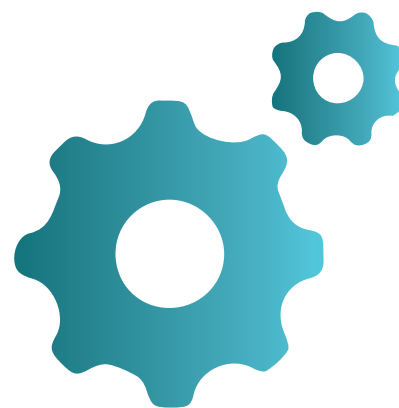


Clinical care provided is based on the best available knowledge and evidence to reduce preventable harm, and apply research that will improve safety and quality.



**Highly reliable
care**



Combined clinic puts patients first

“Queensland has the country’s highest rate of hospital admission for diabetic complications”

Chronic kidney disease affects one in nine adults. People who have either diabetes or kidney disease are more likely to develop both conditions and Queensland has Australia’s highest rate of hospital admissions for diabetes.

In most cases, people with diabetes and kidney disease will see separate specialists, but a combined clinic is being trialled at North Lakes Health Precinct. The clinic, supported through Metro North’s LINK innovation grant funding, is a 12 month pilot project bringing an endocrinologist, community diabetes educator and podiatrist to work directly with the RBWH community chronic kidney disease team.

The project started in November 2015, with the first monthly clinic held in March 2016. In addition to people with diabetes and kidney disease, the clinic also sees patients with kidney-related bone and mineral disease. Already, the combined clinic has had significant benefits for patients, including increased motivation and self-management of their condition. This has led to better blood sugar control, which also improves kidney function.

Patients of the combined clinic are able to come to one place close to home to see their specialists and receive referrals for follow up services or additional specialist appointments for related chronic conditions. Access to care at the clinic reduces travel and waiting time, provides clear information about how both kidney disease and diabetes work together, and reduces the overall care costs with specialists able to pick up possible complications sooner. Additionally, early data suggests higher patient and clinician satisfaction with both the kidney and diabetes services.

New model of care helps get Peter's diabetes under control

Peter Heta has lived with diabetes for more than 20 years, and kidney disease for three, but he never fully understood his condition until he attended the new combined kidney disease and diabetes clinic at North Lakes.

"I had the information before, but the doctors and nurses here gave it to me straight, in clear language and explained the consequences," Peter said. "I like that."

For the past few years, Peter has been unable to sleep properly. His legs have been so swollen with water retention, it felt like he was walking on tacks all the time and his knees couldn't move properly. He would take his water retention pills, but didn't realise he also needed to adjust his diet.

"I used to take half a dozen sandwiches and a big soft drink for my lunch, but now I take a salad, water and some fruit," he said.

"I've cut down on salt through Dr Adrian Kark [Nephrologist] explaining that no matter how many tablets I take, I'm still taking in salt with food. Now I'm learning to go without salt when I have a meal."

Since starting with the combined clinic, Peter has been referred to TPCH to sort out his sleeping. Now, instead of sleeping only a few hours a night sitting up and keeping the house awake with snoring, he gets a solid eight hours, thanks to his sleep apnoea machine.



Diabetes educator Sharon Munsie tests patient Peter Heta's blood sugar at the new combined kidney disease and diabetes clinic at North Lakes Health Precinct.

"Before, if I was to sleep you could be in the end room and hear me cutting trees down. I got kicked into another room," Peter said.

"Now my wife sleeps right beside me. My quality of sleep is better, and when your sleep is better, your whole life changes for the good."

Now that Peter's diabetes is under control, he's no longer lethargic all the time and the pain in his legs has gone. He's slowly building up his exercise and he has more energy. He needs it, too, with three of his 28 grandchildren at home.

As a truck driver, Peter is grateful his doctors have forced him to take some time off work until his health improves.

"It was a wake-up call. It shakes you to the core, but it's what I've needed for a long time," he said. "One of the biggest things for me is the information and how it's delivered."

"I'd recommend this clinic to anyone with these conditions."



Innovative programs to enhance quality of life

Metro North Mental Health provides services to people experiencing mental illness or who are at risk of developing a mental illness across age all groups, spanning perinatal, children and adolescents, adults, older persons and including a range of specialist services such as consultation liaison, forensic, addiction, eating disorders and community mental health, as well as an inner city homeless team. The service supports the recovery of people with mental illness and/or alcohol and drug issues through interventions that are person-centred, strengths based and empowering and in collaboration with primary and private health providers and our non-Government partners in our community. We deliver a number of innovative programs to enhance people's quality of life and recovery including the Eating Disorders Outreach Service Intensive Outpatient Program and Integrated Employment Programs.

The service provides inpatient, hospital-based and community services. There are three geographically defined catchment areas for the service – RBWH, TPCH, and Redcliffe and Caboolture Hospitals. In addition, the Alcohol and Drug Service provides a range of treatment, consultation and liaison information and advice services across the area. Community services are located at Brisbane City, Fortitude Valley, Herston, Nundah, Chermshire, Strathpine, Caboolture and Redcliffe, with outreach services to Kilcoy.



Boosting physical wellbeing leads to mental health recovery

Metro North Mental Health applies a multifaceted approach to improving the physical wellbeing of our mental health consumers.

It is well recognised that people with severe mental illness live at least 12 years less than the general population. They are at greater risk of chronic illness, including metabolic syndromes and cardiovascular disease, due to lifestyle factors such as increased rates of smoking, physical inactivity and obesity.

We recognise the strong link between physical wellbeing and mental health recovery through the implementation of the following programs:

Increased Access to Primary Care

A bulk billing GP clinic was launched at the Inner North Brisbane Mental Health Service community clinic in Fortitude Valley to provide mental health consumers with the opportunity for routine screening and treatment of physical health concerns. The clinic operates every Thursday morning and mental health consumers are able to 'drop in' to see the GP. Since its inception in October 2014 to June 2016, the clinic has provided 654 consultations, growing from four consultations a month to 52.

Let's Get Physical

Launched in 2012, the *Let's Get Physical* initiative has resulted in increased rates of screening and identification of potential health risk factors for mental health consumers through twice yearly, routine metabolic monitoring. We have expanded the program across all community mental health facilities in Metro North. There has been a 50 per cent improvement in metabolic monitoring since the program started.

Exercise Physiologists

To introduce the role of Exercise Physiology in mental health, we have coordinated two student placements within the adult acute inpatient units at TPCH. A pilot program in November 2014 was followed with a four week trial in October 2015. The aim was to expose students to the special needs of mental health consumers, so they can better understand individual holistic health goals. We are hoping to develop a student placement model for exercise physiology that will extend across all Metro North Mental Health facilities.

Dental and Dietetics Clinic

The clinic was launched in April 2016 to provide our mental health consumers with dental clinic referrals and dietetics assessment with individualised meal plans. University of Queensland dentistry and dietetics students provide consultations at the Inner North Brisbane Mental Health Service community outpatient clinic every Tuesday. In the first month and a half of the clinic's operation, 43 clients were seen.

QUIT 2.0

In order to address nicotine dependency within the community, a ban on tobacco products was introduced across all Metro North Mental Health inpatient units in April 2016. To support these changes, we offer Nicotine Replacement Therapy to all consumers on admission, have installed QUIT Line phones in all inpatient areas and have provided training and resources to assist clinicians working with consumers who smoke.

Alcohol and Drug Treatment

This year we launched *Project Gauge* as a way to engage more clients in our Alcohol and other Drug treatment services. In the one month period after its launch in June this year, the *Project Gauge* website had over 330 active users and nearly 1,200 page visits.

Post launch (22 June – 29 July 2016):

<i>Project Gauge</i> website users	331
<i>Project Gauge</i> unique page views	433
<i>Project Gauge</i> page views	1,140

GP appointments have
INCREASED BY
> 200%
for Mental Health patients
accessing the Fortitude Valley
Community Clinic
in the last 12 months

One of Australia's biggest Milk Banks celebrates its third birthday

“In the last three years our staff have pasteurised almost 3,000 litres of milk, and supported the feeding and growth of more than 1,000 hungry babies.”



One of two Milk Bank fridges.

The health of some of Queensland's youngest patients is in good hands thanks to loving mothers who donate their breast milk to the Milk Bank at the Royal Brisbane and Women's Hospital.

Imagine if the life of your baby depended on a total stranger and another new mother.

It's a frightening scenario but one that has been made much easier by the RBWH's Milk Bank, which has helped more than 1,000 babies around the country since it opened three years ago.

The RBWH Milk Bank supplies pasteurised breast milk to babies born at less than 34 weeks gestation. Most of these bubs are from Queensland but some tiny patients from as far south as Tasmania have received the lifesaving liquid.

There are now more than 257 registered donor mums, including mother of two Dianna Lewis.

She was a grateful recipient first, and later, a donor mum for the bank.

“When my second child Will was born, he was 31 weeks and weighed a little over 1,500g,” Ms Lewis said.

“It was such a stress to worry about him, my daughter at home and on top of all the worry, my milk had not come in and I couldn't even feed my newborn son.

“I am so grateful that I had somewhere to turn. My beautiful family stand testament to the value of the RBWH Milk Bank. It's such a selfless thing to do.”

Mrs Lewis donated almost 100 litres of breast milk herself, following in the footsteps of the bank's very first donor mum Debra Rolfe, who became involved in the service under tragic circumstances.

Her beautiful boy Bradley lost his life at just 94 days old.

“When Bradley passed away, I had over 43 litres of breast milk stored in bottles. When I was told that I could be the first donor to the milk bank I was overwhelmed,” Mrs Rolfe said.

“Even participating in the screening process gave me a sense of purpose. I was genuinely comforted knowing that my time and effort was going to help set up a service that had the potential to nurture so many babies.”



Acting Clinical Nurse Consultant RBWH Milk Bank Jacqueline McClymont said the benefits of the service were immeasurable.

“In the last three years our staff have pasteurised almost 3,000 litres of milk, and supported the feeding and growth of more than a thousand hungry babies,” Ms McClymont said.

“Donor milk gives the babies optimal nutrition and immunological protection. It also reduces the length of stay, improves survival rates and reduces the stress on families.”

Pasteurised donor human milk donations from eligible donors are screened and stored onsite in regulated hospital facilities to comply with ISO 22000, Australia’s highest health food standard.



Debra Rolfe with husband Nick Rolfe and son Bradley.

If you would like to know more about the RBWH Milk Bank, or are interested in becoming a donor, please email Milk_Bank_RBWH@health.qld.gov.au or call (07) 3646 0542.

Metro North hospitals work with Pathology Queensland and other hospitals to reduce blood wastage



Caring for a precious resource

Working smarter to minimise blood and blood product wastage.

Every drop of blood is precious. Across Metro North our hospitals and health services work together to minimise blood wastage.

Donated blood is vital to producing various lifesaving blood products including red blood cells, plasma, platelets, immunoglobulins and clotting factors.

Around one in three people will need blood at some point in their lifetime for a variety of reasons including surgery, trauma and cancer. Others will need blood products for illnesses such as immune deficiencies, neurological conditions or if their blood does not clot properly (Haemophilia).

During 2015, more than 28,000 bags of 'fresh' blood components (red blood cells, plasma and platelets) were transfused to almost 5,000 patients.

Blood products that are close to their expiry date are transferred within Metro North to ensure blood is not wasted.

Other Queensland hospitals also turn to us to help reduce waste, with more than 3,000 bags of blood transferred into our facilities each year.

Metro North maintains a team of professionals who ensure blood products are managed safely and in line with National Safety and Quality Health Service Standards. Patients are only transfused when clinically indicated following the National Patient Blood Management Guidelines.



Metro North discards LESS THAN HALF

of the national average (platelets)

Source: National Blood Authority



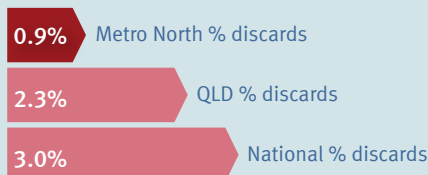
Metro North's recycling program SAVED OVER 3,000 UNITS

(red cells) from being discarded

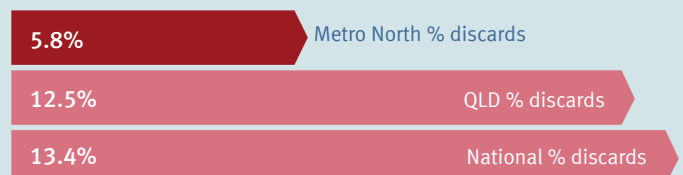
Source: National Blood Authority

Metro North product discards in % compared to Queensland and nationally 2015

Red cells



Platelets



Donating blood: Peter's story

People often ask: "Why should I donate blood?"

Peter Vang has an answer for them.
"It helps keep me alive," he said.

Peter suffers from severe aplastic anaemia – a condition that occurs when the bone marrow stops making enough healthy blood cells for the body's needs.

"Regular blood transfusions help keep my blood cell counts at acceptable levels; it gives me a quality of life," he said.

Peter has been a regular patient at the Royal Brisbane and Women's Hospital Cancer Care Service's Day Therapy Unit for the past eight years, receiving transfusions every three to six weeks, while he waits for a bone marrow donor.

Despite the hours spent in a hospital bed hooked up to an intravenous line, Peter remains optimistic and grateful.

"The nurses here are brilliant; they always make me feel comfortable as soon as I walk in the door," he said.

"Almost everyone will need a blood donor some time, either for themselves or a family member.

"It's a simple thing to do but it makes such a difference. It goes a long way to saving lives," Peter said.

Registered Nurse Katie Matthews tends to patient Peter Vang during a transfusion.



Staff roll up their sleeves

Staff from Royal Brisbane and Women's Hospital's Cancer Care Service who cared for the late Adem Crosby were so inspired by his charitable work and advocacy for blood donation that they banded together and formed a blood donation group – rbwhcancercareforteamadem.

Team Adem, a group formed by Adem and his family are Australia's largest community blood donation group formed under the Australian Red Cross Blood Service group donation program RED25.

RBWH Registered Nurse Vanessa Jones said every blood donation by staff is registered with rbwhcancercareforteamadem and helps save three lives.

"It has been very rewarding to see staff rally behind the initiative and support patients beyond what we do in the workplace," she said.

To join the group, email:
rbwhcancercareforteamadem@outlook.com
or follow them on facebook
@rbwhcancercareforteamadem

Contact the Red Cross on 13 14 95 or visit
<http://www.donateblood.com.au/>

Saving lives... Royal Brisbane and Women's Hospital Registered Nurse Vanessa Jones knows the lifesaving importance of blood donations.





Helping our patients maximise independence and confidence

Metro North's Transition Care Program cares for people leaving public or private hospital in need of support to move back home or into aged care.

This Commonwealth funded program supports patients either as short-term residential inpatients at Brighton Health Campus, or in their own home. The service is available to people who need additional therapy after treatment for an accident, fall or illness.

The types of care provided in community or residential transition services include medical and nursing care, wound management, low intensity physiotherapy, speech pathology, and rehabilitation. The teams also provide goal-oriented occupational therapy support to improve or adapt daily tasks, social work support, and nutrition advice. Residential transition care supports people to regain functional capacity before moving into residential aged care.

For people in community transition care, a dedicated case manager coordinates care, equipment and help around the house if needed, to make returning home easier. The aim is to enable people to return home after a hospital stay, providing support to adapt to their new circumstances, rather than move to residential care prematurely.

In 2015–16, more than 700 patients were admitted to the residential transition service, with more than 400 transitioning to aged care homes. The community transition care program had more than 3,700 episodes of care over a year.

Home at last

Without community transition care Elizabeth Kerr would likely spend the rest of her life in a nursing home.

Elizabeth, who lives with husband Geoff at North Lakes, was diagnosed in February with a benign tumour on her spine and a dangerous ulcer in her duodenum. The combination made her frail and unwell.

The first signs were a rapid drop in weight, low iron and a pain in her leg. Without the weight loss, she might have just thought the decline was due to life with scleroderma.

“I had a slow decline in mobility prior to the incident, but I thought it was because of the scleroderma,” Elizabeth said. “I didn’t realise anything else was wrong.”

“Transition care has helped us adjust to a new life.”

Scleroderma is a degenerative condition which, over time, causes a person’s skin to thicken and constricts their organs. Elizabeth sees a rheumatologist to manage the disease progression. Her hands and feet are often cold as blood supply is limited.

When her symptoms worsened, Elizabeth’s doctor told her to call an ambulance. After a four-month stay in Redcliffe Hospital, Elizabeth was discharged to the residential transition care program at Brighton.

Two weeks later, she was back at home, receiving care through the community transition program, with a dedicated case manager coordinating care and support at home.

Elizabeth and Geoff have been physically active throughout their nearly 40-year marriage. They’ve motorcycled and sailed around Australia, and even climbed part of Mt Everest. Their house is full of Elizabeth’s nature paintings.

“We were looking forward to a nice retirement,” she said. “We did a lot of travelling before and we like to go out in our small caravan.”

The community transition care program provides Elizabeth with at home restorative care services including home exercise support, assistance with housekeeping and personal care, and access to health professionals.

The aim is to help Elizabeth regain as much function as possible, particularly in her upper body, and help the couple adapt to getting around with a wheelchair. Her case manager will also coordinate referrals to non-government service providers to continue support after she leaves the transition care service.

Elizabeth said the transition care program had helped them adjust to their new life.

“A world we didn’t know dropped onto our plate. Not being able to move around properly, we wouldn’t have known what to do or where to go,” she said.

“There’s a lot of compromise. We can’t do all the things we want, but we can still do some. We’ll try it one step at a time.”

Left: Allied health assistant Jenny Baker helps patient Elizabeth Kerr with at-home exercises.



Lifting the Lip to halt tooth decay in kids

“During the year, all Child Health Nurses in participating metropolitan areas have received training in the program and more than 300 children under four have been referred for an oral health check-up.”



MORE THAN HALF of Queensland children AGED BETWEEN five and 15 suffer from tooth decay

Accessible Dental Care in the community improves people’s quality of life.

More than 300 under-fours have already been referred for an oral health check-up under a new program that aims to reduce the rate and severity of dental disease experienced by young Queenslanders.

In collaboration with Metro South Oral Health and Child & Youth Community Health, Metro North Oral Health Services (MNOHS) has successfully led the implementation of ‘Lift the Lip’ in the Brisbane metropolitan area.

Child Health Queensland has formally incorporated ‘Lift the Lip’ into its ‘Head to Toe’ assessment program and nurses will provide oral health guidance to parents of infants and toddlers at regular child checks and refer children for oral health care.

Andrew McAuliffe, Executive Director, MNOHS said earlier engagement will lead to improved oral health outcomes for children.

“They will present earlier for their first dental check up at the recommended age of no later than two years, will develop improved oral health knowledge and behaviour and develop better dietary habits,” he said.

“By the time this cohort reaches six years of age, we should see an increased number of Brisbane children who have never experienced dental decay and a reduction in the number of children requiring dental treatment under general anaesthetic.”

Dental hubs have been established at Caboolture, Ferny Hills, Kippa Ring, Humpybong, Kallangur, Strathpine, Bracken Ridge, Browns Plains, Jindalee, Beaudesert, Jimboomba, Kingston and Inala. By October 2016, hubs will be established for children living in the Logan, Nundah, Keperra, Redlands, Wynnum, Beenleigh and Springwood areas.

‘Lift the Lip’ is currently being considered for implementation in the Torres and Cape area, Cairns and Hinterland, Townsville and the Gold Coast regions.

Good oral health is an essential part of general health and well-being. Metro North Oral Health Services is one of the largest providers of public oral health services in Queensland. It delivers safe, sustainable and appropriate oral health services for all eligible clients at dedicated oral health facilities, hospitals, community outreach clinics and schools.

A smile that says so much

It's hard to wipe the smile off Tash Hall's face these days.

She attributes much of her self-confidence and positive outlook on life to the care she received from the team of specialists at Brisbane Dental Hospital.



.....

WAITING TIMES
for treatment
under general anaesthetic
REDUCED BY
30% in 2015–16

.....

Eat well, brush well, drink well – tips for healthy teeth

Brush well: Clean teeth thoroughly twice a day using fluoride toothpaste to remove plaque and minimise bacteria in the mouth.

Eat well: Eat healthy foods and reduce the intake of sugary foods to lower risk of tooth decay.

Drink well: Drinks lots of water and limit intake of sugary drinks, for example, soft drinks, juice sports drinks and flavoured milk.

Play well: Wear a mouthguard when playing contact sports to prevent injury and trauma to the teeth and mouth.

Stay well: have regular dental check-ups.

Tash underwent head and neck surgery and radiation therapy for advanced melanoma almost a decade ago.

Despite regular dental visits and a stringent preventative oral care routine at home, Tash experienced severe tooth decay resulting from radiation induced dry mouth.

“I’ve always had perfect teeth. I didn’t have one filling,” she said.

“But years after radiation treatment my teeth were crumbling. My front four lower teeth were broken down to the gum line; it got to the stage where they had to come out.

“I cannot find a photo of myself in those years where I am smiling because my teeth were so yellow and broken down. I didn’t meet friends; I stayed home and was a bit of a hermit.”

With the help of the Brisbane Dental Hospital team who carried out extensive repair work including 13 crowns, Tash not only has regained her health but also her happiness.

“They [the Brisbane Dental Hospital team] are brilliant – absolute gems. It’s a huge gift to give someone their confidence back,” she said. “I can’t stop smiling.”

Now in her ninth year of remission, Tash is making the most of her life.

“I could not be happier,” she said.

Dr Deborah Buick, Principal Dentist Cancer Care at Brisbane Dental Hospital, said radiation treatment can affect the salivary glands so that they produce less, or no, saliva weaken teeth and make it more likely to get tooth decay.

“Natasha has gone against the odds. She’s taken such good care of her teeth that we have been able to save most of them,” she said.



All smiles... Brisbane Dental Hospital patient Natasha Hall.