



# Metro North Community News

March 2017

Metro North Hospital and Health Service *Putting people first*

*CISS Nursing Director Andy Carter and Executive Director Chris Seiboth celebrate the Community Transition Care Program's 10th anniversary with team leaders Kristin Mainey and Leanne Carroll.*

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## Community Transition Care Program celebrates a decade in action

Having grown from its beginnings with just a handful of staff and patients to managing around 70 clients at any one time, there was plenty to celebrate as the Community Transition Care Program marked its 10th anniversary.

Team members gathered to celebrate the milestone with plenty of stories of their time with the program, which is designed to support patients discharged from longer hospital stays as they settle back into their home or another care setting.

Last year alone, CTCP cared for more than 480 clients, marking program success which team leaders Kristin Mainey and Leanne Carroll credit to the program's structure and the introduction of several key staffing roles.

"While other similar programs are brokerage models, we're an in-house model and a multidisciplinary team, which allows us better manage coordination and quality of care, as well as being more responsive, undertaking more case reviews and more discussion with the client about their needs, and then being more flexible to meet those needs as they change," Kristin said.

Leanne said a clinical nurse consultant, employed permanently to CISS late last year, has made a significant difference to the coordination process for CTCP nurses, while a service coordinator position has been an essential addition to better manage the program's discharge process.

"The fact that each client has a case manager who conducts their individual assessment and initial goal-setting then sees them through their journey with consistent contact throughout is also a key factor," she said.

"All our team love seeing our clients back into their homes and able to remain there even in very complex situations, helped by a service that's individualised for them. That's what fulfils us."



**Dr Robert Stable AM**  
Chair, Metro North Hospital and Health Board



**Ken Whelan**  
Chief Executive, Metro North Hospital and Health Service

# Message from the Board Chair and the Chief Executive

Dear Friends,

A key focus for Metro North throughout 2017 is to improve the way we care for older patients with frailty. We have dubbed this year our Year of the Frail Older Person and will be rolling out a variety of programs to change the way we think about and treat older patients. Doing the right thing by the patient doesn't always mean a sick person in hospital until they're fully healed, especially older people who can decondition while resting in bed. This year, it's our goal to change the mindset of not only our staff but of our older patients and their families so we can all do better in this area. We hope you'll join us on this campaign.

If you're a regular visitor to our facilities, you may have noticed a lot of construction going on. The major renovation of Caboolture Hospital is complete and we will be opening a new 32 bed adult ward shortly. There will also be 300 additional car parks constructed at Caboolture. The hospital serves the rapidly growing northern part of Metro North's catchment and we are working to increase services in line with community needs.

Similarly, Redcliffe Hospital is expanding its capacity. The hospital will be moving kidney dialysis and chemotherapy services into a purpose built unit in the Moreton Bay Integrated Care Centre (MBICC) next door. The Prince Charles Hospital will soon finish renovation on the main entrance and this will provide a more inviting and accessible entry to the hospital.

Stage one of the Herston Quarter redevelopment will begin in March. For most patients and visitors this won't have any particular impact. Some of the paths from Bramston Terrace carpark to the hospital will be closed but alternative routes will be clearly marked for you. The first piece of the project to be constructed will be the new public hospital with specialist rehabilitation services and additional surgical theatres. The heritage buildings will also be refreshed to provide student accommodation and open out into an inviting community square. The project is being delivered for Metro North by developer Australian Unity and builder Watpac.

This is an exciting project for Metro North and there will be many milestones to celebrate as it rolls out over the next decade. Information about the project can be found on the Herston Quarter website [www.herstonquarter.com.au](http://www.herstonquarter.com.au).

**Dr Robert Stable AM**  
Chair, Metro North Hospital and Health Board

**Ken Whelan**  
Chief Executive  
Metro North Hospital and Health Service

## Save the date

### Metro North Health Forum

## Wednesday 31 May 2017

Royal International Convention Centre  
Bowen Hills, Brisbane



## Evolution or Revolution: A journey to better health



# Paving the way for a great career start

The success of the Caboolture Health Academy continues to grow as more local students take up the opportunity to train at Caboolture Hospital.

For Wamuran resident and Caboolture State High School Zac Coutts it was an easy decision to put his hand up for the Academy.

“I am following in my sister’s footsteps who graduated last year from the Academy. I thought it was a good opportunity to develop life skills and become a ward person,” Zac said.

“I see the Academy as a good base to continue down that path. I want to help people.”

Caboolture Hospital Executive Director Dr Lance Le Ray said it was great to see the community embracing this unique training program which was providing real life skills and career pathways for our local students.



Academy students in the Class of 2017 come from a range of suburbs across Moreton Bay and two new schools.

“This year, we welcomed a further 18 students, who will work toward gaining a Certificate II in Health Support Services,” Dr Le Ray said.

“The number of schools participating in the Academy is doubling as we welcome new students from Tullawong High School and Deception Bay State High School.”

As part of the Academy, teachers and hospital staff will work closely with the group of students who will complete a learning program at TAFE and gain on the job training at Caboolture Hospital.

The students, if successful, will complete their qualification by undertaking on-the-job training as operational support workers, patient porters and food services staff one day a week at Caboolture Hospital.

The Caboolture Health Care Academy was a partnership between local high schools, TAFE Queensland Brisbane (Caboolture Campus) and Caboolture Hospital.

## New Board Chair for PHN

Congratulations to General Practitioner Anita Green who has taken over as Chair of Brisbane North PHN.

Dr Green, who is a long standing Board member, takes up the role following Professor Claire Jackson’s decision to step down as a Director and Chair to focus on the establishment of the new UQ MRI Centre for Health System Reform and Integration.

She is an experienced company director and most recently was appointed Chief Medical Officer for the 2018 Commonwealth Games.

Dr Green is also a local GP who also works part-time at The Prince Charles Hospital, giving her valuable insights into issues of better integration between primary and secondary care.



New Chair of Brisbane North PHN Dr Anita Green is looking forward to continuing the PHN’s innovative work and exploring new opportunities for improving health and community care in a dynamic healthcare environment.

# Boost to public dental services

Metro North Oral Health Service is delivering more free public dental care thanks to a new partnership with the University of Queensland.

The Oral Health Alliance will give an extra 8000 eligible public patients access to dental treatment at the state-of-the-art Oral Health Centre, adjacent to the Royal Brisbane and Women’s Hospital.

Oral Health Executive Director Andrew McAuliffe said the Alliance would continue the proud tradition of the Brisbane Dental Hospital, that has provided free dental care since it opened in the 1940s.

The 165 chair Oral Health Centre will offer the full range of high-quality dental services and oral health technology.

“As well as providing general dental treatments such as x-rays, fillings and extractions, there will be a focus on specialist services including prosthodontics and periodontics,” Mr McAuliffe said.

The relocation of services from the Brisbane Dental Hospital to the Oral Health Centre will be undertaken in a staged fashion throughout the year. The State Government has allocated more than \$3.1 million to support the move.

The Oral Health Centre on Bramston Terrace, Herston has direct links to public transport via the Herston Inner Northern Busway Station.



Sonja was one of the first patients seen by Principal Dental Officer Aus and final year dental student Vinessa under the new Oral Health Alliance.

# New hospital service helps Caboolture kids grow

A new inpatient children's clinic at Caboolture Hospital is proving to be a godsend for new mums like Glasshouse Mountain's Sarah Moffat whose baby experienced feeding difficulties.

Sarah, a first-time mum, gave birth to son Chevy 10 weeks early. She has welcomed the guidance and support she received from the Paediatric Feeding and Swallowing Service to help her son feed properly and consistently gain weight.

"The service was important to me as I learnt a lot; it made a big difference and without it I would have been lost," Sarah said.

"Chevy has become a really good feeder now, he has maintained his weight and I am no longer worried that he will go backwards."

Executive Director Dr Lance Le Ray said it was important for the hospital to continue to introduce services that would make a significant difference, especially to our young patients and their families.

"As demand grows, so has the need to enhance our children's inpatient services to better identify and support newborns and kids who are experiencing feeding and swallowing difficulty (dysphagia)," Dr Le Ray said.

"Of the 2,000 bubs born at Caboolture Hospital each year, close to 20 per cent have feeding and swallowing complications due to being born premature or having a low birth weight.

"These conditions, if undetected and untreated, can have a significant impact on the health and well-being of children as they grow and develop."

As part of the new Paediatric Feeding and Swallowing Service, a team of allied health professionals had been assembled to identify and assess newborns, infants and young children at risk of dysphagia and clinical malnutrition at the hospital.

Hospital patients were supported through education, early intervention plans, treatment and support.

Dr Le Ray said Caboolture Hospital said it was very important to offer paediatric services closer to home. It is anticipated that the Paediatric Feeding and Swallowing Service will benefit around 200 local inpatients of the hospital each year," Dr Le Ray said.



*The new Paediatric Feeding and Swallowing Service has been a godsend for first time mum Sarah Moffat who gained support and guidance to better care for her son Chevy who was born 10 weeks premature and experiencing feeding difficulty.*

"If unmanaged, feeding and swallowing difficulty in children can lead to a range of developmental and behavioural problems, as well acute conditions such as lung disease, serious digestive problems and diabetes," he said.

*"These conditions, if undetected and untreated, can have a significant impact on the health and well-being of children as they grow and develop."*



# One of RBWH's first babies returns to help celebrate its 150th anniversary

Since 1938 more than half a million babies have been born at RBWH. Already this year more than 500 babies have been delivered in RBWH's Birth Centre or suites.

Advances in medical technology have made the process of having a baby a lot more comfortable and infinitely safer than in 1938 when Arthur Harris was born at the newly built Brisbane Women's Hospital.

Now 78, Arthur returned to RBWH to attend the hospital's official 150th anniversary launch.

Arthur was one of the first babies born at the hospital. His mum Winifred was the first mother-to-be admitted to the new hospital, but Mrs Mollie Kirkwood, who came in after her, delivered baby Noela quick smart.

"I believe mum was the first patient there but she got pipped at the post!" Arthur said.

Before the then Brisbane Women's Hospital opened, many mothers gave birth at home or in the state's first maternity hospital, the Lady Bowen, on Wickham Terrace.

Conditions were certainly quite different to today. Mothers gave birth without the assistance of any painkillers or the comfort of air conditioning or ceiling fans.

Dads were not allowed to attend the birth and could only see their wives and new babies during visiting hours and, only then, by lining up behind a sheet of glass at the nursery.

Mothers didn't stay in the same room as their new charges, and would only see their babies when they were wheeled out in the 'baby train' for feeds.



Arthur Harris, with a photo of himself as a newborn him as a newborn, returned to the Royal to help celebrate its 150th anniversary year.



## Health Alliance to bridge primary care and hospital gap

Metro North Hospital and Health Service and Brisbane North PHN are working together provide better connection across the healthcare spectrum.

The Health Alliance recognises that collaboration and integration between primary, tertiary and community health and social support services offer better health outcomes for patients.

Metro North Chief Executive Ken Whelan said public health specialist Professor Don Matheson had been appointed to lead the alliance.

"Our focus is on getting the best outcome for patients and that means making sure everyone involved in their health journey is communicating and putting the patient's needs first," Mr Whelan said.

"For many patients, coming to hospital is not necessary when there are community or home based services available, such as Metro North's community based rehabilitation or other PHN pathways."

Brisbane North PHN Chief Executive Abbe Anderson said partnership and integration between primary care and hospitals was the key to building an improved and sustainable healthcare system.

"The Alliance between the PHN and the HHS will improve care for people right across the North Brisbane and Moreton Bay region, ensuring they receive the right care, in the right place, at the right time," Ms Anderson said.

"Both organisations share a vision to have a community where good health is available to everyone."

The Health Alliance builds on a history of partnership between the two organisations, including The Pathways Program, which provides GPs with



Professor Don Matheson will head the new Health Alliance between Metro North and Brisbane North PHN. He served on the World Health Organisation's executive board, and provided policy advice to the World Health Reports on health care financing, primary healthcare, and to the Commission on the Social Determinants of Health.

evidence-based localised care pathways for their patients, and the PHN's Team Care Coordination and Staying Healthy, Staying Home programs, which deliver care coordination services to help people remain healthy and at home.

# Smiles all round at Kilcoy

Eligible Kilcoy residents like Jan White now have better access to dental care with the opening of a new oral health clinic at Kilcoy Hospital.



Jan White is glad she can now access free dental care at Kilcoy Hospital. She is pictured here with Dr Marin Rubes, Lyndie Best, Robun Oxley and Sharona Micallef.

“It makes such a difference and is so convenient to be able to come to the oral health clinic at Kilcoy Hospital,” Jan said.

“It is great that I no longer have to travel more than a 100 kilometres or a one and half hour round trip to get to my appointments at the Caboolture Oral Health Clinic.”

In the first year, it is anticipated that up to 500 adult dental patients will benefit from free local treatment at the Kilcoy Hospital Oral Health Clinic.

“Travel is such an important issue for residents in Kilcoy. The new clinic will meet the needs of many elderly residents in the community,” Jan said.

The free dental clinic will initially be available to eligible adults who hold various pensioner and seniors cards.

A range of general dental treatments will be undertaken for eligible adult patients including fillings and denture work, and emergency dental procedures.

The new dental clinic builds on the network of oral health facilities across the Metro North Hospital and Health Service which deliver more than 50,000 free dental appointments each year.

The dental clinic will operate two days a week on a Wednesday and Thursday from 9.00am to 3.30pm.

*“It is great that I no longer have to travel more than a 100 kilometres or a one and half hour round trip to get to my appointments at the Caboolture Oral Health Clinic.”*

# New volunteers for TPCH Mental Health Unit

The Prince Charles Hospital has welcomed 16 new Mental Health volunteers this year.

Operating under the direction of the Recreation Officer and Volunteer Committee, the volunteers will work alongside consumers in the Mental Health Unit’s Recreation Room, providing support to by encouraging consumer participation in a group or an activity; lending a supportive ear, or providing some encouraging conversation.

Mental Health Service Volunteer Coordinator, Jeff Owen, said volunteers were an important part of the health care team.

“They provide valuable support to our consumers by giving them a chance to express themselves in a non-clinical way,” Jeff said.

“Our volunteers come from a variety of backgrounds – we have science students, psychology students, and those with a lived experience of mental illness either personally or through their family. All of them bring something to the service that can benefit our consumers.”

Among the volunteers is Alexander Palmer, 18, who is interested in learning more about how mental health is treated in the community - an interest that was sparked by a sibling experiencing a mental health issue.

“I was interested in finding out about mental health at the coalface, and how people are cared for.

Since coming on board as a volunteer with TPCH’s Mental Health Unit, the university student has had the chance to play the piano for consumers, and he’s even had a ‘jam’ session with some of them. He also regularly helps consumers with art activities.

“I like helping to put people at ease, and making friends,” he said.

TPCH Mental Health Operations Director Senthil Muthuswamy said he was excited to welcome the new volunteers to the mental health service.

“The volunteers will greatly benefit staff, consumers and families and I look forward to working with them.



*“They provide valuable support to our consumers by giving them a chance to express themselves in a non-clinical way.”*

Alexander Palmer is one of 16 volunteers to join TPCH’s Mental Health Unit.



# Award honours a great advocate for mental health

Congratulations to mental health consumer advocate Jan Kealton who received a Metro North Australia Day Award for her contribution to Metro North Mental Health Services.

Jan has served as Chair of MNMH's Consumer and Carer Engagement Group for the past two years. She retired at the end of 2016.

MNMH Director of Recovery Lisa Jones said Jan had been instrumental in leading the CCEG in various consumer and carer engagement activities that had resulted in positive outcomes.

"Jan is passionate about utilising consumer feedback and closing the loop to improve services," Lisa said.

"During her time as Chair, we have improved our feedback process based on their feedback.

"She's made an absolutely wonderful contribution to the service and the award was well deserved."



Former Chair of MNMH's Consumer and Carer Engagement Group Jan Kealton is congratulated on her Australia Day Achievement award by Queensland Mental Health Commissioner Lesley van Schoubroeck, new Chair Rhonda Lauze and MNMH Director of Recovery Lisa Jones.



CISS volunteers are on the hunt for new recruits to join their team.

## We want you!

Metro North's Community, Indigenous and Subacute Services are on a mission to boost their volunteer army, with new recruits set to benefit from a rejuvenated volunteers program.

"We recognise the need to grow our volunteer base, to build a culturally-inclusive program, and to make sure we have the help we need to cover all 15 facilities – some of which are crying out for more assistance with day-to-day tasks," Community and Strategic Relations Manager Danielle Grant-Cross said.

This year's volunteer recruitment drive is backed by the introduction of a new, structured volunteers program designed to make volunteering a more rewarding experience.

"Specific staff are involved in building a program based on best practise and we've got new strategies to help bolster the profile of volunteers within the service," Danielle said.

We truly recognise and acknowledge the value our volunteers are adding to what we do every day and we want to further support our residents, patients and clients as best we can with volunteer input.

"It's an exciting chapter, so if you'd like to strengthen your skillset, get involved with your community, or even extend your current volunteering into a new environment, we'd love to hear from you."

CISS is now seeking volunteers to assist with: social and recreational activities, events; pastoral care; administration; partnerships; community access; practical, physical and emotional support and more. Those interested should email:

[CISS\\_volunteers@health.qld.gov.au](mailto:CISS_volunteers@health.qld.gov.au)

## Handymen answer call for help

Brighton Health Campus clients are reaping the rewards of having their very own handymen on site, as members of their local Men's Shed step up to craft rehabilitation tools and more for their neighbours in need.

The Sandgate and Districts Men's Shed President Les Batson said the Shed and the health service had enjoyed a working partnership since the Shed opened on site in August last year as Shed members completed "small tasks" around the site.



Sandgate and Districts Men's Shed members are working with the Brighton Allied Health team to craft rehabilitation tools for patients.

Now Shed members have turned their attention to a new project – working with Brighton's allied health team to design and deliver crafted items like mock steps and ramps to help patients learning to walk again, and specialist tools to help them dress or practice motor skill-based tasks like key-turning.

"The allied health team have some great and very different ideas for tools that could better help their patient's mobility or recovery," Les said.

"They're rapt we're there to help make them a reality, and we enjoy the challenge and teamwork to get it just right for them, so it's rewarding for everyone involved.

"If we can contribute in some small way with the tools and resources we've got to better the lives of the elderly in our local community, then I think we've played our part well."



## seconds with...

**Name:** Yasmin Groom

**Job title:** Recovery Support Worker/Project Officer

**What is your job and what does it involve?** I've been in a Recovery Support Worker Role for the last year. This role falls under Consumer and Carer Services and involves utilising my lived experience to support and advocate for consumers throughout their recovery. I also develop and present recovery training packages to clinicians across our service to provide a better understanding and a different perspective to mental illness. I see my team as an important link between consumers and the service, facilitating fluid communication and positive patient experiences.

**What's the best part of your job?** Working with and learning from people from many different walks of life.

**What is your personal philosophy?** All of the most amazing, successful and inspirational people I know have fought a hard battle of some sort; had their hearts broken; seen rock bottom; been an outcast; felt unaccepted, misunderstood or alone. When life presents us with challenges, we often overlook how blessed we are to have been afforded the lessons, the self-insight, the wisdom, courage and resilience we gain when we pick ourselves up and dust ourselves off. These are the qualities that shaped all of the best people I know, including me!

**What three traits define you?** Resilience, determination and humility

**As a child, what did you want to be when you grew up?** A psychologist

**What would you want to learn if given the chance to learn it instantly?** Patience; it's not my strong point!

**What would you most like to tell yourself at age 13?** The most powerful and liberating thing you can do is learn to love and accept yourself

**I'm happiest when...** I'm outside – at the beach, watching the sun set or going for a run

**Something not many people may not know about me is...** I'm a lifesaver.

**What does 2017 have in store for you professionally or personally?** This year I am undertaking an exciting and challenging new role as a Project Officer working to develop a model of service for volunteers to support mental health patients in the ED and PEC environment at RBWH. Already, I've learnt so much in this role and I'm really looking forward to achieving some great outcomes. My vision for 2017 is growth and development both professionally and personally.

# Building the reconciliation pathway

The Queensland health system has taken another step forward in the journey towards stronger acknowledgement of Aboriginal and Torres Strait Islanders with the recent signing of a Statement of Commitment to Reconciliation.

Queensland Health Director-General Michael Walsh and Queensland Ambulance Service Commissioner Russell Bowles recently signed the Queensland Health Statement of Commitment to Reconciliation 2016, which seeks to recognise Indigenous people as Traditional Custodians, acknowledge their diversity and cultures, and acknowledge the impacts of past government policies.

The Statement was the first to be signed by both Queensland Health and QAS, demonstrating a wider commitment to reconciliation.

Addressing the audience at the official Statement launch, the Director-General said the Statement supported initiatives including the department's Cultural Capability Action Plan and Queensland Government commitments under the Council of Australian Governments towards closing the gap in Indigenous life expectancy and halving the gap in child mortality.

“Queensland is taking good steps towards these two goals. We have reduced the rate of Aboriginal and Torres Strait Islander infant mortality for children under 5 by 13 per cent and reduced the gap between Indigenous and non-Indigenous life expectancy by one year for males and 1.4 years for females since 2005. These are fantastic steps in the right direction, but we still have a long way to go.”

Copies of the Statement will be prominently displayed across all Metro North hospitals and health facilities, demonstrating our commitment to reconciliation for our Aboriginal and Torres Strait Islander patients, families and communities.



Aboriginal and Torres Strait Islander Health Unit staff with Queensland Health Director-General Michael Walsh and Queensland Ambulance Service Commissioner Russell Bowles at the Statement of Commitment to Reconciliation event.

## Arthritis seminar

### Arthritis Queensland will host its'18th Annual Health Professionals Seminar in March.

Director of Rheumatology at RBWH Dr Paul Kubler and Redcliffe Hospital Rheumatologist Dr Claire Barrett are among the guest speakers, who also include researchers, allied health professionals and consumer representatives.

#### DETAILS

**When** Friday 10 March 2017

**Time** 8:00am registration; 8:30am – 4:30pm

**Venue** Translational Research Institute, 37 Kent St, Woolloongabba

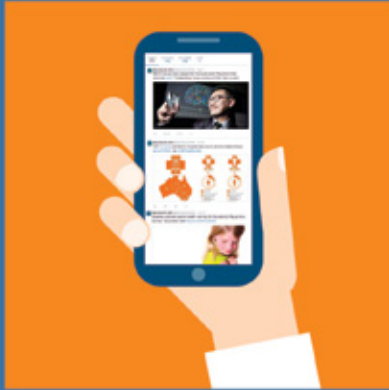
**Tickets** Full-time student - \$90; Standard - \$200 (includes morning tea, lunch and afternoon tea)

For more information: visit <http://www.arthritis.org.au/health-professionals/health-professional-seminars/>



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