Paving the Pathway for other Australian hospitals
The 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 the media team on 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...

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Pathway to Excellence special update | pages 3-4

Annual Child Protection Week
Full Day Workshop
Save the date: 14 September 2018

Issues covered will include:
» Domestic and family violence and it’s impact on children’s safety
» Substance use in the context of children’s safety
» Clinical presentation on non-accidental injury

Details to come ...

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This is your Workforce Services Team providing expert HR, OHS, rehabilitation, returning to work, learning and development and fire safety advice and services across Logan and Beaudesert hospitals as well as our community based facilities.

Please contact us with your enquiry at LBD_Workforce_Management@health.qld.gov.au

Team Members - Georges Khoury, Andrea Airey, Nicole Allan, Lyndelle Forrest, Gavin Brown, Kerry Angilley, Alison Floyd, Alison Levings, Susan O’Halloran, Jenny McVicar and Nicole D’Arcy.
Logan Bayside Health Network’s Pathway to Excellence success is proving vital in assisting more facilities across the country achieve designation.

Logan Hospital hosted a visit by Executive Director Nursing and Midwifery Services, Sonia Marshall from South Western Sydney Local Health District.

Pathway to Excellence Co-ordinator ADON Karen Webster said Ms Marshall flew to Queensland to connect with organisations that had achieved Pathway to Excellence® and/or Magnet® designations.

“Ms Marshall was keen to hear why hospitals chose to take on a journey of excellence, how to go about it and what results a Pathway journey can mean for a facility,” Karen said.

She said direct care nurses and midwives, NUMs and MUMs and senior leaders attended an afternoon meeting to share their insights into the Logan-Beaudesert and Redland-Wynnum Pathway application processes.

“It was a great opportunity for us to reflect on our ‘amazing journey’ to our Pathway designation and to be an ambassador for nursing and midwifery excellence programs across Australia.

“Thank you to the staff who came along to share in the experience and help our colleagues over the border.”

[Read online now >>]
Pathway picks up pace towards new standards

Have you been thinking that our Pathway activities have been a little quiet?

It probably looks a little this way, but that’s what a framework does - it ticks along in the background, shaping all that we do and guiding improvements for a positive practice environment.

Our digital hospital implementation now fully integrated in all our hospitals is an example of evidence against a Pathway standard.

Within Pathway Standard 1 Shared Decision-Making, Element of Performance 1.5 highlights the importance of organisations obtaining input from direct care nurses and midwives prior to implementation of changes that affect care delivery or workflow. The valuable contribution of nurses and midwives throughout our digital hospital implementation is a great example of how we live and breathe the Pathway framework in our day to day practice.

What else has been happening?

Director Nursing and Midwifery Services attended the 2018 PTE conference in West Palm Beach, Florida to present a paper in the Global Perspectives on Improving Quality and Safety session highlighting the fantastic work of the Intensive Care Outreach Nurse (ICON) service and the amazing outcomes achieved for our patients.

What’s Next?

Orientation to the new Pathway standards for LBHN’s next designation submission in 2019 with a new resource tool already created to show us all how easy the transition will be.

A review of our PTE governance structures.

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Visit the QHEPS site >>
Logan Hospital has made it even easier for new mums returning to work in the Emergency Department with a new, dedicated breastfeeding room.

Nurse Unit Manager Tracy Churchill said with many women in the Emergency Department workforce, the new room was already getting a workout.

“Staff previously had to make do with random places around the department so they are now extremely happy to have a secure, private and comfortable space to use,” Tracy said.

She said the private room featured a recliner chair and footstool, a selection of herbal teas, tissues and wipes as well as an essential stash of chocolate.

“The room also has a powerpoint for pumps and we will a small fridge to store milk so it doesn’t go to waste while our lactating ladies are working hard.”
MOS (Management Operating System) Pilots

MOS is a systemic approach that incorporates the use of Visual Management Boards and Quality Improvement methods to solve problems that are encountered by our staff at the frontline and in all other areas of the organisation.

It is one of the key initiatives that we are deploying as we work towards embedding a culture of continuous improvement in our organisation; by moving problem solving away from the desk of the manager or team leader and empowering our staff to lead and undertake continuous improvement.

Currently we have 4 areas (Clinical Governance Unit, Future Hospital Program, Renal Dialysis Unit and Ward 3A as a part of Excellence in Bedside Care) that have commenced using MOS boards with Division of Surgery commencing 1st week of June. The aim is to have MOS in place across Logan and Beaudesert hospitals in 80% of the areas over the next 18-24 months.

RDU’s MOS improves direct care patient time

An improvement idea was raised by a Renal Dialysis Unit staff member where a daily function was using up 24 mins per day. Once the solution has been applied, approximately 127 hours per year (or 17 work days) will be saved, which can be reutilised by providing more direct care back to their patients. A wonderful result for the team and the patients of Logan Hospital.
I believe that we are all part of a single team working together to provide an excellent standard of care for our patients.

This is why I was keen to be a Safety Champion, spreading the message that working together, with mutual respect for the different qualities that we individually bring to patient care, is the key to our success.

As such I advocate that we all look out for each other during the launch of the digital hospital.

It promises to be a difficult period of time with heightened risk to our patients through distraction and frustration, so I ask that we all demonstrate patience and mutual support.

**DR ANNA HALLETT**
Staff Anaesthetist
LBHN doctors Nasim Heidari and Martin Beckmann have praised the latest Australian and New Zealand addiction conference held recently on the Gold Coast.

Dr Heidari, a child and adolescent psychiatrist currently working with the Logan Adolescent Drug Dependence Early Response Service (LADDERS), and Dr Beckmann, a child and adolescent psychiatrist with Evolve Therapeutic Services (the child and youth mental health service exclusively for children in the care of the Department of Child Safety) said the conference was an excellent opportunity to catch up on progress in the area of addiction psychiatry.

“There was lots of education about the nature of different addictions, and available and emerging treatment options, as well as the introduction of assessment tools that assist with a more holistic understanding of individuals’ needs that could lead to achieving better outcomes for clients,” they said.

“Presenters emphasised the value of conducting further evidence-based research as well as the paramount role of improving consumers’ physical health to ensure better patient care in addiction psychiatry.”

Drs Heidari and Beckmann said they particularly enjoyed a presentation delivered by Dr Stephanie Kershaw on Commonwealth Government project called ‘Cracks In The Ice’.
Dear Colleagues,

Metro South Health’s positive workplace culture is founded on our care for each other’s safety and wellness. The We care about you: Metro South Health Safety and Wellbeing Strategy 2018-2020 builds on our positive culture in better supporting our people through harm prevention, fatigue reduction, social and emotional wellness, and physical and financial fitness commitments.

Today I am really pleased to launch the strategy – because your safety and wellness at work is my number one priority alongside providing excellent patient care. Under the strategy, you will benefit from practical, proven actions across a range of areas including:

- Better protecting our people from occupational violence and work practices that cause fatigue
- Ensuring we feel valued and respected at work with no-one experiencing bullying and harassment
- Supporting you to have a voice for not only contributing to improvement of our positive culture and patient care, but also just to be yourself at work and
- Assisting you both professionally and personally through mental health, social wellness, physical fitness and financial wellbeing activities

I encourage you and your team to engage in activities under the strategy as they’re promoted over the coming months and discuss how we care for each other’s safety and wellness at work.

The We care about you: Metro South Health Safety and Wellbeing Strategy 2018-2020 has been developed in response to your feedback through the 2017 Metro South Health Employee Survey. Safety and respect at work (including occupational violence and bullying/harassment) was identified by you and your colleagues as a key opportunity for improvement across Metro South Health along with leadership capability, fairness and transparency.

Earlier this year I launched the Metro South Health Recruitment and Selection Standard to promote fairer and more equitable access to acting and promotional opportunities. I hope today’s launch of the We care about you: Metro South Health Safety and Wellbeing Strategy 2018-2020 continues to demonstrate that I and the Metro South Health Executive have heard your views, and remain committed to nurturing a positive culture where we are all valued and respected as people and professionals at work.

Dr Stephen Ayre
Chief Executive
Metro South Health
I brought my Nanna to Logan ED when she was on holiday from New Zealand.

What was important to her was that she was treated with respect and dignity and seen in a short amount of time because she is older with complications.

This is a reality we face every day – every minute matters whether it is a member of your own family or a member of our community.

Tracy Churchill
Nurse Unit Manager