

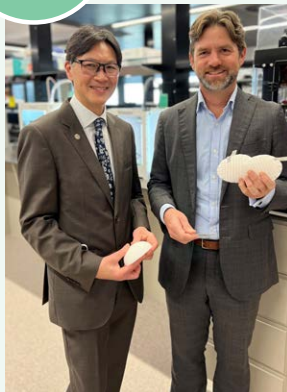
QUALITY OF CARE SNAPSHOT 2022



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Improve innovation in care



Metro North Health's Herston Biofabrication Institute and Comprehensive Breast Cancer Institute have joined forces for a world-first breast scaffold surgery, set to pave the way globally for women requiring breast reconstruction with a safer alternative to silicone implants.



Redcliffe Hospital has introduced Emergency Department Ambassadors trained in Mental Health First Aid to support people waiting for treatment.



Metro North has launched our first Health Equity Strategy. The strategy aims to help close the health outcome gap for Aboriginal and Torres Strait Islander people and create more culturally appropriate and welcoming environments.

A new mental health short stay pathway has commenced at The Prince Charles Hospital. The pathway provides a safe inpatient service for adults in crisis for up to three days while they receive brief interventions and personalised recovery support.

“I felt supported and cared for and the program really helped me learn how to cope in a time of need.”



FOOD WASTE DOWN 8% AT STARS

The mDRIFT orthopaedic device infection specialist centre brings together orthopaedic and plastic surgeons, and infectious diseases and microbiology specialists to better coordinate care for patients.

Room service using the patient engagement system at STARS is providing surgical patients with flexibility and choice. The model suits the patient's food and nutrition needs and has reduced food waste by 8%.

A new crisis support service is providing vital aid to patients who present to hospital emergency departments in mental health distress. The Safe Space at The Prince Charles Hospital allows patients with mental health concerns to be triaged into a separate area and paired with a Peer Assistant with a lived experience of mental illness, as well as a clinical staff member, to de-escalate the situation and minimise time spent in the Emergency Department.



Prevent harm and increase reliability of care

25% REDUCTION IN UTI RELATED SURGERY RESCHEDULING



A new urology pharmacist at Redcliffe Hospital is improving patient care by supporting about 190 patients per month to access antibiotics for urinary tract infections which would otherwise postpone surgeries.

Metro North Mental Health and Insight Queensland have developed the Take-Home Naloxone Toolkit with training and resources for overdose prevention. Eligible participants can now receive free Naloxone from trained workers under the Monitored Medicine Act.

244 MENTAL HEALTH CONSUMERS SUPPORTED THROUGH ASSESSMENT AND BRIEF INTERVENTION CLINICS DURING THE PANDEMIC.

Telehealth consumers have participated in an evaluation of 11 telehealth services. Feedback from consumers was that telehealth is as good as in person care, with most care needs met, but noted different approaches across services. The evaluation highlighted opportunities to improve patient-centred care and the digital health experience.

Redcliffe Hospital's Deadly RED program is supporting Aboriginal and Torres Strait Islander patients in the emergency department. Patients who leave the ED before treatment is complete receive a follow up call within 48 hours to connect them with appropriate community services or encouraged to return if they need further emergency treatment.



A collaborative prescribing initiative at STARS is reducing the risk of medication errors during transitions of care from paper to digital systems. The STARS pharmacy team supports both clinicians and patients on admission to the rehabilitation unit to allow medication reconciliation and best possible medication history.



80% OF CO-RESPONDER PATIENTS AVOIDED ED



A co-responder partnership between Metro North Mental Health and Queensland Ambulance Service is providing people in mental health crisis with assessments in the community and linking them with appropriate services without the need for emergency department presentation. In the first half of 2022, 1374 people were responded to in the community, with 80% not requiring ED presentation. The 20% who went to the ED had a more coordinated and supported experience.

1200 PATIENTS EACH YEAR TO BE SEEN THROUGH ENHANCED PACS



Enhanced PACS is supporting the early discharge of elderly patients from hospital or through referrals from GPs by delivering safe assessments and treatments from a multidisciplinary team, with access to a geriatrician.





Communicate better

Aboriginal and Torres Strait Islander people have guided development of new clinical buildings at Caboolture Hospital, to ensure culturally appropriate health infrastructure design. The new buildings include artwork, a purpose designed courtyard to evoke connections to Country, and a new Aboriginal and Torres Strait Islander Liaison Unit near the entrance.

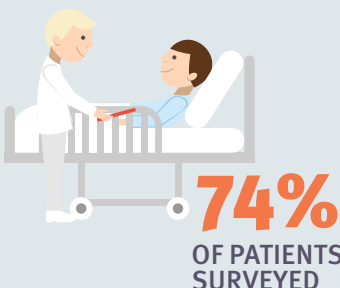


Pharmacy technician led counselling at STARS is providing surgical patients with information and education about their medications just before discharge. The service provides patients a more efficient discharge experience and the opportunity to ask questions about their medications.



My RBWH Surgical Pathway is providing patients with key information to prepare for surgery and reduce surgery cancellations and delays.

ANXIETY REDUCED FOR



Indigenous artwork is now creating a more welcoming environment for patients and visitors in the RBWH psychiatric emergency department.



Failure to attend rates have been reduced for Aboriginal and Torres Strait Islander patients at RBWH through the new Making Connections program. Making Connections provides a culturally safe channel to manage outpatient appointments including contact with an Indigenous Hospital Liaison Officer.

418
PATIENTS SUPPORTED THROUGH MAKING CONNECTIONS

Caboolture Hospital has piloted Welcome to the Ward patient booklets to increase health literacy and provide patients with key information during their admission.



Strengthen our patient safety & quality improvement culture



RBWH has introduced a new multimodal rib fracture management service which is reducing length of stays and improving outcomes for patients. The service has developed clear treatment guides for pain management, physiotherapy and surgical stabilisation of fractured ribs.



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Since October 2020, 14,000 Aboriginal and Torres Strait Islander consumers have been offered discharge medications with no out of pocket expense. Patients who have participated in the Better Together Medication Access program have saved more than \$82,000 in discharge medication costs.



30%
OF ED PATIENTS HAVE CONSUMED ALCOHOL

A pilot study looking at emergency department patients' blood has found alcohol markers in up to 30% of patients. The study by Jamieson Trauma Institute and Pathology Queensland aims to provide a more complete picture of the prevalence of alcohol use by people presenting to emergency departments and inform targeted public health interventions.



A new framework for faster coding of Patient Recorded Experience Measures (PREMs) has been developed at RBWH. Qualitative PREMs data is valuable feedback that can identify safety and quality issues and highlight improvements for patient centred care. The new framework will ensure faster analysis of PREMs data.



Clinical Streams

Surgical

More than 25% of RBWH inpatients have diabetes. A new Preoperative Diabetes Optimisation Clinic at RBWH is supporting surgical patients with diabetes to manage their condition and be ready for surgery.



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

Pulse Field Ablation is providing a safer treatment for atrial fibrillation at The Prince Charles Hospital. The treatment will benefit up to 200 patients at TPCH each year.



Medicine

GEM@Home is reducing length of stay by up to 5 days for patients from The Prince Charles Hospital's Geriatric Evaluation and Management unit. Patients receive support through GEM@HOME from the Community and Oral Health Community Transition Care Service.



Women's & Children's

The statewide NeoRESQ and NeoReturn services travelled over 160,000km across Queensland and northern New South Wales to transport 1019 babies in 2022, including 643 retrievals and 376 back to hospitals closer to home. In addition to transport and stabilisation, the NeoRESQ education team provided hands on stabilisation workshops to over 140 medical and nursing neonatal staff in neonatal facilities within south east Queensland.



Emergency Medicine

RBWH Emergency Department has developed a community engagement strategy to provide a more culturally safe service.

