, express and store breast milk and safely prepare, transport and store infant formula if not breastfeeding.

Hospitals must also prove that mothers and babies are given uninterrupted skin-to-skin contact after birth, and that mothers know how to access help with feeding once home.

Executive Director Women’s and Newborns Services Tami Photinos said BFHI assessors commented on the supportive culture, outstanding compliance with education requirements and quality of resources available to educate staff and consumers.

She said the assessors made particular mention that pregnant women and new mothers praised the education and support they receive to feed their babies at the RBWH.

The Neonatology Service was also commended for its BFHI compliance and collaborative work with Maternity Services.



### Our maternity care rates highly

Mums and mums-to-be have voted Metro North hospitals as among the best in Queensland for maternity care.

A recent statewide maternity patient experience report revealed both Caboolture and Redcliffe Hospitals scored highly with women cared before, during and following birth at the hospitals.

Caboolture Hospital Director of Nursing and Midwifery Anne Clayton said the hospital’s overall satisfaction for care during birth and home visits was significantly higher than the average score for other public maternity services across the state.

“The overall satisfaction for antenatal care was a stand out with 81 per cent of mothers rating our antenatal care as very good; this is eight per cent higher than the average for other public hospitals in Queensland,” Anne said.

At Redcliffe Hospital, confidence and trust in midwives rated highly in the survey, with 87 per cent of respondents believing they received utmost care from the staff.

The Maternity Patient Experience Report 2014–15 is available at [www.health.qld.gov.au](http://www.health.qld.gov.au)

## Community consultation at Brighton

The vision for Brighton Health Campus was the topic of a forum with community organisations, staff representatives and healthcare and urban design experts.

The forum, facilitated by 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.

Denise Herbert, Chair of the independent Brighton Steering Committee, urban designer John Byrne, and internationally recognised geriatrician and dementia researcher Dr Faizal Ibrahim were among the guest speakers.



*Brighton project team: Chris, Kirsty, Kate, Hayley, Terry John Byrne, Cr Jared Cassidy, Board Member Margaret Steinberg.*



## Don't let funny tummies upset your festive season

The festive season is a great time to get together with family and friends, but don't let poorly stored or poorly prepared food ruin your fun.

Director of Metro North Public Health Unit, John Piispanen, said food poisoning from leftovers or food that was not prepared properly was very common during Christmas.

"During the festive period the weather is hot, the fridge is overloaded and we're usually cooking for large groups of people," Mr Piispanen said.

"All of these factors can conspire to provide perfect conditions for food poisoning bugs to appear in our food and result in stomach upsets, vomiting or diarrhoea."

Poultry, rolled and stuffed roasts, sausages and mince dishes should be cooked fully and only steaks, chops and solid pieces of meat could be eaten rare.

Mr Piispanen said hams would keep for several days with proper handling by removing them from plastic wraps, covering with clean cloth to stop them drying out and by following instructions on the packaging.

"The best way to ensure your leftovers are safe is to refrigerate leftovers immediately after a meal or when food has stopped steaming," he said.

"Always ensure leftovers are heated until steaming all the way through.

"Seafood should be purchased from a trusted supplier, transported home on ice and refrigerated immediately.

"If you are cooking a turkey, ensure it is fully defrosted before cooking and the bird is cooked through before eating.

"Make sure your raw Christmas food is stored correctly at the bottom of your fridge so that its juices can't drip on to ready to eat food like salads or desserts."

## Improving health service planning

Several Metro North Hospital and Health Service staff are represented on Brisbane North PHN's Clinical Council and Community Advisory Committee, which is reviewing and shaping the organisation's Health Needs Assessment.

Brisbane North PHN Chief Executive Abbe Anderson congratulated the members of the Clinical Council and Community Advisory Committee on their selection.

"The Clinical Council and Community Advisory Committee are key advisory bodies and both groups have been asked for their ideas to help identify priority areas for our work into 2016/17," Ms Anderson said.

Brisbane North PHN Board Director and Chair of the Clinical Council Dr Trish Baker said it was fantastic to see the group work so productively together.

"The value of having a diverse range of health professionals as members of the Council was certainly evident in the robust and insightful discussions," Dr Baker said.

Brisbane North PHN Board Director and Chair of the Community Advisory Committee Ms Karen Quaile said the Committee had been formed to represent local communities and assist the PHN with strategic input, planning and communications.

"At our first meeting, Community Advisory Committee members spent a lot of time with PHN's program managers learning about their activities and the role the PHN plays in improving health service planning and delivery," Ms Quaile said.

### The members of the Brisbane North PHN Clinical Council are:

Dr Trish Baker (Chair)  
Dr George Javorsky (MNHHS)  
Associate Professor Colin Myers (MNHHS)  
Dr Elizabeth Whiting (MNHHS)  
Dr Jayne Ingham  
Dr Meg Cairns  
Dr James Martin  
Ms Lauren Harms  
Mr Joe Coyne  
Mr Keith Rand  
Mr Chris Seiboth (MNHHS)  
Mr Chris Campbell  
Mr Gavin Trembath

### The members of the Brisbane North PHN Community Advisory Committee are:

Ms Karen Quaile (Chair)  
Mr Paul Csoban  
Ms Leah Hardiman  
Dr Peter Anderson  
Ms Amanda Read  
Ms Lisa Hudson  
Ms Megan Collier  
Ms Odette Tewfick  
Ms Janelle Colquhoun

## Program helps families thrive

The Queensland Government is committed to supporting Queensland families to thrive and has invested \$6.6 million to provide all parents and carers of children up to 16 years with free access to the world-renowned Triple P – Positive Parenting Program.

The Triple P program helps parents and carers learn simple but proven ways to parent more effectively and build the confidence they need to raise happy, healthy children and teenagers. It includes a wide range of seminars, workshops, courses and one-on-one support, which are now being rolled out progressively across the state.

Full details of all upcoming free sessions and details on how to register are available on the Triple P Queensland website.

If you can't make it to a session or prefer to do things in your own time, you can register free for Triple P Online – a fun, easy to use, self-paced online parenting course to learn about the full suite of practical, positive parenting strategies.

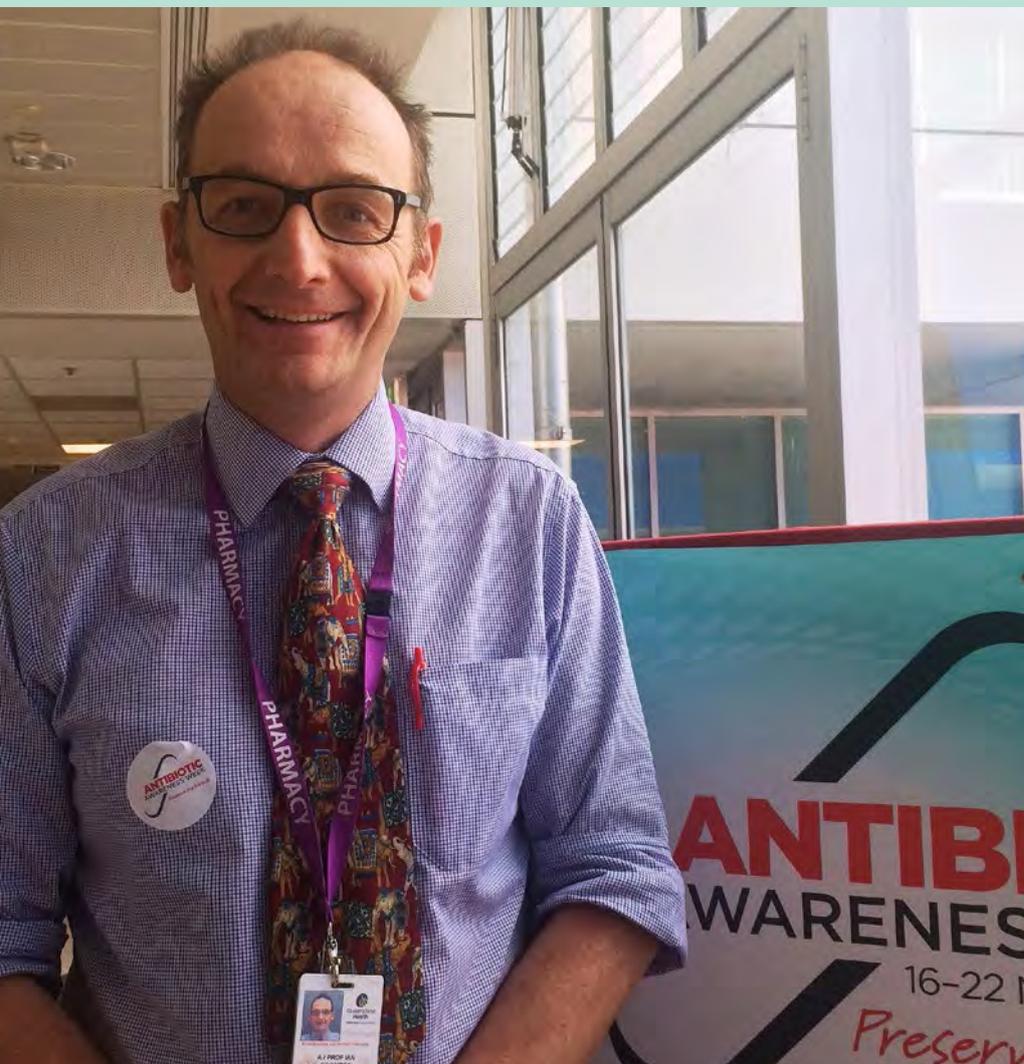
The range of options available means you can receive as much or as little help as you like, depending on your individual preferences and situation.

Triple P enriches the suite of prevention and early intervention services already available to support Queensland families to care for their children safely at home.

For further information visit [www.qld.gov.au/triplep](http://www.qld.gov.au/triplep)

## Advancing pharmacy practice

The increasing importance of the pharmacists' role in patient care has been recognised with three Metro North Hospital and Health Service pharmacists among the first in Australia to receive Advanced Practice Pharmacists credentialing.



Director of Pharmacy at Royal Brisbane and Women's Hospital (RBWH) Ian Coombes

Director of Pharmacy at Royal Brisbane and Women's Hospital (RBWH) Ian Coombes, RBWH Advanced Level Pre-assessment Clinical Pharmacist Andrew Hale and Advanced Level Cancer Care Pharmacist at The Prince Charles Hospital Geoffrey Grima were credentialed under the Advanced Practice Pharmacists credentialing pilot program.

The program by the Australian Pharmacy Council (APC) is a major step forward in the development of a formalised professional development and structured training pathway for pharmacists.

Assoc. Professor Coombes and Mr Grima were evaluated at Stage 3 (credential level) and Dr Hale at Stage 2 (consolidation level) of Advanced Practice.

Assoc. Professor Coombes, who was also inaugural chair of the APC Credentialing Committee, said the pilot program represents a substantial commitment by the APC to the broader community.

"It is a fantastic foundation for the future of formal professional development and recognition of pharmacists in Australia," he said.

"Credentialing establishes and recognises a pharmacist's critical role in the medicine management team, and provides feedback to guide a practitioner's further development.

"Pharmacy is constantly evolving to meet changing care needs. As pharmacists take on more complex and advanced services, people expect their pharmacist to have relevant skills, expertise and experience.

## Our valued volunteers make a difference

Most people don't choose to spend time in a hospital. But the small army of volunteers working across Metro North's hospitals choose to spend time making a big difference in the lives of our staff, patients and visitors.

Each of our more than 300 volunteers plays a vital role in improving the hospital experience and helping the Hospital and Health service meet its strategic goals.

They provide customer service, a friendly face, companionship and comfort to patients and their families, fulfil a number of administrative support roles and raise funds for additional hospital amenities.

At a festive thank you lunch at Redcliffe Hospital some of the hospital's 104 volunteers were acknowledged for their work.

Among them were members of the Hospital Auxiliary Inc, who raise funds by selling donated items in their shop, conduct cake and plant stalls. Money raised is fed back into hospital projects such as \$26,000 such as the hospital's Healing Garden which opened earlier this year.



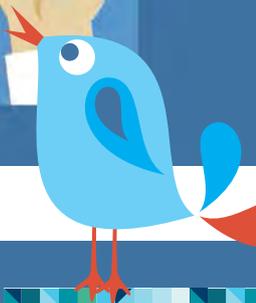
Executive Director Redcliffe Hospital Lexie Spehr congratulated Iris Kane on her 15 year volunteering milestone with the hospital at the Christmas thank you lunch.



Having a cracker Christmas lunch are Redcliffe Hospital volunteers Janelle Nixon and Jean Prosser.

# 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.



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Health Service](#)



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