



# QUALITY OF CARE SNAPSHOT 2023

Metro North  
Health



Queensland  
Government

## Putting people first

### Dementia friendly Charlie's village

The introduction of a unique community village like space in The Prince Charles Hospital's Cognitive Assessment and Management Unit is greatly improving the journey of patients living with dementia and other cognitive conditions. Charlie's Village is the result of a transformation of the hospital's specialist dementia care unit's outdoor space to incorporate custom-built familiar facades such as a hair salon, bakery and café, general store, hotel, and post office to help patients feel more confident and connected and maintain some independence and mobility while in hospital.

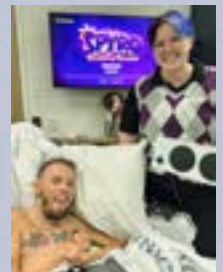
### Gaming console for long days

The Rehabilitation Engineering Centre at STARS sees many patients requiring modifications to their wheelchairs such as customised seat and backrest fitting. Modifications are made while a patient waits which can take several hours, so an Xbox with an Adaptive Controller was introduced to entertain patients during this time.



Dementia friendly Charlies village

Right: Avid gamer Brodie with Rehab Engineering student Mikaela



### Educating staff on gender diversity

Metro North Health has developed a new video resource for staff to raise awareness and provide education on gender diversity, inclusive communication and its importance in creating safe environments for LGBTQ+ people when accessing care, and also in the workplace.

## Supporting our workforce

Metro North Health has employed two Social and Emotional Wellbeing Officers to support Aboriginal and Torres Strait Islander staff. The officers provide a holistic approach to ensure a respectful and culturally safe space for staff requiring support. The program is an initiative of Metro North's Health Equity Strategy 2022-2025.



Nickita and Jesse support staff social and emotional wellbeing

### Carpark concessions

Caboolture Hospital is trialling a carpark concession program for Aboriginal and Torres Strait Islander patients or carers visiting the hospital. The program aims to increase access to care by removing the cost of parking as a barrier.

### Shatter the Stigma

Metro North Health has implemented the Shatter the Stigma campaign to reduce the stigma of mental illness and harm from substance abuse. The campaign, developed by Mackay HHS, raises awareness that people who feel stigmatised are less likely to seek necessary care and aims to improve mental health literacy.



Kam Biman

### Kam Biman

The Kam Biman project provides warmth and comfort for Aboriginal and Torres Strait Islander people returning to Spirit in palliative care through blankets with cultural motifs. The program, supported by Metro North through the Program of Experience in the Palliative Approach (PEPA), connects people to community in their final days and provides family a symbolic token of their loved one after they have returned to Spirit.

### Hello outside world

RBWH medical wards are providing digitally disadvantaged older patients with portable radios to stimulate and connect them to the outside world, news, and music.



Mary Poppins popped in to open the new Cooinda House cinema

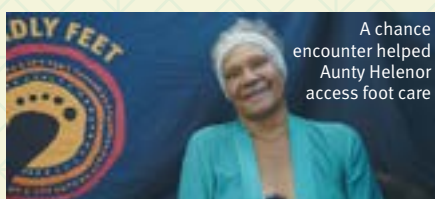
### Resident friendly design

Cooinda House is continuing to create an environment that is creating lifelong memories for its 60 residents and their families with the opening of a new cinema. The cinema features comfortable reclining chairs and lounges, surround sound, cinematic curtains and sound proofing, mood lighting, as well as a massive 86-inch LED television screen with cinema quality multimedia equipment.

## Improving health equity, access, quality, safety and health outcomes

### Deadly Feet

A multidisciplinary vascular outreach service is providing valuable assessment and treatment for Aboriginal and Torres Strait Islander people. The first Deadly Feet clinic opened in Redcliffe providing comprehensive foot assessment, education and referral services to reduce health inequity and poor outcomes from diabetes and peripheral vascular disease. The program is also running at Royal Brisbane and Women's Hospital where an orthotics milling machine using scans of patients' feet to make custom footbeds for appropriately fitted footwear which can also be posted to regional communities as needed.



A chance encounter helped Auntie Helenor access foot care

**MORE THAN 257 POST SURGERY REHAB OCCASIONS**

**ALMOST 300 REFERRALS FOR CARDIAC & PULMONARY REHAB**

### Partnerships for better outcomes

Metro North Health has partnered with the Institute of Urban Indigenous Health (IUIH), Metro South Health, West Moreton HHS and Gold Coast Health to deliver specialist rehabilitation care outside hospitals for Aboriginal and Torres Strait Islander people. The Adult Post Operative Rehabilitation Service has so far offered more than 257 occasions of service for adults up to a year after surgery. A specialist Cardiac and Pulmonary Rehabilitation Service has received almost 300 referrals since February 2023.

### Co-designing with community

Major hospital redevelopment projects at Caboolture and Redcliffe are incorporating community co-design in the development process. Caboolture Hospital Redevelopment Project, which delivered the milestone Clinical Services Building in late 2023, has included consultation and engagement with Traditional Custodians, Elders, and Aboriginal and Torres Strait Islander community members to ensure new and upgraded facilities providing culturally appropriate settings for care.

### Paediatric outreach for Norfolk kids

Since October 2022, The Prince Charles Hospital has been supporting a new outreach paediatric service for children on Norfolk Island. The service allows children to access telehealth services with a paediatrician, occupational therapist, speech therapist, or psychologist based at TPCH.



# Sustainable services, high performance and excellent patient outcomes

## Obesity management service

Recognising the complex nature of obesity through a multidisciplinary approach has seen 150 patients supported through a dedicated program at RBWH. The Tertiary Obesity Multidisciplinary Service (TOMS) has supported some patients to avoid or delay the need for surgery, and helped others prepare for safe surgery. Non-surgical patients have seen reduced medication, diabetes remission, improved mental health, and improved joint pain.

## Women's Business Shared Pathway

A collaborative gynaecological healthcare model for Aboriginal and Torres Strait Islander women is improving access to life saving, culturally safe specialist gynaecology care, aiming to advance long-term health outcomes for the local community. The Women's Business Shared Pathway is a partnership between Metro North Health and the Institute for Urban Indigenous Health to deliver culturally appropriate, women-centred care, supporting care closer to home and removing barriers to healthcare attendance related to "women's business".



**150 PATIENTS**  
SUPPORTED WITH  
MULTIDISCIPLINARY  
OBESITY APPROACH

**MORE THAN 622**  
OUTPATIENT  
APPOINTMENTS FOR  
WOMEN'S BUSINESS

**MORE THAN 70**  
SURGICAL  
PROCEDURES  
FOR WOMEN'S BUSINESS

## Reducing medication incidents

Metro North Mental Health is trialling a Japanese occupational health and safety method to minimise medication-related incidents. The Finger Pointing and Calling method (FPAC) involves looking and pointing at an object, speaking out loud and listening to the command to activate different centres of the brain and increase alertness and concentration. It's being trialled with the use of long-acting injectable buprenorphine, which is a look-alike medication with multiple dosages used to treat opioid dependence. The trial will inform whether the method will be used with other high-risk medications.

## Satellite Hospitals bring care closer to home

Two new satellite hospitals at Caboolture and Kallangur are offering care for the community closer to home. The satellite hospitals include Minor Injury and Illness Clinics, a range of outpatient services, and Aboriginal and Torres Strait Islander Health Hubs. The health hubs offer a culturally safe place with dedicated Nurse Navigator support for referrals and links to tertiary, primary and community health services. Metro North Health will open a third satellite hospital at Bribie Island in 2024.



## IORT breast cancer treatment boosts quality of life

Queensland women with breast cancer could receive easier and more streamlined treatment with the State's first Interoperative Radiation Therapy (IORT) in Metro North Health. As one of only three places in Australia to offer the therapy, STARS is now offering more women with breast cancer the precious gift of time. The procedure sees eligible patients receive their full dose of radiation during breast conserving surgery, taking what would be a 10-week treatment down to just 30 minutes, while they are already in theatre.

## 100 days of VAD

Following the introduction of voluntary assisted dying, Metro North Health partnered with consumers and carers to capture their stories of what VAD legislation meant to them. The project used arts-based methodology and was supported by QUT Design Lab and Clinical Excellence Queensland. The artworks were displayed in an exhibition marking the first 100 days of voluntary assisted dying in Queensland.

## Cardiac Genomics

Cardiac patients and their families throughout Queensland are now even better supported thanks to a new service at The Prince Charles Hospital. Since September 2023, two genetic counsellors, Alison Rutstein and Aimée Dane, have formed part of the Cardiac Genomics service together with cardiologist and electrophysiologist Associate Professor Haris Haqqani. The service provides genetic testing and support for patients and their families.

## Collaboration saves Tina and baby

Metro North Health clinicians from across multiple hospitals have banded together to save the life of new mum Tina Lee and her baby Henry. The Prince Charles Hospital thoracic and Royal Brisbane and Women's Hospital obstetrics, NICU and NeoResq teams joined forces to support Tina across a whirlwind few weeks where she had to give birth early as her health rapidly declined.



## Post operative discharge support

STARS is piloting a new Post-Operative Discharge Support Service (PODSS), a telehealth pathway for patients who are discharged and have post-operative concerns or questions. The service aims to improve patient access to care following their procedure and avoid representations to Metro North Emergency Departments. All post-operative patients (excluding Plastic surgeries) discharged from STARS and within 30 days of their procedure date are eligible to access the service via a mobile phone number.

## New gold standard procedure at STARS

The Oesophageal Function Testing Service at STARS is identifying swallowing and digestive issues with high-resolution oesophageal impedance manometry (HRIM) procedure. HRIM is used to assess pressure and motor function of the oesophagus (food pipe) and is a valuable addition to STARS. It provides an important diagnostic tool for patients with symptoms such as gastric reflux, heartburn and swallowing difficulties.

## Rapid access service supports elderly stay at home

A new community-based rapid access health care service is having remarkable success supporting chronically ill elderly patients stay at home and out of hospital. The Rapid Access to Community Care service assesses patients in the home so referrals to community or home support services can be fast tracked.

**MORE THAN 150 SLEEP DISORDER APPOINTMENTS AT SATELLITE HOSPITAL**

## Sleep disorder care

More than 150 people have been seen at the sleep disorders clinic at Caboolture Satellite Hospital since the service opened in August 2023. The clinic is delivered by specialists from The Prince Charles Hospital and offers after hours twilight clinics, home sleep studies support, and access to doctors and sleep scientists.

## Respiratory outreach

A community outreach clinic is providing Aboriginal and Torres Strait Islander people living in the Moreton Bay region with access to more culturally safe specialist respiratory care closer to home. The Urban Respiratory Outreach Clinic (UROC), a partnership between Metro North's Heart Lung Clinical Stream and Institute of Urban Indigenous Health, provides patients with a range of respiratory care services traditionally provided in a hospital outpatient setting.

## More complex conditions managed at home

A new North Lakes Intervention Clinic has been established to support Hospital in the Home patients with more complex health care needs and deliver safe clinical care locally.

**NEW**



**MORE THAN 500 PEOPLE ASSISTED IN THE COMMUNITY**

# Delivering value-based healthcare services

## Keeping vulnerable RBWH patients safe

An initiative at RBWH is providing a means of shelter and safety for homeless patients following discharge from the hospital. The Backpack Beds program, run by the Social Work Department, provides lightweight camping swags to patients who present to the RBWH Emergency and Trauma Centre and are unable to locate accommodation. Since September 2023, six swags have been provided to patients.



## JTI data to keep e-scooter riders safe

While presentations to Queensland Emergency Departments for e-scooter injuries are growing every month, Metro North's Jamieson Trauma Institute remains committed to its focus on safety and injury prevention with its now-expanded data collection project. JTI has received funding from RACQ and RBWH Foundation to collect the statewide data, which shows there have been 3305 presentations for e-scooter injuries since 2019 and the way e-scooters are used is changing over time.

## Aspiring to reduce self-harm

Around 600 Metro North staff have completed training to better understand and manage patients with concerns around suicide, self-harm and overdose, as part of the Metro North Mental Health ASPIRES framework. ASPIRES also supports a Restorative Just and Learning Culture to facility healing for people impacted by the loss of consumers or clients through self-harm or trauma.



Amy Griffiths, Hand Hygiene Influencer in Waste Services

## Co-designing better heart health

Aboriginal and Torres Strait Islander people are nine times more likely to have a cardiac event before they're 45. RBWH emergency physician Professor Louise Cullen is working to change that through a collaborative approach to detection and management of coronary artery diseases in Aboriginal and Torres Strait Islander people presenting to emergency departments with chest pains.

## Free app bridges language gap

Metro North Health has endorsed the use of the free CALD Assist™ app, developed by Western Health (Victoria) and the CSIRO in collaboration with nursing staff, allied health clinicians, infectious disease specialists, interpreters, and patients. The app provides 10 common languages for staff to ask patients simple questions in low-risk clinical situations with access to more than 250 commonly used care related phrases.

AROUND **600** STAFF TRAINED IN **ASPIRES PATHWAY**



## Influencing hand hygiene

More than 55 staff at STARS have signed up to be hand hygiene influencers, with education and tools to promote hand hygiene amongst peers. The influencers have eye-catching red and pink shirts which provide the opportunity to talk to colleagues about the 'five moments of hand hygiene'.

## HBI enhances specialist knowledge

The unique Herston Biofabrication Institute provides training and printing services in addition to its research work. HBI has hosted over 100 students and supported the production of over 300 3D printed training models for anaesthesia and intensive care, craniofacial surgery, and ENT training. The service also hosted bespoke craniectomy skills workshop for 30 surgeons, anaesthetic and theatre staff using 3D printed skulls.

## Digital waitlist audits

Metro North has conducted a proof-of-concept trial with the Outpatient Waitlist Solution (OWLS) demonstrating the benefits of digital platforms to improve outpatient services. Digital surveys can be accessed and completed from anywhere with an internet connection, making them more convenient to respondents. By eliminating the printing, distribution and storing costs for paper-based audits, the digital solution also provides greater cost-effectiveness, along with faster and easier analysis.

## Streamlining outpatient referrals

The Streamlining Outpatient Referrals Team (SORT) uses registered nurses to review referrals against to ensure they meet clinical prioritisation criteria. SORT ensures specialists receive the relevant tests and information required prior to seeing the patient, ensuring an efficient and appropriate consultation.

**11,000+** REFERRALS REVIEWED IN OCTOBER 2023



TPCH's rapid access hand clinic gives patients faster access to specialist care

## Reducing extended ED stays in busy communities

New initiatives such as Satellite Hospitals and Rapid Access Clinics are making it easier and faster for Metro North Health patients to be seen for non-urgent emergency care in the Metro North Health catchment. Queensland data from 1 July 2023 to 31 October 2023 revealed 771,242 patients had presented to Queensland public hospitals, up 2.8 per cent from the same period last year. Rapid Access Clinics across a range of Metro North Health facilities have also streamlined ED care, with dedicated specialist healthcare professionals able to treat patients sooner, outside of the physical ED.

## Chronic wound care

The Health Alliance, a partnership of Metro North Health and the Brisbane North PHN, held a co-design workshop with involving hospital specialists, primary care clinicians, residential aged care facilities and service managers to improve patient access to chronic wound services. Workshops were held face to face and virtually where attendees could help use their specialised knowledge to unpack the barriers in access to care as well as put forward solutions to shift towards a more integrated and effective service delivery model across both hospital and community settings.