

Metro North Community News

September 2016

Metro North Hospital and Health Service *Putting people first*

From the Board Chair and the Chief Executive	2
RBWH doctors recognised at Asia Pacific's premier healthcare event	3
Congratulations Dr Liz Kenny	3
Researchers climb Mt Kilimanjaro to unlock altitude sickness	4
Brisbane North chosen as a Health Care Homes site	4
An Olympian among us	5
Support for people living in pain	5
RBWH's new meal ordering system a win-win for all	6
Expo focuses on healthy ageing	6
A day in the life of .. Ralda MacGregor	6
RBWH on the frontline in the war against superbugs	7
Working together to bring healthcare into the digital age	7
NAIDOC Week	8
Identification: your right to a healthier life	11
Navigating the way for patients across Metro North	11
Star treatment at Redcliffe Hospital's Transit Lounge	12
Working together: Caboolture Hospital, Police and the Ambos join forces	12
Faster access to critical Hepatitis C medication	13
Working together to improve Safety and Quality across Metro North	13
'Liquid gold' delivery across the Tasman	14
60 seconds with... Lita Olsson	14
Sharing stories to inspire others	15
We want to know what you're thinking	15
Do you have selfie teeth?	16

Above: Dr Andrew Mallett, Associate Professor Julie McGaughran, Dr Cas Simons, Dr Chirag Patel and Dr Peter Trnka are part of KidGen – the National Renal Genetics Flagship for AGHA.

Leading the way in renal genomics

Royal Brisbane and Women's Hospital nephrologist Dr Andrew Mallett is leading a new National Rare Disease Flagship for Renal Genetics.

The Australian Genomics Health Alliance (AGHA), supported by a \$25 million National Health and Medical Research Council grant, is driving nationwide integration and implementation of genomic medicine in healthcare.

The AGHA renal genetics flagship known as KidGen is one of five across Australia and the only one based in Queensland.

Dr Mallett, who is national director of KidGen and co-lead of the Queensland Renal Genetics Service based at RBWH, said the aim of the consortium was to improve the translation of genomics into healthcare and the understanding of inherited kidney disease.

"KidGen's focus is on supporting and reimagining clinical care for families with inherited kidney disease using new tools, including genomics and research," Dr Mallett said.

"Genomics is the one technology that has the greatest opportunity to change healthcare for the better - in my generation. It has applications in all kinds of health areas including infectious diseases, cancer, rare disease, reproductive medicine and transplantation just to name a few.

"If we know the genetic causes of disease, inherited or otherwise, we have a starting point for clinical care, research and future treatment. We can't begin to think about treating things we don't understand."

Kidney-related disease affects around one in eight Australian adults, with 10 to 20 per cent having an inheritable form of the disease.

KidGen brings together paediatric and adult nephrologists, clinical geneticists, genetic counsellors, diagnostic genomics lab teams, research genomics teams and disease modelling research groups from across Australia.

"This collaborative approach allows us to integrate these new tools into healthcare to improve diagnosis, prognosis, treatment options and provide Australians with rare disease an accurate diagnosis in a faster timeframe," Dr Mallett said.

"It's a one-stop shop to provide for genomic sequencing in a clinical capacity and, where appropriate, in a research capacity.

"That genomic information can then be used to better tailor genetic counselling, investigations and treatments to a patient and family's particular needs. This is the amazing potential that genomics unlocks in the age of precision and personalised medicine."



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From the Board Chair and the Chief Executive 2

RBWH doctors recognised at Asia Pacific's premier healthcare event 3

Congratulations Dr Liz Kenny 3

Researchers climb Mt Kilimanjaro to unlock altitude sickness 4

Brisbane North chosen as a Health Care Homes site 4

An Olympian among us 5

Support for people living in pain 5

RBWH's new meal ordering system a win-win for all 6

Expo focuses on healthy ageing 6

A day in the life of .. Ralda MacGregor 6

RBWH on the frontline in the war against superbugs 7

Working together to bring healthcare into the digital age 7

NAIDOC Week 8

Identification: your right to a healthier life 11

Navigating the way for patients across Metro North 11

Star treatment at Redcliffe Hospital's Transit Lounge 12

Working together: Caboolture Hospital, Police and the Ambos join forces 12

Faster access to critical Hepatitis C medication 13

Working together to improve Safety and Quality across Metro North 13

'Liquid gold' delivery across the Tasman 14

60 seconds with... Lita Olsson 14

Sharing stories to inspire others 15

We want to know what you're thinking 15

Do you have selfie teeth? 16

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

Board Chair's message

Metro North Hospital and Health Service plays an essential role in delivering healthcare to patients and clients both within our catchment and from across Queensland. We care for thousands of people every day. This is a responsibility we take seriously.

As part of our commitment to the health of Queenslanders and our pledge to put people first, we recently launched our refreshed [Strategic Plan 2016–2020](#). Our new vision guides our future direction: Changing the face of healthcare through compassion, commitment, innovation and connection.

The strategic plan will build upon our already excellent delivery of public healthcare and guides our future direction for the next four years. Key objectives of the strategic plan are:

- 1) To always put people first
- 2) To improve health equity, access, quality, safety and health outcomes
- 3) To deliver value based health services through a culture of research, education, learning and innovation.

As our population grows and the demand for our services increases, we are even more dedicated to driving improvements in the provision of high quality, integrated health services.

Our focus will be to improve the patient and client experience, support and develop our staff and work with our partners to better connect care and improve outcomes.

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



Ken Whelan
Chief Executive, Metro North
Hospital and Health Service

Message from the Chief Executive

Building a healthier future for our community involves continual commitment to high quality care, innovation and excellence. Looking back at our performance over the last quarter, our staff have worked extremely hard to achieve this.

As winter comes to a close, the notoriously busy period for our hospitals also begins to wind down. I am proud to say we managed exceptionally well thanks to the great work of our staff.

In addition, our newly launched Patient Access Coordination Hub (PACH) is showing positive signs of better coordinating care from the ambulance, to the hospital and back to the community. PACH uses live data streamed to a central point to enable a complete view of capacity and demand.

There are exciting times ahead for Metro North as we lead the delivery of the \$1.1 billion Herston Quarter redevelopment. The 10 year project is estimated to create hundreds of jobs and will reinforce Metro North's reputation as an internationally renowned health provider.

This newsletter showcases some of our accomplishments in the last three months. I hope you enjoy reading some of the great news coming from across our service.

Ken Whelan
Chief Executive
Metro North Hospital and Health Service



RBWH doctors recognised at Asia Pacific’s premier healthcare event

Project officer Tanya Milburn (left), Dr John Wakefield and Professor Louise Cullen at the APAC Forum Gala Dinner in Sydney.

Two doctors from the Royal Brisbane and Women’s Hospital have won an international award for translating their research into clinical practice, enabling diagnosis of heart attacks faster and providing quicker treatment to patients presenting with chest pain in Queensland Emergency Departments (EDs).

Emergency Physician Professor Louise Cullen and Cardiologist Professor Will Parsonage received the honour for leading the Accelerated Chest Pain Risk Evaluation (ACRE) Project.

The project took home the prestigious Ko Awatea International Excellence in Health Improvement Award at the APAC Forum in early September, one of the largest healthcare improvement conferences in the world.

The project has introduced an accelerated diagnostic protocol (ADP) across the state’s EDs, which provides guidelines to safely and quickly deliver care to patients who are not suffering a heart attack.

For many people, chest pain can be a terrifying and debilitating experience. Only one in five patients with chest pain suffer a heart attack, while the rest are diagnosed with indigestion or other less serious conditions.

The innovative diagnostic tool rapidly treats patients with chest pain and has reduced the panic time and provided fast life-saving treatment to those most in need.

The ADP has redesigned the evaluation and management of low-intermediate risk patients presenting with chest pain to EDs in 19 hospitals statewide, including The Prince Charles Hospital, Caboolture and Redcliffe.

Professor Cullen said she felt honoured to receive international recognition for the project, and she hopes the ADP will become standard practice within EDs Australia-wide.

“This has reduced the demands on our emergency and inpatient services. We have been able to reassure patients that they have not suffered a heart attack sooner,” Professor Cullen said.

“We have seen a decrease in the total average emergency department length of stay by 34 minutes, which has improved each hospital’s performance against National Emergency Access Targets.”

Professor Cullen said the success of the project would not have been possible without the support of Metro North and Queensland Health.

“Translating the research into clinical practice was thanks to the enthusiasm and support of Emergency and Cardiology Department staff in the 19 ACRE hospitals,” she said.

“While a key focus was to safely improve patient care, large benefits for participating health services have also been realised.

“It has led to cost savings of more than \$7.5 million dollars, money which is being reinvested in other health services.”

Congratulations Dr Liz Kenny

Congratulations to internationally renowned cancer specialist Adjunct Professor Liz Kenny, who was honoured for her outstanding work in interventional oncology in Barcelona in September.

Adj. Prof. Kenny was awarded a prestigious Distinguished Fellowship from the Cardiovascular and Interventional Radiological Society of Europe (CIRSE) and is the first Oncologist to receive the honour.

Working as a Senior Radiation Oncologist at the Royal Brisbane and Women’s Hospital, Adj. Prof. Kenny is also the Medical Director for the Central Integrated Regional Cancer Service, Medical Director for the Herston Imaging Research Facility and also serves as the Chair of the Queensland Statewide Cancer Clinical Network.

The CIRSE Fellowship honours physicians and scientists who have made exceptional contributions to the practice and science of Interventional Radiology.



Researchers climb Mt Kilimanjaro to unlock altitude sickness



Day 6 of the trek and second testing day at Upper Baranco camp (1280 ft - 3950m)



Norman Morris and Helen Seale conducting a pre-climb exercise test on Bruce Johnson in Moshi, located on the lower slopes of Mt Kilimanjaro, with the portable metabolic system in place.

Norman Morris at Lava Tower (4,600m) where the group stopped to check their oxygen saturations.



Professor Norman Morris, who works at both TPCCH and Griffith University, and fellow TPCCH physiotherapist Helen Seale, embarked on a research study in August, which involved trekking the highest mountain in Africa.

The two joined 30 others on an adventure experiment up Mount Kilimanjaro in Tanzania.

The expedition was led by a long-time collaborator of Professor Morris' Professor Bruce Johnson from the Mayo Clinic, who previously undertook studies in Mount Everest in Nepal, Aconcagua in Argentina and a 3-year study in the South Pole to study the effects of altitude sickness.

Helen and Norman performed short exercise tests on the climbers and researchers as they climbed.

Two portable metabolic carts were used to measure gas exchange, oxygen saturation and heart rate.

The purpose of the trip was to measure how altitude affected the body by looking at a range of variables including altitude symptoms, sleep quality, day/night time oxygen saturation, cardiac function using echocardiography and electrocardiogram, lung function, energy expenditure and body composition.

Follow Norman's adventure here »

<http://norman-climbs-kili.blogspot.com.au/>



Brisbane North chosen as a Health Care Homes site

Chronically-ill patients in the Brisbane North and the Moreton Bay area will have greater access to coordinated medical, allied health and out-of-hospital services after the region was chosen as one of ten 'Health Care Homes' sites nationwide.

The national health initiative simplifies what is often a complex health journey for people with chronic health conditions by allowing them to nominate one GP practice as their 'home base'.

Brisbane North PHN Board Chair Professor Claire Jackson praised local GPs who have shown great leadership over many years developing improved models of patient care.

Professor Jackson said PHN's close ties with Metro North are also essential in ensuring a seamless transition to the Health Care Homes model.

"We have been working alongside our local hospitals and GPs for more than two decades to deliver integrated care solutions for patients with complex chronic health conditions," Professor Jackson said.

"Our innovative local programs have meant thousands of Queenslanders have accessed coordinated care for serious conditions like diabetes, heart disease and stroke."

Metro North Chief Executive Ken Whelan congratulated the PHN on its selection and said he looked forward to continuing the close partnership between both organisations.

"I am very supportive of the Health Care Homes model. It will give more patients control over their own well-being, helping them to remain healthier, at home and in the community," Mr Whelan said.

"Both clinicians and their patients will benefit through improved coordination of care and reduced demand on hospital resources."

Professor Jackson added that Health Care Homes will provide greater flexibility to GPs and better support quality patient care for more complex patients.

"We are working closely with local GPs, the RACGP, AMA and allied health groups to ensure the Health Care Homes model will lead to improved patient health outcomes and strengthen the doctor-patient relationship," she said.

The Australian Government has advised that stage one will support eligible primary care providers to deliver coordinated care, management and support to approximately 65,000 voluntary participants with chronic and complex conditions.

An Olympian among us

Not many people can say they have competed in the Olympic Games, but our nurse at Redcliffe Hospital Paul Adams can.

Paul said tilting for gold in Rio felt surreal.

“It was a definitive part of a childhood dream completed. Of course I wanted to be a champion but we all can’t win,” he said.

“Being around world class athletes and competing amongst the best was exhilarating – a life changing experience and definitely the highlight of the trip.”

While the 24 year-old skeet shooter returned home without a medal, he achieved something the majority of Australians could only dream about.

The team at Redcliffe Hospital said Paul was a champion, even before Rio.

“It’s not every day you have a team member who is an Australian Olympian and we’re very proud of Paul’s efforts,” nurse unit manager Joy Jensen said.

“He epitomises what an Australian athlete should be and I have no doubt there’ll be more opportunities ahead for him, both at work and in skeet shooting.”

After taking a well-deserved break following his Olympic debut, Paul has returned home to his other passion.

“It’s great to be back at work. I really want to learn more about nursing and also the flow of patients and managing that,” he said.



Right: Paul Adams competing at the Olympic Games in Rio. Above: Redcliffe Hospital cheering Paul on.



Support for people living in pain

The Australian Pain Management Association (APMA) operates a national network of Pain Support Groups (PSG) across Australia.

The PSGs meet regularly to offer support, friendship, information, presentations and guest speakers. The groups are for everyone in the community living with pain and their family members. Admissions to meetings are free for APMA members and a gold coin donation for non-members.

Location:

Chermside Community Health Centre
Hamilton Road, Chermside

Contact:

brisnorth@painmanagement.org.au

www.painmanagement.org.au/what-we-do/support/pain-support-groups.html

APMA is a community partner group supported by Chermside Community Health Centre.



RBWH's new meal ordering system a win-win for all

Patients have given Delegate, the RBWH's new online meal ordering system, the thumbs up, saying it makes ordering food easier and provides more options.

New mum Kathrine Charteris has had first-hand experience with both the old and new system and recently gave the online system her tick of approval.

"You can tell the dietetic assistant a bit more information, compared with the paper system, especially about allergies," Kathrine said.

Each day the hospital co-ordinates meal orders for more than a thousand patients and produces some 2600 individual meals.

"I like being able to ask questions about the options while they are there taking the order."

Each day the hospital co-ordinates meal orders for more than a thousand patients and produces some 2600 individual meals.

Acting Director of Nutrition and Dietetics Jen Ellick said Delegate replaced the out-dated and ineffective paper-based method of taking orders.

"Since the digital system went live we've seen an increase in the accuracy of patient location and diet information, meaning menus are more easily tailored to individual patient requirements," she said.

"The kitchen has access to meal order information in real time, resulting in reduced food wastage and better management of available food items."

Patients are the real winners with the new system ensuring dietetic assistants have more time to spend helping them make meal choices.

"Dietetic assistants are on hand to talk through menu options and advise on some of the best choices for enhanced nutrition care," Jen explained.

"They can also identify and track patient food intake and those at risk of malnutrition, all of which is information then available to our dietitians."

Delegate interacts with HBCIS and Patient Flow Manager and the implementation was a collaboration between Nutrition and Dietetics, Patient Food Services and Metro North IT.



Kathrine Charteris and baby Luke receive meal options from Dietetic Assistant Rachel Sanders.



A day in the life of ..

Name: Ralda MacGregor

Job title: Retail Venues Manager

How long have you been in the job: I've been with Queensland Health for almost 27 years and in this current role for 15 years.

What does your role involve?

I look after Venues and Catering across Metro North. This can include anything from BBQs for 3,500 staff, catering for an 'Ekka fireworks on the roof' event, major events across the campus, as well as catering for meetings and functions. My team looks after the Cycle Centre, Education Centre, MNHHS Operational Uniforms and Events.

What does a typical day look like?

No two days are the same. There's nothing typical about what we do.

I start work when it's dark, answer emails and do all the quiet things when no one's around. I then touch base with the staff. My day is just as it rolls; it can be filled with anything.

How did you get into a career in health?

I come from a hotel background. I had two small boys starting school when I returned to Brisbane and I was looking for a casual position in retail. I applied for a position **and here I am.**

What's the best part of your job?

The people. Working and interacting with the staff, customers and clients.

What would you call a perfect work day?

Everything running smoothly and going to plan!

What does 2016 hold – any particular highlights for you, professionally or personally?

Personally, I've just welcomed a new granddaughter, born in August, which takes the total to 4. Professionally, I have always loved what I do and would like to continue with that.

What do you do outside of work to relax?

I'm a real homebody. I love decorating, I like art, enjoy going to the movies and catching up with friends. I also enjoy visiting my family, who live across the state, when I can. I finally enjoy exercising – it's only taken 60 years. Oh and I love to shop.

Expo focuses on healthy ageing

Information on a diverse range of health, wellbeing and lifestyle services attracted more than 400 people to the inaugural Healthy Ageing Expo at Brighton Health Campus during Seniors Week.

CISS's Community and Strategic Relations Manager Danielle Grant Cross said healthy ageing was about living a full and active life – physically, mentally and socially.

"The Expo delivered on that by connecting people with service providers, community organisations and council services," Danielle said.

"It's an example of one of the many ways we are continuing the Brighton tradition of serving the needs of our local community. It also aligns with one of the Vision for Brighton themes - to build a strong and vibrant community on site."

Among the highlights of the day were the official opening of the Sandgate and District's Men's Shed, which has relocated to Brighton, the World Cafe Forum and Stakeholder Forum.



Tai Chi on the foreshore was one of the popular physical activities.

A community meeting served as a space for more than 50 community members who shared their insights into the ageing process.

"Brighton Health Campus is a vital part of the local community, so it is important that our local community members play an essential role in shaping the future of the site," Danielle said.

RBWH on the frontline in the war against superbugs

The Royal Brisbane and Women's Hospital has joined an international effort to slow the emergence of superbugs.

Launched at RBWH in July, the University of Queensland's Centre of Research Excellence for REdefining antimicrobial use to reDUce resistanCE (CRE REDUCE) is tackling the global problem head on.

The RBWH has become a key battleground in the war with Australia's leading national and international experts converging on the hospital's world-class research facilities.

Director Jason Roberts said CRE REDUCE brings top researchers and clinicians from more than 20 countries together to accelerate research output and fast-track transformative discoveries in antibiotic resistance.

"Our research aims to slow this dire trajectory and buy more time for researchers developing new antimicrobials, a process which takes at least 13 years," he said.

CRE REDUCE is applying a multi-pronged attack to gain ground on drug resistant superbugs, which includes antibiotic development, redefining antibiotic use and community engagement.

"We'll also be working to develop international capacity by fostering post-graduate and post-doctoral fellow research," Professor Roberts said.

The World Health Organization has identified antimicrobial resistance as one of the greatest worldwide threats to public health.

Professor Roberts said it is estimated that 10 million deaths a year will be caused by antimicrobial resistant superbugs by 2050, compared to 8.2 million from cancer.

"The situation is urgent – increasingly we are seeing patients infected with bacteria that are resistant to all our antimicrobials," he said.

"It is essential that experts in basic, clinical and translational science collaborate to generate new approaches to treating patients, which can then be shared with doctors around the world as soon as possible."



Director Jason Roberts, a UQ School of Medicine and School of Pharmacy Professor and a Consultant Clinical Pharmacist at the RBWH, at the official launch of CRE REDUCE at the RBWH. The centre is funded by a \$2.1 million National Health and Medical Research Council grant.

Working together to bring healthcare into the digital age

Metro North is embracing opportunities and helping shape the future of digital health through collaboration.

Some of our top health professionals were among 180 senior clinicians and digital technology experts who attended the Queensland Clinical Senate's (QCS) Digital Transformation of Health conference in August.

The statewide forum provided a platform where big ideas were shared on the future of digital health and how new technologies were being used to improve the management and delivery of healthcare.

Senior dietitian and researcher at TPCH Dr Jack Bell said it was important for clinicians to be at the forefront of the digital health space.

"We had the opportunity to hear from those who have implemented a digital hospital, listen to the experiences of clinicians using 3D technology in surgery and robotics in pharmacy," Dr Bell said.

"It's exciting to see what's ahead for clinicians and their patients.

If we keep engaging clinicians and researchers during development and rollout, these digital platforms will give us unprecedented opportunities to measure what we do well, where we need to disinvest and help us identify where the real high value healthcare opportunities are."

QCS Chair Dr David Rosengren said the digital health conference was an opportunity for clinicians to explore advancements in digital healthcare.

"Queensland is embracing digital health but it's an ever changing landscape. So we need to continue to explore the opportunities that the latest and greatest technology for monitoring, testing and treatment can offer," Dr Rosengren said.

"We need to know what's available in the digital space and what it means for our patients and clinicians."

The Queensland Clinical Senate is the peak clinician advisory body that brings senior clinicians from across the state together three times a year to consider strategic health issues.

For more information about the Queensland Clinical Senate visit: <https://www.health.qld.gov.au/clinical-practice/engagement/clinical-senate/default.asp>

Follow the Senate: www.facebook.com/qldclinsenate

NAIDOC WEEK: Celebrating the living narrative of our nation

Hundreds gathered across Metro North to celebrate this year's NAIDOC Week.

The theme, *Songlines - The living narrative of our nation*, was showcased at special events held at The Royal Brisbane & Women's Hospital, The Prince Charles Hospital, Redcliffe, Caboolture and Kilcoy Hospitals and Brighton Health Campus.

The events provided an opportunity for our staff, community members, local elders, patients and visitors to all come together to recognise the contributions that Indigenous Australians have made to our country and our society.

Each event featured an acknowledgement to country, Aboriginal and Torres Strait Islander dancing, art workshops, storytelling and traditional food.

Over 300 school students took part in the Kilcoy celebrations, learning about Aboriginal and Torres Strait Islander culture. The students from Mount Kilcoy State School, Kilcoy State High School, Kilcoy State School and Sundale Child Care Centre, enjoyed face painting, art workshops and traditional dancing.

Queensland Red's Player Anthony Fainga'a made a special appearance at the Caboolture Hospital event, visiting the Paediatric Ward, Allied Health Reception, Emergency Department and Mental Health Ward.

He told Aboriginal and Torres Strait Islander guests that hospitals should be viewed as a safe place.

"I know for Torres Strait and Indigenous people, they see the hospital as a bad place to come - I'm purely here to say that this is a safe place and is a good place for them to stay," Anthony said.

I've had so many injuries and it is a good place to be, and the nursing staff, the people here, are all here to help."



Queensland Reds Player Anthony Fainga'a (left) and Caboolture Hospital Executive Director Lance Le Ray (right) present Caboolture Health Care Academy Student Malika Tandy with a certificate in recognition of the program.



Kilcoy school students took part in the 'Taba Naba' dance performed in Meriam Mir, the language of the Torres Strait Islanders.



Back centre L-R: MNHHS Board Member Mike Gilmour, Deagon Ward Councillor Jared Cassidy, Professor Helen Edwards OAM, CISS Executive Director Chris Seiboth, A&TSIHU Acting Director Paul Drahm and Aunty Ruth Hegarty (centre front) with the dance crews.

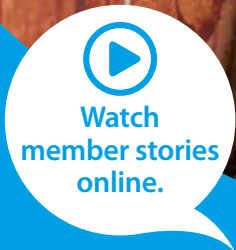


NAIDOC Week Highlights





Charlie,
QSuper
member



“Talking to QSuper and being a bit more involved with my superannuation has given me and my family a lot more confidence in our financial future.”

Experience the power of a conversation today.

Proud Sponsors of the 2016 Metro North Hospital and Health Service Staff Excellence Awards.



qsuper.qld.gov.au/conversation



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Identification: It's your right to a healthier life

Metro North launched a campaign during NAIDOC Week to highlight the importance of Aboriginal and Torres Strait Islander patients identifying when accessing their facilities.

The *Accurate Indigenous Identification* campaign will contribute to improving the health outcomes of Queensland's Aboriginal and Torres Strait Islander population.

The campaign will run over the next three months and include identification t-shirts for consumers, stickers to prompt health professionals to initiate referrals to culturally appropriate services and a training package to educate Metro North staff on the correct processes and the importance of Indigenous identification.

Metro North Aboriginal and Torres Strait Islander Health Unit Director Angela Scotney said the latest figures show the average life expectancy gap between Indigenous and non-Indigenous people within the Metro North catchment was improving.

"The average life expectancy at birth for Indigenous people across Metro North was 77.1 years compared to 85.3 years for non-Indigenous people, which is an 8.2 years gap," she said.

"The rest of Queensland has a gap of 10.4 years for males and 8.9 years for females.

"While our figures show an improvement, it's still important we don't become complacent.

"There's still a significant gap and more hard work is needed to close it."

Ms Scotney said the Accurate Indigenous Identification campaign is supporting existing Indigenous health status measurements and intervention programs.

"Identification is a topic especially close to my heart as our people suffer with many complicated conditions and quite often have several conditions at the one time," she said.

"If a patient identifies as Indigenous, the clinician can screen for other conditions where there's a high prevalence.

"Holistic health care is so important and you can't just treat a person with one condition when there can be many."



Aboriginal Elders Uncle Peter Bird and Auntie Lorelle Bird encourage patients to identify when accessing MNHHS facilities.

Cultural Capability Officer Elwyn Henaway said it was important to tick the box to say whether you are of Aboriginal and/or Torres Strait Islander descent to receive the appropriate care.

"Identification is important for me as chronic disease now accounts for 30 per cent of Indigenous death rates," he said.

"Chronic disease runs in my family and I have to make sure we get the screenings to check my children.

"By identifying, our mob has improved individual care through culturally capable health service delivery, and through referrals and linkages to services specifically for Aboriginal and Torres Strait Islander people."



Elwyn Henaway with his daughter Ruby (left) and wife Alexia (right) supporting the Identification Campaign.

Navigating the way for patients across Metro North

Metro North has a new pathway to streamline the complexities of the patient journey.

Nurse Navigators are forming networks which stretch across all of Queensland Hospital and Health Services. The newly appointed Nurse Navigators RBWH, TPCH, Redcliffe and Caboolture are working together to map out a service that will coordinate patient-centred care across the continuum of their health journey.

Research shows that a large number of patients find it difficult to successfully access, understand, evaluate and communicate health information to improve their health.

The Metro North Nurse Navigator Group (MNNNG) meet each fortnight to share their advanced knowledge about how to navigate patients with complex health conditions through their sometimes protracted healthcare journey.

The MNNNG will work together and with all levels of staff at Metro North to develop and implement evidence based strategies to facilitate the patient journey. The aim is to decrease the fragmentation of services, mitigate discharge barriers, educate and empower patients, care givers and clinicians and coordinate patient-centred care.

Anticipated outcomes measures for MNNNG will include

- Reduced hospital length of stay
- Reduced avoidable hospital admissions
- Reduced readmission rates
- Increased patient and clinician satisfaction
- Increased utilisation of Telehealth Services

Metro North Hospital and Health Service Nurse Navigators

The Prince Charles Hospital

Jodie Huntley-Forde Nurse Navigator – Long Stay Patient

Fiona Sergeant Nurse Navigator – Mental Health

Caboolture Hospital

Nikia Goldsmith Nurse Navigator – Complex Chronic Disease

Redcliffe Hospital

Phoebe Shields Nurse Navigator – Complex Chronic Disease

The Royal Brisbane & Women's Hospital

Jennifer Panther Nurse Navigator – Long Stay Patient



Star treatment at Redcliffe Hospital's Transit Lounge

The unsung heroes in many health services are those who work behind the scenes, quietly ensuring patients get to where they need to go as quickly and efficiently as possible.

Redcliffe Hospital's Transit Lounge moves almost 1,600 patients each month into and out of the hospital six days a week.

Staff at the lounge guide patients to and from treatments, prepares them for discharge and sometimes transfers them to other hospitals to attend appointments.

The well-appointed lounge caters for all patients' needs, and while it may not be on the same scale as a Qantas Lounge, patients are welcome to a cuppa, a snack, and are able to freshen up and watch a little television while they await their transport.

"In January 2011, we assisted 313 patients into and out of the hospital through the Transit Lounge."

Beverley Foyle is a frequent flyer, stopping by on a regular basis to receive treatment for cancer.

Beverley's commute is from Bribie Island and she has nothing but praise for the hospital staff and the volunteer drivers at the Bribie Island Community Bus.

She is picked up at her home, brought in for her treatment and takes a little time out before being delivered home again.

"I don't know what I would do without the transport. My husband doesn't drive very far anymore and without the bus I would be stuck," Beverley said.

The bus was also able to take Beverley to the Royal Brisbane Women's Hospital for daily treatment last year.

Redcliffe Transit Lounge Coordinator Jeanette Olive says the busy department is getting busier by the day.

"In January 2011, we assisted 313 patients into and out of the hospital through the Transit Lounge," Jeanette said.

"The numbers have been steadily increasing and it won't be long before we're seeing over 2,000 patients every month.



Transit Lounge Coordinator Jeanette Olive chats with Beverley Foyle before she starts her journey home to Bribie Island after treatment at Redcliffe Hospital.

"We all work together in the best interests of our patients to deliver an efficient service, which enhances patient flow throughout the facility."

Transit Lounge staff are eagerly awaiting the arrival of an upgraded 'transit vehicle' due this month. It will seat more patients and boasts many upgrades to make the journey more comfortable.

Working together: Caboolture Hospital, Police and the Ambos join forces

Caboolture Hospital has teamed up with Queensland Police and the Queensland Ambulance Service to better support people at risk of mental health crises.

Mental Health Nurse Lynne Campbell said the Co-Responder Teams, consisting of a mental health clinician and a police officer, have made a great difference to the welfare of people experiencing mental health-related situations.

"In the past 12 months, the teams have received 166 face to face secondary response requests where people experiencing a mental health crisis needed further support and comfort," she said.

"103 out of the 166, who were assessed and supported by the Co-Responder Team following a call out, didn't need to be treated in the Emergency Department via an involuntary basis.

"Before the pilot began, the majority of these people would have been unnecessarily taken to Caboolture Hospital's ED."

As part of the trial, a mental health nurse is rostered 5 shifts per fortnight at the Caboolture Police Station.

Police and or ambulance officers are able to request assistance from the nurse, who is able to recognise and help de-escalate a mental health related crises by providing support to the person needing help.

Lynne said the teams also help to ease pressure across the board, by freeing up medical staff in the ED and allowing police officers to focus on community policing.

"The Co-Responder Team model also supports proactive follow-up of people at risk of mental health issues to help reduce the incidence of crisis situations and future calls to the police," she said.



The highly successful Co-responder trial is supporting people at risk of mental illness in Caboolture. (From left) Caboolture Police Senior Constable Andy Carl, Redcliffe-Caboolture Mental Health Intervention Coordinator Lynne Campbell, Senior Sergeant Pat O'Loughlin and Sergeant Peter Thompson.

"The combined approach ensures people experiencing mental health problems will receive appropriate care at the time of calling and also receive the appropriate follow-up care."



Working together to improve Safety and Quality across Metro North

Improving Safety & Quality experiences for staff and patients was the purpose of the inaugural Metro North Safety & Quality Alliance Forum held in early September.

The event brought together executives, clinical governance, consumers and Safety & Quality representatives from across Metro North.

In his opening address, Chief Executive Ken Whelan highlighted the opportunities that will result from an alliance between the two.

“The key for Safety & Quality is communication and I’m excited to see the outcomes of this forum,” Mr Whelan said.

Board Chair Dr Robert Stable AM also addressed the forum and spoke about the Board’s promise to uphold Safety & Quality.

“It’s not always easy and there are no simple answers, however the Board is committed to Safety & Quality for all staff and patients across Metro North,” Dr Stable said.

Discussions on innovative ideas and possible opportunities for change in Metro North’s Safety & Quality procedures were presented.

Clinical Governance, Safety, Quality and Risk Executive Director Linda Hardy spoke about how patients will benefit from the forum.

“What we do today will help improve our Safety & Quality service for our patients,” Ms Hardy said.

“How we communicate between each other and with our patients across Metro North unite us as health providers.”

The forum also featured guest speaker Dr Lynne Maher Director of Innovation at Ko Awatea in New Zealand, who explored the subject of innovation and co-designing healthcare.

“We have a fantastic opportunity to work together to make Safety & Quality incidents a thing of the past,” Dr Maher said.



Faster access to critical Hepatitis C medication

(Above) Members of TPCH’s Hepatology team.

A new fast track Hepatitis C Service at The Prince Charles Hospital (TPCH) will enable patients with the chronic illness to receive more timely treatment and prevent future health problems.

Previous Hepatitis C treatments required weekly injections, frequently caused significant side effects and were too dangerous for many patients.

Recent introduction of revolutionary new Hepatitis C medication under the Pharmaceutical Benefits Scheme promises far higher cure rates of up to 95%.

These medications are oral, non-interferon based and have few adverse effects, which means they are better tolerated and more acceptable for patients.

Director of TPCH Gastroenterology and Hepatology Dr Tony Rahman said the new services mean patients can be referred directly by their GP with their relevant blood tests and can start treatment that very day.

“Depending on their clinical status, a course of medication may last 8 to 12 weeks, and their condition is then cured,” Dr Rahman said.

Patients can also be referred to the Service via a new telehealth referral program designed to allow GPs to treat patients with Hepatitis C in the primary care environment.

The Program, *Cure It*, involves using a telehealth based meeting between multi-disciplinary team members from TPCH’s Hepatitis C service and GPs to enable them to prescribe Hepatitis C medications to patients.

“This is particularly beneficial for not only GPs but for patients with Hepatitis C who prefer to be treated in a comfortable and familiar environment near their homes, thus avoiding hospital visits,” Dr Rahman said.

The new service has been established in recognition of the rising number of people living with liver disease. Australian health statistics data demonstrate an increase in the projected incidence of patients with chronic liver diseases.

- Chronic liver disease leading to cirrhosis may be caused by undiagnosed cases of Hepatitis B & C.
- It is also shown to be caused by obesity and alcohol.
- International data suggest that by 2050, 50% of all hospital admissions will be liver related.
- Estimates suggest that Metro North has close to 9000 patients who have untreated Hepatitis C infection.

“Many patients with Hepatitis C are isolated as there is a certain stigma associated with having this condition.

“Therefore, being able to access medications from their local GPs means they’re more likely to access the help they need.

“With Hepatitis C, the longer it’s left undiagnosed, the more damage it can do. Ultimately, people in these situations can end up with end stage liver disease where there are very few treatment options available to them.”

'Liquid gold' delivery across the Tasman

The RBWH Milk Bank recently co-ordinated its first delivery to Tasmania, sending four litres of 'liquid gold' across the Bass Strait to Royal Hobart Hospital.

It was an exciting development for the Milk Bank, which opened in 2012 and is the fastest growing public service in the country.

"This is our first 'overseas' delivery and we're very excited to have Hobart join our team," Acting Director of Neonatology Dr Pieter Koorts said.

"They have pre-ordered a large quantity of milk so we'll keep supplying them for a while."

Royal Hobart Hospital Clinical Nurse Consultant Christina Galloway said the precious cargo made it safely and its delivery was highly anticipated.

"We've been discussing the potential use of it with mothers who might have a premature baby or who are struggling with supply and many are saying it's a huge relief and takes the pressure off," she said.

"In 2015, I toured the RBWH Milk Bank, which led to developing an arrangement. Getting it delivered to cold Tasmania was the next issue!"

Dr Koorts said it was something the Milk Bank and Royal Hobart Hospital had been working on and negotiating for a while.

"We're happy to fill the need and have previously supplied milk to Westmead Hospital in Sydney," he said.

Christina and her team could not be more appreciative of RBWH Milk Bank staff and most importantly, the mums who provided the lifesaving liquid.

"We so appreciate the mothers who have donated their milk to the Milk Bank," she said.

"You can see from the photos when the donor milk arrived that I was very excited!"



Dr Pieter Koorts, Gillian Weaver and Professor Karen Simmer at the inaugural RBWH International Milk Banking Conference in July 2016



Clinical Nurse Consultant Christina Galloway excitedly receiving the precious cargo from the RBWH Milk Bank.

Since it opened, the RBWH Milk Bank has provided donated breast milk to more than:

1,000
premature babies

Pasteurised around:

2,750
litres of milk

Worked with almost:

260
willing, wonderful, and caring donor mums



seconds with...

Name: Lita Olsson

Job title: Occupational Violence Prevention Project Lead, MNHHS

What is your job description?

My substantive position is Clinical Nurse Consultant in the Emergency Department at the RBWH but I'm currently working on the Occupational Violence Prevention Project with Chief Executive Ken Whelan for Metro North. My role involves raising awareness of Occupational Violence, supporting staff and implementing strategies across Metro North to help minimise the risk of occupational violence to staff.

How long have you been working for Metro North or Queensland Health?

I'll have been at RBWH and Metro North for 10 years in January! I started as a graduate in Emergency at RBWH and have been here ever since.

What do you love about your job and working at Metro North?

I love taking care of people, so I'm really enjoying the challenge of rolling out strategies to protect my colleagues.

I love being part of the biggest Emergency Department and the diversity of it all. The Emergency Department team is incredible and are definitely my work family; I'd be lost without them. If you have to work Christmas and Public Holidays and can't be with your family, you might as well be with your work family.

What do you hope to leave as a legacy?

I want people to know that everyone has the right to come to work and be safe and treated with respect. I want to make sure staff feels empowered to speak up and report instances of occupational violence.

What is something not many people may know about you?

I'm incredibly competitive in anything and I hate to lose. I'm especially competitive in sport and I'm part of the DEM Netball team!

What's your favourite 90's band?

I love anything 90's R&B!

What was your first car?

Mitsubishi Lancer

Sharing stories to inspire others

Metro North Consumer and Community Engagement held its first peer-led consumer video story telling session at Burnie Brae in August.

The sessions were an opportunity for people who have received care or are involved as consumers within Metro North to share their story in video, audio or written format. Interviews were conducted by consumer peer Natasha Malmstrom.

The videos tell each person's individual journey from patient, carer or support person through to becoming actively involved as formal consumer advisors in a range of Metro North health service planning initiatives and projects. The stories highlight what prompted people to get involved, what things they wanted to change, and the way each contribute to improvements in the healthcare Metro North delivers.

Sharing your story is just one way that Metro North values the feedback of everyone and ensures the voice and experience of consumers is heard.

If you are interested in being involved and would like to share your experience, please email: metronorthengage@health.qld.gov.au or phone: 3647 9512.



Above: Metro North consumer advisors share their stories in a group setting.

“Becoming a cancer patient advocate came about due to my own experiences with breast cancer and as a carer for my mother, who also had breast cancer. I wanted to improve the outcome of people diagnosed with cancer as a way of giving back and to do something to improve the experience of cancer patients.”



Above: Josie Dietrich, from RBWH Cancer Care, CanSpeak and Community Board Advisory Group member shares her story with Natasha Malmstrom, a consumer at Mental North Health and Queensland Health.



“I have been involved in a working group to share my experiences as a patient. This has included helping to develop training videos, sharing my ideas and lessons learned and helping to update procedures. I am helping Metro North to work out the solution. My advice is, get involved!”

Right: Glenn Wilson, The Prince Charles Hospital Consumer Advisor Network and Metro North Bariatric services planning group.



“My role is to provide consumer input into how to improve situations for the future based on our experiences and to help sort out problems. Today, the staff are younger, the pressures are higher, the stresses are greater and the finances are much more acute. Technologies are wonderful and life-changing but the stresses have increased and have limited the understanding of patients' needs, especially the older patient.”

Above: Carin Salmon is a consumer advisor at Kilcoy Hospital with aged care, acute care and palliative care.

“I developed an attitude very early on of, well, I can always ask and so when I see and hear of other families going through a similar thing, I say, hey speak up, it is ok to ask for something.” As a consumer “you could change someone else's life, and it is a great opportunity to draw out what the good experiences are that can be built on as well as the not-so-good experiences that can be learnt from.”

Left: Maureen Ferrington is a carer and consumer with the NDIS readiness project, NDIS Council.



We want to know what you're thinking

Metro North Consultation Hub commenced 12 months ago as an online survey tool to consult with the public and staff.

68 online surveys have been published with approximately 50 per cent of these being for the public.

1,559 people have participated in an online survey. The most popular public survey has been “Patient and Guest WiFi Access” with 170 people participating.

The staff survey with the most responses (161) has been from Caboolture on “What does a safe work environment mean to you?”

We encourage you to check our website for opportunities to contribute to how we deliver high quality compassionate care.

<https://www.health.qld.gov.au/metronorth/get-involved/engagement/default.asp>



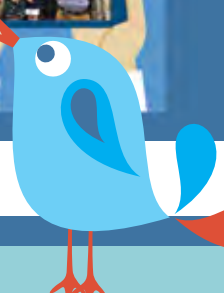
Do you have selfie teeth?

This year's Dental Health Week focused on women and oral health. To put a healthy smile on everyone's dial Metro North's Oral Health team offered a selfie and a daily dental health tip. Our patients also took part in the selfie fun!



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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