

Your health

Community health news
Issue 08 Spring 2017

Leading the world in health care

World-first in 3D-printing

Pathway to Excellence®
designation

Transforming cancer
treatment



We care about you



Queensland
Government

from the chair



Adjunct Professor Janine Walker

Chair, Metro South Hospital and Health Board

I want to begin by paying tribute to founding Metro South Hospital and Health Service Board Chair Terry White AO, who announced his retirement in September.

As a long-serving Board Chair, Terry oversaw remarkable achievements across the

health service and I know he felt privileged to work alongside so many passionate, caring, hard-working individuals who deliver extraordinary person-centred care to our patients and community each and every day.

As a Metro South Hospital and Health Service Board member myself since May 2016, and Deputy Chair since May 2017, I am now pleased to serve the Metro South Health family as Board Chair.

One of my main priorities is to continue to build on the strong partnerships we have between our organisation and the community. As a health service, we need to work with local residents, organisations and stakeholders to understand our community's unique needs, and to ensure our services are equipped to meet those needs.

I look forward to working with the Queensland Government towards achieving their goal of making Queenslanders the healthiest in Australia. The Board and I are also focussed on building on Terry's legacy and building Metro South Health's reputation as a world-leading healthcare organisation.

As you will read in this edition of *Your health*, many major projects and medical advancements have already come to fruition thanks to the tireless work of Metro South Health staff.

We will continue our efforts to improve the whole health care experience for our patients—going beyond treating their clinical symptoms and looking at ways we can improve their overall experience while in our care.

For news, events and information on our services, please visit our website or connect with us on social media.

 metrosouth.health.qld.gov.au

 facebook.com/MetroSouthHealth

 twitter.com/MetSthHealth

1300 MH Call

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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 14,000 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: Reuben Lichter (pictured with son William), world-first recipient of a 3D-printed tibia implant. Story, page 3 (photo credit: AAP Image/Darren England)

Princess Alexandra Hospital's world-first in 3D-printing

In a world-first, surgeons at Princess Alexandra Hospital have transplanted a 3D-printed tibia into a patient.

Reuben Lichter, 27, had the procedure after developing spontaneous onset of tibial osteomyelitis, an infection of the bone, which resulted in the majority of the tibia being destroyed.

Conventional treatment for Mr Lichter's condition was an above-knee amputation.

However, Princess Alexandra Hospital Plastic Surgeon Dr Michael Wagels said they were able to save the leg by inserting a 3D-printed model, wrapped in biological tissue in an effort to engineer new bone.

"A multidisciplinary operating team involving orthopaedics and plastic surgeons took 14 hours to reconstruct Mr Lichter's tibia with a 3D-printed model," Dr Wagels said.

"The procedure involved removing tissue from the bone of the adjacent fibula with its blood supply intact and transferring it into the 3D model to cover approximately half of the model with the elements required to transform it into living bone.

"Additional tissue from the opposite knee was also removed and transplanted. This involved microsurgery to connect the blood vessels of the transplanted tissue with the blood supply of the already transferred fibula periosteum. We know from our research that a robust blood supply is a crucial element to the success of the procedure."

Mr Lichter has been unable to work since September 2016 and recently became a father.

He said he was happy to undergo the unique and experimental procedure if it meant the chance surgeons would not have to amputate his leg.

"Straight away I said yep let's do it, I didn't care that it was experimental, I would do anything to save my leg," he said.

Mr Lichter said he was hopeful for the long-term success of the procedure but had a healthy outlook.

"Even if it doesn't work and they do end up amputating, I've seen the prosthetics people and I've got my mind set that it could happen. I'm well aware and whatever happens, happens at this point," he said.

"I actually think that I've always had a healthy outlook on it. I was just glad initially that I wasn't in pain anymore.

Because once they controlled the infection the pain disappeared and I said whatever happens from here, it's better than living in pain."

Mr Lichter said his fiancé Caity Bell had been a huge support throughout.

"We actually had a child two days before I was hospitalised, so she's been amazing, a trooper," he said.



Transplant recipient Reuben Lichter with PA Hospital Plastic Surgeon Dr Michael Wagels (photo credit: AAP Image/Darren England)



Community garden abuzz

Patients, visitors and staff of Princess Alexandra Hospital are buzzing after a native bee hive was installed in the community garden.

The one-meter-high hive is home to 10,000 stingless bees and is expected to make 1kg of sugarbag honey a year—which will not be harvested.

Princess Alexandra Hospital Radiographer, Community Garden Coordinator and beekeeper Renae McBrien said visitors to the garden found watching the bees calming and reassuring.

"To just sit and watch the endless journeys and workings of our busy hive gives a real sense of peace to our lives which is so important in a hospital community," she said.



Pathway to Excellence celebrations

Formal Pathway to Excellence® celebrations were held across the Logan Bayside Health Network infused with the spirit of Pathway and the voices of our nurses.

The designation from the American Nurses Credentialing Centre is a highly sought after, prestigious award, recognising organisations that provide positive practice environments for their nurses and midwives.

This award makes the Logan Bayside Health Network only the second organisation in Australia and the first network to be designated.

There were cheers and tears as the announcement was delivered and celebrations were held at Logan, Beaudesert and Redland hospitals with attendance from all divisions across the health service.

Director of Nursing and Midwifery Services for Logan Bayside Health Network, Lorraine Stevenson, said Metro South Health has created a culture where excellence is valued, nurses and midwives can excel and where we all 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,” Ms Stevenson 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.”

Metro South Health *highlights*



256,015
people were admitted
to our hospitals



285,041
people presented to our
emergency departments



1,198,602
outpatient appointments
were completed

July 2016 – June 2017

Year in review

In 2016-17, Metro South Health made significant improvements to our performance, enabling us to continue to deliver exceptional health care for our community.

Our highlights from the year include:

- maintaining exceptional performance in specialist outpatient, elective surgery and emergency department waiting times
- successfully rolling out the next stage of the Digital Hospital program at Princess Alexandra Hospital
- launching the internationally renowned Planetree program for excellence in person-centred care
- becoming the first health service in Queensland to receive Pathway to Excellence® designation for nursing excellence.

Read more about our achievements in our Year in Review publication, available online by searching “year in review” at metrosouth.health.qld.gov.au

Transforming cancer treatment

Each year more than 2,000 Queenslanders will have access to DNA sequencing to identify cancer-causing genetic mutations, with the opening of a new genomics centre at Princess Alexandra Hospital.

A Queensland first, and one of the largest programs of its kind in Australasia, the Australian Translational Genomics Centre (ATGC) will lead to better treatment outcomes, with potentially fewer side-effects and better survival rates for patients with cancer.

Metro South Hospital and Health Service Chief Executive Dr Stephen Ayre said the facility would have a major impact on diagnosis of inherited disease and would be transformational for cancer management.

“Within the next 10 to 15 years, genome sequencing will replace most genetic tests currently used, and nearly all patients with significant cancers will have whole exome sequences to inform treatment choices,” he said.

“In some cases the ATGC would be able to screen patient’s relatives to prevent similar cancers arising.”

Based at Princess Alexandra Hospital, the Centre is a partnership between the Queensland University of Technology (QUT), Metro South Hospital and Health Service, and Queensland Health’s Pathology Queensland business unit.

QUT Director of Genomics Professor Matthew Brown said they had entered the partnership to bring their research capability into clinical practice, for the benefit of thousands of Queenslanders each year.

“This Queensland-first cutting edge genomic diagnostic service will also enable significant research into cancer causation, helping with the development of better therapies,” Professor Brown said.

“With individually-tailored treatment we will see increased survival, and we will also be able to better target chemotherapy so patients experience fewer side-effects.

“We anticipate the centre will bridge the gap between genomic science and clinical care for Queensland cancer patients.”



New app to support doctors’ health

Metro South Health has released a new mobile app on the App Store and Google Play designed to support the health and wellbeing of doctors.



The app, named Vigeo—a Latin term meaning to thrive and be strong, active and effective—includes a range of existing tools and resources specifically for medical practitioners that have been carefully selected by a research team.

Executive Director of Medical Services Dr Susan O’Dwyer said the app is one part of a broader research program and workforce strategy into the health of the Metro South Health medical workforce.

“We have published an Australia-first research report that examined the range of physical and mental health issues faced by our medical personnel, and how we can better support them in their personal and professional lives,” Dr O’Dwyer said.

“The research showed that there is room for improvement across the spectrum of doctors’ health. In particular, we want to address the fact that doctors experience higher levels of occupational stress compared to other professions.

“Vigéo is a one-stop-shop for doctors and includes resources to improve physical and mental health, information about how to help colleagues, and contacts for where to get help. Importantly, it’s also completely confidential.”

Meet QEII nurse of the year



For QEII Jubilee Hospital Clinical Nurse Genelle Tilker, treating her patients is not just about caring for them, but caring about them.

The dedicated nurse of 14 years took out this year’s QEII Jubilee Hospital Nurse of the Year Award for her compassionate work treating patients with dementia and other medical illnesses.

“I love helping people, I think it’s nice when you see someone unwell and help to make them better. It’s a great achievement to see that happen and I think every nurse should be proud of the work they do,” she said.



Double trouble at Redland Hospital

Logan prep students brush up on dental care

A tooth brushing program for Prep and Year One students will be rolled out across all Logan primary schools in a bid to reduce dental decay rates in children.

Director of Metro South Oral Health Dr Helen Boocock said the program, launched at Woodridge State School, will not only deliver healthier teeth and less cavities now; but will also reduce the burden of tooth decay and expensive treatments down the track.

“Many people avoid the dentist because they are worried about how much it will cost, however people who have a Pensioner Concession Card, Health Care Card, or Seniors Card are eligible for free public dental care,” Dr Boocock said.

“All children aged four years until year 10 at school are also eligible for free dental care, even if they do not hold any concession cards.”

The Logan Central Community Health Centre oral health expansion recently opened, providing capacity for an additional 15,000 dental appointments per year including, for the first time, children’s appointments.

Adults and children can now receive care at the same clinic and even at the same appointment—making it easier and more convenient for the working families of today.

The oral health clinic offers a range of high-quality dental services for eligible adults and children such as examinations, X-rays, cleaning, fillings, root canals and extractions.



To make an appointment for dental treatment, call the Metro South Oral Health Hub on **1300 300 850**

It was a record week of deliveries at Redland Hospital in September with the births of five sets of twins. The pigeon pair combo won the week with three sets of girl and boy twins and one set each of girls and boys.

Midwifery Unit Manager for Women and Birthing Services, Janet Knowles, said it was extremely unusual to have so many sets of twins born in one week and was something she had never seen in her time at Redland Hospital.

“Only one of the five sets are preemie so all but that set of twins are not in the Special Care Nursery which means lots of extra work for our wonderful team of midwives,” Ms Knowles said.

Caterina Shefford’s (far left) beautiful little boys will receive ongoing care in Redland Hospital’s Special Care Nursery for several weeks after entering the world at 34 weeks.

She said her first skin-to-skin cuddles were amazing and had helped them settle for the rest of the day.



Three sets of the twins were induced, one set was a planned caesarean and one set was born under spontaneous labour

95,500 people could have avoided ED last year

The Brisbane South PHN Emergency Choices campaign uses a colour-coded scale of emergency alternatives:

- **BLUE: Getting worried?**
Get free customised medical information online using Health Direct symptom-checker.
- **AMBER: Need to see a doctor**
Call your GP or an after-hours GP service to see a doctor 24/7.
- **RED: It’s an emergency**
Serious illness? Accident? Suspected heart attack or stroke? Go to a hospital ED or call 000 for an ambulance.
- **GREY: Need to talk now**
Call 13 HEALTH to get medical advice from a registered nurse 24/7.

To visit the campaign website, go to emergencychoices.org.au



Hundreds join in Gundu Pa celebrations

The community came out in celebration for the unveiling of Metro South Health's Wynnum-Manly Community Health Centre, Gundu Pa, with around 800 people enjoying a fun-packed Community Day in October.

Local residents queued from event start to finish for a preview tour of their new health centre and enjoyed free food, entertainment (hosted by local TV star Ranger Stacey Thomson) and information stalls from community groups.

Staff from a range of Metro South Health services provided guided tours of the building, hosted information stalls and performed free health checks.

Acting Facility Manager Heather Tyrrell said the event was an excellent showcase for our health services in the area.

"The response from the community was fantastic—it was an honour to show so many people around Gundu Pa and explain the range of services, including many that are new and expanded, to them," said Ms Tyrrell.

The event included an official ceremony with a water blessing of the new building from Quandamooka Elders Aunty Joan Hendriks and Aunty Merle Dippel.

"Thank you to all Metro South Health staff and volunteers who made this such a successful and impressive event—we couldn't have done it without you," she said.

Gundu Pa opened to the public on 24 October 2017.

For more information about accessing services at the new health centre, visit the website:
metrosouth.health.qld.gov.au/wynnum



“ Patient compliments

"Just a quick note to say thank you for the excellent treatment I received when I underwent a heart operation (ablation) earlier this year. I was very impressed with the professionalism of all your staff, including your orderlies, nurses, and doctors. I also work for a government department, and I think my organisation could learn a lot from the professionalism and efficiency of your hospital."

- Princess Alexandra Hospital patient

"I recently required emergency attention as I had broken three bones in my foot. From the 'first contact' medical staff, all the way through X-rays, CT scan, doctor and physio, when a 'boot' was fitted—my experience was so markedly different from other hospitals. Smiling, willingness to assist and the cleanliness and well-lit facilities was so relaxing that, although I was in some pain, I actually nodded off to sleep. All your staff deserve a pat on the back for a job well done. I thank you for making my experience such an awesome one."

- QEII Jubilee Hospital patient

"We were at the Logan Hospital children's emergency department with our 11-year-old daughter who split her head open. We were treated by a doctor who was professional and courteous. He did a brilliant job stitching her up and was so great with her, especially while she was getting the numbing needles. He also had a laugh with us at the end and even gave my other daughter a high five when she asked for one. We were seen by a nurse who was also lovely. She told my daughter stories and told her how brave she was and kept coming in to check on her between her other patients. She made my daughter feel so special. We were so pleased with the care we received by all at the hospital."

- Family member of Logan Hospital patient



Patients welcomed to hospital by the "Sign Guy"

Metro South Health has launched a resource designed to make patients' stay in hospital less complicated by providing essential hospital information in nine different languages, including Australian Sign Language (Auslan).

Metro South Hospital and Health Service Chief Executive Dr Stephen Ayre said the three-minute animated video helps patients understand what to expect while in hospital, including identification checks, medication, preventing falls, infection control and hospital discharge.

"While they are in hospital, patients are generally unwell and in an unfamiliar environment—they will hear words they don't understand, be greeted by many different people and perhaps be given new medications," Dr Ayre said.

Auslan Interpreter and Metro South Health employee Mark Cave, who captured the hearts of Queenslanders during cyclones Marcia and Debbie, provides the Auslan interpretation in the Hospital Welcome Video.

Mr Cave said that there is a common misconception that providing English captions enables complete access to information for the Deaf community.

"Auslan, or Australian Sign Language, is a true language in its own right—not English using hands," Mr Cave said.

"Being in hospital is stressful enough, and not having access to information makes the experience even more stressful.

"I'm very proud to be part of improving access for the Deaf community and this welcome video will be incredibly valuable."

The video is available in Auslan and English versions, as well as with translated subtitles in eight other languages: Arabic; Farsi; Korean; Simplified Chinese; Somali; Spanish; Traditional Chinese; and Vietnamese.

The video is available in Metro South Health hospitals and online. Patients can watch the video prior to their hospital admission by visiting the Metro South Health website:

metrosouth.health.qld.gov.au/welcome

A day in the life

I'm a Multicultural Nurse Navigator at QEII Jubilee Hospital and support patients from culturally and linguistically diverse backgrounds.

After a couple of snoozes of my alarm, I get up and have 30 minutes to get ready and leave the house. I'm definitely not a morning person so the first thing I do when I arrive at work is get the largest coffee possible—then my day starts.

Every day is different and subject to change as urgent things come up, so I try to be as flexible as possible. I could be seeing patients in the wards, GP clinics and community centres or doing home visits. I provide care for culturally and linguistically diverse patients with complex health needs in hospital and will follow them through their health journey when they are discharged. The aim is to provide a seamless transition for these patients from hospital and back home and support them to get to a point where they are independent and able to access health care services at the right time and right place. I also provide multicultural support to staff.

I enjoy my interactions with patients the most. It gives me much more energy when I'm able to walk out of a client's home or hospital bedside knowing that I have assisted or contributed positively to their health care journey. Most of my clients have English as their second language. Sometimes I am able to speak the patient's language, which makes it easier to build rapport.

In my free time, I'm involved in multicultural community activities and events. I have a chronic travel bug and never hesitate to travel at any opportunity.

I'm proud to have a supportive team of Nurse Navigators to work with, and a very supportive manager and team at Metro South Health who have been a great help in setting up the first Nurse Navigator role at QEII Jubilee Hospital.

