

QUALITY OF CARE SNAPSHOT 2021



Metro North
Health



Queensland
Government

QUALITY OF CARE: 2021 SNAPSHOT



Improve outcomes of care



A new gynaecological healthcare model for First Nations women is seeing a 40% decrease in missed medical appointments. The Women's Business Shared Pathway has been developed in partnership with Royal Brisbane and Women's Hospital and the Institute of Urban Indigenous Health to deliver culturally appropriate patient-centred care for Aboriginal and Torres Strait Islander women, aiming to support care closer to home and remove barriers related to healthcare appointment attendance related to all things "women's business".

The Geriatric Evaluation and Management at Home program (GEM@Home) supports the acute and long-term care needs of older people in Metro North who have complex and chronic health conditions associated with ageing. As part of the GEM@HOME trial, 26 patients from The Prince Charles Hospital, who had an average age of 85 years, safely left hospital early and received care at home.

26 GEM@HOME PATIENTS, 85+ YEARS SAFELY LEFT HOSPITAL EARLY AND RECEIVED CARE AT HOME



Metro North Diabetes Clinical Services Plan 2021-2026 provides a roadmap for the delivery of evidence based, coordinated, innovative and sustainable services for adults with diabetes.

BOWEL CANCER IS THE 4TH MOST COMMON CANCER



Caboolture Hospital's Polyp Screening program, launched in January, is reducing the likelihood of people developing bowel cancer by identifying polyps before they become cancerous. Bowel cancer is the 4th most common cancer in Australians of all ages in 2021. The program provides surveillance colonoscopies at set intervals.

The Comprehensive Breast Cancer Centre supports patients through treatment, connects patients and clinicians to research and education, and provides whole of journey support.

The Living Independently, Functioning Effectively (LIFE) program through the Tess Cramond Pain and Research Centre provides two months of classes to help people manage their pain.

- 77% improved their fitness for walking
- 68% significantly reduced depression, anxiety and stress.

79% FELT 'MUCH' OR 'VERY MUCH' IMPROVED



The Herston Biofabrication Institute brings together clinicians, academics, and industry leaders to advance knowledge and technology in 3D printing, scanning and modelling of medical devices and tissues such as bone. The institute focusses on orthopaedic surgeries, burns and dermatology, vascular surgery, urology, cancer care, neurosurgery, and craniofacial surgery. The unique facility, opened in February 2021, includes a full mechanical workshop, a number of 3D printers in the printing lab, a digital innovation hub, a tissue culture laboratory and patient consultation rooms to assist in the patient care process.

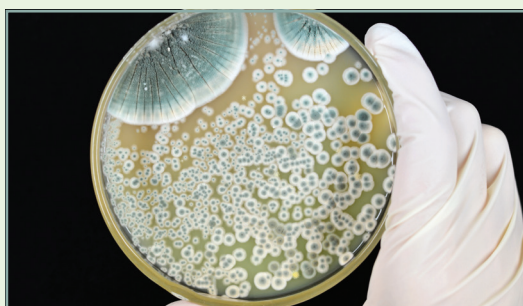


Prevent harm and increase reliability of care

In 2021 the Metro North Clinical Governance, Safety, Quality and Risk unit assumed governance of the Child Death and Injury Review Model process for Metro North Health, and now provides a single point of coordination and support across the service to determine if any recommendations can be made to improve our service to children known to the child protection system. The model focusses on strengthening the ties between government and private agencies who are involved in providing services to the child protection system – such as Queensland Health, the Department of Education and the Queensland Police.



Metro North Mental Health's Shared Care Opioid Project (SCOT) has supported more than 20 patients, and identified nearly 100, to provide opioid replacement therapy. The program includes 22 General Practitioners, with more primary care providers keen to join the program.



Around 5% of inpatients at the RBWH report a penicillin allergy upon admission, called an antibiotic allergy label. RBWH Infectious Diseases established the Antibiotic Allergy and Assessment Clinic to review penicillin allergy and de-label patients who are no longer allergic so they can access more therapies. In the first six months the service assessed 70 patients and de-labeled 61 from their penicillin allergy. There were no serious adverse events and there were very high-level patient satisfaction ratings.



MORE THAN 15,000 FACE MASKS FIT TESTED

Throughout 2021 the Clinical Skills Development Service has fit tested more than 15,000 face masks to protect healthcare and frontline workers from COVID-19. The team has also fit tested airport and hotel quarantine staff, and police officers involved in COVID operations.



60% INCREASE FIRST NATIONS ORAL HEALTH DEADLY SMILES

More than 60 First Nations children and adults received oral health screening through Deadly Smiles.





Communicate better



Adis-Link connects callers to specialist Queensland Health and non-government organisation alcohol and other drug service providers. Since 2017, Adis-Link has been directly referring callers to nine Queensland Health and non-government organisations across 58 treatment services including counselling, outpatient withdrawal management, day and residential rehabilitation programs and opioid replacement therapy. Adis-Link is being expanded state-wide.

Dads N Peers supports new and expecting parents to emotionally prepare for parenthood through education, including people with lived experience of perinatal depression. The program also supports new fathers to achieve connection, confidence and competence in parenting. It included setting up local dads' groups to provide ongoing support from peers. Five local dads' groups were established in Metro North.



THE PROGRAM HAS TRAINED
64 HEALTH PROFESSIONALS
AT THREE QUEENSLAND PERSISTENT PAIN SERVICES

The Tess Cramond Pain and Research Centre has adopted the Clinical Yarning model which improves health professional's understanding and skills for communication with Aboriginal and Torres Strait Islander people who suffer from persistent pain. The framework can be adapted to other fields of care to improve support for Aboriginal and Torres Strait Islander people.

The RBWH Plastic Surgery Skin Cancer Pathway enables patients who have undergone skin cancer surgery in the RBWH Minor Procedures Unit to be safely discharged back to the care of their General Practitioner. Facilitating convenient, close to home care saves travel time and travel costs for patients and promotes values-based health care.

The Telehealth Virtual Clinic has been implemented into specialty outpatient areas and facilities across Metro North to provide secure virtual appointments. The simple dashboard helps staff effectively manage high volumes of patients in a virtual environment. The platform's flexibility has enabled the Metro North Virtual Emergency Department and the Residential Aged care District Assessment and Referral service to support ambulance, primary care, residential care, and interpreters to manage patients in the community.



Strengthen our patient safety & quality improvement culture



The Maternity Education Program provides an open access suite of training and education resources for multidisciplinary clinical teams working across all maternity care models in Queensland. These include simulation-based education packages, interactive 3D animation tools, and face-to-face simulation-based courses.

- 2400 downloads of educational packages
- Interactive 3D animation tools viewed 1200 times.

278 HEALTHCARE PROFESSIONALS
COMPLETED FACE-TO-FACE WORKSHOPS



For nearly two years our Hotel Quarantine teams have been supporting thousands of travellers to safely enter Queensland. The teams provide COVID-19 testing, healthcare and welfare support. Quarantine guests are contacted at least three times in their two-week stay to check on their emotional wellbeing.

The Clinical Skills Development Service is playing a crucial role in bringing Human Factors expertise to Metro North and state-wide patient safety and quality improvement initiatives, applying the science of design to improve the systems and tools our clinicians work with, to make care delivery safer for our patients.

RBWH's UP LATE initiative, developed with consumer input, addresses key gaps identified in afterhours care at the RBWH, including availability of senior clinicians after hours, lack of team-based care, and reactive approach to clinical deterioration. Additional senior medical and nursing clinical leadership positions were created to cover after hours shifts. Sustained improvements in consumer, nursing and medical staff perceptions of afterhours care have been achieved. The program has also improved wellbeing for junior doctors and registrars.

THE SYSTEM HAS REDUCED

MEDICAL EMERGENCY RESPONSE CALLS BY 34%



RBWH has introduced the Queensland Adult Deterioration Detection System (Q-ADDS) and the supplementary Neurological Assessment Chart to improve patient monitoring and appropriate escalation of care for deteriorating patients. Early identification of patient deterioration and clinical intervention are vital components to improving healthcare outcomes for patients. The system has reduced Medical Emergency Response calls by 34 percent.



Clinical Streams

Surgical

Robotic surgery has increased by 38% in 2020-21 with 563 procedures completed. This includes a 91% increase in colorectal procedures, a 17% increase in gynae oncology, 58% increase in hepatobiliary, a 55% increase in orthopaedics, and a 14% increase in urology procedures.



Cancer Care

Royal Brisbane and Women's Hospital welcomed three of five new McGrath Breast Care Nurses in Brisbane in August. From the time of diagnosis, and throughout treatment, these specially trained nurses inform, organise, empower and support people with breast cancer and their families.



Heart & Lung

A partnership in 2020 between Metro North Health and Australian Catholic University is providing an innovative student led model of evidence based pulmonary and cardiac rehabilitation. The successful partnership has so far supported an additional 38 rehabilitation places for Metro North patients, resulting in improved health and health-related quality of life, increased capacity, and improved access closer to home through a sustainable model.



Medicine

Metro North rheumatologists have commenced an outreach/telehealth service to provide rheumatology care closer to home for Wide Bay residents. This service has been established after many years of advocacy from consumers, Healthcare Excellence and Innovation and the Australian Rheumatology Association.



Women's & Children's

The Termination of Pregnancy Nurse Navigator service was piloted from October 2020 to June 2021. During the pilot, of the 138 women requesting termination of pregnancy services, 80% (110) were navigated through the process by the Nurse Navigator, with 35% requiring intensive navigation including multiple referrals to wrap around services.



Emergency Medicine

Caboolture Emergency Department received the 2021 Sustainable Healthcare Award from Bond University Healthcare Innovations Program. The Caboolture Emergency team's 'Seen In Time' performance is consistently above Health Round Table group median and is consistently within the top 25% of the Emergency Care Program group.

