

RBWH

TWENTY

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RESEARCH REPORT

Metro North
Health



Queensland
Government

**MEDICAL
SERVICES**

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For more information, contact:

RBWH Research Services, Metro North Hospital and Health Service, Building 34, Level 2, South Wing, Herston QLD 4006,
email rbwh_research_eso@health.qld.gov.au, phone 07 3647 1008 for
RBWH Research Services.

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Medical Services



Associate Professor Mark Mattiussi
Chief Medical Officer and Director Medical Services
Medical Services

Medical Services provides support across the entire Royal Brisbane and Women's Hospital in the broad aspects of Medical Administration and supports research and medical professional, education and recruitment services across the RBWH.

With the narrowed focus of the Medical Service line which occurred in 2019 focussing ostensibly on medical professional and business continuity activities only, RBWH Medical Services team has reaffirmed their commitment to continue to contribute to the academic footprint within the RBWH and Medical Administration more broadly.

RBWH Medical Services team has led the RBWH COVID-19 Pandemic Disaster response through 2020 and into 2021 and during that period has been instrumental in setting the tone for RBWH's response to the community. Medical Services has been pleased to receive an award from the International Hospital Federation "*Flipping the narrative to thank the community for their sacrifices in helping to stop the spread of COVID-19 #WeThankYou – Australia*" in addition to supporting research into the RBWH pandemic response.

The Chief Medical Officer and Director Medical Services in conjunction with the RNWH ICU Research Team was pleased to receive the Second-Place award from the Medical Journal of Australia 2020 Christmas Competition. Putting some fun into research with the assistance of RBWH Intensive Care Research Team the article "*What the forks? A longitudinal quality improvement study tracking cutlery numbers in a public teaching and research hospital staff tearoom*" drew positive media and research commentary whilst also reinforcing the Metro North Hospital and Health Service, Values in Action. This research piece also featured in the Great Debate during the 2021 Herston Healthcare Symposium.

The Medical Education Unit, through the extended PGY2+ program, have an arm of that program that is focussed on teaching junior doctors the relevant skills required for quality improvement activities. Additionally, they are assisting with matching interested junior doctors and senior clinicians who have QI (research) projects that are of interest to those junior doctors and that are sufficiently established and/or initial work in place. This will allow the junior doctors to contribute and participate in a meaningful way to those projects.

The Medical Education Unit was awarded a QuARRIES Award for the education and training program to incorporate a humanistic, wholistic and compassionate approach to patient care at RBWH. A key strategy incorporated the voice and experiences of the carer into the education program so that junior doctors gained appreciation of the patients' journey through the health service. Junior doctors are trained to listen to the lived experience and expertise of carers, and to learn to value their important contributions into the ongoing management of patients with chronic diseases. CMORE were honoured to receive the Service Line award for the "Carers as Teachers: Humanising Dementia Care" initiative.

Research Publications

Journal Articles

1. **Mattiussi, M., Livermore, A., Levido, A. Starr, T., Lassig-Smith, M., Stuart, J., Fourie, C., Dulhunty, J.** What the forks? A longitudinal quality improvement study tracking cutlery numbers in a public teaching and research hospital staff tearoom. *Med J Aust* 2020; 213 (11): 521-523. || doi: 10.5694/mja2.50862