



QUALITY OF CARE SNAPSHOT

2024

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Metro North
Health



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Putting people first

Persistent Pain Clinic clocks up 10,000km in travel saved

REDUCTION IN 200+ DAYS FOR CAT 3 PATIENTS IN CLINIC

The Persistent Pain Clinic partnership at the Moreton Aboriginal and Torres Strait Islander Community Health Service (Moreton ATSICHS) has now contributed to 10,000 kilometres of travel saved for Aboriginal and Torres Strait Islander patients who are able to receive treatment more conveniently.



Since the service was introduced, there has been a reduction in over 200 days for category three patients being seen in the clinic.

Pride in Metro North creating a safe and inclusive environment

Pride in Metro North is part of Metro North's commitment to providing a safe and inclusive environment for all employees and patients regardless of their sex, gender, variations of sex characteristics or sexual orientation.

It has achieved a number of positive changes already, such as inclusive bathroom signage at the RBWH and Caboolture and the use of gender-neutral language in some patient information.



SOAR peer-to-peer burns support program

The RBWH Stuart Pegg Adult Burns Centre is the first burns centre in Australia and NZ to establish and implement SOAR (Survivors Offering Assistance in Recovery) peer support.

Phoenix SOAR program offers one-to-one peer support to burn survivors and their family and carers, addressing critical psychosocial issues a burn injury can evoke.

Dignity at STARS clothing program

The 'Dignity at STARS' clothing program provides a full set of new clothes to patients who are considered in need, vulnerable or at risk when admitted to rehabilitation without suitable attire. It encourages patients to actively participate in their recovery while receiving dignified, compassionate care.

Hospital food feedback app improving patient experience

RBWH Dietetics and Food Services partnered with consumer representatives and patients to create a digital solution for real-time feedback on meal quality.

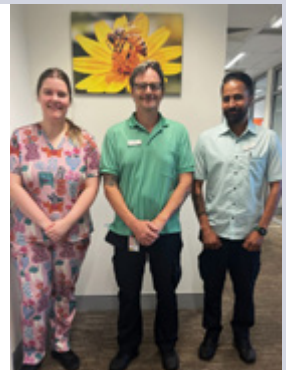
The RBWH kitchen serves nearly 2,000 meals every day, catering to a range of dietary requirements, food intolerances and allergies. Any meal which scores less than three stars is reviewed and improved.



SERVES NEARLY 2,000 MEALS EVERY DAY

Community palliative care service supporting under 65s and their families

The Community Palliative Care Under 65 service provides compassionate support to people and their loved ones at end-of-life. It aims to help patients and families come to terms with their diagnosis and to pass away at home with dignity and comfort.



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

Supporting deadly smiles at Koobara Kindy

Aboriginal and Torres Strait Islander kindergarten students are learning important life lessons about taking care of their teeth with regular visits by the Metro North Health's Deadly Smiles team. The visits are a very important step in delivering prevention and early intervention oral health programs to young children and their families.



Mental health support in comfort of home

AVERAGE OF **12** PATIENTS EACH MONTH

The new Metro North Mental Health RBWH in the Home service is able to assess, treat and provide support services to patients within the comforts of their home.

The RBWH-HiTH service commenced with an average of 12 patients admitted and 10 discharged from the service each month.

New patient welcome kits to provide patients with easy-to-read information

Working with key stakeholders, Metro North has developed a new patient information resource which is designed to be inclusive and accessible. The resource covers important information such as how to keep yourself safe during your hospital stay, informed consent, my healthcare rights and Ryan's rule.

Exceptional outcomes achieved towards Health Equity

Several new services and programs have been introduced across Metro North Health and are already achieving exceptional outcomes towards Health Equity.

These include the Deadly Feet program expansion, post-op rehabilitation services including heart and lung rehabilitation service, women's business shared pathways, HOPE and UROC programs and the Persistent Pain Clinic.



Sustainable services, high performance and excellent patient outcomes



Robotic-assisted surgery improving orthopaedic outcomes

Orthopaedic surgery patients at TPCB are benefitting from state-of-the-art robotic surgical technology with improved outcomes and faster recovery. In the last 12 months, orthopaedic surgeons have performed approximately 500 surgeries using the cutting-edge technology.



AROUND **500** SURGERIES IN THE LAST 12 MONTHS

HBI anatomical modelling aids complex airway surgery

The Herston Biofabrication Institute (HBI) has worked with ENT surgeons at the RBWH to develop highly detailed airway models for patients requiring complex surgery.

The 3D-printed models include several hard and soft tissues, providing an aid to visualise and plan procedures such as laryngeal reconstruction.



Strolling down memory lane to help recovery

The 'Memory Lane' photographic display adorned with images from yesteryear is creating a sought-after walking destination for patients at TPCB as they recover to go home. It encourages elderly patients to stay mobile and offers them something to engage with to keep their brain active.

Simple change enhances patient comfort at Redcliffe Hospital

A new evidence-based approach called 'sip till send' is allowing most surgical patients at Redcliffe Hospital to access fasting fluids until they reach the theatre door. It's a simple, safe and kind way of improving patient comfort and post-surgical outcomes.



MORE THAN **800** SURGICAL PATIENTS LAST 12 MONTHS

Child-centred model of care improving experience of sick kids with 19,669 child ED presentations

A new model of paediatric care at Caboolture Hospital is improving the journey of sick children.

A dedicated paediatric triage area in the emergency department and the introduction of a paediatric specialist team are supporting the delivery of enhanced child-friendly care in a booming region.

19,669  CHILD ED PRESENTATIONS


Redcliffe Hospital's leading role in post-ICU recovery

Redcliffe Hospital is taking a leading role in post-ICU care in Australia with a dedicated clinic to reduce symptoms of Post Intensive Care Syndrome (PICS). The clinic helps patients readjust to their lives after an ICU stay, which can cause long-term physical, emotional and cognitive symptoms impacting their daily life.

Optimising diabetes care in CF population

Clinicians at TPCB have introduced a new model of care to optimise diabetes care in people living with Cystic Fibrosis (CF). The increased life expectancy of people living with CF brings endocrine and metabolic complications which require intensive specialist input and timely support.

DIABETES MANAGEMENT PROVIDED TO ALMOST

80% OF ALL ADULT PATIENTS WITH DIABETES 

New health navigation service supports First Nations communities

A new culturally safe health navigation service is supporting First Nations people in Metro North and Moreton Bay to better negotiate their health journey. The service helps coordinate culturally appropriate care for Aboriginal and Torres Strait Islander people with complex chronic disease and medical conditions.

Culturally sensitive endoscopy pathway piloted at STARS

A culturally sensitive endoscopy pathway piloted for Aboriginal and Torres Strait Islander patients at STARS is encouraging increased participation in colorectal screening, with the aim of improving outcomes and survival rates. Aboriginal and Torres Strait Islander people are more heavily impacted by colorectal cancer compared to non-Indigenous Australians and are more likely to be diagnosed at later stages of the disease.

Deadly Feet Program expands outreach clinics to Cherbourg community

The Deadly Feet program has extended services beyond the Metro North catchment in 2024, delivering outreach clinics to Cherbourg and Kingaroy in partnership with the Better Together Health Van. The clinics were organised in collaboration with Cherbourg Regional Aboriginal and Islander Community Controlled Health Services (CRAICCHS) and Kingaroy, as well as the Darling Downs Health Equity and allied health teams.



Co-designed nutrition videos improve patient care

A patient care initiative led by STARS dietitians is improving access to reliable nutrition information by creating patient information videos. The videos were co-designed, bringing together consumers, students and dietitians across the state.



Short stay unit supports people in mental health crisis

The new Nujum Jawa Crisis Stabilisation Unit at TPCB provides people experiencing a mental health crisis with a safe and welcoming space away from the busy emergency department to receive specialist targeted care and support. Having access to a responsive service encourages patients to seek the help they need sooner and reduce their risk of self harm.

 AROUND **9** CONSUMERS PRESENT EACH DAY

Delivering value-based healthcare services


Central Foot Hub bridging critical gap in care

RBWH's Central Foot Hub is a novel model of care which highlights the power of collaboration and technology in delivering timely, high-quality and cost-effective care, making a meaningful difference in the lives of patients and their families across Central Queensland.

In Australia, diabetes-related foot disease (DFD) accounts for over half of all diabetes-related disease burden and contributes significantly to morbidity and disability.

Every two hours, an Australian undergoes an amputation due to DFD with up to 80 per cent being preventable.

DIABETES-RELATED FOOT DISEASE ACCOUNTS FOR OVER 50% OF ALL DIABETES RELATED BURDEN



New digital era at Redcliffe Hospital

The introduction of the new Integrated Electronic Medical Record (ieMR) at Redcliffe Hospital is supporting the delivery of improved outcomes for patients. The system, which replaces traditional paper-based clinical charts, provides staff with access to centralised patient information and clinical data on demand.

Dance Rehab at STARS

Dance Rehab, an innovative therapeutic dance program run in partnership with Queensland Ballet is supporting the recovery needs of patients undergoing rehabilitation and treatment at STARS. Over 200 patients have been involved in the program since it commenced.

200+ PATIENTS INVOLVED
SINCE PROGRAM STARTED



Photo credit (incl. front cover):
Angharad Gladding (Queensland Ballet)

New service streamlining care for elderly

A new healthcare service has been established in Brisbane North to help support the elderly with more streamlined care. Hundreds of older patients each year will now be able to discharge safely from hospital and access extra support and time to transition back into the community.



Child life therapy helping kids manage anxiety in hospital

Child life therapy at TPCB is helping minimise the anxiety and fear of sick kids when they come to hospital. Helping children understand their treatment through play-based activities, positive distraction and controlled breathing techniques enables them to cope with what's happening, and benefits families and the health team.

Home Ward team-based model of care improving patient journey

A new ward-based, multidisciplinary team model of care is improving care provided to patients in Caboolture Hospital's medical wards. Patients receive care from specialty teams in one ward location, streamlining their care experience, even during peak periods.

Healthy ageing service in the HAART of Moreton Bay

The HAART service is supporting older persons to address aged-related medical conditions and improve personal capabilities. It has delivered thousands of appointments and supported around 500 elderly patients get their life back on track.



SUPPORTED 500 PATIENTS IN FIRST YEAR



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