

Metro North Hospital and Health Service

QUALITY OF CARE SNAPSHOT 2019–2020



**Queensland
Government**

Safety and Quality Strategy 2019-2023



Improve outcomes of care



Brighton Brain Injury Service (BBIS) has supported Mark to return home more than four years after a devastating brain haemorrhage. In 2020, more than 30 BBIS patients have safely returned home or transferred to supported accommodation.

Dietitians have developed new protocols for nasogastric feeding for patients with dysphagia. The protocol allows treating nurses and doctors to begin feeding without waiting for a dietitian review.

1,558,938
OUTPATIENTS
OCCASIONS OF
SERVICE
in 2019–20



Code Stroke, an initiative of The Prince Charles Hospital's Acute Stroke Service, was introduced to activate a targeted hospital-wide emergency response to support patients who suffer a stroke while in hospital. In 2019, 25.5% of TPCH stroke admissions were inpatients.

23%
↓ DECREASE
NEONATAL
BIRTH TRAUMA
in 2019–20

Royal Brisbane and Women's Hospital is engaging new dads in the maternity process and equipping them with the emotional skills for parenthood. 93% of parents found the inclusion of 'emotional transition to parenthood' education in antenatal classes useful or very useful.

27,650

TELEHEALTH
OUTPATIENT
OCCASIONS OF
SERVICE EVENTS



55.1% **↑ INCREASE**



Virtual care has increased patient access to specialist care closer to home during the pandemic. At the height of our response to COVID-19, Metro North was delivering two-thirds of specialist outpatient appointments virtually.

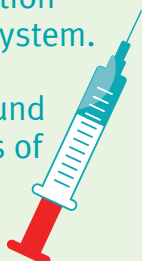


Prevent harm and increase reliability of care

3.4%
DECREASE
IN CARDIAC
COMPLICATIONS
in 2019–20



Woodford Corrections Health has significantly reduced its medication error rate from 3.19% to 0.42% with the introduction of a new medication packaging system. Health staff provide around 2,700 doses of medication daily.



Redcliffe Hospital has appointed Metro North's first Sepsis Clinical Nurse Consultant to implement adult and paediatric care pathways for patients with potentially life-threatening sepsis.

RATE OF HEALTHCARE
ASSOCIATED STAPH AUREUS
BLOODSTREAM INFECTIONS

0.77%
BELOW THE NATIONAL
TARGET OF 1.0%
in 2019–20

Royal Brisbane and Women's Hospital has improved blood specimen accuracy with a new protocol and staff education program. Blood specimen errors have reduced by 50% since the program started.

SMARTER
SMILES



The Smarter Smiles program has been piloted at the Dakabin State High School over the past two years to improve access to Metro North Oral Health Services for adolescents at higher risk of dental decay. 72% of Year 7 students consented to the program in 2020, and 56% of students received preventive treatments.

23.5%
↓ REDUCTION IN
GASTROINTESTINAL
BLEEDING COMPLICATIONS
in 2019–20





Communicate better

From January to May this year the ADIS-Link Direct Referral Service (Alcohol and Drug information Service) has streamlined the process for people seeking drug and alcohol support. During January to May 2020, ADIS-Link provided 195 assertive referrals to Metro North and Metro South services.

The Better Together Health van was launched in March to provide healthcare information and services to Aboriginal and Torres Strait Islander communities in Brisbane's north. The van has also provided critical COVID-19 education and support.



More than 7,000 patients have provided feedback on their experience as part of the patient reported experience measures (PREMS) trial. The experience survey was offered in three languages across six departments.

21,580

Interpreter services engagements with the

Top 3 languages:

Arabic | Mandarin | Cantonese

Metro North Interpreter Service has seen an 8.5% increase in translation services since 2019, despite COVID restrictions. The service has provided 14,848 onsite, 5,508 telephone and 57 video appointments in 2020.



7,003

COMPLIMENTS RECEIVED
in 2019-20



3,920

COMPLAINTS RECEIVED
in 2019-20



in 2019-20

96.2%

COMPLAINTS ACKNOWLEDGED IN 5 DAYS



in 2019-20

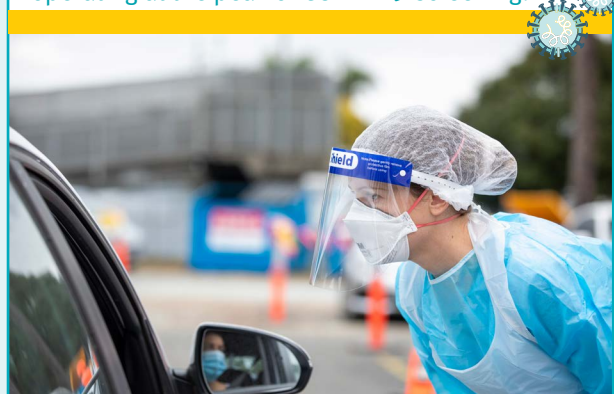
91.1%

COMPLAINTS RESOLVED IN 35 DAYS



Strengthen our patient safety & quality improvement culture

The establishment of drive-through fever clinics, mobile satellite and hotel quarantine assessment clinics have been vital in the Metro North response to COVID-19. Six fever clinics were operating at the peak of COVID-19 screening.



50% ↓ REDUCTION

OF PERSISTENT INCONTINENCE
in 2019-20

METRO NORTH WON A NATIONAL AWARD FROM ACHS FOR ITS WORK ON REDUCING HOSPITAL ACQUIRED COMPLICATIONS



Aboriginal and Torres Strait Islander women are attending more antenatal appointments and delivering healthier babies supported by Ngarrama Royal Midwifery Group.



1,100

over academic peer-reviewed publications, co-authored with clinicians and academics locally, nationally and across more than

65 countries

15%

↓ DECREASE

IN HOSPITAL ACQUIRED MALNUTRITION
in 2019-20

HOSPITAL ACQUIRED COMPLICATIONS

↓ ARE DOWN 4.2%

HOWEVER FALLS RESULTING IN A FRACTURE OR INTRACRANIAL INJURY

↑ INCREASED BY 12 FROM LAST YEAR

AND WILL BE A FOCUS FOR IMPROVEMENT

Metro North Mental Health is supporting consumers to quit smoking through the six-week Kick Butts program.



Mobile dental vans are being fitted with digital x-ray to speed up treatment for school children. Metro North mobile dental vans and school clinics treat 33,000 adolescents and children each year.



7 Clinical Streams

Surgical



Royal Brisbane and Women's Hospital has reduced the number of patients who experience hypothermia after surgery by 50% through education, increased reporting for anaesthetists, and prewarming patients. The project improved patient comfort and reduced the risk of complications especially in sicker and frailer patients.

Cancer Care



The You Can Centre opened, providing a haven away from the ward for young people with cancer. About 130 people aged between 15 and 25 are diagnosed with cancer each year in Queensland. The centre offers a place for young people to socialise, relax and even do homework.

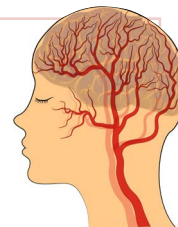
Heart & Lung



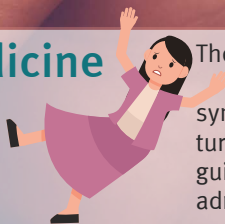
To keep outpatients and the wider community safe from potential COVID-19 transmission and exposure, The Prince Charles Hospital Heart Failure Clinic switched from face-to-face outpatient clinic visits to virtual care. Heart failure patients will continue to receive timely access to vital medication assessments and education through telephone and videoconference appointments.

Clinical Support Services

Since 2018 a dedicated radiology team has used endovascular clot retrieval to treat more than 300 patients experiencing stroke. The team is on call 24 hours a day and services all areas north of the Brisbane River, including Metro North, the Sunshine Coast and north Queensland.



Medicine



The 4Fs research project is focused on the streamlined management of patients with common neurological symptoms, such as seizure (fits), syncope (faints), falls and funny turns (TIA). The aim is to develop and establish standard clinical guidelines that allow patients to avoid unnecessary hospital admissions while accessing safe, timely and appropriate care.

Womens & Childrens



A new pathway of care for pregnant women in Caboolture is helping ensure babies have a great start to life. The 'Starting Well Initiative' focuses on mothers and their families building strong relationships with health professionals - including continuity of midwifery care, which enables families to feel comfortable and supported by a named midwife throughout their pregnancy and after birth.



Emergency Medicine and Access Coordination

An innovative peer support model has been implemented in the Emergency Department of The Prince Charles Hospital to assist those presenting with severe mental health conditions. Peer workers with lived experience of mental health challenges now work alongside Emergency Department and Mental Health staff.



Emergency Department (ED) category wait times variances for 2019-20

1.4% IMPROVEMENT
CAT 1 ED PATIENTS
SEEN WITHIN 2 MINUTES

4% DECLINE
CAT 2 ED PATIENTS
SEEN WITHIN 10 MINUTES

3.6% IMPROVEMENT
CAT 3 ED PATIENTS
SEEN WITHIN 30 MINUTES

1.9% IMPROVEMENT
CAT 4 ED PATIENTS
SEEN WITHIN 60 MINUTES

32.3% IMPROVEMENT
CAT 5 ED PATIENTS
SEEN WITHIN 120 MINUTES

14% DECREASE
IN MEDICAL COMPLICATIONS
in 2019-20



318,415
EMERGENCY DEPARTMENT PRESENTATIONS



34,672
FEVER CLINIC PRESENTATIONS



5.1%
ABORIGINAL AND TORRES STRAIT ISLANDER ED PRESENTATIONS

