



Metro North Community News

December 2016

Metro North Hospital and Health Service *Putting people first*

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The hospital of the future will incorporate revolutionary technologies that will transform healthcare.

Hospital of the future is coming

An Australian first research institute manufacturing human organs, bones and tissue using advanced technology including 3D printing and robotics will open on the Herston Health Precinct in 2017.

Metro North Hospital and Health Service and QUT have partnered to create the hospital of the future with the Herston Biofabrication Institute.

The Institute will work closely with clinicians, patients and researchers to manufacture patient-specific tissue to replace or patch broken bones and cartilage and in the longer term new organs for transplantation.

This world leading first-of-its-kind institute will offer additional education, training, research, entrepreneurial and clinical opportunities.

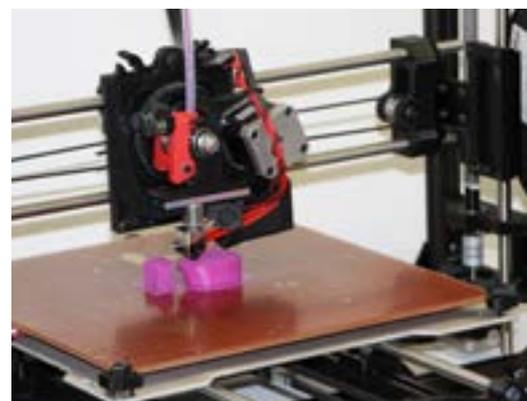
Health Minister Cameron Dick said the institute was set to revolutionise modern medicine, saving lives not just in Australia, but around the world.

“Our vision for healthcare is that the Herston Biofabrication Institute will pave the way for 3D printers to sit in operating theatres, ready to print tissue as needed, in our hospitals of the future,” he said.

Associate Professor Mia Woodruff of the QUT Biofabrication and Tissue Morphology Group said the initiative will bring together around 50-60 researchers, clinicians, entrepreneurs

and industry at one of the largest health, teaching and research precincts in Australia to develop technologies and practices to really impact patient quality of life.

The Biofabrication Institute will complement the nearby \$1.1 billion Herston Quarter Redevelopment, which the State Government has now declared a Priority Development Area (story page 4).



A 3D printer in action





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



Ken Whelan
Chief Executive, Metro North
Hospital and Health Service

Message from the Board Chair and Chief Executive

As we reach the end of another busy year, it's an opportunity to take a few moments to reflect on what we've achieved this year.

Our advance planning put us in good stead to weather the winter 'peak' period, particularly the innovation alliances and the new services we established. These included patient flow initiatives such as our Patient Access Coordination Hub and the interim care service at Zillmere, as well as initiatives like the QCAT timeliness project and our expanded GP Liaison Officer program. We also significantly reduced our outpatient waiting times and introduced a number of new telehealth services for inpatient and outpatient services.

This year we also established the Office of Research and held our inaugural Research Excellence Awards to recognise the depth of talent within our ranks. Beyond these awards, our researchers have continued to attract significant funding for projects across the healthcare spectrum. The annual Metro North Staff Excellence Awards in October were a fantastic opportunity again to recognise and reward the great work our staff do every day across our health service. Members of the Board and Senior Executive were also honoured to participate in facility awards throughout the year.

Other highlights of 2016 include the 20th anniversary of Queensland Lung Transplant Service at The Prince Charles Hospital. In the past two decades, the service has performed 377 lung transplants and is still the only service in Australia to perform heart-lung-liver transplants. We also held the first Brighton Healthy Ageing Expo which will continue next year as part of our focus on Year of the Older Person, and introduced electronic and same day meal ordering for our patients. And of course, Metro North led the statewide response to tackling occupational violence against healthcare workers and introduced a number of initiatives to improve your safety at work.

It's especially rewarding to see your work acknowledged in wider circles. RBWH's Bronchoscopy Team was Highly Commended for Innovation in Premier's Awards for Excellence. In the Queensland Health Awards for Excellence, PACH was a joint winner, the Maternity GP Alignment Program was highly commended, and Oral Health Services were a finalist for their Support for the Socially Disadvantaged program.

Already, 2017 is shaping up to be at least as busy as this year. We will celebrate the 150th anniversary of the Royal Brisbane and Women's Hospital, a significant milestone not only for Metro North but for Queensland. Throughout the year we'll highlight some of the many significant moments from the past century and a half, as well as looking to the future.

We'll 'break ground' on the Specialist Rehabilitation and Ambulatory Care Centre as part of the Herston Quarter Redevelopment Project, and open the world-leading Herston Biofabrication Institute, both of which will provide significant benefits to patients across South East Queensland as well as innovation and education opportunities. In addition to being the first public hospital in South East Queensland to introduce free patient wifi this year, Redcliffe will be the first in Metro North to adopt the new Radiology Information System to speed up results and improve patient experience. Caboolture Hospital will open its new 32 bed inpatient ward, the first of our Step Up Step Down mental health facilities will begin construction, and our Oral Health Alliance will begin offering additional dental services to our patients, and launch our refreshed Health Service Strategy.

Thank you for your work this year and for choosing to work at Metro North. On behalf of the Board and Senior Executive, we wish you all a safe, healthy and happy festive season.

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

Ken Whelan
Chief Executive
Metro North Hospital and Health Service

Keeping patients and families connected

Patients and visitors to Redcliffe Hospital are among the first in the state accessing free WIFI at a hospital campus.

People can go online in seconds using their smart phone or device without having to access their own data.

The hospital's Executive Director Louise Oriti said having access to free WIFI provides great peace of mind for patients who are sometimes rushed to hospital or are staying longer for treatment.

"We know hospital can be a place where you can feel isolated from the outside world. Being able to connect to the Internet for free will really help both patients and their loved ones stay connected and keep up to date on what's happening both with their treatment and at home," Ms Oriti said.

"The power of instant contact can really lift your spirits and comfort our sick patients missing their families and friends."

WIFI is expected to be rolled out at RBWH, TPCH and Caboolture Hospitals in the first half of 2017.



When Thomas was born, first-time mum Tara Armstrong was grateful to be able to share the exciting news on social media using Redcliffe Hospital's free WIFI. "I shared my pregnancy on Facebook and it was great to continue to keep my family and friends updated when Thomas arrived," she said. "I love being able to instantly post pictures and share this special time."



Twelve year old Harry Mitchell is pleased to get his plaster cast removed by LCCH Orthopaedic Technician, Scott Coventry at TPCH

New fracture clinic brings care close to home

A new paediatric outreach fracture clinic at The Prince Charles Hospital (TPCH) will mean more northside families can now access care closer to where they live.

The clinic, which is a collaboration between TPCH and Lady Cilento Children's Hospital (LCCH) will allow children who require follow up care for a fracture to be seen at TPCH.

Each week, TPCH sees around 35 children who present with a fracture, primarily broken arms and legs. Ninety per cent of these children live in the hospital's local catchment area.

TPCH Paediatric and Adult Emergency Consultant Dr David Wood said that, previously, these children would be required to travel to LLCH for follow up care and treatment, with some children needing multiple follow up appointments.

"Follow up is essential to ensure fractures are healing properly without complication. It also provides more definitive splinting of the fracture, as emergency department splinting is usually only temporary," Dr Wood.

"At this stage if a child requires an operation, this will still occur at the Lady Cilento Hospital. However, a significant proportion of patients do not require surgery."

"The new outreach clinic at TPCH means that many families can access all of their child's fracture care from one central location - from the point of presenting to TPCH's emergency department with the child's initial fracture, right through to the follow up care and discharge.

"The convenience of having the right health care services close to home makes a big difference to many families."

"It also helps reduce the demand on services at the Lady Cilento, which is a very busy tertiary children's hospital."

The new clinic at TPCH is supported by a multidisciplinary team consisting of two orthopaedic surgeons and two orthopaedics technicians from LLCHL, and medical, nursing, administration and allied health staff from TPCH.

While the new outreach clinic has only just commenced, the feedback from parents is already extremely positive.

Cashmere mother of two Julie Mitchell had the opportunity to access the new paediatric fracture clinic at TPCH after her 12 year old son Harry broke his hand playing football.

"Travelling to the other side of Brisbane from our place is almost twice the distance of Chermshire. Having a service closer to home is very convenient and saves a lot of time which is helpful when you are running around after two high school age boys.

"It makes a big difference being able to be cared for in the one location, and see the same staff each time you come to the hospital for follow up appointments.

"It's a much smoother process," Julie said.

Showcasing the role of OT in mental health

RBWH Occupational Therapists in Mental Health have been hosting UQ OT students for many years, but this year was the first opportunity to host students from the Australian Catholic University (ACU).

Third year Occupational Therapy students - Ebony-Jane Grannell, Alexis Hume, Ashleigh Steele and Andrew Stone, pictured with Clinical Education Support Officer Jacinta Dark (second from right) are on placement within adult Mental Health, working within community and inpatient teams throughout the service.

Samantha Bicker, Professional Lead, said the future direction for mental health OT placements is to continue supporting access for ACU within this field and showcase the role of OT in mental health and the valid contribution it can make.

"Students are our emerging workforce and it's important to foster an understanding and passion for mental health to support the continued growth in this specialised area," Samantha said.



Third year OT students are on placement within adult Mental Health, working within community and inpatient teams throughout the service

Four years of liquid gold for our tiny patients

The Royal Brisbane and Women's Hospital (RBWH) Milk Bank has celebrated its fourth birthday!



Seane and baby Juniper.

More than 1,000 beautiful babies have now received life-saving donor milk and will go on to celebrate many birthdays of their own thanks to this liquid gold.

Acting Clinical Nurse Consultant Jacqueline McClymont said the service was the fastest growing public milk bank in the country and in the past year had expanded to Redcliffe and Caboolture Hospital.

"It's great to be able to provide this valuable resource to babies born at less than 34 weeks at other facilities," Jacqueline said.

"This year we also started supplying Royal Hobart Hospital, which was very exciting."

More than 300 donor mums have joined the service since it started in 2012 and an incredible 3200 litres of precious liquid has been pasteurised in that time.

Seane Aarts from Bundaberg is just one of these special donors. Her daughter Juniper was born at 24 weeks and 1 day, weighing just 715 grams when delivered on 1 August 2016.

Luckily her milk came in straight away but an oversupply meant she had much more than her daughter needed.



New mum Amanda with little Lilly, who received vital donor milk from RBWH after being born at just 31 weeks at Redcliffe Hospital

"I started filling up the freezer in the neonatal nursery and one of the nurses suggested donating milk to the Milk Bank," Seane said.

One hundred litres later (and still going!), Seane has been the most generous donor for 2016.

"It's really good to see where the milk is going, having been here for so long," she said.

Juniper is on track to head home to Bundaberg soon after a long stay in the Grantley Stable Neonatal Unit.

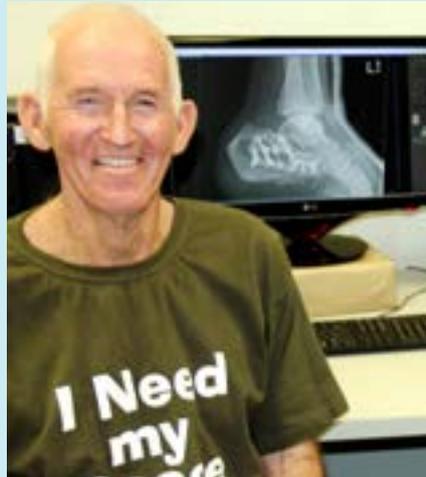
3D printing is helping surgeons repair shattered bones

Tradesman Ian Mouritz survived 40 years on the tools without sustaining a serious injury. Soon after retirement however, he slipped off a ladder and fell 2.5 metres to the ground, shattering bones in both his left and right feet.

Luckily, Ian was taken to Royal Brisbane and Women's Hospital where his complex reconstructive surgery would be made far easier using a 3D printed replica of his bones, made in Queensland's only hospital-based 3D printing lab.

"At my first surgery meeting I was handed a broken and jagged replica of my left ankle and then a perfectly smooth and rounded version of what it should look like – the team explained those 3D prints would be used to guide the surgeons in repairing my injuries," Mr Mouritz said.

"Looking back on my x-rays now I can see the damage they've fixed and it has allowed me to walk again."



Ian is glad to be back on his feet

Medical Modeller Nicholas Green printed Ian's bones and says the capacity of the technology is limitless.

"3D printing offers a brand new perspective on the human body that can take the guess work out of complex surgeries, reducing time spent in the operating theatre and dramatically improving patient outcomes," Nick said.

"Although these improvements are astounding for patients like Ian, the next 10 years could see this same technology create surgically implantable titanium bone and therefore theoretically replicas of skin and organ tissue as well."

Tradition of generosity continues at Caboolture

The Caboolture Hospital Auxiliary has raised an amazing \$250,000 in the past year to purchase equipment for the hospital.

Caboolture and Kilcoy Hospitals Executive Director Dr Lance Le Ray congratulated the members of the auxiliary for their amazing generosity.

"Our Auxiliary members give up their time selflessly to support the hospital and community year after year," Dr Le Ray said. "It is inspiring to see that the community spirit is well and truly alive in Caboolture."

In the past five years, the Auxiliary has raised more than \$1 million to purchase clinical equipment.

Thank you!

The Caboolture Hospital Auxiliary continues to amass funds for the purchase of vital equipment – this year it was a quarter of a million dollars!



RBWH announces new partnership

Royal Brisbane and Women’s Hospital recently partnered with Choosing Wisely Australia, an international movement calling on facilities and providers to challenge the way healthcare is delivered, by questioning the use of various tests, treatments and procedures.

Senior Staff Specialist Emergency Physician David Rosengren said it was exciting to see the state’s largest hospital get behind a clinician-led initiative, which has the support of the Clinical Council, Medical Staff Association, RBWH and Metro North executive.

“Most clinicians across the hospital will be able to identify things that are done regularly that might not add value to patient outcomes or experience,” Dr Rosengren said.

“Choosing Wisely is an opportunity for us to work with our patients and each other to actually do something about that.

“RBWH is a world-class hospital leading the way in clinical care. Now we have the opportunity to become a leader in value-focused care.



Consumer representative Noel Muller, Dr Amanda Dines, Dr Judy Graves, Dr Robyn Lindner, Dr Liz Kenny, Dr David Rosengren, Dr Mark Appleyard, Jessica Toleman at the RBWH launch on November 15, 2016.

“If we can reduce the time, energy and resource tied up in delivering low value care we can redirect that capacity into new and innovative high value care that we want but can’t currently afford. That’s real patient centred care.”

Choosing Wisely Australia acts as a catalyst for public discussion, by encouraging clinicians and consumers to start a conversation about what care is truly needed – identifying which practices are helpful and which are not.

Some RBWH service lines have already started implementing Choosing Wisely recommendations and adopted new initiatives and interventions as a result.

For more information, visit Choosing Wisely Australia at www.choosingwisely.org.au



Surgeons awarded for outstanding community service

Three long-time Metro North surgeons have been recognised for their outstanding service by the Royal Australasian College of Surgeons (RACS) Queensland State Committee.

Above: Surgeons Ross Boulton, Bruce McPhee and George (Max) Chappell have been honoured for their outstanding service

Redcliffe Hospital Orthopaedic Surgeon Dr Ross Boulton and General Surgeon Dr George (Max) Chappell, and RBWH Orthopaedic Surgeon Dr Bruce McPhee each received an Outstanding Service to the Community Award for their various work in the community during their career.

The Outstanding Service to the Community Award is designed to recognise Fellows who have given long and dedicated service to their local community - more often than not unheralded - but without which the standard of surgical care in a community would have been less than society demands.

Each doctor said they had been humbled to receive the award, with both Dr Boulton and Dr McPhee saying it seemed unusual to receive an award for just doing your job and doing what you love.

“I was happy to serve the community and their surgical needs. I enjoyed myself at Redcliffe,” Dr Chappell said.

The Awards Ceremony was part of the Welcome Function for the three-day combined RACS Queensland Annual Scientific Meeting, Queensland Health Forum and Trauma Symposium.



Richard and Heinke back home

Cancer survivor called on to help improve the patient experience

Nothing ever prepares you for a cancer diagnosis. In 35 years of marriage Richard and Heinke Butt safaried through South Africa and planned countless trips around their love of scuba diving but cancer treatment has been their biggest adventure yet.

Just before Christmas in 2014 the couple learned Richard's Acute Myeloid Leukaemia had returned.

What followed was major transplant surgery, more than 600 individual transfusions and regular visits to the Cancer Care Services (CCS) outpatient waiting area, where he sat twice a week for almost a year.

It was almost a relief when Richard and his wife Heinke were asked to contribute to the redesign of the waiting room, a project which recently earned the Cancer Care Services team a Metro North Staff Excellence Awards because of the way it collaborated with patients on what it should look and feel like.

"I helped pick everything from the chairs to the counter tops, wall colours and even the art work on the walls," Richard said.

"The cancer changed everything. During the following 14 months the clinic became our lifeline -the place where staff treated us like family, gave us comfort, hope, and of course lifesaving treatment."

Project lead and RN Erin Downs said that working on the patient refurbishment project with Richard and his wife ensured the redesign was closer to what patients wanted.

The waiting area now has a new colour scheme and artworks as well as information stands and front line clinical staff available, although Richard hasn't been back for a while.

"Richard often told our staff that when he got better he hoped that he wanted to get back out into the water," Erin said.

"We were so pleased to hear that two years post-transplant Richard and Heinke made their scuba diving trip to The Great Barrier Reef."

A healing path for Indigenous patients

Seeing a familiar face within hospital can make all the difference to the healing journey for Aboriginal and Torres Strait Islander patients.

Melanie Kielly, an Indigenous Hospital Liaison Officer at The Prince Charles Hospital, is helping bridge the healing gap by providing cultural support and advocacy to her countrymen and women with they visit the hospital.

"I remember when I first started during NAIDOC Week here at TPCH I saw a lady from my community. She told me, 'you know bub it's really good to see your face; it's part of my healing to see a familiar face'," Melanie said.

"I understand how overwhelming visiting a hospital can be, especially for those travelling from small communities.

Melanie is a proud Baradah Gabalburra kaiyu woman who grew up in Bluff, a small railway town in Central Queensland, with a population of less than 500 people.

"For people travelling from small communities like Bluff, coming to our hospitals is very overwhelming. Our hospitals are really big," Melanie said.



Indigenous Hospital Liaison Officer Melanie Kielly

In the past two months, Melanie and her colleague Mark Budd have provided cultural support to 809 patients.

"My passion is preventative health. Education is what motivates me, educating our own people and giving them the power to change their own health journey," she said.



Look out for each other this festive season

The festive season is a time we generally associate with joy and happiness spent in the company of family, friends and loved ones, but for many people in our community, it can be an emotionally challenging time.

Associate Professor Gail Robinson, Metro North Mental Health, said it was important to be aware that Christmas was not a positive time for everyone.

For people who are dealing with feelings of loss or grief; who are isolated and lonely, or anxious about what the future holds for them, the holiday season can be difficult,” she said.

“Tensions in the family, loneliness, financial worries, excessive intake of alcohol or illicit or the substances, or pressure to be in party mode can all have an impact on mental health and wellbeing, so it’s important that we take care of ourselves and look out for others.

“Feelings of stress, anxiety or depression can be heightened by feelings of not wanting to burden family or friends.

Feelings of isolation can diminish our resilience or our ability to bounce back from difficult situations.

While a majority of people are able to work through any negative emotions on their own or by talking to a close friend or family member, A/Prof Robinson said others do not cope as well.

“Additional stress may lead some people to resort to unhelpful behaviours to ease their pain such as drinking too much, taking drugs. Some may also become suicidal.

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

A/Prof Robinson said Christmas also could provide an opportunity to reach out to others or reconnect with family and friends.

“And if you know someone who will be alone over the holiday period, you could consider inviting them to join you. If you can’t do this, try to keep in contact with them to make sure they are okay,” she said.

“It’s important for our family, friends or colleagues to understand that it is okay to ask for help and to accept it.

“If you are concerned another’s mental health, please seek help.”

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

Transplant survivor a symbol of hope

After undergoing a lung transplant in 1997, Shane Brown was told he had as little as two weeks and no longer than five years to live.

At the time, it was not unusual news to the chronically ill 19-year-old who’s daily struggle to survive had become the norm.

Now 38, Shane is fighting fit and has become TPCH’s Queensland Lung Transplant Service (QLTS) longest-living lung transplant survivor.

When he was just six months old, Shane was diagnosed with cystic fibrosis, a disease that causes excessive amounts of mucus and eventually leads to lung failure. After a bout of flu, Shane’s lungs were left damaged and irreparable.

“I used to live life day by day and now I’m going on 20 years – that’s just incredible,” Shane said.

When the QLTS first opened its doors, about 50 per cent of patients made the five year life expectancy rate. Now, the service surpasses international benchmarks with 12 year survival exceeding 50 per cent.

Shane is a living testimony to the hard work and dedication of the TPCH lung transplant team. With his 20th anniversary in May next year, Shane has also become a symbol of hope for other transplant patients.

He could not have done it without the support of his family, friends and TPCH family.

“I started living in hospital from December 1996 – that’s basically half my life. I’m very grateful for all the care I’ve received from the nurses, doctors, surgeons, radiologists and the wardies who used to wheel me around the hospital.

“My physiotherapist Helen Seale has been on the journey with me for over 20 years; so she and many others at TPCH are part of my family now,” he said.

While Shane has to travel to Brisbane to receive ongoing treatment at TPCH every 10 weeks, he is living a normal life.

“My dreams have come true. I go on holidays, hang out with my mates, and go to music festivals and watch the footy.

“While I was in sick in hospital, all my mates were getting their first jobs. I was so jealous and now I’m pretty proud to say that I’ve been working full-time for 14 years.”



Shane Brown

To celebrate his 20th anniversary, Shane hopes to find his donor family to thank them for the greatest gift of his life.

Donate Life coordinates organ donation across the state. To learn more about becoming a donor or to register, visit www.donatelife.gov.au/donatelife-queensland



A day in the life of...

Name: Trish Leisfield

Job title: Lung Transplant Coordinator

How long have you been in the job?

Since 2005 – it’s been the highlight of my career.

What does your role involve?

I take care of patients throughout the whole process - from the initial assessment and beyond their recovery stage. I support and educate them through their entire journey. I’m the patient’s key contact person after transplant and once they’ve recovered from their transplant, my focus then switches to health promotion.

Why do you do what you do?

I do what I do because I love it! Over my nursing career I’ve worked across different areas and while this job is the most challenging, it is also the most rewarding.

What’s the best part of your job?

Having the opportunity to give people a second chance at life. We see them go from being critically ill to having a transplant to returning to their former self. It’s amazing. Because we take our patients on for life, we have a very strong relationship with them. We get to know them and their families. I feel honoured to be part of so many people’s journeys – seeing them go back to normal life, back to work, get married, have babies and just live again.

What are some of the challenges?

The main challenge is it’s very unpredictable – you just don’t know what to expect. Seeing patients do really well while others have a difficult time is very hard. Some patients are frequently readmitted to hospital and are struggling to return to their former selves. It’s especially tough for our younger patients. The challenges they face are a lot harder than what our adult patients might face.

What would you call a perfect work day?

A perfect work day would be a successful transplant! I love working with my great team. We’re very passionate about what we do and we come together as a team and do the best for our patients. We’re always striving to get better outcomes for our lung transplant patients no matter what stage they’re in.

Academy provides healthy career step

The first graduates from the Caboolture Health Care Academy have been given a healthy career start.

Fifteen students from Caboolture State High School and St Columban’s College graduated with a Certificate II in Health Support Services.

The Academy has given students an opportunity to experience first-hand how a hospital operates. Over the past year the students have worked hard to complete a learning program at TAFE and on-the-job training at Caboolture Hospital while completing their Year 11 studies.

The students all completed their Certificate II in Health Support Services by undertaking on-the-job training as operational support workers, patient porters and food services staff one day a week at Caboolture Hospital.

Daniel Tucker, a student at Caboolture State High School student, said the program provided a great opportunity to gain some employment skills to help him once he completed his senior studies.

“I am looking forward to getting a job after I leave school to help me through university,” Daniel said. “I saw the Academy as a good stepping stone to gain the experience to do this.”

An additional 20 students will begin the program in 2017 including students from Tullawong High School and Deception Bay State High School.

For further information about the Academy, contact Caboolture.Engage@health.qld.gov.au



The first group of students graduated from the Caboolture Health Care Academy after gaining on-the-job training as operational support workers, patient porters and food services staff at Caboolture Hospital

The voice of our consumers

Wendy Callaghan, pictured right, takes pride in her role as a consumer advisor across several Metro North hospitals.

As one of more than 60 consumer advisors, she plays a key role in identifying areas for innovation or improvement based on her personal experience and that of her community.

Part of Wendy’s role includes speaking to patients and visitors about the quality of their care and looking at opportunities for improvement in service redesign. She uses the feedback and ideas to advocate for patients, aiming to improve health care for everyone.

“When I speak with other patients I notice they are so guarded until I share that I am a patient too, and then they open up,” Wendy said.

“I enjoy talking to people to understand their needs and together we are working on ideas to help deliver better hospital services”.

Wendy is engaged in a range of activities, including sitting as an equal member on strategic management committees and being involved in making key decisions about facilities and services.

Partnering with consumers and the community is a Metro North priority. Through dynamic partnerships, a greater understanding of the needs of consumers and the community is provided, allowing consumers to be partners in their care.



New ideas drive healthcare

A total of 20 projects that drive innovation and collaboration in integrated healthcare will share in funding of \$2million through Metro North Hospital and Health Service's LINK and SEED programs.

Metro North Chief Executive Ken Whelan said the programs supported health service staff and partners to investigate, trial and evaluate new ways of working to deliver better outcomes and experiences for our patients.

"LINK aims to create partnerships with other health organisations to look at broader challenges and SEED offers support for internal patient-focussed initiatives," Mr Whelan said.

"Together, these programs provide an opportunity for our staff and community partners to test ideas and provide even more integrated, compassionate high quality care.

There are eight LINK and 12 SEED projects:

SEED

- Sensory Garden: Adolescent Mental Health Inpatient Unit, RBWH
- Transforming surgical practice in hysterectomy
- A multi-disciplinary intervention to improve quality of life and patient outcomes in cirrhosis
- Pulmonary malignancy patient distress screening project
- Optimisation care of the Dying patient
- Implementation of an Opioid Stewardship Program
- A Pilot Anticoagulation Support Service at Royal Brisbane and Women's Hospital
- Breast cancer screening resources for women from culturally and linguistically diverse (CALD) backgrounds
- Implementation of a Multi-Disciplinary Team Intensive Care Unit Follow-Up Clinic
- Impact of a pre-operative Very Low Calorie weight loss program on unfavourable surgical outcomes in general surgical patients
- Primary care assessment plus central specialist review: prosthetic aortic valves
- Endocarditis Database and Biobank

LINK (Leading Innovation through Networking and Knowledge sharing)

- Volunteer model for mental health consumers in Emergency Departments
- Taking a Lead on Testing
- Closing the Gap in Discharge Against Medical Advice (DAMA)
- The development and implementation of a mobile health platform to support activity pacing implementation in chronic pain
- Empowering Schools to Manage Children with Diabetes
- Project C2C - From Caboolture to Canterbury for COPD
- Developing a message strategy to improve hand hygiene compliance
- Community Access Transition Support Services (CATSS) Project to develop the "Options Plus" Day Treatment Program

To read more about these projects, visit <https://www.health.qld.gov.au/metronorth/innovation/default.asp>

A consistent approach to diabetes education

An education package being piloted in the Metro North catchment is helping school staff expand their knowledge and become more confident in supporting students living with Type 1 diabetes.



Scott Quigg and Julie Tasker from Community Indigenous and Subacute Service's Diabetes Service (pictured above) said the program provides participating schools with a consistent approach to diabetes education.

"There were approximately 143 school-aged children in the CISS Diabetes Service with Type 1 diabetes," Julie said.

"The Diabetes Action and Management Plans provide for individual care plans and a quick 'at a glance' checklist to ensure young people with type 1 diabetes have safe and supportive learning environments."

Scott said Victoria was the only state in Australia with a specific policy for diabetes in schools.

"Our service has worked collaboratively with Diabetes Queensland (with NDSS funding) and Education Queensland to develop the Empowering Schools to Support Children with Diabetes program, which is based on that successful policy."

Feedback on the trial program has been very positive.

"We've had some great comments so far," Julie said. "School staff have said they are now more comfortable managing students with diabetes and have a clearer understanding of what children and their families go through."

The program has been successful in attracting funding through Metro North's LINK (Leading Innovation through Networking and Knowledge-sharing) fund.

"The funding will allow us to take the pilot training program to the next level and include children in kindergarten and childcare services. It has the potential to go state-wide." Julie said.

Creativity aids recovery

A mural incorporating messages of hope and recovery from mental health challenges has transformed the courtyard area of Caboolture mental health ward.



Consumers involved in the Inpatient Recovery and Recreation Program provided input into the design and worked to create the artwork together with Peta Mitchell, Artist in Residence, Nicole Sutherland, Consumer Companion, and Carey Davies, an artist volunteer.

The mural is part of a project to develop a recovery-focused consumer outdoor space which also offers gardening, sporting and sensory wellness tools.

Thank you to Caboolture Hospital Auxiliary, which funded the project.

The mental health teams at Caboolture are committed to developing group programs for inpatients that support the individual's recovery journey and promote the principles of hope, personal responsibility, discovery, connectedness and an active sense of self.

New guidelines help streamline specialist outpatient referrals

Referral to a specialist within Metro North Hospital and Health Service (MNHHS) is changing following the introduction of new statewide outpatient referral guidelines, the Clinical Prioritisation Criteria or CPC.

MNHHS is one of four sites throughout the state to implement the CPC with more sites expected to adopt the new guidelines in the coming year.

The aim of CPC is to improve the overall referral experience for patients who require access to public specialist outpatient services by ensuring a patient's need for care is assessed equitably, regardless of where they live in Queensland.

It also aims to assist doctors and optometrists to provide all of the necessary information needed by hospital clinicians and specialists to assess a patient's referral. General Practitioners (GP) and the hospital will also use CPC to determine who can best deliver a patient's treatment and when treatment should occur.

The new guidelines also provide value in helping to manage referrals for patients where specialist treatment is not required, so they can receive timely and appropriate care in an alternative setting.

It is important to know that CPC are designed to assist, rather than replace, the clinical judgement and decision making of GPs and specialists.

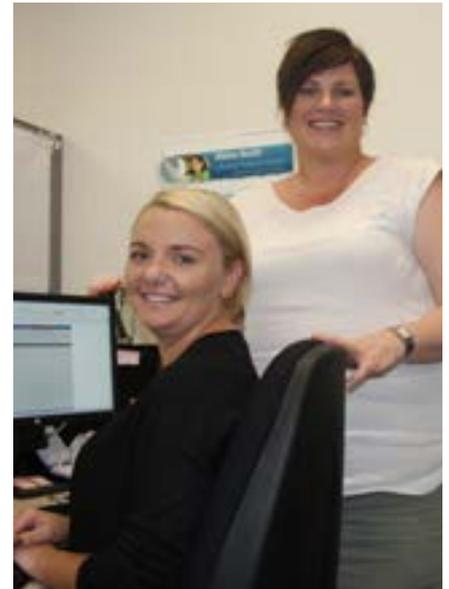
Metro North currently receives 14,300 referrals each month through the Central Patient Intake (CPI) Unit.

CPI's Nurse Unit Manager Kelly Graf said the introduction of the new CPC had been extremely positive.

"Prior to the commencement of the CPC, we received many incomplete referrals from GPs that did not actually provide an accurate picture of the patient's clinical situation".

"This resulted in many patients being unable to be categorised in a timely manner".

"The new CPC clearly set out the referral requirements for both GPs and hospital clinicians so there is a consistent and thorough approach to categorising patients for an outpatient appointment within a particular specialty."



Helping smooth the path to patient care are Kelly Graf (right) and Lauren Williams from Metro North's Central Patient Intake Unit are excited to support the changes to specialist outpatient referrals

"The result is that patients can expect a much smoother journey when accessing outpatient specialist care within Metro North Hospital and Health Service."



Ngarrama Family Day

Hands up who had fun! Chantel Henningsen with daughter Alexie-Ann families enjoyed the Ngarrama Family Day

Aboriginal and Torres Strait Islander families gathered at Brighton Health Campus for the Ngarrama Family Day. The event was held to gain consumer feedback on the current Ngarrama Child Health Service model and for future planning for eligible families.

Project Lead Kelly Smith said the Project has been working on reviewing the best practice options for a "family" model of care for Aboriginal and Torres Strait Islander communities.

"A vital part of the project has been to engage services and give the community the opportunity to have their say around the potential service design and to ensure that the framework is culturally appropriate and meets the family's needs," Kelly said.

"Ngarrama" meaning Guardian Birth Spirit, comes from the Yuwaalayaay language. Ngarrama is an antenatal, birthing and postnatal service for Aboriginal and Torres Strait Islander families who choose to birth at RBWH, Caboolture and Redcliffe Hospitals.

Kirra Capon attended the event with her daughter Amelia, enjoying the cultural workshops, painting and traditional dancing. She is expecting her second child in early December and has received care through the Ngarrama program.

"The Ngarrama service is amazing. They are very supportive, don't judge or make you feel alone in your journey as a new parent. I had my first child through the Ngarrama maternity service at RBWH with no family here in Brisbane they really made me feel at ease. I was also supported with services back in the community."

For further information regarding the project email Indigenoushealthproject@health.qld.gov.au or phone (07) 3139 3232

Passing the torch after two decades of kindness

Volunteer chaplain Gemma Hocking is hanging up the cloth after 21 years of providing support and comfort to patients, families and the community at Caboolture Hospital.



Much loved chaplain Gemma (centre) is retiring from Caboolture Hospital after 21 years of kindness, compassion and caring. You're an inspiration Gemma, thank you!

For Gemma, being a chaplain at the Hospital has always been about 'doing her bit' for the community.

"For me it's never been not what you get out of it because you are part of a community, part of a team," Gemma said. "It is part of what you do for your community."

"It is important that people know you care. The most important part of being a chaplain is to be there for patients, their family members and for staff."

As part of her role, Gemma has spent countless hours supporting, comforting and listening to families and patients either at the hospital or on the telephone as part of a 24 hour on-call chaplaincy service.

Although she is moving onto the next chapter in her life, there will be five volunteer chaplains at Caboolture Hospital continuing the wonderful tradition she started in 1995.

"The service is a good port of call for patients and family members who feel lonely or just need someone to talk to," she said. "I hope people see us as an anchor in their time of need."

You're an inspiration Gemma, thank you!

Nurse Navigator tackles chronic disease

Redcliffe Hospital's first Nurse Navigator, Phoebe Shields, is working with the Chronic Disease Service to develop a new model of care for patients with chronic diseases.

Phoebe said that because of their complex healthcare needs, patients with chronic disease can attend hospital frequently.

"The Nurse Navigation service, which will now be amalgamated with the Chronic Disease Service, will help educate patients about self-management of their health needs and empower them to make decisions on their own health care," Phoebe said.

"The service aims to improve access to health services, shorten the length of stay in hospital for patients, improve clinical outcomes and reduce waiting times."

Patients eligible to access the service are initially assessed as an inpatient. Nurses follow up with a visit to their home and discuss ways of better managing their health problems. Nurses also liaise with the patient's GP.

Phoebe says that consistent nursing staff with a high level of clinical expertise in chronic disease management will be the key to developing and maintaining the high quality service.

"I am hoping all the components of the program will be in place in the New Year.



Phoebe Shields

We are also aiming at upgrading our information technology to further connect our patients with our services.

"If our patients have a familiar face and a phone number or an IT connection, they may use one of those tools when they are concerned about their health instead of calling an ambulance," Phoebe said.



seconds with...

Name: Selvy Carrick

Job title: Volunteer Pastoral Carer, TPCH

How long have you been in the position?
I have worked at TPCH for two years.

What does your role involve?

I meet patients and their families at their point of need to create a safe environment for them to express concerns, fears and joy while allowing them to draw on their own spiritual and personal experiences.

What does a typical work day look like for you?

I go through a list of patients I have to visit and prioritise according to urgency and need. Having come from a Hindu background, being a Christian now, and completing my Pastoral Care certificate with the Uniting Church College, I am able to visit a wide range of patients from varying faith groups. My typical day would include visiting palliative care, mental health, pre/post-op and the childrens' ward. This includes listening to patients' stories of their life or journeying with them through difficult times, nurturing them, spirituality through scripture, worship and prayer.

What is the best part of your role?

I am someone who the patient can talk to about non-medical issues. In conversation, moments of deep connection may occur that bring the patient new hope. One of the best parts of my job is to be invited into someone's personal space where I can help address deep concerns and fears. Spirituality provides resilience to come through crises with a new strength which helps in the healing process.

What is the most challenging?

I don't know what I am going to find when I enter a ward. I visit most patients for the first time, so it is a challenge to build rapport with a stranger and create an atmosphere of trust, respect and empathy within a short period.

What are you particularly passionate about and value most when providing care services?

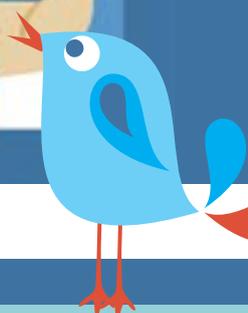
Creating a connection where I can see a person move from a place of vulnerability to one of peace and calmness. It is a privilege to walk with someone on their spiritual journey.

What do you enjoy doing outside of work?

I love retail therapy, and going home and having a nice cup of coffee, enjoy watching the lorikeets in my backyard and take the time to get in touch with my own spirituality. I am blessed to be part of a great church community and love catching up with them over coffee and cake. I love worship, cooking and reading.

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