

Your health

Community health news

Issue 06 2016



Digital revolution

Australia's first public Digital Hospital

New menu choices for Redland patients

Host a Healthy Mouth Day at your school



from the chair



Terry White AO Chair, Metro South Hospital and Health Board

I am delighted to be celebrating the introduction of Digital Hospital – a major milestone in the history of both Metro South Health and Queensland healthcare in general.

Princess Alexandra Hospital has become Australia's first large-scale Digital Hospital, with existing paper medical records transferred to electronic records and staff trained to use a wide range of digital devices.

In short, Digital Hospital means our staff can spend less time on paperwork and more time on caring for patients. The project at Princess Alexandra Hospital sets a high benchmark for other public hospitals across Queensland and the rest of Australia to follow.

Digital Hospital has been a massive undertaking and represents some of Metro South Health's core values: innovation,

teamwork and – above all – striving to deliver the best patient care possible.

I would also like to thank all the staff at Princess Alexandra Hospital for their hard work and understanding during the rollout of Digital Hospital – everyone had a part to play in the success of the project, and they continue to do so as Digital Hospital goes from strength to strength in the coming years.

It is testament to the dedication of everyone involved that the Digital Hospital team recently won the Deliver Results award at the first ever eHealth Queensland Expo. The joint award with other teams across the state recognised their work on Electronic Medical Records.

Metro South Health has truly established itself as a leader in healthcare innovation and this, ultimately, will provide great benefits for our patients and community members.

You can stay up to date with our latest innovations on our website, Facebook page and Twitter account.

 metrosouth.health.qld.gov.au

 facebook.com/MetroSouthHealth

 twitter.com/MetSthHealth



The invitation for free breast screening now covers women up to 74

Early detection saves lives. If you're aged 50-74 you should be screened every two years. If you're over 75, talk to your GP to see if breast screening is right for you.

Visit breastscreen.qld.gov.au for more information or call **13 20 50** to book your free appointment.



Metro South Health is the major provider of public health services in the Brisbane south side, Logan, Redlands and Scenic Rim regions. We employ more than 13,000 staff who provide specialist health care to a population of more than 1 million people, 23 per cent of Queensland's population. We have five major hospitals—Beaudesert, Logan, Princess Alexandra, QEII Jubilee and Redland—as well as a number of community and mental health centres and dental clinics.



Cover: Staff from Princess Alexandra Hospital operating some of the new digital devices used in the Digital Hospital project.
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Leading Australia's digital revolution

Brisbane's Princess Alexandra Hospital has become Australia's first public Digital Hospital, heralding a revolution in the way healthcare will be delivered in Queensland.

Minister for Health and Ambulance Services Cameron Dick recently announced that implementation of the Digital Hospital project was successfully underway.

"This Digital Hospital project will transform healthcare delivery in Queensland and allow clinicians to focus on the patient, not paperwork," he said.

"This means improved safety and quality of care for patients and faster treatment to get them home sooner."

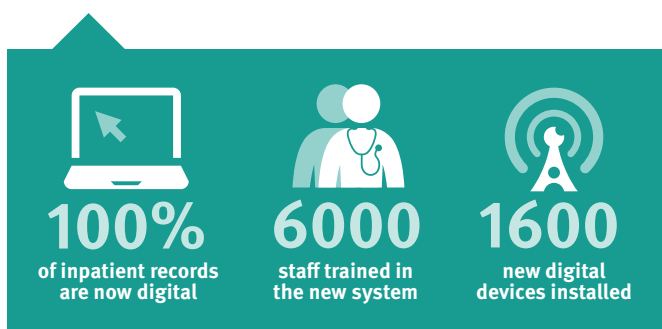
Metro South Health Chief Executive Dr Richard Ashby said Electronic Medical Records (EMR) are available instantly to healthcare staff across the hospital and, as other facilities follow suit, across Queensland.

"This project means that the 2000 paper records that circulate in our hospital at any given time will now be replaced by real-time patient information being sent to a secure EMR," he said.

"Given our proud history of clinical innovation, I'm delighted that Princess Alexandra Hospital is leading this digital revolution," he said.

Care Delivery Lead Dr Clair Sullivan said hospital staff had enthusiastically risen to the challenge of going digital, with the benefits already starting to show.

"The scale of this change is unprecedented in an Australian hospital and by going digital, we will be able to provide patients with the best care possible," she said.



Princess Alexandra Hospital is Australia's first large-scale public Digital Hospital, with 1600 digital devices installed.

Going paperless

Just a few months ago, thousands of paper records were carted, stacked and sought across Princess Alexandra Hospital every day.

But the transition to Digital Hospital technology has revolutionised the way the hospital manages essential patient testing and documentation. In an Australian first, the paper chart has been eliminated entirely.

Talking to the *Courier Mail*, emergency physician Dr Carl Dux said fast access to information meant staff could spend more time caring for the ill.

"Before, a patient would arrive and a chart would be requested from the archive," he said. "That could take anywhere between five and 10 minutes to an hour to source as some charts were kept off site."

In the project's implementation, more than 1600 new devices were integrated throughout the facility and nearly 6000 staff members trained to use them.

"It is the most significant thing a hospital will ever undertake, other than moving to a new building," Dr Dux said. "Hospitals are very complex organisms and this project has been rolled out very successfully at no consequence to the patients."

Connecting you to mental health advice

If you're looking for information about mental health services in the Metro South region or need advice about mental health issues, call 1300 MH Call (1300 64 22 55) at any time of the day.

The free telephone line is open 24 hours a day and is staffed by experts from Metro South Health's Addiction and Mental Health Services, who can give advice about services available locally.

Metro South Addiction and Mental Health Services Executive Director Associate Professor David Crompton said the centralised telephone number makes it easier for people to access mental health services and information.

"The service is available to Metro South community members seeking crisis support and information on mental health, such as people with questions or concerns about their own mental health, the mental health of a family member, friend or neighbour, or general mental health questions," he said.

"The number is a major step towards a single point of access for all Queenslanders seeking public mental health services."



For free mental health advice, at any time, call 1300 MH Call:
1300 64 22 55



Dr Heidi Cameron, Registered Nurse Rhonda Halpin and Clinical Nurse Consultant Shannon Heinemann.

Redland launches breast care service

A new breast care service at Redland Hospital is helping both women and men who require surgery to investigate breast cancer and other breast diseases.

The service is a first for Redland Hospital and it adopts a holistic approach by providing surgery, after-surgery care, psychological care – such as organising counselling – and practical help, such as measuring bras and organising physiotherapy.

Clinical Nurse Consultant and Breast Care Nurse Shannon Heinemann said her role was to provide emotional support and relevant information to patients before and after their surgery.

She said surgery is performed in the Redland Hospital Operating Theatre and inpatient recovery is provided in the Stradbroke Surgical Ward.

For more information about the breast care service, please call Shannon Heinemann on 07 3488 3633.

Wynnum health centre: we're listening



Metro South Health staff attended community events and listened to the views of residents about the new centre.

You can now view initial feedback from community members about our plans to build a new, state-of-the-art Integrated Health Centre for Wynnum.

The Queensland Government announced a \$12.7 million allocation in its 2016/17 Budget for construction of the \$13.6 million Wynnum Integrated Health Centre, which will replace the existing Wynnum Health Service once completed.

We consulted with the Wynnum-Manly community on a range of subjects, including options for palliative care, maximising the use of services, a name for the new health centre and how we can best celebrate the achievements of the existing Wynnum Health Service at Lota.

An overview of the feedback received is available in the *Community Consultation Interim Report*. Download a copy from www.metrosouth.health.qld.gov.au/wynnum or request a paper copy by calling 07 3156 4976.

P.A.R.T.Y helps young people avoid injuries

Princess Alexandra Hospital is helping young people avoid injuries through the Prevention of Alcohol and Risk Related Trauma in Youth (P.A.R.T.Y) program.

The in-hospital program for high school student highlights the effects of risk-taking behaviour, such as illicit drug use and alcohol abuse.

The program promotes injury prevention by exposing students to the reality of trauma in emergency departments, intensive care units and hospital wards.

Princess Alexandra Hospital is the newest major Queensland hospital delivering the interactive experience.

Program Coordinator Katrina Valks said P.A.R.T.Y helps students recognise risk and identify the consequences of behaviours.

“It highlights how choice can have a long lasting consequence,” she said.

“The program guides young people through the emotional and physical path of a trauma patient, with students participating



Anna Munro is one of the nurses working on the P.A.R.T.Y program, which helps prevent injuries among young people.

in clinical simulations professionally orchestrated in both the emergency department and intensive care.”

Goals are used to encourage choices that reduce risky behaviour and prevent injuries.

“Data from the 100 sites running this program worldwide shows that students who participate in the program leave not only knowing better, but doing better,” Ms Valks said.

Princess Alexandra Hospital will run eight sessions of the P.A.R.T.Y program this year, with the aim to increase these sessions annually and expand across multiple Metro South Health sites.

Volunteers help improve patients' lives



A new volunteer program aims to improve the health and quality of life of high-needs patients at Beaudesert Hospital.

The hospital's Nursing and Midwifery Director Jacquie Smith said volunteers are a vital part of local healthcare services and that the new Patient Engagement Volunteer Program aims to increase engagement with patients.

Ms Smith said volunteers have time to listen, encourage and support patients and visitors to Beaudesert Hospital.

“Our volunteers' contributions are highly valued and this kind of program will bring benefits to both patients and the volunteers themselves,” she said.

“Some patients may not have family and friends who can regularly visit them. It can be quite lonely to be in hospital recovering.

“Patients can significantly benefit from being able to talk to someone else and participate in activities. Our volunteers provide companionship and practical assistance when patients can't physically leave the wards.”

Ms Smith said patients responded positively to the program, which gives volunteers the chance to learn new skills, meet new people and make a difference to the recovery of patients.

“On our first day we saw two of our patients make beautiful cards and the looks on their faces were a picture – they were so proud,” she said.

To volunteer at Beaudesert Hospital, please call 07 5541 9111.

Host a Healthy Mouth Day at your school



Schools in the Metro South Health region can help their students fight tooth decay by hosting a Healthy Mouth Day.

The free initiative helps school students identify signs of tooth decay and promotes the importance of good dental health. It is open to all schools in the Metro South Health region. Schools who register to participate in a Healthy Mouth Day receive the following for students:

- free dental health screening
- dental health education, including advice on toothbrushing and plaque disclosing

- a fluoride varnish coating painted onto vulnerable teeth
- a take-home pack with a free toothbrush, toothpaste and dental health information.

Both the plaque disclosing gel and the fluoride varnish are state-of-the-art decay prevention tools and proven safe and effective for children of all ages, including infants.

Fluoride varnish can protect both “baby” and “adult” teeth by stopping cavities from forming and by slowing down cavities which may have started already.

The varnish is painted on to teeth to form a protective coating and is recommended for children of all ages that are at risk of cavities. The varnish dries quickly and tastes like banana or bubble gum.

For more information about hosting a Healthy Mouth Day at your school, call the Metro South Oral Health Hub on 1300 300 850. Alternatively, you can contact us by email at metrosouthoralhealth@health.qld.gov.au.



To host a Healthy Mouth Day or access free dental care for children, phone: **1300 300 850**

New menus provide wider choice of food

Redland Hospital patients and residents at Redland Residential Care are enjoying a new, improved food menu with more choice and same-day ordering.

Nutrition and Dietetics, Food Services, Speech Pathology and Nursing staff have developed a new seven-day menu for Redland Hospital and a new 14-day menu for Redland Residential Care (RRC).

Dr Rachel Stoney, Director Nutrition and Dietetics, said menu changes for Redland Hospital patients include breakfast baked rolls and more hot choices for people on high protein, high energy diets.

Dr Stoney said lunch offerings include fortified soup with higher protein as a choice for all patients.

She said more choices are available for each lunch and dinner meal, with patients on a full diet offered a choice of two hot main meals or a choice of a sandwich or a salad. There is also a vegetarian choice available each day.

“Another major improvement is the introduction of same-day menu selection,” said Dr Stoney. “Each morning patients at



Michelle Vitharana, Narelle Somerfield, Charles Bheem and Dr Rachel Stoney with a selection from the new menus.

Redland Hospital and residents of RRC are now offered a choice of lunch and dinner meals for that day. Previously, menus were distributed to patients and residents for meals they selected for breakfast, lunch and dinner the next day.

“This improvement has only been possible due to the hard work and dedication of the staff involved.”

“ Patient compliments



“This time last week I was receiving my Gamma Knife treatment. I could never have imagined that I’d be feeling as good as I do today. The picture above is two days after Gamma Knife at home celebrating my husband’s birthday. I want to thank Dr Foote, Dr Hall, Dr Ryan, the nurses and Angela McBean for such a professional yet personal advanced level of care. I felt and continue to feel the utmost confidence in the whole team and the Gamma Knife treatment.”

– Princess Alexandra Hospital patient

“Thanks to the staff at QEII Hospital. Everyone I encountered – be it for directions, the front counter, emergency department, nursing and medical or discharge, was just so caring and helpful. You are all a great credit to the profession and QEII Hospital.” – Queen Elizabeth II Jubilee Hospital patient

“Thanks to all who assisted me at Logan Hospital when I visited after fracturing my wrist. Compliments go to staff at the emergency department and the fracture clinic. I cannot thank you all enough for such great treatment. A wonderful experience for which they all should be praised. Professional, friendly and caring service by all.”

– Logan Hospital patient

“I was admitted to emergency with a numb left arm and my potassium was very high. I was told I had suffered a mild heart attack. I wish to thank all the doctors and nurses for their excellent care.” – Beaudesert Hospital patient

“Thank you to the staff of Redland Hospital, particularly the emergency department and the fracture clinic for the care of my husband over the Christmas period. Each time we visited, we were treated with great care, and with minimal waiting time. Everyone was amazing at explaining what we should expect and the clinics were patient and very efficient. We did have to make multiple visits, and each visit was just as efficient and effective.” – Wife of Redland Hospital patient



Mutley the therapy dog and his owner Naomi Andrew visit Logan Hospital Rehabilitation Unit patient David Walton.

Mutley brings cheer to patients

There is nothing quite like the unconditional love of a pet, so for patients in Logan Hospital’s Rehabilitation Unit, Mutley the therapy dog has become a happy distraction from the everyday stresses of a lengthy hospital stay.

Acting Nurse Unit Manager Veronica Venville said patients in the unit were often in hospital for long periods of time and had left their own pets at home while they received treatment.

“Having the visits from Mutley allows them to have a pat and a cuddle and just that interaction lifts the spirits of many patients who are missing their own dogs at home,” she said.

Mutley’s owner and Delta Therapy Dog volunteer Naomi Andrew said she thoroughly enjoyed her visits to Logan Hospital and watching the faces of patients light up when he arrived.

“We have been visiting children in the Mental Health Unit since July last year and began coming up to the Rehabilitation Unit this January,” she said. “I wanted to give something back to the community; it can be stressful and lonely to be in hospital. Logan Hospital is Mutley’s first placement since he completed his Delta training and it has been so rewarding so far.”

Naomi said Mutley, a mini Foxy cross Chihuahua, had undergone temperament testing in his training to ensure he had “good manners” and would cope well with groups of people.

“We visit everyone in the unit once a fortnight, have a chat about Mutley and the patients’ own pets,” said Naomi. “It’s so encouraging to see patients interact with him, to stretch out and touch him. They are so happy to see him and it brightens their day.”

Rehabilitation Unit patient David Walton said he had been away from his own dog for six weeks and loved his visits from Mutley.

“I didn’t know hospitals did this,” the Tamborine Mountain resident said. “I look forward to his visits and having a cuddle.”

To become a Delta Therapy Dog volunteer, call Margot Logan on 0466 244 408 or email brisbane@deltasociety.com.au.



Logan Hospital's Nigel Duncan has been named Queensland Midwife of the Year. Image courtesy of the Courier Mail.

Nigel named QLD Midwife of the Year

Logan Hospital Midwife Nigel Duncan has been named Johnson and Johnson's Queensland Midwife of the Year.

Nigel was presented with his award on International Day of the Midwife in May. It was the first time a male midwife has won the award.

The winner is selected by the Australian College of Midwives and given annually to a Queensland midwife who provides extraordinary care and support during pregnancy, birthing or the first few weeks of a baby's life. State winners are also commended as finalists for the national Midwife of the Year Award.

Nigel was nominated by Heritage Park woman Kimberlee Rankin who had her baby girl Arabella McIntosh at Logan Hospital 17 months ago.

Kimberlee said that as a first time mum she did not know what to expect from the birth and that her first two trips to hospital were false alarms.

She said she had the pleasure of meeting Nigel, who was an amazing asset to Logan Hospital. She said he is so confident and knowledgeable in his field.

Kimberlee added that although Nigel wasn't present at the birth of her daughter Arabella, he made the effort to visit her during his next shift to check on them both and meet her new baby.

Nigel said he was humbled by the nomination. He said he enjoyed passionately what he did and it that it was always a privilege to watch a baby be born.

He said he did not deserve the award above anybody else because every midwife he had ever worked with had a passion for what they did and gave everything they could.

A day in the life

My day usually starts with dropping my son off at high school. I'll then head to the office but I can work at a variety of locations because

Addiction and Mental Health Services stretch across the whole Metro South Health region.

There is no typical day for me – it's all about flexibility and being able to prioritise jobs. My day can be very varied because my role combines therapies and Allied Health. At one point I can be attending the weekly Executive meeting, the next I can be supervising and mentoring staff or leading a research project.

As a member of Executive, some of my priorities are strategy and higher-level decisions. I am aware that I represent Allied Health and people who are passionate about delivering evidence-informed therapies, so I need to be at the table to give them a voice.

However, I also do a lot of direct people management, so I need to juggle the demands of representing the Executive and supporting staff in their roles. This is one of my biggest daily challenges.

I'm also used to eating in meetings! That tends to be the way I eat my lunch.

My favourite part of the day – and my role in general – is helping to turn innovative ideas into something that benefits patients and carers. For example, we have developed a *Therapies Capability and Practice Framework*, which is the first of its kind and will boost the therapy capabilities of our clinicians. This, in turn, will improve the treatments available for patients and carers.

Another achievement is strengthening the peer workforce in Addiction and Mental Health Services – staff who have lived experience of addiction and mental health issues.

Every day I play a part in leading initiatives that enable us to provide the best possible service and this gives me a lot of satisfaction.

