

# Metro North Community News

June 2017

Metro North Hospital and Health Service *Putting people first*

|   |    |
|---|----|
| Sugary drinks off the menu at Caboolture                      | 2  |
| Partnerships in spotlight at health forum                     | 3  |
| Dental services on the move                                   | 4  |
| New pathway for back pain                                     | 4  |
| Staying well connected  | 4  |
| New 32-bed ward for Caboolture                                | 5  |
| Facelift for Kilcoy   | 5  |
| Art project brightens up patient laundry                      | 5  |
| Join in NAIDOC Week Family Fun Day                            | 6  |
| A GLOWing success   | 7  |
| Working together to connect care                              | 8  |
| Herston Quarter focussing on patient outcomes                 | 8  |
| World-leading researchers recognised                          | 9  |
| Precious Wings help families cope with loss                   | 9  |
| Yellow Envelope supports safer clinical handover in aged care | 10 |
| A great port of call for our patients and staff               | 10 |
| RBWH ED social work service helping domestic violence victims | 11 |
| Doctor Dad joins Medical Mums' immunisation campaign          | 11 |

Above: Cecil and Gilbert Nielsen are supporting Metro North's Year of the Frail Older Person.

## Improving care for frail older people

**Metro North Hospital and Health Service (MNHHS) is focusing on improving the care of frail elderly people.**

The campaign is backed by a service-wide governance committee, as well as action groups at each hospital and in community health services.

Clinical Services Executive Director Dr Elizabeth Whiting, a key leader of the campaign, said it had become evident that as the population had aged, the service needed to respond better to the challenges presented when providing care for this patient group.

"An increasing number of very elderly people are presenting to our hospitals, and these patients tend to be sicker and stay in hospital longer than their younger counterparts," Dr Whiting said.

"Inappropriate admissions and unnecessarily long periods in hospital can contribute to a frail older person declining in function to a point where they are unable to return home.

"The reality is when a frail older person is hospitalised, they have an average of 1000 days of life remaining, so we all have to ask the question, if we had 1000 days left to live, how many of those days would we choose to spend in hospital?"

"By treating every one of our frail older patients as we would our own family member, and by working together to provide holistic, integrated and responsive care, we aim to improve the quality of life for these patients as well as make a significant difference for the system in regards to bed capacity."

*Continued page 3...*



#MrsB #1000days #redtoreen



**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 colleagues,

As we reach the end of another financial year, thank you for your hard work and commitment to our patients. The groundwork we laid before last winter has served us well and we're reaping the benefits of initiatives such as the Interim Care Service at Zillmere and our Patient Access Coordination Hub.

In May we celebrated the second annual Metro North Research Excellence Awards. The quality of submissions was incredibly high and the winners are to be congratulated for their success. This year's award categories were redesigned to better align to the research journey, and introduced an extremely popular Research Support category.

We have also launched Metro North's first Research Strategy which provides a framework to guide and advocate for research, and the Snapshot of Research 2016. Both are available on our research website, along with the list of winners and highly commended researchers from the Excellence Awards.

During May we also held the Metro North Health Forum, in partnership with our colleagues at the PHN. The forum has continued to grow over the past few years and tickets sell out faster each year. A key theme of the forum was caring for people in their last 1000 days which links with our Year of the Frail Older Person campaign across Metro North.

The second annual CAHRLI Symposium was in early June. This showcase of allied health innovation and service improvement further highlights the spirit of advancement and the strong focus across Metro North on providing the best possible outcomes for our patients.

Kind regards,

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

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

## Sugar laden soft and sport drinks are no longer sold at Caboolture Hospital as part of a range of healthier new options for staff, patients and visitors.

The hospital's Fit Fab Cab 2.0 initiative is helping the hospital support the fight against obesity through the reduction of sugar and introduction of nutritious alternatives in its canteen and vending machines.

Caboolture Hospital Director of Allied Health and Service Partnerships Donna Ward said we were extremely proud of the efforts made by staff to embrace their own health and well-being.

"Not only are Caboolture staff more active through our Fit Fab Cab exercise program, they are now better informed with green to red food labelling throughout the hospital," Mrs Ward said.

"We are pleased the canteen now stocks a variety of wholesome foods from salads to stir-fries and the vending machines have healthier snacks and drinks."

As part of the initiative, sugary drink removal at Caboolture Hospital has been accompanied by a 40 per cent commitment to healthier food and beverage availability through the canteen and vending machines.

Metro North Hospital and Health Service Board Chair Dr Robert Stable AM said hospitals are places you go for healthcare so stopping the sale of unhealthy sugar loaded drinks makes perfect sense.

"We know soft drinks in particular offer absolutely no nutritional value, and do more harm than good. An average can of fizzy drink contains 10 teaspoons of sugar," Dr Stable said.

The Caboolture region has one of the highest rates of obesity in Queensland, with locals at higher risk of a wide range of chronic health conditions, including Type 2 diabetes, tooth decay, cardiovascular disease, stroke and even some cancers.

Fit Fab Cab 2.0 initiative is part of a broader strategy which will see more nutritious options and educational labelling rolled out across all Metro North Hospital and Health Service facilities over the coming months.



## Sugary drinks off the menu at Caboolture

*Left: Caboolture's Hospital's Auxiliary ladies are supporting the hospital's campaign to provide visitors and staff with more healthy food and drink options.*

## Partnerships in spotlight at health forum



*Don Matheson, General Manager Brisbane North PHN and Metro North HHS Health Alliance, Ken Whelan and Chris Seiboth, Executive Director CISS at the Health Forum.*

### The work being done across Metro North to better connect care was showcased at the annual Metro North Health Forum.

The forum, co-hosted by Brisbane North PHN, attracted more than 300 delegates working for professional health and consumer organisations. A focus this year was on maximising care for older people.

In his address Metro North Chief Executive Ken Whelan emphasised the partnership between the HHS and the PHN in providing a greater network of care for our patients.

“Through the Health Alliance, we are working with the PHN to develop services that provide seamless care throughout the patient journey,” Mr Whelan said.

“It shouldn’t be the patient’s responsibility to understand the organisational structure of Metro North or to know the difference between being referred by your GP for tests at the local pathology clinic or at the local hospital.”

The Healthcare Alliance provides opportunities for Metro North and the Brisbane North PHN to commission services across the continuum to ensure that our patients’ healthcare needs are met.

One way we’re working together is through the refresh of Metro North’s Health Service Strategy and development of a joint needs assessment for the Brisbane North region.

These two documents will guide our service planning and determine community priorities and areas of need.

Mr Whelan said hospital should not be where care starts or finishes.

“Truly integrated care should have hospital as a step to good health, not the centre of it.

One example of this is Metro North’s focus on improving the way we care for and treat frail elderly people,” he said.

“We know that, unlike the majority of our patients, older people with frailty are particularly vulnerable when they come into hospital.

“This year Metro North is making frail older patients our top priority, looking at how we redesign services or even just change the way we respond to older people when they come into hospital.

“By changing the way we care for this cohort, we can get people back into the community faster – and hopefully only see them when they legitimately need to be in hospital.

“Through better in patient care, outpatient clinic practices, and improved discharge planning and reporting, older patients who come into Metro North should be able to return to their GP and to their lives without delay.

“I’m a firm believer that hospital should be a speedbump on the road to good health, not the destination.

“The care pathway must start and end in the community, with GPs and community healthcare providers.

“We have already done a lot of good work together, but through the new Healthcare Alliance we are in a strong position to leverage new opportunities and provide better, more connected care for the one million people who rely on us,” he said.



*Continued from page 1.*

Caboolture siblings Cecil and Gilbert Nielsen believe the campaign is an important one for their generation.

“Our life as we know it could change tomorrow, it could change in the next hour and some of us already know that the end of life is looming,” they said.

“We’ve talked to friends and we all agree, we may be older but we want the same things as everyone else. We come to hospital to get better. We expect to leave hospital feeling better. When it is all over, we hope to be able to say, ‘well that wasn’t so bad after all’ and we trust [health service staff] to help us achieve this.

“When somebody cares enough to look after you it makes you feel like it is worthwhile living.”



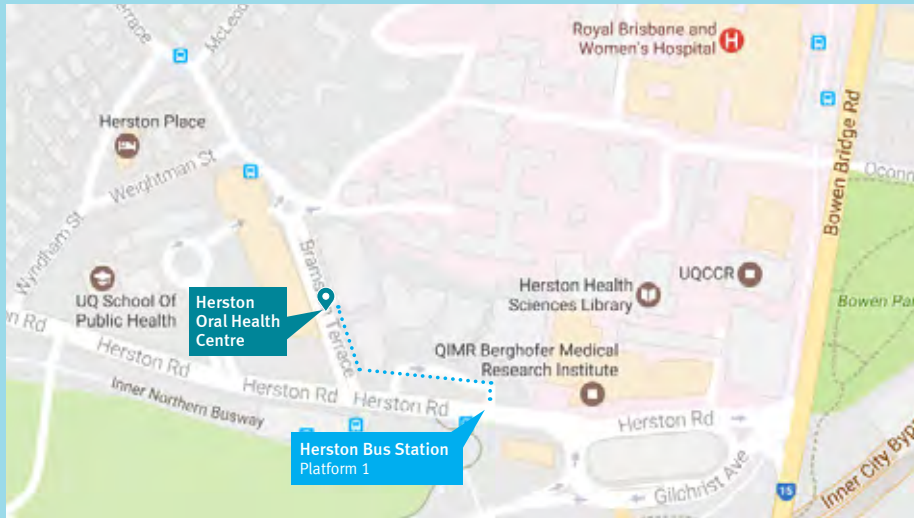
*Dr Liz Whiting, Executive Director Clinical Services spoke about healthcare for older people and Metro North’s focus on improving the way we care for and treat the frail elderly.*

Delegates also heard from Don Matheson, General manager of the Health Alliance and Professor Martin Connor, Director of Centre for Health Innovation, Griffith University, who gave the keynote presentation on Integrated Care.

The final plenary session was a presentation on the medicalisation of cannabis. Professor Iain McGregor provided an engaging and insightful perspective on what remains a controversial area of emerging medicine.

# Dental services on the move

From 19 June, 2017 patient services currently provided at the Brisbane Dental Hospital in Turbot Street will relocate to the Oral Health Centre, corner Bramston Terrace and Herston Road, Herston.



© image courtesy of Google maps

There will be no change to patient eligibility requirements.

Patient enquiries can be directed to 3365 8019.

The Oral Health Centre is a one-zone public transport journey from the CBD via the Inner Northern Busway and not far from Royal Brisbane and Women's Hospital.

Level 3 is the main entry for the dental clinics. This can be accessed directly via the elevated walkway opposite the Herston Bus Station.

For information on public transport options, check the TransLink website <http://translink.com.au/> or call the TransLink Information Centre on 131 230.

# New pathway for back pain

Back pain is a common reason for referral into Metro North, with almost 3000 patients waiting to be seen by a specialist service.

A new back pain pathway, supported by funding from Queensland Health's Integrated Care Innovation Fund, has been developed to improve access to specialist back pain care.

Project manager Lou Endicott said the pathway included tailored information for GPs to help them better support patients to manage their back and neck pain.

"At the moment GPs refer patients to a range of services, such as neurosurgery, orthopaedics or allied health clinicians," Lou said. "Under the pathway, all back pain referrals will move through the back pain pathway."

Many patients currently waiting to see a specialist consultant or physiotherapist across Metro North could be treated effectively through alternative services to hospital or secondary care.

"This pathway is a single entry point for referrals, with a GP with Special Interests working alongside senior allied health professionals to coordinate referrals as they come in, and review and stream patients to the right area," she said.

"We anticipate about 15 per cent of patients will be referred back to their GP for management and about 25 per cent will be progressed to urgent specialist outpatient care."

The pathway features a back pain hub and Care and Assessment Clinic at North West Community Health Centre. The service will also include a patient-focussed back education program.

"We want to hear from clinicians or anyone with ideas about what works, what doesn't work and how we can do better for these patients," Lou said.

The project also includes developing telehealth and telerehabilitation programs to support patients in their local area. The pathway has been developed by Metro North's Clinical Operations Strategy Implementation (COSI) unit in partnership with Brisbane North PHN and the Queensland Health Clinical Excellence Division.

The project can be contacted at [MetroNorthBackPainPathway@health.qld.gov.au](mailto:MetroNorthBackPainPathway@health.qld.gov.au)

# Staying well connected

When Doug Porter heard free WIFI was coming to The Prince Charles Hospital (TPCH) he was ecstatic.

As a patient who suffers from cystic fibrosis, Doug and his fellow chronically ill patients spend a lot of time in hospital waiting to see specialists and receive treatment.

"Hospital can be a very lonely and boring place, especially when you're there for hours and often weeks on end. Having access to free WIFI means I can talk to my family and friends on social media without worrying about going through my data and getting a big phone bill," Doug said.

"I can also check out the latest news and continue to run my business using my iPad which also connects easily to the hospital server and its fast."



WIFI is helping patients including Doug stay connected during frequent hospital visits.

This has been awesome and I know other patients are really happy to have this available."

Director of Nuclear Medicine Travis Pearson said TPCH was one of three Metro North hospitals to recently have WIFI rolled out which was a great win for patients, staff and visitors.

"I'm pleased we were able to roll out WIFI across all three hospitals without a hitch and the feedback has been overwhelming positive," Mr Pearson said.

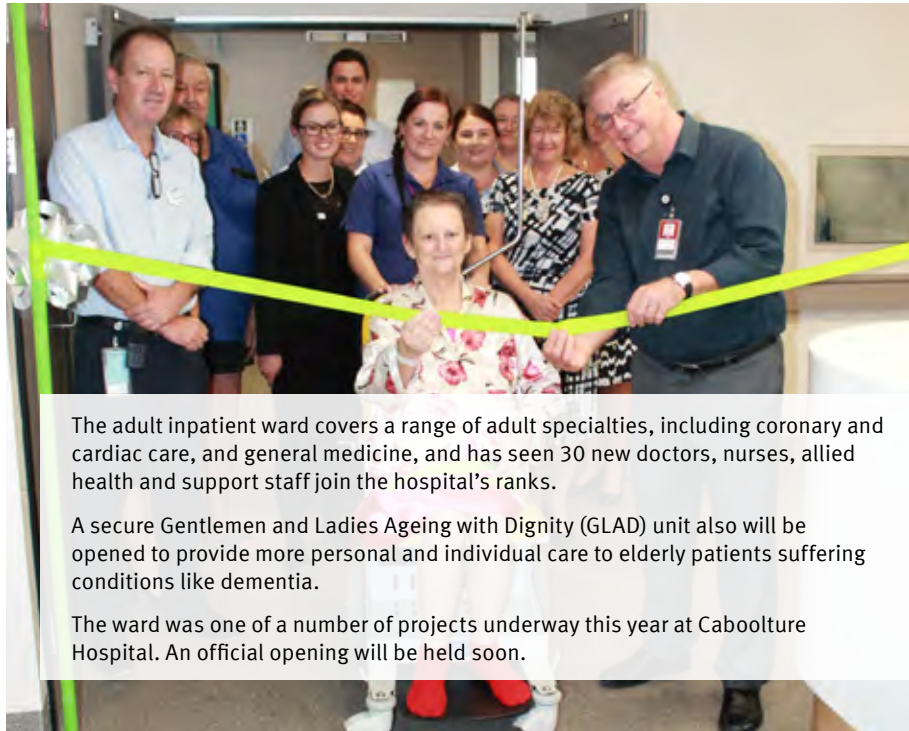
"Patients are now able to connect with their loved ones and keep up to date with what's happening outside of hospital at no cost.

"Just like at cafes, they're able to jump online using their smart phone or device in seconds and with the introduction of BYO Device, staff can access work emails anywhere instead of finding and logging onto a desk top computer."

Caboolture and Kilcoy Hospitals will be next to receive free WIFI.

# New 32-bed ward for Caboolture

Caboolture Hospital is now caring for patients in its new 32-bed ward.



The adult inpatient ward covers a range of adult specialties, including coronary and cardiac care, and general medicine, and has seen 30 new doctors, nurses, allied health and support staff join the hospital's ranks.

A secure Gentlemen and Ladies Ageing with Dignity (GLAD) unit also will be opened to provide more personal and individual care to elderly patients suffering conditions like dementia.

The ward was one of a number of projects underway this year at Caboolture Hospital. An official opening will be held soon.

*Gloria McArthur was the first patient at Caboolture Hospital's new Ward 3B.*

## Art project brightens up patient laundry

Who says laundry can't be fun?

A special art project within TPC's Mental Health Unit has turned the typically tedious task of laundry into a positive experience for consumers and visitors.

The project was led by the Metro North Mental Health Team's Artist in Residence Peta Mitchell, and engaged consumers to design and paint a mural in the unit's laundry.



*Peta and Don show off their colourful handiwork.*



*Reasons to celebrate.... Kilcoy Hospital has a fresh new look and some new local services with more on the way.*

## Facelift for Kilcoy

Local residents joined staff and Auxiliary members to celebrate the opening of the newly refurbished Kilcoy Hospital.

Metro North Hospital and Health Board Deputy Chair Dr Kim Forrester welcomed hundreds of people to the hospital to celebrate the milestone as part of the annual Kilcoy Hospital Auxiliary Fete.

"It is wonderful to celebrate the completion of three years of hard work to modernise Kilcoy Hospital and welcome some of the new local services now being delivered here," Dr Forrester said.

"The opening of a fully refurbished hospital is a great achievement for the local community, and will reduce the need for Kilcoy residents to travel to Brisbane for specialist care.

As part of the hospital upgrades, the ED, main patient ward and kitchen were modernised to meet increasing community demand.

A new air conditioning system has been installed for the main ward and the number of inpatient showers and toilets doubled to cater for increased demand and improved patient safety.

A covered walkway will provide better disability access from the main hospital to the new allied service in the Nurses' Quarters.

The recent upgrades followed major work to modernise of the old maternity wing and parts of the nursing quarters, and upgrade telehealth services at the hospital in mid-2015.

In 2016, Kilcoy Hospital welcomed a new oral health clinic for adults, expanded telehealth services and outpatient services for residents suffering kidney disease.

Improved Allied Health services have been introduced and a new recovery gym opened.

"It's valuable for those consumers who are in the inpatient unit for longer stays as it gives them something meaningful to do with their time in between treatments."

Peta said nursing staff has noticed that the laundry room could benefit from a freshen up, so rather than simply painting the room, staff saw an opportunity to involve consumers and create a more welcoming space.

Workshops with interested consumers focused on the intricacies of individual washing habits as a guide for the mural. From these workshops, consumers created posters of their ideas and then assisted Peta over three painting sessions to complete the final design on the laundry walls.

The design includes images of different items of clothing, and incorporates some of the existing graffiti as part of the mural.

Peta said consumers appreciated the opportunity to have their say about the mural design.

"Involving them in the process gave them a sense of ownership and a greater level of buy in and participation in the project," she said.

# Join in NAIDOC Week Family Fun Day

A family fun day will be held at St Columban's College, Caboolture on Tuesday 4 July, as part of NAIDOC Week Celebrations (2-9 July).

This year's theme is Our Languages Matter, emphasising and celebrating the unique and essential role that Indigenous languages play in both cultural identity, linking people to their land and water, and in the transmission of Aboriginal and Torres Strait Islander history, spirituality and rites, through story and song.

The event, to be held from 10am – 2pm, is designed as a family fun day for the Aboriginal and Torres Strait Islander communities on the north side including Zillmere, Caboolture and Redcliffe.

Hospital and health staff will also be invited to attend, as well as key stakeholders to participate by holding a health promotion stall at the event.

The event will feature a Welcome to Country, Aboriginal and Torres Strait Islander dancing, art and cultural workshops, traditional games, language and storytelling.

MNHHS Aboriginal and Torres Strait Islander Health Unit Director Paul Drahm said NAIDOC Week was an important time of the year to celebrate Aboriginal and Torres Strait Islander history, culture and achievements.

“It provides an important opportunity for our staff, community members, local elders, patients and visitors to all come together to recognise the contributions that Indigenous Australians make to our country and our society,” Paul said.

“There really is something for everyone at our family fun day and I encourage our staff, patients and local communities to come together as one to celebrate our unique and diverse Indigenous culture in Queensland.”

The Aboriginal and Torres Strait Islander Health Unit will also be supporting two community events – Kilcoy NAIDOC Celebration on Sunday 2 July at Yowie Park and the Northside NAIDOC Event held on Koobara Kindergarten grounds in Zillmere on Thursday 6 July.

For further information contact the Aboriginal and Torres Strait Islander Health Unit on (07) 3139 3231 or email A\_TSIHU\_MNHHS@health.qld.gov.au



Metro North Hospital and Health Service *Putting people first*

## 2017 NAIDOC CELEBRATION Caboolture Family Fun Day

Tuesday, 4 July 2017  
10am–2pm

St Columban's College  
Auditorium and Grounds

Staff, patients and community members are invited to come together to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people during NAIDOC Week.

The 2017 theme – “Our Languages Matter” aims to emphasise and celebrate the unique and essential role that Indigenous languages play in both cultural identity, linking people to their land and water, and in the transmission of Aboriginal and Torres Strait Islander history, spirituality and rites, through story and song.

The family fun day, held at St Columban's College at Caboolture, will feature a Welcome to Country, Aboriginal and Torres Strait Islander dancing and singing, storytelling, basket weaving and language workshops.



### PROGRAM

- 10am–10.30am**  
Welcome to country and official opening
- 10.30am–11.30am**  
Aboriginal and Torres Strait Islander dancing
- 11.30am onwards**  
Sausage sizzle and lunch from food vans
- 11.30am–12.30am**  
Cultural workshops: language, basket weaving and face painting
- 12.30pm – 1.30pm**  
Emergency services presentation, sports clinics and Indigenous games
- 2pm**  
Event closure

**PLUS** A FREE SAUSAGE SIZZLE • JUMPING CASTLE • ANIMAL FARM • TRADITIONAL GAMES • SPORTS CLINICS

The event is proudly supported by the MNHHS Aboriginal and Torres Strait Islander Health Unit, Community, Indigenous and Subacute Services and St Columban's College





Redcliffe ICU staff Nicola Barker-Gregory, Rehan Akram, Rachel Bailey, Keryn Matthews, Sian Pfingst and David Moloney put their best foot forward in the Reconciliation Race to the Roof.

## Putting their best foot forward for reconciliation

The National Reconciliation Week theme of ‘Let’s Take the Next Steps’ was quite fitting for the 21 Redcliffe Hospital staff who took part in the inaugural Reconciliation Race to the Roof event.

Staff could run or walk up the six flights of stairs. Winner Dominic Clarke covered the distance in 25.25 seconds to be the fastest finisher on the day.

The Hospital Indigenous Hospital Liaison Officer Rox-anne Currie said the event was a fun way to raise awareness about the significance of the week.

“Cultural events such as Reconciliation Week are essential to bridging the gap between our Indigenous and non-Indigenous staff,” she said.

“I am pleased to see our hospital staff jump on board with the race and to walk towards the path of reconciliation together.”

## A GLOWing success

A few years ago RBWH midwife Libby Ryan noticed a growing trend with the patients in the maternity department.

“The first question we tend to ask women is ‘when was your last period?’... and they would all check their phone,” Libby said.

“We thought, this market is completely obsessed with their phone and we have nothing to offer them there.

“So we wanted something that was 24/7, smart device friendly for the new cohort of young women coming through... we absolutely need to be keeping up with them.”

Thus GLOW, an online learning resource for pregnant women and families, was launched on 28 April 2016 using iLearn.

Designed for those having their baby at RBWH, the program is free and can be accessed 24 hours a day, seven days a week from a home computer, tablet or smart phone.

Libby said it had been welcomed by mums and dads alike, with video and text resources serving to fill a ‘gap’ in existing information models for consumers who operate heavily in the online space.

“We have pictures and videos... we share some videos about wrapping and bathing,” she said.

“Personally I like that we have a module about complications... because warm and fuzzy births don’t happen for everybody and people should be informed.



GLOW's Libby and Karen are all smiles after their win

“We want to talk about what’s real.”

GLOW’s success has earned the team the ‘Value the Customer’ award at the eHealth Queensland Expo this year.

The concept is expanding, with Glow Plus in development to service families with premature babies.

# The 11th MNHHS Aged Care Conference

9-11 August 2017

RBWH Education Centre  
Royal Brisbane and Women’s Hospital  
Butterfield Street, Herston, Brisbane

Registrations now open.

Full program out late June 2017

We look forward to you joining us.

For more information visit the event website at [www.health.qld.gov.au/metronorth/events](http://www.health.qld.gov.au/metronorth/events)



**Keynote speaker**  
Anh Do

Anh Do shares his life story from arriving in Australia at age two on an eight metre fishing boat with 47 other Vietnamese Refugees to accomplished writer, actor, artist and comedian.



# Working together to connect care

“[It’s] given me skills, ideas and tools to lead a happy, contented life; to do better... it’s never too late to have dreams come true.”

That’s the feedback from a 62-year-old female participant in the Working Together to Connect Care (WTTCC) program, which aims to decrease emergency department presentations by providing focused, community support and integrating health services.

Realising that many patients arriving at the ED were doing so because they may have lacked community support or were attending ED as part of their everyday healthcare, the RBWH ED, Patient Flow, Micah Projects, Footprints and the Institute of Urban Indigenous Health joined forces to create WTTCC.

Individuals included in the program are those who have attended the RBWH ED more than four times a month, and are usually highly vulnerable and frail persons with complex needs.

They often have a limited social support network and for many, there is no stable housing.

Potential participants are flagged in the ED IT System, where staff then consent, case review and refer to community services.



Members of the Working Together to Connect Care team.

An Acute Management Plan is developed and implemented in the ED, and individualised, patient-centred case management is provided by both government and non-government community services.

More than 60 per cent of program participants have attended multiple EDs across South East Queensland, 42 per cent have an increased risk of aggressive and anti-social behaviours, and 68 per cent of participants attend by ambulance after business hours.

With RBWH CIS Assistant Nursing Director Leonie Cartridge-Gann, ED Nurse Practitioner Clancy McDonald and Senior Project Officer Debra Harcourt at the helm, 115 participants have commenced on the program with impressive results.

An incredible 33 per cent decrease in ED presentations has been recorded, using data taken five months prior to the program’s commencement and five months following commencement, saving an estimated \$197,780 and 1023 hours.

## Herston Quarter focussing on patient outcomes



Work on the \$1.1 billion Herston Quarter health, wellbeing and mixed-use redevelopment is underway, marking a new era for the Herston Health Precinct.

Debbie McNamara, Development Director for the redevelopment, said Herston Quarter would be a great addition to the quality health, research and education facilities available within the Herston Precinct.

“Over the coming weeks, a range of works to disconnect services from within

the Herston Quarter site from the rest of the Herston Precinct will continue,” Ms McNamara said.

“These enabling works will be ongoing throughout this year, and will become more visible over the coming months.

Once these works are completed, it makes way for construction that is programmed to start early next year.

“The first health facility to be built will be a state-of-the art specialist rehabilitation and ambulatory care centre valued at over \$300 million.

This new facility will complement the existing facilities at Herston and will deliver infrastructure to support the future growth of health services across Metro North and improve the delivery of quality health care.

Graeme McKenzie, Project Direction acknowledged the valuable input of the non-clinical participants.

“By working collaboratively alongside clinicians at the design user group meetings, we can better shape quality patient outcomes,” he said.

“The engagement is supported by a roadshow to share the design journey so far with other MNHHS facilities, RBWH staff forums, other staff associations, and the RBWH Consumer Advisory Group,” he said.

The first phase of clinical design was completed in May 2017. The second phase of the three-phase clinical design process has just begun.



## World-leading researchers recognised

An international expert in intensive care and antibiotics has taken the top honour at the Metro North Hospital and Health Service 2017 Research Excellence Awards.

Professor Jeff Lipman was named Researcher of the Year for his extensive and innovative work in the field of antibiotic resistance and championing a culture of research excellence, while Dr Jonathon Fanning is this year's Rising Star for advancing understanding of the effects of cardiac procedures.

Metro North Hospital and Health Service Chief Executive Adj. Professor Ken Whelan said the Research Excellence Awards recognised achievements made by a range of researchers from across the diverse health service.

Executive Director of Research Professor Scott Bell said the awards attracted 74 high calibre nominations over seven categories from Discovery and Innovation to Health Services and Implementation Research.

"Our researchers are the epitome of what bringing ideas to life is all about. They are improving healthcare at all stages of the patient journey and making huge strides in their dedicated expertise.

They are turning research outcomes into daily practice which is a challenge faced by both researchers and clinicians around the world," Prof. Bell said.

*Below: Congratulations to Metro North's Researcher of the Year Professor Jeff Lipman and Rising Star Dr Jonathon Fanning.*



### 2017 award winners

**Researcher of the Year**  
Professor Jeffrey Lipman

**Rising Star Award**  
Dr Jonathon Fanning

**Research Support Award**  
Dr Alka Kothari

**Discovery and Innovation Research Award**  
Translational Osteoarthritis Research Group

**Clinical Research Award**  
Queensland Centre for Gynaecological Cancer Research, Laparoscopic Surgery for endometrial cancer

**Complex Health Challenges Research Award**  
Obstetric Medicine Research Team

**Health Services and Implementation Research Award**  
Kidney Supportive Care Program

**Chief Executive Award**  
Brighton Research Advancement Team

## Precious Wings helping families cope with loss

Borne from the tragic loss of Kerry Gordon's baby son Toby, charity Precious Wings offers support, warmth and love to those suffering heartbreaking loss in hospitals around South East Queensland.

The charity, co-founded by Kerry and Kirstie, helps families faced with the loss of a baby or child by supplying memory boxes containing gifts such as 'forget me not' seeds, scented candles, teddy bears and picture frames.

Nearly four years since its conception, Precious Wings has grown to cater to more than 15 facilities, including Redcliffe and Caboolture Hospitals, Hummingbird House and RBWH Cancer Care Services, where boxes are given to the children of parents dying of cancer.

The busy Brisbane nurse said the charity was producing an average of 42 memory boxes a month, with sobering peaks of up to 80 a month.

The charity even fields frequent requests for boxes from the United States.

"I wish they weren't being used, it blows me away how many families are going through this loss," Kerry said.

"You don't realise the sheer numbers. Even hospital staff are shocked by those numbers.

"But this is something small we can do, and if we can help one family have the best possible experience they can with no regrets then it is a wonderful thing.

"You only have one opportunity to make these memories and if we can help then that is amazing."

Precious Wings relies heavily on community support, corporate donations and fundraising activities such as their annual fundraising luncheon. Learn more at <https://www.preciouswings.org>



*Kerry Gordon is Co-founder of Precious Wings, a charity offering support, warmth and love to families faced with the loss of a baby or child.*

# Yellow Envelope supports safer clinical handover in aged care

While residential aged care providers make every effort to ensure residents receive the best care, from time-to-time they may need to transfer residents to a hospital to access certain procedures or to see a specialist.

In these instances, effective clinical handover can reduce communication errors between health and aged care professionals, and can improve care delivery and patient safety.

Poor or absent clinical handover can have serious consequences for patients. It can result in delays in the provision of a diagnosis or treatment, tests being missed or duplicated, and can lead to the wrong treatment or medication being administered.

The Yellow Envelope is a clinical handover tool designed for use within the North Brisbane and Moreton Bay catchment to support the transfer of aged care residents to and from hospital.

Brisbane North PHN and Metro North Hospital and Health Service have recently revised and refreshed the Yellow Envelope to meet best practice clinical handover procedures.

Suzi Richens, Clinical Development Manager at Peninsula Palms aged care facility in Rothwell, knows the importance of a good clinical handover process.

"We use the Yellow Envelope to put in all of our clinical information that we're going to be passing on to those who will be receiving our resident at the other end," Ms Richens said.

Clinical information provided on residents usually includes a medication summary, current mobility status and an advance health directive or other health directive, if available.

Ms Richens is keen to see local hospitals adopt the Yellow Envelope and use it to return clinical information when residents are discharged.

"We really appreciate getting the resident's clinical information back in those Yellow Envelopes...when they return from an acute facility," Ms Richens said.

"It really allows us to be able to process them and transition them back into the home with all of their discharge summary, any medication changes that have been made, any follow up information, and clinical and medical information that we need.

"It is really difficult to be able to bring them home and put in place the kind of care that they need after they've come back if we don't have that information come back."

The Yellow Envelope was launched in May 2009 following a study, funded by the Australian Commission on Safety and Quality in Health Care, which aimed to develop an audit tool focused specifically on information flow in residential aged care facilities and hospital transfers.

To view the video or read a study about the Yellow Envelope, go to <https://goo.gl/07U8Rm>.

## Order the Yellow Envelope

Aged care services can obtain copies of the revised Yellow Envelope from Brisbane North PHN. Call 07 3630 7300 or email [CommunityCare@brisbanenorthphn.org.au](mailto:CommunityCare@brisbanenorthphn.org.au)



# A great port of call for our patients and staff

The Caboolture Hospital Chaplaincy Service has come a long way since its inception in 1997 when the chapel was first built, but today it continues to make such a wonderful difference to staff, patients and visitors.



Hospital staff recently had the privilege of saying thank you to 17 past and current Chaplains who have given so much to the Caboolture community over the past 20 years.

Executive Director Dr Lance Le Ray said the Chaplaincy Service has become a central part of the care we offer at our hospital and to our community.

"Our volunteer chaplains have given up so much time over many years, and they have made a great difference to the lives of our patients, visitors and staff," he said. "Their presence here at the hospital has been a constant gift to us all."

"The countless hours of support and comfort they provide to our patients and their loved ones in their time of need, any time of day and night has been inspirational."

In late 1996, under the guidance of Martin Jonkers, Caboolture Rotary Club and other local businesses the plans to build a chapel at the hospital were hatched.

The local community rallied together through a range of fundraising activities to build the chapel, including a grand ball at the Morayfield Community Hall and further donations from the Caboolture Hospital Auxiliary.

The initial chapel, which cost around \$60,000 to build, saw eight local unemployed people construct the chapel in early 1997, with the guidance of the Rotary Club and Workskills Advancement Corporation.

Dr Le Ray said he looked forward to another 20 years where our chaplains continue to grace our halls.

*Above left: Our past and current chaplains have become a great port of call for our patients, staff and family members in times of loneliness or just needing someone to talk to.*

# RBWH ED social work service helping domestic violence victims

Researchers are studying an Australian first 24/7 social work service at the Royal Brisbane and Women's Hospital (RBWH) Emergency Department, which is helping domestic violence victims.

The hospital's Emergency Department is the only ED in the country providing a dedicated social work team around the clock. Although many larger EDs have the ability to call in a social worker for victims of violence who present after hours or on weekends, RBWH has a team already on the ground to care for patients on arrival as well as connecting them to services such as Micah Projects and DV Connect.

RBWH Emergency Medicine Specialist Dr Alex Markwell is leading the first study of its kind to explore the role this service has for victims of abuse, as well as the potential benefits to the hospital and overall patient care.

"We know care for victims of violence who present to ED in many hospitals can be delayed due to a number of reasons such as social workers not being on hand after hours but also victims being too frightened to raise their hand for help," Dr Markwell said.

"RBWH ED Social Work service cared for more than 130 domestic violence patients last year but we know the number of patients affected by domestic violence is probably a lot higher. With the social work team working side by side with medical and nursing teams, they're able to quickly identify those who are at risk and need urgent support.

"In almost 90 per cent of cases, social workers are able to refer domestic violence victims to further appropriate services so that they can receive on-going help once they leave hospital."

CEO of Micah Projects Karyn Walsh said that over the past five years, the RBWH social work team had referred significant numbers of domestic violence victims to the service where they are able to connect with domestic violence victims before they leave hospital.



Above: Discussing the research behind the RBWH Emergency Department 24/7 in-house social work program are Dr Anthony Bell, Karen Walsh, CEO, Micah Projects; Health Minister Cameron Dick; Angela O'Malia, RBWH Director of Social Work and Psychology and Dr Alex Markwell.

"From there we're able to find alternative accommodation and provide ongoing emotional support to these patients. This program is just another important step in breaking the cycle of as it allows us to intervene earlier and before the situation escalates," Ms Walsh said.

The year-long research project is funded by the Emergency Medicine Foundation.

The 24-hour Statewide Domestic Violence Women'sline operates 24/7 on 1800 811 811.

## Doctor Dad joins Medical Mums' immunisation campaign

Recognising that fathers also make decisions about immunising their children, Brisbane North PHN's childhood immunisation campaign now includes a male role model.

The hospital's Emergency Department iDr Stuart McAuley is a General Practitioner practising in Lawnton, a father of two young girls and a strong advocate for childhood immunisation.

In a series of videos, Dr McAuley explains that the PHN's Medical Mums campaign aims to counter misinformation about vaccination.

"We live in a world where there's information overload and the problem is there's no filters to this information," Dr McAuley said.

"And I think, when making a decision like whether you don't vaccinate your child, you need to speak to somebody who is educated and knows what they're talking about."

A 2012 study published in the journal BMC Pediatrics found that up to 27 per cent of parents only partially vaccinate their children due to worries they have about the safety, necessity or number of childhood vaccines.



GP and father of two, Dr Stuart McAuley is a strong advocate for childhood immunisation.

The study found health professionals have a central role in maintaining public trust in vaccination, including addressing parents' concerns.

The Medical Mums campaign is targeted toward parents in North Brisbane and the Moreton Bay region and features local GPs and other health professionals talking about why they immunise their own children.

The videos and other resources are also available via the Medical Mums website at [medicalmums.com.au](http://medicalmums.com.au)

### According to the Australian Institute of Health and Welfare's My Healthy Communities website, in 2014-15:

- 92.6% of one-year-old children in the Brisbane North PHN region were fully immunised, compared to 91.3% nationally.
- 90.3% of 1-year-old Aboriginal and Torres Strait Islander children in the Brisbane North PHN region were fully immunised, compared to 87.7% nationally.
- 91.4% of two-year-old children in the Brisbane North PHN region were fully immunised, compared to 89.2% nationally.
- 89.5% of two-year-old Aboriginal and Torres Strait Islander children in the Brisbane North PHN region were fully immunised, compared to 86.7% nationally.
- 93% of five-year-old children in the Brisbane North PHN region were fully immunised, compared to 92.2% nationally.
- 93.6% of five-year-old Aboriginal and Torres Strait Islander children in the Brisbane North PHN region were fully immunised, compared to 93.5% nationally.

# Are you following us on social media?

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Metro North Community News provides information about what's happening across Metro North Hospital and Health Service, including new initiatives, patient stories and details of upcoming events.



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