

Your Voice @ the Royal

A consumer newsletter from Royal Brisbane and Women's Hospital

December 2019



Metro North Hospital and Health Service *Putting people first*

This newsletter is written by consumers for consumers and brings you all of the latest news and important information from Royal Brisbane and Women's Hospital (RBWH).



Gary Power

Chair,
Consumer Advisory Group
Royal Brisbane and
Women's Hospital

A message from Gary

Hi everybody,

Welcome to our final edition of Your Voice @ The Royal for 2019.

Blooming Jacarandas, Poincianas and the wonderful sounds of cicadas and carols remind us that summer and the festive season is upon us. We know that this can be a difficult time of year for some of us and take our hats off to all of the staff who will continue to care for patients over the holidays.

It has been a very busy year for staff and patients at RBWH. From being named in the top 100 hospitals in the world to raising much-needed funds on Royal Giving Day, the milestones and achievements have been many, and our community has never felt stronger. In November, the hospital underwent Accreditation, an assessment process by an independent third party to ensure we are meeting the required standards for safe and high-quality healthcare. Many

of the consumer representatives also met with the assessors to discuss their role within the hospital, and we are proud to say we received a very good report card – particularly with regards to our relationships with patients and staff.

As the end of the year draws to a close, we are looking forward to the new year and the opportunities it will bring to build upon the advances we have made in consumer engagement. We know that patients, families and carers will join with us in our development of communication practices so that we can continue to increase our contribution to improve patient outcomes and experience.

All that remains to say is, on behalf of the Consumer Advisory Group and all our consumer representatives and volunteers, we hope you have a terrific festive season and we look forward to working with you in 2020.

Regards,
Gary



Christmas Cheer at the Compassion Café

RBWH staff and consumer representatives again served up free cups of tea and coffee and cupcakes to celebrate the festive season at Compassion Café in December.

Many patients, families and carers enjoyed some much-needed time out at the Café and a chat with staff.



**Queensland
Government**

Message from the Executive Director



David Rosengren
Executive Director,
Royal Brisbane and
Women's Hospital

Dear Consumers,

2019 has been an exceptional year for Royal Brisbane and Women's Hospital. In our busiest year yet, we have been fortunate to celebrate many achievements as we continue to strive to provide the best possible care for our community, near and far.

Each year, as healthcare providers, we are becoming more and more focussed on providing care and services that are centred around the patient and their family. Our consumer representatives play a very important role in this by sharing their personal experiences to help us make improvements and better the healthcare journey of our patients. Again, this year, consumers from right across the hospital have been instrumental in helping us to achieve our goals, and we thank them very much for their ongoing support.

One initiative championed by our consumers is the pop-up Compassion Café, which gives patients and their families a moment of respite and provides staff with an opportunity to connect with patients away from the clinical environment. Compassion Café is about putting our values into action and makes a big difference to our patients who are able to enjoy a free cup of tea and cupcake during a time when they may feel vulnerable. I'd like to thank our consumers who have brought this idea to life.

Another great achievement was realised in November with the opening of our new Indigenous Hospital Liaison space on Level 1 at RBWH, as part of our commitment to Closing the Gap in health outcomes for Aboriginal and Torres Strait Islander people. This space is a culturally safe place and is wrapped in the RBWH Indigenous artwork to make ensure our hospital is a welcoming and less intimidating place.

Finally, we also recently opened Queensland's first Sony Youth Cancer Centre at RBWH for our young people undergoing cancer treatment. The contemporary space is open to 15 to 25-year-olds and is a place where together they can step away from the harsh reality of their treatment and share their experiences. We are very proud of this achievement as it addresses a long-standing gap in care and support for patients too old to be children, but too young to be adults.

On behalf of all staff at RBWH, we hope that you have enjoyed positive experiences at RBWH in 2019. We wish you and your families a safe and happy festive season.

Cheers,
David



Pictured right:
RBWH Consumer
Advisory Group

Past patient bringing calming colour to our wards



Claire Rackley and some of her artwork in Ward 8A South.

When visual artist Claire Rackley came out of the RBWH Intensive Care Unit after brain surgery in 2015, she had to relearn to walk, see and swallow and spent many weeks recovering in hospital.

In her darkest hours following surgery, Claire felt inspired to help the patients around her and so began a passion project to bring art to the wards for even the most seriously ill patients to enjoy.

"The staff were amazing, but as caring as everyone was staring at the white ceiling tiles while I was in hospital became my nemesis, particularly when all alone, and there were people a lot sicker than me," Claire said.

Four years after surgery, Claire returned to RBWH bringing with her original artworks which have been installed for patients to enjoy in Ward 8A South as part of a trial to improve patient experience.

"I believe that art helped in my recovery, and I hope that for patients being able to view the artworks from their beds will help to bring them some peace during trying times," Claire said.

"I want to bring the distraction of art to other patients by removing some of the white tiles and replacing them with something beautiful."

In the future, Claire hopes with the support of community, artwork ceiling tiles may become commonplace in many areas of RBWH.

Great car parking news for all

Members of the RBWH Clinical Council have successfully negotiated a 'Night' parking rate at the Butterfield Street Metro Car Park. This special pass allows staff, students, patients and their families to enter the car park between 3 pm and 1 am and exit before 9 am for a low rate of \$3.10 per visit. On weekends and public holidays, there is no time limit and the car park can be accessed for this special rate with a card.

RBWH CLINICAL COUNCIL IS PROUD TO INTRODUCE THE...

NIGHT CARPARK PASS

Starting November 2019, the Butterfield Street Car Park will offer discounted parking fees at RBWH

Cost: \$3.10 per visit*

Entry: Between 3:00pm – 1:00am M–F

Exit: Before 9:00am the next day M–F

Weekends & Public Holidays: no time restrictions

*Via a pre-paid card. Card available at Parking Office, Level 1 Carpark. Top up at pay machines

Thank you for telling us what matters most to you!

PASS DETAILS

Pass available to all staff, students, patients & families at RBWH

Visit Carpark office Level 1, Butterfield St Carpark

– **Office hours 07:30am - 09:30pm**

Request a 'Night Pass' card

Cost: \$10 for the card

Each visit: \$3.10 per exit

Top up card at any pay machine on Level 3 & 5

- Insert the card into the metal reader (you should hear a click)
- Select the amount you want to add (up to \$100)
- Press PAY & use cash or credit card
- Remove your pass

USING YOUR PASS

On entry AND exit hold your card against the gray disc for 4–5 seconds until gate raises

If you have problems, press the HELP button

If you fail to swipe on entry/exit you may incur an additional charge

Casual rates will apply if you take a ticket on entry

TIMES

Entry: 3:00pm – 1:00am M–F

Exit: Before 9:00am the next day M–F

Weekends & Public Holidays: no time restrictions

The entry and exit times are non-adjustable for changes in working hours

You may incur an additional charge for entry/exit outside these hours

Thank you for raising it for the Royal!

A very special thank you to our RBWH community who helped to make the inaugural RBWH Foundation Royal Giving Day a huge success! With your support, together we were able to raise more than \$519,000 to support patient care, research and education at RBWH.

Over two days, RBWH staff, volunteers and consumer representatives volunteered their time answering phones and calling donors, to ask them for their support. Even the Broncos turned up to take a few phone calls!

As health consumers, you know better than anyone, that these funds allow all Queenslanders the opportunity to receive the best possible care. Thank you, we couldn't have done it without you!





Patient Tess using the Pocket Talker device

Pocket Talkers

What is a Pocket Talker?

Pocket Talkers, also known as Assistive Listening Devices – ALDs, are a piece of equipment that has a headset and a microphone which helps to amplify sound. They are helpful for people who are having trouble hearing, or who don't have their hearing aids with them.

Where are they available at the RBWH?

Pocket Talkers are available for inpatients and outpatients to loan. They have been purchased by the Medical, Surgical and Cancer Care Service Lines, Audiology, Speech Pathology, Occupational Therapy, and the Clinical Equipment Loans Service (CELS).

How can I use a Pocket Talker when at the hospital?

Ask a member of your healthcare team if you think the loan of a Pocket Talker would assist you in your outpatient appointment or inpatient admission.

What are staff and patients saying about the Pocket Talker?

The feedback so far has been overwhelmingly positive. Staff have said that it's a wonderful initiative, and a fantastic way for our patients to hear us and fully participate in family meetings.

Patients and families have commented on what a difference the device has made to increasing their independence in communication while at the RBWH.

Clear as a bell for patients

Being a patient in hospital can be a nerve-racking experience for anyone, let alone if you can't hear what your healthcare team are saying to you. Older patients presenting to RBWH commonly have hearing impairments and often don't have their hearing devices with them as they have come to the hospital in a hurry.

RBWH Eat Walk Engage Program Manager Prue McRae said clinicians identified that there must be a better way to assist patients with hearing difficulties.

"We were finding that some patients were nodding and smiling when being provided information about their healthcare, however they couldn't actually hear what was being said," she said.

"The only way they could communicate with these patients was through writing down the information on a piece of paper to be read or by talking very loudly, neither of which are efficient methods.

"They came up with the idea of implementing a Pocket Talker device – a headset which plugs into a sound sensitive device and makes sound clearer for the wearer."

The clinicians took the idea to the RBWH Patient Friendly Committee who have since implemented the device in all medical and surgery wards, along with a number of additional wards across the hospital.

"The feedback so far has been overwhelmingly positive," Ms McRae said.

"Our patients and their families have commented on what a difference the device has made to their RBWH experience."



Meet Debbie

My name is Debbie Wiseman and I am a committee member and Deputy Chair of the RBWH Consumer Advisory Group. I also work full time in the disability sector as a coordinator/trainer for a private Brisbane based organisation. I have four daughters, one of whom was born with RETT Syndrome, her name is Melissa.

RETT syndrome is a rare genetic syndrome that hugely affects the individual's capacity to develop normally and often comes with very complex health issues which require regular stints in hospital with the intervention of multi-disciplinary teams to manage the individual's health.

I had spent many years in and out of hospitals and dealt with many specialists, allied health professionals, nurses, GPs and numerous others who were working to ensure her health was managed as well as it possibly could be under difficult circumstances.

Unfortunately, three-years-ago Melissa's health became unmanageable and we lost the fight to maintain her health and she passed away in this hospital from pneumonia and a secondary respiratory infection at 27-years-old.

Over my time as a carer for my daughter and a consumer in hospitals I could see there was work to be done to support patients and their families in a more collaborative way. I identified some opportunities to educate staff about people with significant disabilities who need to be in hospital, sometimes for weeks or months at a time, and this was the main driver for me to join the RBWH Consumer Advisory Group. I believe I had had some valuable experience as a consumer and wanted to be able to assist the hospital in making improvements that would not only support patients and their families who live with disability, but anyone who had a need to be in the hospital environment at all.

Consumer representative Debbie

RBWH Spirit PROGRAM

RBWH Cardiology team



SPiRiT stands for Safety Partnerships Inspiring Redesign with Interdisciplinary Teams.

A new program has been developed for consumers to join staff from the Quality, Innovation and Patient Safety Service, in a team aiming to support staff delivering care at the bedside. The role of the consumer (patient, family, carer) on the team is an important part of the success of the program.

The program has been run within the Cardiology Service at RBWH in 2019. Debbie Wiseman, consumer lead for the Cardiology SPiRiT program, says “The beauty of the program is the focus on asking the staff and patients, families and carers “What’s important to you?”. The team supports the staff in their efforts to improve their own work environment and care of patients.

A team statement was developed for staff, patients and carers. Feedback on what were their most important values, why they chose to work in this area, what was their purpose, and what kind of care they want to deliver led to the development of this team statement. This is displayed at the entrance to Cardiology. We plan to roll this program out to other areas in 2020.

Good News Story

RBWH continues to welcome feedback from patients and carers through its feedback systems. The hospital shares the feedback with staff. Here is a lovely message we received recently!

I recently had my baby at RBWH and need to say a huge thank you to the incredible staff who cared for us throughout our pregnancy. From cleaners to food services, sonographers to junior and senior doctors, and the incredible team of midwives and special care nurses.

As an inpatient it made an incredible difference to my stay to see smiling faces, to have doctors who took time to answer my questions, to be treated with respect and kindness. We were privileged to receive the incredible service that is Midwifery Group Practice (MGP). Being a part of MGP made a world of difference to our pregnancy and birth, and to my mental health through a complicated pregnancy.

A special thank you to the Aster 2 team of midwives who went above and beyond in every aspect of care they provided. We would not have had the same experience without these midwives. I would also like to say a big thank you to the perinatal mental health team who went out their way to provide support and follow up with us. Our family is so thankful!

Have you heard about your updated rights as a patient?

Our rights as patients are listed in what is called the Australian Charter of Healthcare Rights. The Charter describes what consumers, or someone they care for, can expect when receiving health care.

Your rights as a patient in Australia have recently been reviewed and strengthened.

The key change has been a strengthening of the need to be an equal partner with your medical team in your care partnership principle – a move from participating in your care to having an equal say. This includes sharing decision making with your healthcare team, making your own goals of care and letting staff know, ensuring staff give information in everyday English rather than medical jargon to make sure you understand the information to help make the best decisions for your care.

Look out for the Healthcare Rights posters and brochures in your ward.

You can find further information on the Australian Commission on Safety and Quality in Healthcare internet site at www.safetyandquality.gov.au/australian-charter-healthcare-rights

The Australian Charter of Healthcare Rights



Key changes

First Edition 2008-2019	Second Edition 2019
1. Access	1. Access
2. Safety	2. Safety
3. Respect	3. Respect
4. Communication	4. Partnership
5. Participation	5. Information
6. Privacy	6. Privacy
7. Comment	7. Give Feedback

This is the second edition of the **Australian Charter of Healthcare Rights.**

These rights apply to all people in all places where health care is provided in Australia.

The Charter describes what you, or someone you care for, can expect when receiving health care.

I have a right to:

Access

- Healthcare services and treatment that meets my needs

Safety

- Receive safe and high quality health care that meets national standards
- Be cared for in an environment that is safe and makes me feel safe

Respect

- Be treated as an individual, and with dignity and respect
- Have my culture, identity, beliefs and choices recognised and respected

Partnership

- Ask questions and be involved in open and honest communication
- Make decisions with my healthcare provider, to the extent that I choose and am able to
- Include the people that I want in planning and decision-making

Information

- Clear information about my condition, the possible benefits and risks of different tests and treatments, so I can give my informed consent
- Receive information about services, waiting times and costs
- Be given assistance, when I need it, to help me to understand and use health information
- Access my health information
- Be told if something has gone wrong during my health care, how it happened, how it may affect me and what is being done to make care safe

Privacy

- Have my personal privacy respected
- Have information about me and my health kept secure and confidential

Give feedback

- Provide feedback or make a complaint without it affecting the way that I am treated
- Have my concerns addressed in a transparent and timely way
- Share my experience and participate to improve the quality of care and health services



PUBLISHED JULY 2019

AUSTRALIAN COMMISSION
ON SAFETY AND QUALITY IN HEALTH CARE

For more information
ask a member of staff or visit
safetyandquality.gov.au/your-rights

Metro North is proud to recognise the cultural diversity of our community.

We recognise and pay respect to the Turrbal, Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi and Undumbi People of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live.

We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.



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**Metro North Hospital
and Health Service**

Your Voice @ The Royal newsletter is written by RBWH consumers/patients for consumers and the community as a whole. If you have any content suggestions or articles that you'd like to see in this newsletter, please contact RBWH_CE@health.qld.gov.au.



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