



Metro North Community News

June 2015

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Metro North Hospital and Health Service staff came together at the Pine Rivers Community Health Centre to celebrate 20 years of service to people in the Moreton Bay region.

Celebrating 20 years of community-focussed healthcare

Staff at Pine Rivers Community Health Centre have celebrated 20 years of service to people in the Moreton Bay region on 29 May.

The community health centre was the first multi-functioning health service in Metro North Hospital and Health Service (MNHHS) and brought together a number of services into one facility.

Pine Rivers Community Health Centre Manager David Webber said a number of teams had joined the centre over the years to meet community needs and population growth.

“The centre now employs more than 100 staff members including medical, nursing, allied health and administrative staff who are all dedicated to maximising the health and wellbeing of local clients,” he said.

“We’ve recently added the Indigenous health unit to the centre and I’m really looking forward to engaging with this sector in the community and supporting them to achieve better health and prevent future illness.”

Acting Executive Director Community Indigenous Subacute Services Mary Slattery said staff worked hard to provide the best care possible for people in the Pine Rivers region.

“We are really proud of this centre that delivers a number of community and primary health services in one place,” Ms Slattery said.

“This is a great example of a multi-functioning health service that provides primary and community care in the areas of child health, oral health, Indigenous health and mental health.”



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

From the Board Chair

This edition of the Community News highlights partnerships and our focus in Metro North to connect with our patients, community and healthcare partners to ensure seamless patient care and better health outcomes. It is a pleasure to introduce Ken Whelan as our Chief Executive – Ken has a wealth of experience having worked in the health sector for over 35 years, he understands the complexities of large health organisation and we look forward to his innovative leadership and engagement focus at Metro North.

Caboolture Hospital has entered in to a partnership with the Australian Institute for Patient and Family Centred Care to become the first hospital in Australia to be accredited as patient and family centred. This involves defining an accreditation standard that will enable other hospitals to measure and improve how they work with patients and their families to keep them informed and involved in their care. Partnerships are also central to the Eligible Private Practice Midwives service at Royal Brisbane and Women’s Hospital. The service is a woman-focused and consumer-driven providing women continuity of care throughout their pregnancy, birth and post-natal care with their personal midwife.

We recently celebrated National Volunteers Week, volunteers are valuable partners for Metro North. I would like to personally acknowledge the hundreds of volunteers who enable Metro North to maintain a wide range of services and support for staff, patients and families. Volunteers make our community stronger, the effort and commitment of our Metro North volunteers is greatly appreciated.

We understand to improve the patient experience at Metro North we require feedback from the people who use our services. It was encouraging to see staff, patients and their families engage with activities at the recent Royal Brisbane and Women’s Hospital inaugural Patient Experience Week . It was also fantastic to see such positive feedback from patients who participated in the recent Redcliffe Hospital Patient Experience Survey. Initiatives such as these will continue in Metro North as this information helps us improve and enhance the patient and family experience.

As Redcliffe Hospital gets ready to celebrate 50 years of serving the community, I would like to invite you to join the anniversary celebrations and come along to the Open Day on Saturday, 13 June 2015. Further details are available at <http://www.health.qld.gov.au/metronorth/news/articles/150601-redcliffe-50.asp>.

I remind you to visit www.health.qld.gov.au/metronorth for information relating to Metro North including services, performance reporting, events, community engagement activities and Board meeting summaries. 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



Ken Whelan
Chief Executive,
Metro North Hospital and Health Service

Message from the Chief Executive

Every day since my appointment as Chief Executive of Metro North Hospital and Health Service, I have been reminded of what is important in our approach to the delivery of high quality healthcare: our focus on the patient journey, clear pathways to connected care, strong clinical relationships, and partnerships that improve the patient experience.

Strong partnerships are vital to our service delivery. Our partners are often the people at the first point of entry into the health system; they help facilitate improved access to services, better service coordination and better continuity of care.

Recently, I have had the pleasure to meet with Queensland Ambulance Service Assistant Commissioner, Gavin Trembath, and the executive team from Metro North Brisbane Medicare Local executive team.

Our continued partnership with QAS is very important as the ambulance service plays a key role, alongside our clinicians, in ensuring the best outcomes for patients. This partnership also gives us a great opportunity to involve QAS as part of the solution, particularly as we prepare ourselves for the busy winter season.

Metro North HHS’s collaboration with Metro North Brisbane Medicare Local continues to strengthen. Later this month, we will co-host the Metro North Health Forum, which will provide another networking opportunity for people working in health and community services as well as consumer groups to access information on upcoming health care reforms.

Before joining Metro North, I was Deputy Director General at New South Wales Health where I implemented a very transparent process of collaboration, clinical engagement and support to produce significant results and make a real difference at a patient level.

I plan to continue this approach in Metro North and build upon our community partnerships to further leverage our capacity to improve sustainable healthcare outcomes.

I look forward to meeting with more of our key stakeholders in the coming weeks to strengthen our connection and harness the energy, enthusiasm and expertise you collectively bring to Metro North. This will ensure that, as Australia’s biggest and brightest Hospital and Health Service, we will continue to provide the healthcare solutions we need now and into the future.

Ken Whelan
Chief Executive
Metro North Hospital and Health Service

Midwifery care model a first in Brisbane

A new model of care at Royal Brisbane and Women's Hospital (RBWH) is providing women continuity of care throughout their entire pregnancy and birth journey, with their personal midwife.

Women who are booked to give birth at RBWH now have the option of being admitted as a private patient to be cared for by their chosen midwife for labour and birth, as well as their antenatal and postnatal care. RBWH currently has several eligible midwives (EPPMs) accredited with full visiting access.



Health Minister Cameron Dick launched a new model of maternity care to provide women with continuity throughout their entire pregnancy, by providing the option of a personal midwife at Royal Brisbane and Women's Hospital.

Acting Executive Director for Women's and Newborn Services Tami Photinos said this model of care provides more options to mums-to-be on Brisbane's north side.

"This innovative model of maternity care is woman-focused and consumer-driven, and provides high levels of client satisfaction," Ms Photinos said.

"We support the EPPMs should they need to consult or refer during the pregnancy, and provide back-up when the women present in labour. Women can also access specialist appointments from RBWH as required."

Ms Photinos said RBWH has a thorough credentialing process for EPPMs, and Consultation and Referral Guidelines to ensure any complications that arise during the pregnancy are referred to RBWH for specialist treatment.

"At all stages of a woman's journey, we provide support and care in the event that medical conditions arise. We have a strong focus on woman-centred care," she said.



LINK Innovation funding now open

Metro North Hospital and Health Service is seeking innovative ideas on a collaborative approach with community partners to drive improvements in health service delivery.

The Leading Innovation through Networking and Knowledge-sharing (LINK) initiative is an opportunity to work with partners to improve patient experiences, outcomes, continuity and quality of care and funding for this \$1 million scheme is now open.

The focus of the initiative is to collaboratively address the areas of hospital admission and discharge practices, and avoidance of unnecessary hospital admissions and readmissions.

It's all about integrated and connected care and ensuring MNHHS works in partnership to deliver the right care, at the right place, at the right time.

Health professionals are encouraged to share this information through their hospitals, services and networks to encourage teams to get involved in this great initiative.

External partners are encouraged to approach potential partners within Metro North Hospital and Health Service to start the discussions about innovative ideas and solutions for integrated and connected care.

There are three funding streams for large, medium and small projects.

Concept submissions are due on 16 June 2015.

For more information on the initiative, and how to propose a LINK idea, please contact metronorthengage@health.qld.gov.au or visit <http://www.health.qld.gov.au/metronorth/innovation/link.asp>

Metro North will co-host Health Forum

More than 200 representatives from health and community services, non-government and consumer organisations will converge on the Royal International Convention Centre on 17 June to hear about upcoming reforms at the second annual Metro North Health Forum.

Hosted by Metro North Hospital and Health Service (MNHHS) and Metro North Brisbane Medicare Local, the forum will provide up to date information about upcoming reforms in:

- primary care
- acute care
- aged and community care
- mental health
- National Disability Insurance Scheme.

Forum participants will learn about the impact of upcoming health care reforms, get an increased understanding of the collaborative work by MNHHS and the Medicare Local, exchange and learn stories of health reform and network with diverse stakeholders.

The forum will include concurrent sessions on aged and community care, mental health and the National Disability Insurance Scheme (NDIS).

For more information or to register, visit www.mnbml.com.au/metro-north-health-forum



Patient Experience Week at RBWH

To celebrate the important partnership between patients and healthcare staff, staff and patients at Royal Brisbane and Women's Hospital were invited to talk about what the hospital is doing well and what it can improve on.

Special booths were set up in the Royal Brisbane and Women's Hospital Atrium in late April as part of the inaugural Patient Experience Week.

Patients and staff were encouraged to visit the booths where they had an opportunity to share their story, contribute to the Patient Feedback Tree, pick up educational resources, and join the "I am the patient experience" photographic collage.

Patient Experience Week recognises global efforts to improve the healthcare experience for patients, their families and caregivers. It is the first time the annual awareness week was held.

Patients give Redcliffe the thumbs up

The Redcliffe Hospital Patient Experience Survey attracted positive feedback from patients in various clinical locations throughout the hospital.

A number of questions were asked to gauge consumer sentiment and feedback, either through a face-to-face interview or written survey.

Of those surveyed, most participants said they would recommend Redcliffe Hospital to others and felt they were always kept informed and involved in medical decisions when receiving treatment.

Recipients indicated Redcliffe Hospital staff communicated well with them, they were given thorough information on the treatment and were always treated with dignity and respect.

Some of the positive responses include:

- "I have been to hospitals all over the world and most certainly had the best service here. Thank you."
- "Staff are always friendly, have a good sense of humour, and are a good part of the stay."
- "Wouldn't go to a private hospital after this experience. It's been a fabulous experience."

Congratulations to all staff on a job well done.

Damien Toms, of Rothwell, tells interviewer Rebecca Ferriday about his experience as a patient in the Specialist Outpatients Department. For the record, Damien gave the hospital the thumbs up.





The Healing Garden at Redcliffe Hospital takes shape.

Healing garden to be unveiled

A Healing Garden built to celebrate Redcliffe Hospital's 50th anniversary will be unveiled during anniversary celebrations.

Located opposite the front foyer to the hospital, the garden will provide a quiet space for staff and visitors.

The garden tells the story of the snake Gabool, who was guardian of the area when it was a burial ground.

The central snake design is a pathway through the garden, which will be lined with river stones and planted with natives to attract birds and other native wildlife. All the plants will be sourced from local native nurseries and it is hoped they will produce edible fruits as well as beautiful flowers.

The Redcliffe Hospital Auxiliary donated \$20,000 to the project, which was undertaken by Redcliffe Hospital Gardening team.

Half a century of caring for the community

Redcliffe Hospital will celebrate 50 years of service to the Peninsula community with an open day on Saturday 13 June from 10am to 2pm.

From humble beginnings, the hospital has grown into a modern community hospital with 281 beds, caring for nearly 200,000 patients a year.

The open day is one of a number of events planned to mark the half century and local residents are invited to join in.

People attending the open day will be able to tour the hospital's kitchens, which serves 233,600 meals a year; the Energy Centre, which is a plant which generates its own power should the main grid fail and have a sneak peak at Ward 4East, which has undergone a \$5million refurbishment.

The local Lions club will man the barbecue for a sausage sizzle, plus there will be a cake stall, coffee cart and other food and drinks for sale. A number of stalls will have information on hospital services and volunteering opportunities.

Established in 1961, the Redcliffe Hospital Board was charged with the duty of erecting a new general and maternity hospital. Building began that same year and the hospital was officially opened on 30 June 1965 by the then Minister for Health, Mr S.D. Tooth. The hospital accepted its first patient the following day 1 July.

Redcliffe Hospital is proud of its past history and, in particular, the history of the traditional owners of the land and in acknowledgement of this, the hospital has worked closely with the elders of the surrounding tribes.



Small donations can make a big difference

An 87-year-old patient has found a meaningful way to thank the Royal Brisbane and Women's Hospital (RBWH) by setting aside a 50 cent donation from her fortnightly pension.

Mavis Gough has been attending the RBWH Occupational Therapy (OT) Outpatient Clinic since 2010, when an allergic reaction to medication resulted in painful venous ulcers. She spent seven weeks undergoing treatment in RBWH, and was measured and fitted with custom made compression garments when she was well enough to go home.

The RBWH Occupational Therapy team prescribes and fits compression garments for outpatients with chronic vascular conditions and non-healing wounds, and provides advice for wound care to help prevent hospital admissions.

Mavis said she received "wonderful care" during her admission and decided then that the hospital deserved the support of the local community it looks after.

She started saving 50 cent pieces, which she donates to the RBWH Foundation when she attends the outpatient clinic for a wound check every six months.

"It doesn't hurt me to put it aside. It means something and I feel good inside when I do it," Mavis said.

She encourages others to donate their spare change when visiting the hospital, believing even the smallest amount makes a big difference.

Mavis has already proven that to be true - her donations enabled the OT outpatient clinic to purchase demonstration devices that help patients to attach and remove compression garments.

Mavis Gough with RBWH Occupational Therapist Belinda Long.



Keynote speaker at the Metro North HHS nursing and midwifery conference Ita Buttrose AO OBE (middle) was welcomed by (from left) Executive Director of Nursing and Midwifery MNHHS, Adj. Assoc. Professor Alanna Geary; Nursing Director Metro North Mental Health Clinical Assoc. Professor Lisa Fawcett; Assoc. Professor Faculty Health Science and Medicine, Bond University, Dr Kim Forrester, and Acting Nursing Director Cancer Care Services, RBWH, MNHHS Gillian Nasato.

Nurses and midwives hear from the best

Nurses from across the country gathered at Herston in May for Metro North Hospital and Health Service's inaugural Nursing and Midwifery Leadership and Workforce Conference.

The two-day conference was an opportunity for nurses and midwives to hear from leaders who are at the forefront of their profession. They also explored emerging issues and discussed new developments in nursing and midwifery.

One of the keynote presentations was given by eminent Australian Ita Buttrose AO OBE, who now dedicated considerable energy and skills to championing medical education and health care.

Ita shared with conference delegates her advice for succeeding beyond expectations.

She acknowledged the importance of leadership in the role of nursing and midwifery to meet the challenges of today's healthcare environment.

"Leaders persuade people to see something new...leaders have a vision and inspire others to reach that," she said.

"Today's leader and the leader of tomorrow cannot tell people what to do; they have to ask and they have to listen. They cannot exclude themselves from the learning process in this fast changing world."

"Leadership and learning are indispensable. The moment you think you know it all is the moment you stop going forward."



Leading nurse educator Professor Lillie Shortridge-Baggett, of Pace University, New York (middle) was welcomed by from Assistant Nursing Director Education Coordination RBWH, Catriona Booker, and Adj. Associate Professor Robyn Fox, Nursing and Midwifery Director, Education, RBWH, MNHHS.



Emergency physician Dr Louise Cullen with patient Jeremy King.

Heart study pumps life into hospitals

Ground-breaking research into cardiac emergencies has led to quicker treatment for less urgent cases, diverting doctors and resources to help patients most in need.

Royal Brisbane and Women's Hospital emergency physician Dr Louise Cullen and cardiologist Dr William Parsonage have devised a method to speed up diagnosis and shorten hospital stays for patients who present with symptoms of possible acute coronary syndrome.

"Chest pain is the biggest single reason people end up in emergency departments with more than 90,000 patients presenting to Queensland hospital EDs each year with chest pain," Dr Cullen said.

"However, only one in five of those patients actually suffer a heart attack, the rest are diagnosed as indigestion or other less serious conditions."

The Rapid Assessment of Cardiac Chest Pain Research has shown it can reduce the length of hospital stay for most of these patients from 25 hours down to 8 hours, which could free up the equivalent of 42,500 bed days per year if utilised across QH.

Dr Cullen said with Queensland's population expanding and ageing, causing a four per cent annual increase in demand on hospital emergency departments, the research was vital.

"With Rapid Assessment of Cardiac Chest Pain, we can give back clinician and health resource hours to those who have more acute cases to treat," Dr Cullen said.

The \$1 million research project was funded by the Queensland Emergency Medicine Research Foundation (QEMRF).

Early findings from the research are already being used in emergency departments in several regional Queensland hospitals including Gold Coast, Townsville, Gladstone and Nambour.

Specialist diabetes service for children launched



Mitchell Rix, Dr Marlon Radcliffe and Robyn Mallett at the launch of the diabetes service initiative at the North Lakes Health Precinct.

An initiative at North Lakes Health Precinct is a welcome relief for parents of children with Type 1 diabetes.

North Lakes Diabetes Service and Redcliffe Hospital Paediatric Ward have teamed up to give families the option to access services at North Lakes Health Precinct within the first day of diagnosis.

This new collaboration will see the number of days a child is admitted to Redcliffe Hospital with Type 1 diabetes significantly reduced.

Speaking at the launch of the service in March, Clinical Diabetes Nurse Practitioner Robyn Mallett said families now had an opportunity to receive specialised care from the multidisciplinary diabetes team at the North Lakes Health Precinct instead of staying in hospital.

“Children newly diagnosed with Type 1 Diabetes Mellitus could stay in hospital for up to seven days,” Ms Mallett said.

“This option allows the child to stay with their family in the comfort of their own home but receive the same high level of care from the Diabetes Team at North Lakes, as they would have received if they had been admitted to the Redcliffe Children’s Ward.

“We want to empower families when dealing with a new diagnosis not just by treating the symptoms but through ongoing care, support, education and collaboration about the condition,” she said.

Patient and family centred care

Caboolture and Kilcoy Hospitals have entered a partnership with the Australian Institute for Patient and Family Centred Care (AIPFCC) to become the first hospital in Australia to be accredited as patient and family centred.

The hospitals’ Acting Executive Director Dr Lance Le Ray said that over the next two years the hospitals will work with the AIPFCC to develop an accreditation standard and accreditation process for PFCC for all of Australia.”

“Under this model of patient and family centred care, we will work with patients and families, actively collaborating and involving them in patient care and management,” he said.

“By working closely with patients and families they will have a better understanding of medical conditions and treatment, and clinical staff will have access to more accurate patient details and history.”

Dr Le Ray said international evidence showed that when you work closely with patients and families there was a positive impact on length of stay and re-admission rates.

“When health professionals, managers, patients, families and carers work in partnership the quality and safety of care increases, costs decrease and patient care experiences improve,” he said.

As part of the journey, the Caring Together project has been established to work with staff, patients, families and carers to plan and implement the new model of care by 2017.

If you are patient, carer or family member who would like to get involved, visit <http://www.health.qld.gov.au/caboolture/caringtogether.asp> or email caringtogether@health.qld.gov.au

Help make a difference in health care

Do you want to make a difference to health care in your local community?

Metro North Hospital and Health Service (MNHHS) is seeking consumers and carers to get actively involved with planning and improvement activities through Metro North Connect.

Your unique experiences help us to:

- design care
- plan services
- develop and implement health programs
- undertake service measurement and evaluation.

Metro North Connect is specifically designed for members of the public who use, or have an interest in, our services.

Staff of Metro North HHS, elected officials (Local, State, Federal) and lobbyists are not eligible to join, however other engagement avenues are open to them.

Interested people can obtain an application package or further information by phoning 3139 4210 or emailing our Engagement Team metronorthengage@health.qld.gov.au

Applications can also be submitted online: <http://www.health.qld.gov.au/metronorth/engagement/join.asp>



Former patient and ex-television news presenter Mike Higgins said it was important to raise awareness of bone marrow donation so more people who need a transplant can have their lives saved.



Hundreds of people turned out to celebrate 25 five years of the Bone Marrow Transplant Service at the Royal Brisbane and Women's Hospital.

Cancer Care Specialist Dr Glen Kennedy was among those who celebrated the significant milestone for the transplant service.

Hundreds mark transplant service milestone

Hundreds of patients and staff turned out to a special community day at the Royal Brisbane and Women's Hospital to celebrate more than 25 years of the Bone Marrow Transplant Service.

Cancer Care Specialist Dr Glen Kennedy said the event acknowledged 25 years of bone marrow transplant treatment at the RBWH and had been an opportunity to connect with families, patients and community supporters.

"The service here in Metro North has treated almost 2,500 patients and is one of the largest adult and paediatric bone marrow transplant units in Australia," Dr Kennedy said.

"We really wanted to acknowledge this anniversary of the service, which has changed so many people's lives."

Patients and their families travelled across the State to commemorate the occasion and shared their stories and experiences.

Metro North Hospital and Health Board Chair Dr Paul Alexander helped to commemorate the service by taking part in a tree planting ceremony.

Former patient and ex-television newsreader Mike Higgins said it was important to acknowledge and thank supporters of bone marrow donation.

"It's really important that we raise awareness of bone marrow donation so more people who desperately need a transplant can have their lives saved, like mine was."

The AMBDR is always seeking new donors to help save the lives of people that need a transplant. For more information go www.abmdr.org.au

Viva Las Vegas

The annual Right Royal Affair draws together representatives from the medical community, former patients, politicians, philanthropists and business leaders to raise money for the advancement of healthcare in Queensland.

With a reputation for spectacular entertainment, fine food and incredible auctions and prizes, this black-tie gala has become one of Brisbane's favourite charity events. This year's Right Royal Affair event will celebrate the glitz and glamour of the over-the-top entertainment capital of the world, Las Vegas.

So, come along and "party with the king" at the 2015 Right Royal Affair on Saturday 13 June at the Brisbane Convention and Exhibition Centre. Tickets are \$200 each can be booked online at www.rbwhfoundation.com.au.





New volunteer coordinator for TPCF Foundation

Meet The Prince Charles Hospital Foundation's new volunteer coordinator, Rosy Bratt (pictured).

Rosy has 25 years of experience with volunteers and has previously worked within a hospital environment managing large volunteer teams. Since arriving, Rosy has hit the ground running and is now focusing on developing a new volunteering program for recruitment and management. She'll also be supporting the hospital's growing number of Charlie's Angels.

This newly created position is supported by Kedron-Wavell Services Club through its partnership with The Prince Charles Hospital Foundation.

If you see her around, say hello, or if you have a volunteer enquiry, email rosy.bratt@tpchfoundation.org.au.



Thank you to Charlies Angels who do so much for The Prince Charles Hospital.

Jack recognised as leading nutritionist

The Prince Charles Hospital's Acting Director Nutrition and Dietetics, Dr Jack Bell has been acknowledged as one of Australia's leading dietitians.



Dr Bell is one of five dietitians throughout the nation to be awarded the Advanced Accredited Practising Dietitian (AdvAPD) credential for 2015. The highly-regarded credential, which is endorsed by the Dietitians Association of Australia (DAA), recognises proactive leaders who integrate high level nutrition and dietetic skills to influence the health of the community.

DAA President Liz Kellett described the new appointees as "inspiring dietitians" and "role models" in the profession of nutrition and dietetics.

Dr Bell said having the AdvAPD credential provided a formal acknowledgement to the 'street cred' gained through years of hard work doing the 'extra' things to advance nutrition and dietetics as a clinician, educator, and researcher.

Dr Bell and his four colleagues join almost 100 other dietitians, or around two per cent of the DAA membership, who have previously been awarded the AdvAPD credential.

DAA President Ms Kellett said AdvAPDs work in diverse areas of practice including private practice, industry, public health, food service dietetics, community nutrition and clinical dietetics.

Metro North hosts mental health housing summit

Housing options to support people with mental health needs to obtain and sustain housing in the community was the focus of discussion at the inaugural Metro North Housing and Health Summit.

The summit was hosted by Metro North Mental Health (MNMH) in partnership with Department of Housing and Public Works and held at The Prince Charles Hospital.

It was aimed at providing education around navigating the mental health and housing systems and strengthening collaborative relationships between mental health and housing services to support consumers.

Key community partners were invited to promote the range of services available to support individuals in the community.

Executive Director Metro North Mental Health, Dr Brett Emmerson, said the summit was a further development in our partnership with housing agencies to promote the vital role that stable housing provides to the recovery of mental health consumers and maintaining their tenure in the community.

MNMH runs Queensland's largest Homeless Health Outreach Team, which provides assessment and treatment services for the homeless situated within a five kilometre radius of the GPO in inner North and South Brisbane.





No smoking on hospital grounds

A reminder to all staff, patients and visitors that it is now against the law to smoke on all hospital and health facility grounds, and for five metres beyond their boundaries.

These new laws cover any Queensland Hospital and Health Service that provides health services, including hospitals, community health centres, health clinics, rehabilitation centres and residential aged care facilities. The laws also cover private health facilities.

Since the new legislation was introduced on 1 January 2015, Metro North Hospital and Health Service has implemented a smoke-free education and awareness campaign, which includes support for patients and staff to quit smoking.

Feedback shows there has been a drop in numbers of people smoking on or around Metro North HHS facilities and those who have been found smoking have moved on when asked.

Security staff at Metro North hospital and health facilities now have the authority to issue infringement notices. Fines are issued should other means of dissuading smoking on or near health facility grounds prove ineffective.

We thank everyone for adhering to the new smoking legislation and supporting the health and wellbeing of hospital and healthcare staff, patients and consumers of Metro North health services.



Successful bid for Primary Health Network

Metro North Brisbane Medicare Local has won the contract for the Brisbane North Primary Health Network (PHN). PHNs will take over the roles of Medicare Locals on 1 July 2015.

Metro North Brisbane Medicare Local Board Chair Professor Claire Jackson applauded the announcement.

“It is a confirmation of the hard work the Medicare Local and its partners have done. Together we have made a real difference to the health of our local community,” she said.

“This successful outcome is a tribute to the excellent relationships we have with clinicians and community groups across our region.

“We are grateful for the level of support we have received. Local doctors, the Queensland branch of the AMA and the Metro North Hospital and Health Service backed our bid.

Professor Jackson said preparations to become a PHN were underway.

“We want to make the transition as smooth as possible and continue to help keep people healthy and out of hospital,” she said.

The PHN will cover the same area as the Medicare Local and the Metro North Hospital and Health Services, supporting clinicians and communities in Brisbane’s northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It will cover approximately 4,100 km² of urban, regional and rural areas, with a population of more than 900,000.

The PHN will continue to support GPs and other health professionals, and deliver many of the same programs the Medicare Local has over many years.

Supporting health care professionals with:

- localised clinical pathways
- electronic referrals
- accreditation and quality standards
- chronic disease management and care coordination
- eHealth records and secure messaging
- professional development and further education
- Managing healthcare and support programs for people in the community
- Home and Community Care
- Partners in Recovery.

Where would we be without our volunteers?

National Volunteer Week is an annual celebration to acknowledge the generous contribution of our volunteers.

The theme for this year's week (11–17 May) was 'Give Happy, Live Happy'.

It provided a great opportunity for us to say thanks to all our valued volunteers across Metro North who help out in so many ways.

Right: Royal Brisbane and Women's Hospital has more than 100 volunteers who generously give their time to assist patients, visitors and staff in countless ways. Congratulations and thank you to all RBWH Volunteers including (left to right) Patricia Rodriguez, Mike Norman, Lesley Waugh and Stephen Fay with the 'Give Happy Live Happy' certificates they received for National Volunteers Week.



At Redcliffe Hospital, volunteers were treated to morning tea and presented with from hospital management in recognition of their efforts. One of the hospital's newest volunteers, Lyn Holt, of Narangba, along Volunteer Coordinator Stacey McColm, cut the cake.



Caboolture Hospital staff took some time to give back to and thank our hospital volunteers for their continuing support to our patients, families, carers and the community. Volunteers come from St John, the Hospital Auxiliary, Heart Support Group and the Chaplain Service. There are about 80 volunteers across Caboolture-Kilcoy Hospitals, who undertake a range of activities, including volunteering in the canteen, providing a friendly ear to patients, meeting and greeting people in the foyer and delivering magazines to patients.

Are you following us on social media?

Metro North Hospital and Health Service (MNHHS) is on Facebook, Twitter and LinkedIn. Like us to get updates on what's happening in and around your hospital and health service.



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