

Metro North Community News

February 2015

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Graduate nurse follows in her mother's footsteps

The first day on the job was extra special for graduate nurse Aliza Nasato who started her nursing career at Royal Brisbane & Women's Hospital (RBWH) last month.

Aliza is following in the footsteps of her mother Gillian, a long-serving Royal staff member and Acting Nursing Director of Cancer Care Services.

Aliza, who works in ward 5C, has always been interested in health, fitness and nutrition, so nursing was a natural career choice for her.

"Mum and I share a passion for haematology oncology, which I identified during my clinical placement in ward 5C as a nursing student, as well as by nursing my grandfather through pancreatic cancer," Aliza said.

"Working in the same service line as mum is an absolute bonus."

Gillian, who has worked at RBWH for 29 years, said she is immensely proud of her daughter and all she has achieved to date.

"As a mother I tried to influence her to work hard, take care of herself and to be caring and generous towards others; advice I am certain all mothers give to their children," Gillian said.

"If my footsteps are now a path she is travelling, then I see that as a positive road to be on."

A lot has changed since Gillian started as a nurse, but she has some important advice for Aliza and any new nurse starting their career.

"Work hard, remember the value and importance of your profession in caring and advocating for our patients," Gillian said.

"Keep learning throughout your career and never forget that our patients come first and they are the reason for turning up to work each shift."

Pictured above: Graduate nurse Aliza Nasato is following in the footsteps of her mother, Gillian, a long-serving staff member and Acting Nursing Director of Cancer Care Services at RBWH.

From the Board Chair

Dr Paul Alexander AO



This edition of the Community News highlights our commitment to improving health outcomes for our patients and community with the recent release of our Health Service Strategy 2015-20. I would like to take this opportunity to thank the Community Board Advisory Group and all of our community, consumer and health partners for your involvement in development of the strategy.

The Health Service Strategy 2015-20 recognises that we are part of a broader health care system and to make a difference we must work closely with our community and healthcare partners so that together we can provide high quality, seamless patient care.

In conjunction with the release of the strategy we have invested in 4 additional Intensive Care Unit beds for Redcliffe Hospital and Caboolture Hospital to meet the growing demand for services in our northern region. In Metro North we recognise the need to invest in services where they are needed most – additional investments include rehabilitation services at The Prince Charles Hospital and the Royal Brisbane and Women’s Hospital as well as increasing capacity for ENT services.

During 2015 a key area of focus is integrated and connected care for our patients working in partnership with primary care and community based organisations. There will be various opportunities for Metro North to progress further innovative and collaborative approaches to care. The Chronic Disease project at Redcliffe Hospital featured in this edition of the Community News is a fantastic example of how collaborative efforts can result in better outcomes for our patients.

I had the pleasure of attending our Metro North Australia Day awards ceremony recently celebrating the outstanding achievements of teams and individuals from each of our facilities and services. In Metro North our staff are our most valuable asset – providing exceptional services for our patients and community each and every day.

For information relating to Metro North including services, performance, community engagement activities and Board meeting summaries please refer to www.health.qld.gov.au/metronorth. If you have feedback or would like to make contact with the Board please email us at metro_north_board@health.qld.gov.au.

Dr Paul Alexander AO
Chair, Metro North Hospital and Health Board



Royal welcome for nurses and midwives

Royal Brisbane & Women’s Hospital welcomed 89 new nurses and midwives in January, including 66 graduates.

In one of the biggest intakes in recent years, nurses have been allocated to every service line within the hospital.



Planning for the future

Metro North Hospital and Health Service has launched its Health Service Strategy 2015-20, which outlines the direction and priorities for health service delivery in Metro North over the next five years.

This strategy acknowledges challenges MNHHS shares with other health services, such as increasing demand for services, changing care needs, pressure on existing infrastructure and the need to maintain a skilled workforce.

The priorities have two major complementary focus areas: expanding services to respond to population growth, and working in partnership to better integrate patient care across the system.

The MNHHS Health Service Strategy 2015-20 also acknowledges the need to maintain strong service planning for the future, and provides strategies for cancer care, cardiothoracic, surgical, medicine women's and children's medical imaging, critical care, oral health and public health services.

Read more at:

<http://www.health.qld.gov.au/metronorth/documents/mn-health-service-strategy.pdf>

<http://www.health.qld.gov.au/metronorth/documents/mn-health-service-strategy-ov.pdf>

<http://www.health.qld.gov.au/metronorth/documents/health-service-strat-timeline.pdf>

Investment plans to boost ICU beds at Caboolture and Redcliffe

Two intensive care beds will be introduced at Caboolture Hospital, while Redcliffe's capacity will be boosted from five to seven ICU beds in the next financial year.

These services will form part of the network of intensive care services of Metro North to ensure patients are treated at the right place at the right time.

MNHHS Board Chair, Dr Paul Alexander AO, said the investment aligns with the priorities set out in the Metro North Health Service Strategy 2015-2020.

"We acknowledge the need to increase our services in the fast growing northern region. The investment represents our commitment to place resources at the frontline where they are needed most," Dr Alexander said.



Metro North Hospital and Health Board Chair, Dr Paul Alexander AO, and Director of ICU at Redcliffe Hospital Dr Hamish Pollock (at right) share the good news about the increase in ICU beds with hospital staff.



The announcement to establish two Intensive Care beds at Caboolture Hospital was welcomed by staff, pictured here with the Metro North Board Chair Dr Paul Alexander (far right) and Acting Chief Executive Terry Mehan (second from left).



Engaging with our Community Partners

Metro North Hospital and Health Service continues to engage with its Community Partners through information sessions that outline how they can be involved in the implementation of the Health Service Strategy (HSS) 2015-20.

One of the major focuses of the HSS 2015-20 is to work in partnership and better integrate care across all providers with patient empowerment at the centre. MNHHS is committed to working with service delivery partners to help bring about a more patient centred and integrated health care system.

MNHHS Board Chair Dr Paul Alexander AO, Acting Chief Executive Terry Mehan and their team are hosting sessions at Caboolture and Royal Brisbane & Women's hospitals during February where they will outline the Strategy's key priorities and how partners can be involved in its implementation.

Medical specialists honoured in Australia Day Awards



Two Metro North Hospital and Health Service medical specialists, Dr James Morton and Associate Professor Charles Denaro, have been recognised for their service in the 2015 Australia Day Honours.

Dr Morton, a Senior Specialist, Haematology and Bone Marrow Transplant Team, Royal Brisbane & Women's Hospital (RBWH), was awarded a Member of the Order of Australia (AM) for his outstanding achievements and service through his work as an oncologist and as founder and Chairman of the AEIOU Foundation for children with autism.

Assoc. Professor Denaro, Director of Internal Medicine at RBWH, was awarded a Public Service Medal for outstanding public service to Queensland Health.

RBWH Acting Executive Director Dr Judy Graves said it was great to see RBWH doctors recognised for their outstanding contributions to medicine and the community.

"Both Dr Morton and Associate Professor Denaro are to be congratulated for this significant achievement," Dr Graves said.

"We are privileged to have such highly esteemed doctors working at our hospital and it is fitting they receive Australia Day Honours."

Pictured above: Professor Charles Denaro PSM (left) and Dr James Morton AM (right).

Making a real difference in health care delivery

Some of the exceptional people and teams who are making a real difference in the delivery of health care across Metro North Hospital and Health Service have been recognised for their efforts with Australia Day Achievement Awards.

Acting Chief Executive Terry Mehan emceed the awards, which were presented by Board Chair Dr Paul Alexander AO on 23 January at a ceremony at the Royal Brisbane & Women's Hospital.

"Australia Day is a day to come together to celebrate what's great about Australia," Mr Mehan said. "It also gives us the opportunity to reflect on what we, as a hospital and health service, have achieved and contributed to Australia through the improvement and delivery of health services in Queensland."



Group awards were presented to:

- Department of Medical Imaging
- MNHHS Oral Health
- MNHHS Lymphoedema Working Party
- The Prince Charles Hospital Day Unit Therapy Investigations team
- The Patient Flow Unit, Caboolture Hospital
- The CHARM Implementation Team

Individual awards were presented to:

- Kay Wiggins, senior social worker at TPCH
- Donna Ward, Director Allied Health at Caboolture and Kilcoy hospitals
- Imani Gunasekara, consumer consultant, Metro North Mental Health
- Jane Roe, Clinical Nurse Consultant –Wound and Stoma, Caboolture and Kilcoy hospitals
- Associate Professor Paul Zimmerman, Honorary Senior Thoracic Physician, Thoracic Medicine at TPCH
- Dr Donna Pinsker, Senior Psychologist – Neuropsychology, at TPCH
- Alison Alexander, Safety and Quality Officer, Cancer Care, RBWH
- Michael Foley, Director, Brisbane Dental Hospital
- Janice Kerrigan, Nurse Unit Manager, Diabetes Service, Sub Acute and Ambulatory Services, North Lakes
- Ann-Maree Allanson, Nurse Educator – Peri-operative Improvement Program, Redcliffe Hospital
- Dr Barry O’Loughlin, Executive Director, Surgery and Perioperative Services, RBWH
- Jacinta Thompson, Nursing Director, HITH and Palliative Care, Sub Acute and Ambulatory Services, North Lakes
- Anna-Liisa Sutt, Senior Speech Pathologist at TPCH
- Robin Counsel, Nurse Unit Manager, Metro North Mental Health (RBWH)
- Kim Fraser, Nursing Director, Post Acute Care Service, Subacute and Ambulatory Services, Chermside Community Health
- Jack Bell, senior dietician at TPCH.



1) Metro North Hospital and Health Board Chair Dr Paul Alexander AO presented the Department of Medical Imaging with an Australia Day award for its multi-disciplinary team response to supporting on-time care for RBWH patients and clinicians; 2) Australia Day Award winner Michael Foley has been a passionate advocate of fluoride's worth as a public health measure; 3) Clinical nurse consultant Jane Roe was recognised for her commitment and passion to wound and stoma patients in the Caboolture-Kilcoy hospital community; 4) Honorary Senior Thoracic Physician, Thoracic Medicine, The Prince Charles Hospital, Dr Paul Zimmerman was awarded for his outstanding long term-leadership. Dr Zimmerman recently retired after leading the program for almost 30 years; 5) Metro North Hospital and Health Service award winners; 6) Kim Fraser was awarded for her significant contribution to improved patient flow in MNHHS; 7) Kay Wiggins was awarded for her support, advocacy and focus in patient care and for her high standards in both clinical practice and team commitment; 8) Imani Gunasekara received her Australia Day Award for championing the needs of mental health consumers; 9) Caboolture-Kilcoy hospitals' award winners included the Patient Flow Unit, Director of Allied Health Donna Ward and Clinical Nurse Consultant Jane Roe.

Delays to start of national influenza program

The National Seasonal Influenza Immunisation Program has experienced delays this year and will not commence on the usual start date of 15 March.

Of the three strains contained in the 2014 seasonal flu vaccine, two will need to be changed for the Southern Hemisphere vaccine in 2015. This double-strain change is unusual and has resulted in manufacturing delays. The interruption will not affect vaccine supply volumes, and no vaccine shortages are anticipated.

An annual flu vaccination is an important tool to protect individuals and to reduce levels of flu in the community over the winter months. It is recommended for all people from six months of age who wish to reduce the likelihood of becoming ill with influenza.

Specifically, influenza vaccine is funded for:

- All adults aged over 65 years,
- Pregnant women at any stage of pregnancy,
- Aboriginal and Torres Strait Islander people aged between 6 months and 5 years and those aged over 15 years,
- People with chronic conditions who may be at higher risk of severe influenza illness (talk with your GP or specialist to find out more about those conditions).

The Australian Government Department of Health will continue to liaise with manufacturers to determine the availability of the 2015 flu vaccine and will publish updates on the Immunise Australia website: www.immunise.health.gov.au.



**KEEP THE FLU OFF
YOU AND GET
VACCINATED**

Improving care for lymphoedema patients

Patients with lymphoedema will have improved access to services following the introduction of a new clinical pathway within Metro North Hospital and Health Service.

The pathway has been developed by the MNHHS Lymphoedema Working Party in collaboration with consumers, GPs and non-government organisations, and will mean that patients can receive more timely access to services that are close to home.

Lymphoedema is a condition that causes swelling, a feeling of heaviness or fullness, restricted range of motion, aching or discomfort or hardening and thickening of the skin in limbs, breasts or genitals. It can be brought on by a number of factors such as surgical removal or injury to lymph nodes and lymph vessels, radiation treatment, cancer, infection or congenital factors.

There is no cure for lymphoedema. It is a complex chronic condition that requires risk minimisation and ongoing management after onset of the condition.

Evidence shows that apart from medical attention, patients with lymphoedema significantly benefit from a multidisciplinary care approach including physiotherapy, occupational therapy, massage therapy and dietetic interventions.

Until now, patients with lymphoedema living in the Metro North HHS geographical area have had to travel to the Royal Brisbane & Women's Hospital (RBWH) for treatment.

Metro North HHS Allied Health Workforce Development Officer, Soraya Bews said that the new clinical pathway adopts a collaborative approach, involving the patient, the patient's GP, non-government organisations, private practitioners and Metro North hospitals so that patients can access the right care at the right time and where possible close to where they live.

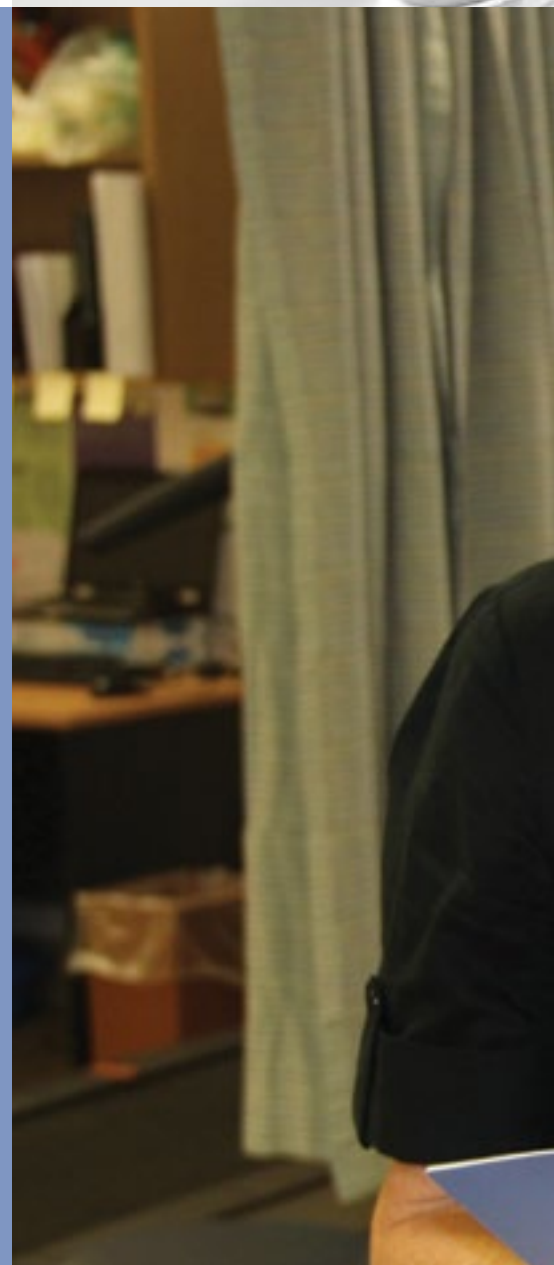
Consumer Jurina Demaine is hopeful about the new pathway and the potential difference it will make to her life and others.

Having lived with the risk of developing lymphoedema for 17 years following breast cancer surgery, and now supporting many others who live with the condition, Jurina is aware of the suffering associated with the condition.

"Lymphoedema affects an individual's physical, mental and emotional wellbeing," she said. "Until now, there has been limited availability of appropriate health services in the community to support patients with lymphoedema.

"I hope that the new pathway will see a significant reduction in the number of people adversely affected by lymphoedema. I believe pre-treatment measurements and regular monitoring will result in earlier, more economical, effective intervention and will allow people to continue living a normal life," Jurina said.

Metro North currently treats more than 400 patients with lymphoedema each year.



Pictured opposite: Consumer Jurina Demaine with Redcliffe Hospital Senior Physiotherapist, Nicola Khamis.

Dr Hans Muller retires from Redcliffe Hospital

Redcliffe Hospital's longest serving doctor, Hans Muller, has retired 40 years after beginning his internship there.

The popular and well-respected staff anaesthetic consultant retired last month at the end of 32 years continuous service at the hospital.

Swiss-born Dr Muller started his internship in 1974. He returned to Redcliffe Hospital in 1982 as the first full-time anaesthetist, under Director Dr Jenny Parslow.

At his farewell, he was described as "a true gentleman who has treated all his patients and colleagues with the utmost empathy and professionalism."

"It has been a great privilege for me to have been a member of various teams, in theatre and intensive care, looking after our fellow human beings in need," Dr Muller said.

"Hospital medicine is always a team effort and it's been very rewarding working alongside all the different people, past and present, who have always striven to create a feeling of caring, purpose and camaraderie."

Up until his retirement, Dr Muller was the longest serving doctor at Redcliffe Hospital. This mantle now passes to the Director of Obstetrics and Gynaecology, Dr Graeme Jackson.

Dr Muller and his wife Marianne will now take time to travel and enjoy their children and grandchildren both in Australia and in Switzerland.

Dr Hans Muller slices into his retirement cake. The popular staff anaesthetic consultant retired last month at the end of 32 years continuous service at Redcliffe Hospital.





Hospitals welcome new recruits

Metro North Hospital and Health Service hospitals welcomed 157 interns across the service in January.

Royal Brisbane & Women's Hospital has the largest cohort of junior doctors with 95, followed by Redcliffe Hospital with 27, The Prince Charles Hospital with 20 and Caboolture with 15.

Top: Fresh faces at the Royal; Middle left: New doctors at The Prince Charles Hospital; Middle right: Caboolture Hospital welcomed 15 interns; Bottom: Redcliffe Hospital's new interns.





Cyclists pedal to promote the importance of organ and tissue donation

It's hard to believe that two years ago when Kate Phillips came to watch her boyfriend finish the Cycle of Giving charity ride, she didn't know if she was going to make it to her 28th birthday. Kate was waiting for a life-saving double lung and heart transplant.

Born with a hole in her heart, Kate had her first major surgery before her first birthday. Since then she's needed a pacemaker and then a defibrillator, and even suffered a heart attack. By the time she was 23, even tying her shoes was too exhausting without a break.

Fortunately, in 2013 Kate received a lifesaving transplant at The Prince Charles Hospital and amazingly rode 65km in the Cycle of Giving charity ride only a few months later. On Sunday, 1 March, she plans to do it again – but this time she's taking on the full 100km!

The Cycle of Giving this year celebrates its 10th anniversary. Over the past decade, thousands of cyclists have pedalled to promote the importance of organ and tissue donation, medical research and to celebrate life for those people who have received a second chance.

With three distances to choose from, it doesn't matter if you're a seasoned cyclist or a casual rider. Choose to ride 100km from Landsborough, 65km from Caboolture or 25km from Redcliffe with a team, or as an individual.

Join the journey by registering at www.cycleofgiving.org.au. All proceeds from the 2015 Cycle of Giving will help support The Prince Charles Hospital Foundation, which funds medical research at The Prince Charles Hospital.

Cycle of Giving ambassador Kate Phillips rode 65km in the Cycle of Giving charity ride only a few months after a life-saving double lung and heart transplant in 2013. This year, she's taking on the 100km event.

Improving chronic disease care and support in the community

Pamela Steele has spent most of her life looking after others, now it's her turn to receive help.

Pamela is the 100th patient to sign up to the Integrated Chronic Disease Model of Care being run by Redcliffe Hospital in collaboration with the Metro North Brisbane Medicare Local Team Care Coordination nurses.

A former nurse at Redcliffe Hospital, Pamela is no stranger to the quality care she is now receiving at home instead of in a hospital bed.

This patient-centred primary and acute care model is focussed on managing patients with chronic illnesses in the community, keeping them in a home setting and out of hospital.

The chronic disease team is just a phone call away from their patients and, if needed, has the ability to home visit once or twice a week.

Medicare Local's Team Care Coordinator Michelle Smith said patients are assisted in a variety of ways, including help with medication and self-management of their disease.

This self-management approach to managing chronic disease at home means patients are less stressed, more aware of their symptoms and can gauge more clearly, in conjunction with the team, if a hospital visit is necessary or not.

Project Manager Tracey Duke said the impact of the project on patient care and patient flow at Redcliffe Hospital means the Chronic Obstructive Pulmonary Disease (COPD) patient group requires less time in hospital. The average stay in hospital is now just under 17 hours, which gives more patients greater access to acute inpatient medical beds.

"Another benefit of this project for COPD patients is a decreased readmission rate from three patients to an average of 2.4 patients requiring readmission per month," Ms Duke said.

"Before the project was introduced early last year, this acute group was occupying or requiring nearly 12 acute medical beds a month. Currently, this group now occupies only six beds a month on average.

The project has now been extended to June.



Metro North Brisbane Medicare Local Team Care Coordinator Michelle Smith (left), Redcliffe Hospital Chronic Disease Nurses Gordon Cox (centre) and Tim Wright with patient Pamela Steele at her home in Redcliffe.



Dinner celebrates military ties

The strong bond between the military and Metro North Hospital and Health Service was recognised at the third annual Military Dinner held at the United Service Club in Brisbane.

The address was given by Air Vice Marshall Hugh Bartholemeusz, OAM, who reflected on his 48-year association with the Australian Defence Force (ADF), including how the skills of leadership, team work, loyalty and commitment developed through military service benefit health care delivery.

He said the advanced health care skills developed and honed by military health staff at Royal Brisbane & Women's Hospital is transforming the ADFs' ability to care for patients in conflict and disaster situations.

Dinner guests also remembered the contribution of doctors and nurses to World War I, and the sacrifice of service men and women.

Top: Group Captain Amanda Dines, Lead MNHHS-ADF Collaboration, with guest speaker, Air Vice Marshall Hugh Bartholemeusz, who was recently the Surgeon General Australian Defence Force Reserves.

Middle left: Major General Paul Alexander AO, Metro North Hospital and Health Board Chair with Acting Executive Director Royal Brisbane and Women's Hospital, Dr Judy Graves, at the MNHHS Military Dinner.

Middle right: Captain Elissa Milford, ICU registrar and PhD student, and Lieutenant Colonel Michael Reade, Professor of Military Medicine and Surgery and ICU Consultant.

Bottom: MNHHS Board member Major Cliff Pollard and President of the Royal Brisbane Nurses Association Cluny Seager.



Murals add colour to The Prince Charles Hospital

Renowned Indigenous artists Stephen Hogarth, David Railey and Silvia Jones have created colourful murals at The Prince Charles Hospital (TPCH) that portray good health, heart and lungs and service to the community.

The project at TPCH took just one day to complete, transforming the pillars into a welcoming sight for people entering the Education Centre.

Stephen describes his style as contemporary, which is reflected in the mural designs featuring deep blue tones, fluid lines and handprints.

“I have been painting for many years now and still love doing it,” he said.

“For my section of the mural, it was important to know about what the hospital does and what the goals are that they want to achieve, the mural reflects this.



Renowned Indigenous artist Stephen Hogarth was one of three artists to create colourful murals on pillars at the entrance to the Education Centre at The Prince Charles Hospital.

“My section represents a river that brings water and gives life and growth; there are people sitting talking about health and guiding others to a better life.”

Stephen said it was great to be involved with such a significant project that promotes health and wellbeing.

“Health with Indigenous people is important, with higher rates of diabetes (among other things) we need to teach a healthy way to eat and a healthier lifestyle,” he said.



EPICentre to improve journey from Emergency Department to ward

A new initiative that aims to improve the patient transition from the Department of Emergency Medicine (DEM) to an appropriate ward has been launched at the Royal Brisbane and Women’s Hospital.

The Early Patient Intervention Centre (EPICentre) is a collaboration between Internal Medicine and Aged Care (IMAC), Patient Flow Unit and DEM. It will be introduced in a phased approach to test the concept of early medical intervention strategies for general medicine patients.

The main aim of EPICentre is to reduce waiting times in emergency by moving patients more efficiently into medical wards in the hospital. With eight dedicated beds in the Transit Lounge area of DEM and extra clinical staff to manage patients, it is hoped other service lines will also benefit through a reduction of general medicine patients in the emergency department.

Dr Julian de Looze said he hopes EPICentre will make a real difference to acute care across patient journeys at RBWH.

“EPICentre is about patients, working together and thinking ahead,” he said.

“It aims to fill a number of acute care gaps that have become apparent at our hospital after the introduction of National Emergency Access Targets (NEAT).

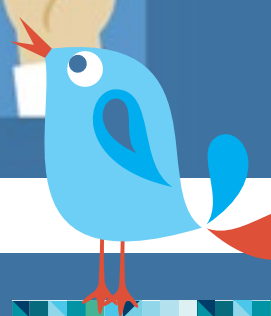
“Patients’ acute care needs do not stop at four hours - we need the staff and the resources to make sure they get the right management and the right bed as soon as reasonably possible when they present to hospital. Identification of multidisciplinary care needs earlier in the patient journey is a key aim of the service.

“We are also improving senior medical supervision and education for nurses and doctors that manage emergencies that happen on the inpatient wards. “

Dr de Looze said EPICentre initially will focus on patients admitted to General Medicine, but as resources increase, it will assist other patients who present to the hospital with complex acute care needs that cannot be met in NEAT timeframes.

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Produced by Metro North Communication and Engagement

Phone: (07) 3647 9514 or (07) 3647 9516

Email: MetroNorthEngage@health.qld.gov.au