80 Years of Women’s Health

Royal Brisbane and Women’s Hospital is this year celebrating its 80th anniversary caring for Queensland mothers, their babies and women.

It comes just one year after RBWH celebrated its 150th birthday. Executive Director Women’s and Newborn Services Tami Photinos said the milestone was an incredible one to reach, and was very proud to have seen the leaps and bounds forward in health care.

“I have been at the Royal for over 30 years myself, and even in that time I have seen some miraculous advancements in how we care for this group of patients and the impact it has on the family and the wider community,” Tami said.

“If we look at child birth 80 years ago, one woman died per 150 births.

“They knew very little about germ theory, and women couldn’t even get out of bed without permission from a midwife.

“These days we have a high percentage of premature babies surviving at even 23 weeks gestation. It’s incredible the improvements we have made in less than a century.

“I cannot wait to see where the next 80 years takes us.”

Banners celebrating the hospital milestone can be found throughout the hospital, and on display near the main entrance.
Message from the Board Chair and Chief Executive

Dear Colleagues,

Last year, Metro North delivered over 2.8 million healthcare activities and with over 18,500 staff, that makes for a bounty of opportunities to build a reputation within our health service as people who commit to living our values.

We are working to establish Metro North’s reputation for making staff, patients and visitors feel welcome, safe and valued. It’s extremely important to promote and demonstrate our values of respect, compassion, integrity, teamwork and high performance.

Our approach to working toward this goal is called Values in Action, which is made up of six key areas. Through this, we are creating a sense of belonging within our staff culture, and are already embedding our values into our recruitment, review, staff development and orientation systems.

Events like our Movie by the Sea and our staff soccer tournament last year and our refreshed recruitment processes and value based orientation are ways we are demonstrating our dedication to our healthcare values.

Our mission to make 2017 the Year of the Frail Older Person helped make a difference. We implemented a range of initiatives to improve outcomes for elderly patients. We released the five year health care plan for older people and implemented the Clinical Frailty Screening tool across all Metro North emergency departments to ensure older patients receive an integrated approach to care.

As part of the campaign, new services were added to decrease occupied bed days, emergency department length of stay, and inpatient length of stay, and increase discharge to home for our frail elderly patients. Additionally, the Geriatric Outreach and Assessment Service (GOAS) at The Prince Charles Hospital provides an avenue of support for our older patients outside of hospital.

While we’ve wrapped up the Year of the Frail Older Person campaign, many of the initiatives have transitioned to business as usual. We are continuing our mission to care for older patients and renewing the focus through a range of new frailty initiatives and opportunities for outpatients to access preadmission services.

The annual Metro North Research Excellence Awards will be held in May. These awards recognise the fantastic achievements being made by researchers across our health service in a variety of categories. Nominations are now open and we look forward to recognising the continuous improvement in healthcare from our inspiring researchers.

Flu season is right around the corner. We encourage you to book your flu vaccination when they become available to give yourself the best chance to avoid seasonal influenza.

Regards,

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

Shaun Drummond
Chief Executive, Metro North Hospital and Health Service

Nominations are open

Click here for more information and to nominate
Oral Health Outreach Program
A new oral health pilot program at schools in the Caboolture area is aiming to reduce emergency presentations for Indigenous children.

Tullawong Primary School, Caboolture State School, Morayfield State School and Deception Bay North will all take part in the program, with a clinic or mobile van to be stationed at the schools for dental health checks.

Advanced Dental Therapist Theresa Kelso said we have identified that in the Caboolture area we see a significant amount of Aboriginal kids only for emergency treatment.

“We would like to be able to offer them a full course of oral health care so they don’t need emergency treatment; it’s just part of their routine to have the annual check-up,” Theresa said.

A new focus group has been established at Caboolture Hospital to look at ways of making oral health services more visually identifiable and culturally appropriate to the Indigenous population.

“If Indigenous families don’t want to use the public health system, we want them to know there are other options and oral health is an important part of everyday life,” Theresa said.

“There are so many other diseases that oral health is linked to such as heart complaints, diabetes and speech issues.

“Being able to identify an oral health issue early may prevent another disease progressing.

“The ideal result would be less emergency presentations and more children completing a full course of oral health care.

“Ideally, we would like to see children from the age of two but realistically before they start school.

“When we see younger children it’s about educating their parents on how to bridge the gap by attending regular dental checks to help avoid emergency presentations for the children in the long term.”

The program has plans to engage an Aboriginal Liaison Officer to support families in organising regular oral health appointments for their children.

Recognising our community, indigenous and sub-acute staff

Twenty finalists from across Community, Indigenous and Subacute services (CISS) were recognised recently for their patient-centred approach to care and outstanding work at the 2017 CISS Staff Excellence Awards.

CISS Executive Director Chris Seiboth said the 20 finalists were part of a group of 45 individuals and teams who were nominated by their peers.

“There have been some great advances in the delivery of care to our patients, clients and residents – It is great to showcase this success,” Chris said.

“Over the past year, I have personally witnessed a great commitment to the values of Metro North and a wider commitment to care by our inspirational staff.”

Around 100 staff attended the 2017 CISS Staff Excellence Awards which included eight categories ranging from Star Performer to Excellence in Person-Centered Practice.

From the reaction, there were a number of very popular winners, including Stella Wake (pictured) who is an Endorsed Enrolled Nurse with the Diabetes Service and was nominated for her great attitude to supporting staff and patients.

Director of Occupational Therapy Gavin Brealey said Stella was always smiling and helpful to everyone she came across, both staff and clients.

“She always seems to be going above and beyond to ensure that clients are being looked after and that the work place is a happy and inclusive place in which to work,” Gavin said.
RBWH celebrates 100 years of Mental Health care

Few disciplines of medicine have evolved as far as the field of psychiatry has in the past century.

100 years ago, those with mental health conditions were managed in long-term facilities that boasted cells, farms and closed wards, usually on the outskirts of cities.

But even in 1918, Royal Brisbane and Women's Hospital (then Royal Brisbane Hospital) was ahead of the game in the treatment of patients with mental health conditions by opening its first inpatient unit.

RBWH mental health centre celebrates 100 years of Mental Health care this year, an incredible milestone in the facility’s history.

Associate Professor Brett Emmerson, AM Executive Director, Metro North Mental Health said the Royal was the first to integrate a psychiatric facility within the grounds of a major hospital; an early indication of the national-leader the service was to later become.

“The Royal was enlightened before its time,” Assoc. Prof. Emmerson said.

“Even then, a century ago mental health patients were looking at years of inpatient care. Today, our usual length of stay is around two weeks.

“We’ve moved to community based care now, and have around 200 medical, nurses and allied health staff who treat patients outside of the facility in their homes.”

Where has Mental Health been at the Royal?

1918-1958 Building 15, RBWH
1958-1983 Lowson House
1983-1994 Rosemount
1994-PRESENT Mental Health Centre, RBWH

Assoc. Prof. Emmerson said looking at how far medicine had progressed already made for a very exciting vision for the next 100 years.

“In the 1950s the only treatment they really had was Electroconvulsive Therapy (ECT), then in the 60s and the 70s we started to see the development of antidepressants and antipsychotics,” Assoc. Prof Emmerson said.

“I think as we continue to progress in this field, brain imaging such as that carried out at the Herston Imaging Research Facility by Prof. Michael Breakspear will hold the key for us to understand the causes of mental health disorders.

“Even if we cannot find cures, I see a future where we will have a much better understanding of which specific drugs will work best for individual patients.

“I’m proud to stand here 100 years into our care, and I can’t wait to see what’s over the horizon.”

Getting started with the NDIS

The National Disability Insurance Scheme (NDIS) is a means of support to over half a million Australians with disability, and their families and carers. The scheme funds complex needs that people with a disability have such as equipment, medication and allied health practitioners.

NDIS played a vital role in assisting single mother of five, Kim when her son developed learning disabilities early into his school years.

“Jesse was quite sick as a toddler and had surgery at 18 months for appendix where died on the operating table but was brought back to life,” said Kim.

“I thought that coddling him as a child and overcompensating after he died was the reason he behaved badly and couldn’t learn in school.”

The learning difficulties were so bad, Jesse was asked to repeat a year, which meant he would fall behind his twin in school, worrying Kim.

Kim works in mental health at The Prince Charles Hospital and supported the NDIS at work, but she didn’t imagine she’d have a personal experience with the NDIS. It wasn’t until a visit to a paediatrician, who diagnosed Jesse with multiple neuropsychological disorders including autism and ADHD, that Kim finally got answers to her son’s behavioural issues.

“Jesse’s behaviour changed, it was amazing. Since being on medication, he’s a different person but still needs help with social cues,” Kim said.

Kim contacted the National Disability Insurance Agency (NDIA) to apply for ongoing support for Jesse. She said the experience was easy and fast.

“I was aware of the NDIS, but now as a parent I really understand how critical it is to get and give the right information for consumers,” Kim said.

She says it’s important for staff to take their responsibilities around the NDIS seriously because it will have a significant impact on people’s lives and determine their ability to receive a good support package.

“I had no idea until November this was going to be a factor for us.”
Development application approved on new public health facility

Once built, the state-of-the-art facility will provide care for patients requiring specialist rehabilitation, elective surgery, endoscopy and range of outpatient services.

The facility will be the first health building to be delivered as part of the $1.1 billion Herston Quarter Redevelopment and will incorporate seven operating theatres, three endoscopy rooms and consultation spaces.

Construction on the facility and adjacent public realm, including the Spanish Steps which will provide a pedestrian link from Herston Road to the precinct’s heritage core, is anticipated to commence in March 2018 and reach completion in 2020.

New Outpatient Services building

Outpatient Services at Caboolture Hospital has a wonderful new home and the community loves it.

Comments from patients including “it’s really nice” and “what a wonderful new facility for Caboolture” have been overheard by staff, who are now settled in to their new surrounds.

There are 30 consultation rooms located throughout the new building which opened in early February. It will host about 70,000 adult, children and antenatal appointments each year.

The interior features a lot of natural light, comfortable waiting rooms, children’s play area, parents’ room and outdoor courtyard, all designed to enhance the patient experience.

The three main areas are colour-coded to help patients find their way around:

- **Paediatrics** – consult rooms 1 – 6 (Building A) has lime (green) accents.
- **Antenatal** – consult rooms 7 – 14 (Building A) has sunshine (yellow) accents.
- **Adults** – predominantly consult rooms 15 – 30 (Building C) has mauve accents.
- **Waiting rooms, reception and staff** – (Building B) has blue accents.

It will also be a lot easier for people attending outpatient appointments with a new 55 space car park also delivered, easing demand on the main front car park.

Staff and volunteers were on hand during the transition process to help patients find the new building.

The former outpatient rooms in the main hospital building will soon house medical imaging, which will clear the way for construction work on the interim emergency department expansion to start later this year.

The new Outpatient Services building is located on the eastern side of the hospital, near the private hospital.
Throughout 2017, Metro North Hospital and Health Service (MNHHS) focused on supporting the health and wellbeing of its ageing population with the Year of the Frail Older Person (YFOP). Elderly people who are frail are particularly at risk of poor outcomes when hospitalised. YFOP aimed to provide holistic, integrated and responsive care in order better support our frail older people.

Through this campaign, Metro North adopted new models, services and units across the HHS. This included the release of the five year health care plan for older people living in Brisbane North. The Clinical Frailty Screening tool was also implemented across all of Metro North’s emergency departments, which achieved an average of 62 per cent compliance for over seventy-five year olds across the HHS.

New services were added to reduce occupied bed days, emergency department and inpatient length of stay, and increase discharge to home for our frail elderly patients. The Older Persons Acute Assessment and Liaison Service (OPALS) unit at The Prince Charles Hospital and Geriatric Emergency Department Intervention (GEDI) model at Caboolture Hospital were both successful in providing more specific care and support for elderly people in emergency departments, and reducing hospital waiting times and length of stays. Outside of hospital, the Geriatric Outreach Assessment Service (GOAS) service at The Prince Charles Hospital was another success, adopting a collaborative team approach by reducing unnecessary delays they were encountering as they moved between the hospital’s services,” Louise said.

ABCi was all about improving that patient flow. Adopting a collaborative team approach with staff across the hospital, we took a close look at our systems and processes.

“We were able to identify areas where we could make things work faster for our patients by removing procedural or administrative challenges, and standardising systems and processes.”

Ms Oriti said a particular focus of ABCi was reducing the length of time it took for patients who were ready to be moved from emergency department after they had been clinically assessed into available beds in the hospital’s wards.

The RBWH Trauma Service celebrated 10 years of caring for Queensland’s most critically injured patients at the Queensland Trauma Symposium in February 2018. The event was also a bitter-sweet farewell to Queensland legend Associate Professor Daryl Wall AM, whose trademark race-carred Trauma Service help shaped the modern legacy of RBWH.

Assoc Prof Wall has provided trauma care for over 50 years, and has carried out over 1000 kidney transplants and participated in many liver transplants. In his time at RBWH he has played a major role in the training and development of countless clinicians and specialists.

Executive Director Surgical and Perioperative Services at RBWH Dr Barry O’Loughlin paid homage to Assoc Prof Wall on the evening of the symposium, bidding farewell to a colleague and a friend.

“I would congratulate Daryl on his retirement but I think everyone here knows that he won’t ever really stop working,” Dr O’Loughlin said.

“It has been a pleasure, and a really rewarding experience, to work alongside Daryl all these years.

“I have never met a more skilled or optimistic surgeon.”

Redcliffe Hospital forges ahead with patient care improvement program

Redcliffe Hospital has successfully reduced delays and improved patient care across the hospital through its Access Best Care Initiative (ABCi). That success has inspired the hospital to begin a second phase, ABCi2.

Redcliffe Hospital Executive Director, Louise Oriti said the Access Best Care Initiative began last year as a result of what the hospital was hearing from clinicians and other staff.

“It became clear to us that things could be improved when it came to the way patients were moving through the hospital’s services, and that we could do better for our patients by reducing unnecessary delays they were encountering as they moved between the hospital’s services,” Louise said.

“ABCi was all about improving that patient flow. Adopting a collaborative team approach with staff across the hospital, we took a close look at our systems and processes.

“We were able to identify areas where we could make things work faster for our patients by removing procedural or administrative challenges, and standardising systems and processes.”

Ms Oriti said now that ABCi had proven what was possible, the hospital was forging ahead with the second phase, ABCi2.

“While ABCi was largely centred around improving patient flow, the nine solutions presented by ABCi2 would be more focussed on improving the experience of being a patient at Redcliffe Hospital,” Ms Oriti said.

“ABCi2 also continues the hospital’s commitment to the Older Person that was so much a part of everything we did last year as well.

“The credit for the success of ABCi, and the work that has gone into planning ABCi2 is shared across the entire hospital, from the emergency department through to wards, right through to our transit lounge. Everyone has come together to do things better for people in our care.”

Redcliffe’s Director of Emergency Medicine, Dr Doug Morel, said the solutions presented by ABCi had been in place now since the middle of last year, and it had been good news for the emergency department, and the patients it treats.

“The emergency department is one of the busiest parts of the hospital, managing and treating around 65,000 presentations each year. Since we introduced ABCi, patients who need to be admitted to a ward are being moved into a bed faster, and spending less time waiting for beds to be available.”

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Liquid miracle gives birth to Queensland Milk Bank

Through one single selfless act, Caboolture’s Debra Rolfe saved the lives of 18 babies and sparked a movement that would save thousands more.

Debra was the very first milk donor to the Queensland Milk Bank, based at Royal Brisbane and Women’s Hospital (RBWH), after the tragic passing of her premature son Bradley in 2012.

Born at 27 weeks with chronic neonatal lung disease, Bradley spent months in the RBWH Neonatal Unit before he lost his battle with life.

It was during her time on the ward Debra noticed a common theme with the other mums and bubs around her.

“There were so many women who couldn’t make any milk for their babies. Whether that was the timing of their baby’s birth or the massive stress they were under,” Debra said.

“I heard story after story. I came across a few families who ended up needing to use special formula and it wasn’t good for the babies.

“Meanwhile I would be there day and night, every two hours, making milk. I kept all the milk and put it in the freezer. Bradley was never able to consume as much as I created. My supply was always greater than his demand.

“Bradly got to 85 days, and they said he was going really well. Then he went downhill, we’re not sure why, and he just never recovered.”

After Bradley’s passing, Debra was approached by Neonatology Director Dr Pieter Koorts and Dr Donna Bostock about how she could help other little lives.

“We talked about how it was a liquid miracle. Soon Pieter came out to me personally, and loaded my milk into the boot of his car. He just kept saying that I didn’t know how many babies this would save. And I kind of know that now.

“I donated 43 litres that day, and that was back when they had one or two fridges. Pieter sent me a letter saying I saved 18 babies on my own.”

Today, The Queensland Milk Bank is the largest and fastest growing milk bank in Australia, and has saved the lives of over 1600 premature babies.

Strong community support for Redcliffe’s smallest patients

A campaign on social media calling for donations of tiny baby clothes for Redcliffe Hospital’s smallest patients has seen hospital staff overwhelmed by generous community support.

Neonatal nurse practitioner, Annrea Flint, said the Special Care Nursery up on level three of Redcliffe Hospital is a very special place that touches the lives of local families forever.

“When the hospital’s stock of donated baby clothes started to run lower than usual earlier this year, one of our special care nursery mums took to social media and started a campaign for donations to support our littlest patients,” Ms Flint said.

“The Special Care Nursery at Redcliffe Hospital provides extra care to babies born in our maternity unit who are unwell, or who have been born here at the hospital prematurely at greater than 32 weeks.

“Having a baby in the Special Care Nursery can be quite overwhelming for mums, dads and families. It’s not always something expected or planned for either, often happening quite unexpectedly.”

Ms Flint said the hospital’s stock of donated tiny-sized baby clothes made a big difference in helping normalize the experience of having a baby in the Special Care Nursery for mums and families.

“Having a supply of tiny clothes enables the families to become involved in the care and dressing their babies is an important part of this,” Ms Flint said.

“Those tiny clothes go a long way to helping mums and families to get on with the important work of getting to know their new babies, as their babies get stronger and healthier in our nursery.”

Executive Director of Redcliffe Hospital, Louise Oriti said that within days of the campaign starting on social media the hospital had started to receive bags and bags of donated baby clothes.

“The donations were a mix of newly purchased clothes, many with tags still attached – and baby clothes other tiny babies had grown out of,” Ms Oriti said.

“The staff and volunteers at the hospital receiving the donations were quite overwhelmed by the generosity of our local community.

“The generosity of the donations are a show of support not only for our midwives, doctors, and allied health professionals who work every day up in our Special Care Nursery; it’s also a strong statement about how our local community cares for the families and babies too.”

Hospital staff have been overwhelmed by the support of the community.
Metro North is leading a change putting innovation into practice, upskilling thirty healthcare staff to translate research into better health outcomes.

The new Graduate Certificate in Health Services Innovation is the first tertiary level qualification to equip senior clinicians with the skills to develop, assess and implement innovations within a healthcare setting.

A collaboration between the Australian Centre for Health Services Innovation (AusHSI) at QUT and Metro North, the graduate certificate is designed to address a shortage in the number of staff with combined skills in health economics, policy analysis and implementation science, an emerging field that examines how to best implement research findings into practice.

The graduate certificate is an investment in both our staff and our patients, leveraging our commitment to ensure innovation becomes a part of our health system for the future. It also introduces staff to the practical tools of providing value based healthcare.

Without supporting evidence, it can often be difficult for busy healthcare staff to determine the highest value diagnostic, treatment and care options for patients.

The translation of research into practice empowers professionals, enabling them to make large and sustained improvements to the way health services perform.

Metro North is committed to delivering high quality healthcare and outcomes that matter most to patients. The graduate certificate is one way we are equipping staff with the knowledge to evaluate and implement projects in their work life.
State first for multicultural breast health

BreastScreen Queensland have launched a unique new resource to support women from Culturally and Linguistically Diverse (CALD) backgrounds make more informed decisions about their breast health.

Your guide to Breast Health, which is now available at North Brisbane Breastscreen Queensland clinics, is an illustrated resource which has been developed for women by women of CALD backgrounds whose first language is not English.

Director of Breastscreen Queensland Brisbane Northside Service Dr Jane Brazier said around 10 per cent of people in the Metro North catchment area were born overseas and whose first language is not English.

“Research indicates that breast cancer screening for women in the CALD community in Australia is significantly lower than in the general population,” Dr Brazier said.

“We hope that by using this resource, these women will have a better understanding of what’s involved in having a breast screen and why it is important to be breast aware.”

The new resource was coordinated by the BreastScreen Queensland Brisbane Northside Service in partnership with the local CALD community.

It contains a culturally appropriate illustrated book, as well as brochures translated into 11 different languages.

Dr Brazier said breast cancer was the most common cancer diagnosed in Australian women, with around one in eight developing breast cancer in their lifetime.

Women aged 50 to 74 years are strongly recommended to attend for a breastscreen every two years. Make the time for yourself – phone 13 20 50 for your free breast screen today or book online at www.breastscreen.qld.gov.au

Introducing our new Cultural Diversity Officer

Metro North Hospital and Health Service is improving the specific care for people from culturally and linguistically diverse (CALD) backgrounds, whose treatment can be hindered by language barriers.

Cultural Diversity Officer David Yohan will provide long-term solutions by addressing cultural barriers CALD patients experience during care.

Being on the ground and staying connected with CALD communities and networks is something that comes naturally to David. Prior to his appointment, he worked as a carer for a loved one and remains active on community initiatives promoting cultural diversity.

By helping many people overcome their own CALD challenges, David has developed a thorough understanding of the needs of people with CALD backgrounds.

“It’s about embracing our sameness, before our differences,” David said.
Many patients of The Prince Charles Hospital (TPCH) are saying goodbye to their traditional hospital gowns and pyjamas in exchange for their own clothes, in an effort to become more independent while in hospital.

The #EndPJParalysis initiative focuses on reducing the risk of patients developing unnecessary complications by maximising the time patients spend out of bed.

It involves patients wearing their normal clothes during the day instead of traditional hospital attire.

TPCH Geriatrician, Dr Shaun Pandy said that by wearing their own clothes, patients feel more like their normal selves and are more likely to get up out of bed and be mobile.

“Staying mobile in hospital is critical to the welfare of our frail older patients in particular,” Dr Pandy said.

“Communal dining and mealtime assistance has also been shown to improve rehabilitation and dietary intake.

“The new mealtime arrangement provides an opportunity for patients to undertake therapy during meal times and promotes greater independence among patients which are important factors in preparing them for discharge.”

The Green Room model also actively involves members of the hospital’s nursing, medical and allied health team in the patient meal time experience.

“Staff are on hand to assist patients with tasks including food selection, mobilising to their seat, carrying their tray, opening packages and cutting up their food if needed,” Rebecca said.

“This personal approach helps build rapport between patients and members of staff, which has positive benefits for clinical care.

“We know that patients eat more when they receive help with undertaking their rehabilitation, which is excellent for their nutritional health.”

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“A communal approach to mealtimes gives patients a range of desired food choices closer to meal times and creates a more personalised and interactive environment where they enjoy coming to eat,” Rebecca said.

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Green Room serves up improved mealtime experience

It is a well-known fact that eating your greens is an important part of maintaining good health.

Patients of The Prince Charles Hospital (TPCH) are certainly getting a good serving of green through the introduction of a new mealtime initiative which is improving their nutritional and physical health.

The Green Room is the recently upgraded dining area within the Hospital’s Rehabilitation and Acute Stroke (RAS) Unit, a long stay unit which supports patients who are deconditioned after being ill, and those recovering from surgery or a stroke.

The Room, which is painted green, has adopted a communal approach to patients’ mealtimes through the introduction of a lunchtime buffet style food service where patients can choose and serve their own food with the help of staff if needed.

Café style seating is provided to encourage social interaction among patients, and an outside alfresco style dining area on the Unit’s balcony where patients can eat with their family is available.

The Green Room is the result of a research project led by a team of TPCH nutrition and dietetics staff, which investigated challenges and initiators for dining room attendance within the Hospital’s RAS Unit.

TPCH Dietitian Rebecca Moore said that traditional delivery of meals at the bedside does not encourage social interaction or normalise meal time in preparation for a patient’s discharge home.

“Communal dining and mealtime assistance has also been shown to improve rehabilitation and dietary intake.

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Jack’s Journey: Bringing island life to the bedside

Jack Billy is lying in a hospital bed at the burns unit at Queensland’s largest tertiary hospital, Royal Brisbane and Women’s Hospital (RBWH). Two nurses are changing the dressing on his leg, which has been amputated from the knee down.

Jack lights up when he sees Cultural Capability Officer, Horace Nona walk into the room. They begin their conversation in Torres Strait Islander Creole and soon erupt into laughter.

“When I was told they would have to remove my leg from the knee down it really hurt me,” Jack said. “When Horace and Ron explained to me in creole, I understood what had to be done. I felt alright then, I understood it was the best for me.

“It has been a big help to have people like them here to explain what the doctor or nurse is saying because I had a lot of different instructions and complications with my condition.”

Horace said it was essential for Aboriginal and Torres Strait Islander people to feel supported as they recover, especially when they are so far away from home and their family network.

Jack is a proud Torres Strait Islander man from the Poruma language group at Coconut Island who belongs to a large family with nine children and grandchildren.

He was recently transferred to RBWH from Cairns Hospital to see a burns specialist after severely burning his leg.

Jack speaks limited English and relied on the support of Horace and Improving the Patient Journey Coordinator, Ronald Agie to translate from english to creole.

“Horace has been really good to me,” Jack said. “As soon as he comes into the room, he makes me laugh.”

Jack’s Journey: Bringing island life to the bedside

Improving the Patient Journey Coordinator Ronald Agie, Jack Billy and Cultural Capability Officer Horace Nona.

“Horace says it’s about providing a quality service for our people, making them feel comfortable and being willing to comply with what the doctors are telling them,” Horace said.

“If they don’t speak English or understand it very well, the whole experience can be overwhelming and confusing.

“In Jack’s case, our families are very close, and I have the respect to speak with him honestly and openly about the best treatment for his condition, and could support his wife and family with their decision.”

St Columban’s College to host NAIDOC Week celebration

St Columban’s College in Caboolture has committed to hosting the 2018 Metro North Hospital and Health Service (MNHHS) NAIDOC Family Fun Day on Tuesday 10 July.

Celebrations will be held in the college auditorium and grounds from 10.00 am – 2.00 pm with traditional dancing, cultural activities, a community sausage sizzle and a range of health stalls.

The 2018 theme – Because of her, we can! - will celebrate the invaluable contributions that Aboriginal and Torres Strait Islander women have made and continue to make.

MNHHS’s Director Aboriginal and Torres Strait Islander Health Unit, Paul Drahm said that his vision for the event was to be the largest NAIDOC Week celebration on Brisbane’s northside.

“The inaugural event was well received by Caboolture’s local community with over 1000 people attending the day,” Paul said.

“We look forward to hosting the event again this year and invite everyone to join in the fun.”

For more information regarding the event phone (07) 3139 3235 or email A_TSIHU_MNHHS@health.qld.gov.au
Staff, patients and community members are invited to come together to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people during NAIDOC Week.

The 2018 theme – *Because of her, we can!* – will celebrate the invaluable contributions that Aboriginal and Torres Strait Islander women have made – and continue to make – to our communities, our families, our rich history and to our nation.

The family fun day, held at St Columban’s College at Caboolture, will feature a Welcome to Country, Aboriginal and Torres Strait Islander dancing and singing, cultural workshops and plenty of health stallholders.

The event is proudly supported by the MNHHS Aboriginal and Torres Strait Islander Health Unit, Community, Indigenous and Subacute Services and St Columban’s College.

**PROGRAM**

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<td>10am–10.30am</td>
<td>Welcome to country and official opening</td>
</tr>
<tr>
<td>10.30am–11.30am</td>
<td>Aboriginal and Torres Strait Islander dancing</td>
</tr>
<tr>
<td>11.30am onwards</td>
<td>Sausage sizzle and lunch from food vans</td>
</tr>
<tr>
<td>11.30am–12.30pm</td>
<td>Conversations with Metro North Cultural workshops, Basket weaving, artefacts display, dance workshops and face painting</td>
</tr>
<tr>
<td>12.30pm – 1.30pm</td>
<td>Emergency services presentation, sports clinics and Indigenous games</td>
</tr>
<tr>
<td>2pm</td>
<td>Event closure</td>
</tr>
</tbody>
</table>

For further information contact (07) 3139 32135 / A_TSIHU_MNHHS@health.qld.gov.au

**PLUS**

- A FREE SAUSAGE SIZZLE, FRUIT AND SALAD_ROLLS
- HEALTH & COMMUNITY STALLHOLDERS
- ANIMAL FARM
- JUMPING CASTLE
- TRADITIONAL GAMES AND SPORTS CLINICS

The event is proudly supported by the MNHHS Aboriginal and Torres Strait Islander Health Unit, Community, Indigenous and Subacute Services and St Columban’s College.
Reminder to make time for breast health

Getting a call back for a specialist appointment wasn’t something that Terece Edgar was expecting following her regular breast screen.

“I was absolutely terrified when I was told that I had to get an extra mammogram after they had found a density in my breast,” Mrs Edgar said.

Terece, who recently went for her regular two year check up at the BreastScreen Queensland Clinic in the city, needed to attend a second appointment to see the specialist team at Chermside.

“Everyone at the Chermside Breastscreen Clinic made me feel reassured and safe,” Mrs Edgar said.

“It is clearly being delivered by people who know what they are doing and who care about what they do. I felt absolutely reassured there was no better place I could have been, and was so happy when I got the all clear.”

BreastScreen Queensland Brisbane Northside Service Director Dr Jane Brazier said finding time to look after your own health could sometimes be difficult, especially with busy careers, family lives and hectic schedules.

“It is so important that every woman aged between 50 and 74 sets aside a small amount of time to schedule and attend a breast screen every two years – it’s very easy and accessible,” she said.

BreastScreen Queensland Brisbane Northside Service offers a free, comfortable screening service which takes as little as 30 minutes, and is one-on-one with a highly experienced female health professional.

Women can visit one of seven centres across North Brisbane including Chermside and satellite screening clinics at Keperra, Kippa-Ring, Caboolture, Indooroopilly, North Lakes and in Brisbane City at the David Jones Rose Clinic.

Phone 13 20 50 for your free breast screen today or book online at www.breastscreen.qld.gov.au

Celebrating the courage of our cancer care patients

Oncology patients at Redcliffe Hospital are being offered a unique and symbolic way to mark the end of their course of treatment with Cancer Care Services.

Redcliffe Hospital’s Acting Nursing Unit Manager Cancer Care Services, Lesley Murphy said a ship’s bell was part of a donation made by ESA International Alpha Pi (Redcliffe), with the bell now mounted in the facility next to a plaque with a short poem.

“When a patient has completed their cancer treatment here at Redcliffe, they have the opportunity to mark that special occasion by ringing the bell three times and reading the poem aloud,” Ms Murphy said.

“Undergoing treatment for cancer is one of the most confronting experiences a person will experience.

“Providing this opportunity to our patients recognises and celebrates their courage with their cancer diagnosis and treatment.”

Ms Murphy said that the response from patients to the bell had been a positive one, including for patients who were still undergoing treatment.

“Patients who have rung the bell so far have told us how it gave them an important sense of closure. Every time the bell rings, I think it also gives strength and encouragement to our patients who are still undergoing their treatment with us too,” she said.
Healthy future for new trainees

The next generation of health care providers have joined Community, Indigenous and Subacute Services (CISS).

CISS Executive Director Chris Seiboth welcomed another seven school-based trainees who had begun their two-year journey to receive a Certificate III qualification in either aged care, business administration or allied health.

“It is great to expand the school based traineeship program at CISS from four students who began their journey in 2017, to include another seven school-based trainees this year,” Chris said.

“I am so pleased that we can support this important local program which will help grow our future workforce and which gives these trainees hands on experience in the health care sector.”

Mia Smith, a Genesis Christian College student at Bray Park, is one of the seven trainees who started her two year traineeship last month.

Mia will be undertaking a Certificate III in Individualised Support (Aged Care) at Brighton Health Campus.

“I have always wanted to study medicine. I like the idea of being able to gain practical experience at a residential aged care facility while I am still at school,” Mia said.

“I am looking forward to the hands-on experience I will receive before I study at university.”

Throughout the two-year program the trainees attend school four days a week and work one day a week at a CISS facility.

The Metro North Hospital and Health Service School-based Traineeship Program also includes high school students undertaking traineeships at Caboolture, Redcliffe and Kilcoy Hospitals, and GP Oral Health Services.

School-based trainees start work

A new group of eager high-school students from the Moreton Bay region have recently started studying towards a certificate qualification that will give them a valuable head-start to a rewarding career in the health care industry.

This year, 32 students commenced the Metro North Hospital and Health Service School-Based Traineeship Program, almost double the number in 2017.

The students come from various high schools in Pine Rivers, North Lakes, Bray Park, Caboolture, Kilcoy, Narangba, Redcliffe, Glasshouse Mountains, Bribie Island and Albany Creek.

They will pursue a range of qualifications across aged care, allied health, nursing, dental assistance, kitchen operations, horticulture and information technology.

The students have been placed at Caboolture, Redcliffe and Kilcoy Hospitals, Community Indigenous and Sub-Acute Services (CISS) facilities at North Lakes and Brighton, as well as GP Oral Health Services.

The program provides the trainees with invaluable hands-on experience in the health care sector and a great opportunity for the participants to take their first steps toward a rewarding career.

They are employed through the Australian Training Company, a not-for profit group training organisation. Participants attend school to complete their Year 11 and 12 studies four days a week and work one day a week.

The traineeship program represents a positive pathway for students to their chosen careers by expanding their knowledge, as well as giving them practical experience in preparation of leaving school and heading out into the workforce.

More than 200 students have enrolled in the program since 2005 with nearly 70 per cent of graduates currently employed in Metro North facilities.

The School-based Traineeship program is run by Education Services at Redcliffe and Caboolture Hospitals.
META NORTH PRESENTS A STAFF & FAMILY EVENT...

MOVIE by the sea

SATURDAY 14 APRIL 2018
5PM — 8PM
BRIGHTON HEALTH CAMPUS
(SOUTHERN LAWN)
449 HORNIBROOK HIGHWAY, BRIGHTON

A FAMILY FRIENDLY EVENT FEATURING
ODDBALL MOVIE FROM 6PM

GIANT OUTDOOR GAMES

MUSIC PERFORMANCE BY
KIDDNKELLY GANG

BAREFOOT BOWLS
5PM — 6PM
*REGISTER YOUR TEAM ONLINE

FOOD TRUCKS
STREET FOOD
POP CORN
FAIRY FLOSS
AND MORE...

FOR MORE INFORMATION, SEARCH
METRO NORTH QHEPS “FUN AT WORK”

BRING A PICNIC RUG

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*NEW DATE*
Training Librarians in Health Literacy

Public librarians are not often trained in health literacy but are often the first point of call for people seeking health information.

It was an opportunity identified by Redcliffe and Caboolture Hospital Librarian Jane Orbell-Smith, who recently developed and delivered a training program in health information and consumer health for 16 senior Moreton Bay Regional Council librarians.

“These community-based librarians are on the front line of health literacy in the community,” Jane said.

“I wanted to ensure they had access to information and resources that would help them answer health questions from library visitors.”

“The one-hour training session was delivered to senior librarians representing eight of the 11 libraries located throughout the Moreton Bay region, with the information also shared among staff at local libraries.

“We were also able to add links to high-quality, evidence-based consumer health websites on to the Moreton Bay Region Libraries website for customers seeking health information.

“Links added to date include topics such as cancer, children’s mental health, diabetes, heart disease, immunisation, pregnancy and childbirth.

“More links are being added as requests are received from librarians, following questions from Moreton Bay residents.

“We want to ensure people have easy access to quality healthcare information online, rather than turning to whatever comes up first on a standard Google search.”

Surveys taken with the librarians before and after the training sessions showed a remarkable improvement in confidence to help their clients find health information.

The innovative training program has also offered to the State Library of Queensland to potentially roll out the program across Queensland.