NUM interns take the floor
in program piloted at Redland

Multicultural Week
celebrating our diversity

Fun with Communication
Speech Pathology Week

Pathway to Excellence
Formal Celebration

Featured: NUM intern Sam Shepherd with Maternity NUM Janet Knowles
Multicultural Week Diversity celebrated

With more than seven per cent of presentations at Redland Hospital made up of patients from culturally and linguistically diverse backgrounds, staff were eager to be part of Multicultural Month celebrations last week.

This year’s theme ‘Many cultures, one Queensland’, helped highlight that Metro South Health services across the network were inclusive of people from all backgrounds, cultures and religions according to the Health Equity and Access Unit’s Brooke Hutchinson.

“It’s vital our services meet the needs of all community members,” she said.

Queensland Multicultural Month is the state’s largest multicultural celebration, providing an opportunity to showcase and celebrate Queensland’s unique diversity and the enormous benefits multiculturalism offers our culture and prosperity.
NUM Intern Program Pilot at Redland

A new project being piloted at Redland Hospital is solving the problem of relieving the Nurse Unit Manager with a skilled and knowledgeable replacement rather than a nurse falling into the role equipped with exceptional direct care experience but no administrative or knowledge foundation.

Emergency Department Nurse Unit Manager, Tracey McTigue was successful in receiving project funding through the Office of the Chief Nurse to train two clinical nurses at 0.5 in a NUM intern position for six months.

“Two of the findings of the EB9 were that that the NUM role is no longer sought after for career progression and there is very little training for this role given the way people tend to fall into it,” she said. “The other finding was that about a third of the NUM’s role is administration to which direct care nurses have limited exposure.

Maternity NUM, Janet Knowles said the internship is an invaluable opportunity for staff to upskill and learn from other NUMS and get the experience in the job before they apply or are put into a relieving role,” Ms Knowles said.

“This knowledge includes rostering, payroll, HR management, complaints management, standards of care, patient flow and bed management as well as encompassing everything for the team environment with capacity building.

She said it is about having the right person for the job and valuable exposure to the leadership and management training they will need.

One of Redland’s NUM interns, Sam Shepherd has a long term plan to be a Nurse Unit Manager so this program means she can gain some insight for regular issues before relieving or transferring into a NUM role.

“The real time exposure to the different facets of the NUM role enables you to learn those things you have never done before outside of a direct care role,” she said.

“The most eye-opening thing I have encountered is the method behind how facts and figures play a part in shift rostering. The Business Planning Framework is the key so looking into the numbers, I now understand why we roster the way we do.”

Ms Shepherd said she feels like she will be in a better place to relieve with confidence after her six month internship.

What’s the benefit for Redland? “At the end of the pilot, Nikki and Sam could relieve as NUM in Emergency, Macleay, Renal, or Maternity and this is proactive succession planning in line with Standard 11 of the Pathway to Excellence,” Tracey said.

Things Sam has learned:

- The Business Planning Framework has method for staff rostering
- Just wanting more staff on shift doesn’t take into consideration the skill mix and the funding available for those staff.
- Networking! - I’m now connected to several NUMS, the night manager and other clinicians for ready advice.
- I now know who has advice for a timely solution.

Featured: Maternity NUM Janet Knowles and NUM Intern Sam Shepherd
Speech Pathology hosted the inaugural Redland Hospital Interdisciplinary Thickened Fluids Challenge on August 24 as part of Speech Pathology Awareness Week.

Occupational Therapy, Dietetics and Physiotherapy went head to head at PK’s to determine which discipline could tolerate the most thickened fluids.

Congratulations to Physio who took out the prize for 2017!

Redland Hospital Speech pathologist Caitlin Fraser said speech pathologists play a vital role in helping more than 1.1 million Australians who have a communication or swallowing disorder that impacts on their daily life.

“Communication is a basic human right and our profession is enabling people with communication disorders to get their message across by removing barriers to effective communication or providing extra support and strategies to manage their condition,” she said.
Pathway to Excellence formal celebrations were held across LBHN this week infused with the spirit of Pathway and the voices of our nurses.

The organisation asked what nurses and midwives wanted to signify our most significant credential and the resounding response was individual celebratory events. Amazing celebrations were held at Logan on Tuesday, Beaudesert on Wednesday and Redland on Thursday with attendance from all divisions across the hospitals.

Director of Nursing and Midwifery Services for LBHN, Lorraine Stevenson said our wonderful organisation has created a culture where excellence is valued, nurses and midwives can excel and where we all now have a great future ahead of us with Pathway.

“Today we have grown, we have come of age, and we have a team of nurses and midwives that are truly valued for their contributions, who provide amazing standards of patient and family care, and who are constantly striving for improvement and achievement,” she said.

“Today we stand proud as a Pathway to Excellence® designated organisation having opened ourselves to external judgement and succeeded in meeting the rigorous standards.

“Today we also have a clear roadmap for our future and how we can continue to grow, develop, succeed and excel,” she said.

Also attended by members of the Metro South Health Executive, a video tribute of the journey provided a collective voice of the pride our nurses feel in being designated as a Pathway to Excellence organisation and what it means to each of them.
Congratulations to all our Logan Bayside Health Network Nurses and Midwives

Click the PLAY button to view the Pathway to Excellence® designation journey video >>
Digital Hospital  Workflow Impact Assessment

The first opportunity for Redland Hospital and Wynnum Health clinicians to learn about the generic workflows within the digital hospital system is set to take place from 11-15 September.

These consultation sessions, called Workflow Impact Assessments, are designed to show clinicians how the digital hospital system works. Importantly, the sessions also help identify how the digital hospital system will impact on work areas and clinical workflows at Redland Hospital and Wynnum Health.

A clinical workflow is the set of steps taken by clinicians to deliver patient care.

When the digital hospital system is implemented at Redland Hospital and Wynnum Health, there will need to be changes to existing clinical workflows. These changes will be identified at the Workflow Impact Assessment sessions. The digital hospital project team will then conduct further investigation and consultation with Redland Hospital and Wynnum Health clinicians to plan how the changes can be achieved within the hospital.

For some areas, such as complex workflows, working groups will be set up to continue the consultation and support the change process.

Who should attend?
Managers and nominated representatives (clinical and administration roles).
Contact your Line Manager for more information.
Restful environment video and resources

Metro South Health has developed a new video and a host of resources to help staff create a more restful environment for our patients.

Rest is an important part of helping the body heal and recover. Many studies show that continued exposure to excessive hospital noise and light can have a physiological and psychological impact on patients; delay healing; negatively alter immune function; increase anxiety and stress; and cause falls, confusion and increase pain.

The restful environment video, starring MSH staff, is based on staff and patient feedback about common disruptions in our hospitals and ideas on how we can minimise them. A range of resources are available on QHEPS including a powerpoint presentation, action plan template, sleep deprivation fact sheet and a case study.

The project was trialled in five wards at PA Hospital, where eye masks and ear plugs were offered to patients.

Help our patients get the rest they need to heal:

- Watch the video
- Download the resources
- Cast study

Patient satisfaction increased from an average of 42 per cent to 70 per cent.

Help our patients get the rest they need to heal:

Metro South Health

Resources available on QHEPS:

The video was funded by the Executive Planning and Innovation Committee (EPIC). EPIC awards funding to innovative projects which benefit Metro South Health patients, staff and the community.

We care about you
Pulse is published weekly by the Media and Communications Unit, Logan Bayside Health Network.

To submit an article or if you just want to share an idea, email heidi.giddins@health.qld.gov.au or call 3299 8145. Let us know if you are having an event so we can attend and capture the moment or just sent through your story. We would love to hear from you...

Previous editions of The Pulse can be found here. 

**Central Referral Hub**

**OPEN DAY**

- Take a tour of the Hub and meet our team
- See a demonstration of how we process referrals on the Ambulatory Referral Management system
- Learn more about the GP Liaison Program and initiatives in the hub

**RSVP by Friday 22nd September 2017**

**email:** GPLO_Programs2@health.qld.gov.au

**phone:** (07) 3156 4349

**date:** Wednesday, 27 September 2017

**time:** Two sessions 8:00-9:30am and 2:30-4:00pm

**venue:** Unit 2/26 Brandl Street, Eight Mile Plains

**NOW LIVE**

Please use RiskMan to report all clinical and staff/workplace incidents.

**It’s flu season! Are you protected?**

Flu vaccinations are free and strongly recommended for all MSH staff.

Protect yourself, your patients, your colleagues, and your family.

Our specialist outpatient management strategies will mean increased availability of appointments and less waiting time for our patients.

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