

NEW interns commence at Redland Hospital

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News from Redland Hospital
and Wynnum Health Service

Thursday 2 February 2017

The Pulse



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Featured: Five new Rural Generalist interns begin work at Redland Hospital: Zoe Wright, Ryan Avery, James Stewart, Andrew Warren and Kirsty-Lee Palmer.

New ED CNC set to improve patient flow and provide clinical expertise

A new CNC role has begun in Redland Hospital's Emergency Department providing support and clinical expertise to other staff on the floor while coordinating patient centered care, improving patient flow and accountability.

Nurse Unit Manager Tracey McTigue said she welcomed the senior clinical leadership position to the ED and said Robyn Reeves and Gary Forshaw would be sharing the role.

She said Robyn and Gary had years of experience in emergency medicine and would be available every day to the interdisciplinary team in the ED for expert advice on high acuity patient care and patient flow while responding to MET calls and Code Blues and patient deterioration.

"Robyn and Gary will mentor and support junior nurses in the ED and be a great resource for procedure guidelines," Tracey said.

Robyn and Gary will be working from 1130 to 2030 daily.



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 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.

Making it easier to stay connected

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Download clinical and corporate applications – now available via the BYOD Self-managed service – ideal for patient home visits and roaming clinical staff.

Search 'BYOD' on QHEPS to find out how to connect.

Staff on the Pathway to survey

Expo success

Redland Hospital staff jumped into the Pathway to Excellence® spirit enjoying a raft of activities and stalls at the expo held this week.

The expo was held in the lead up to the commencement of the staff survey which nursing and midwifery teams will be invited to undertake.

For more information visit QHEPS page <http://qheps.health.qld.gov.au/loganb/services/nursing-midwifery/pwto-excellence.htm>.

Survey date: Redland Hospital and Wynnum Health Service

The survey opens 0900 hours, Tuesday February 21, 2017 and closes 0100 hours, Wednesday March 15, 2017.



James moves from nightlife to saving lives as new hospital intern

A former DJ and nightclub owner is among Redland Hospital's 2017 cohort of interns which this year includes five Rural Generalists and eight interns on secondment from the Princess Alexandra Hospital.

The group of junior doctors including Rural Generalists James Stewart, Zoe Wright, Ryan Avery, Kirsty-Lee Palmer and Andrew Warren, will complete their rotations at Redland Hospital over the next 12 months.

Director Medical Services and Facility Manager Dr Ros Crawford said Redland Hospital would provide the graduates with a supported training pathway to a career in rural medicine.

Dr James Stewart (pictured) said he decided on a career in medicine after years working as a DJ and nightclub owner on the Sunshine Coast and overseas.

He said he had also dabbled in roofing before embarking on a medical degree and the Rural Generalist pathway.

"I was born on a farm in NSW but I

married a Melbourne girl last year so she will have a big say on how rural we go," James said. Dr Zoe Wright said she decided on rural medicine after working Roma, Bamaga and the Torres Strait while Dr Ryan Avery said

“You never forget your bush roots though and I still remember our family doctor.

he hoped to specialise in mental health in a rural setting.

Dr Andrew Warren, a former software engineer, said he was looking forward to getting down to work on the wards of Redland Hospital next month.

This year's interns from the Princess Alexandra Hospital will



complete their allocated term at Redland Hospital before returning to their primary facility.

They are doctors Imogen Andrews, Jeffrey Brown, Ruby Chang, Katie Darch, Nicholas D'Elia, Hayley Logan, William McGahan and David Tran.

Rural Generalists ...

are rural medical practitioners who provide:

- hospital and community-based primary medical practice; and
- hospital-based secondary medical practice including emergency and inpatient care; and
- advanced specialised skills in at least one discipline: emergency medicine, Indigenous health, internal medicine, mental health, paediatrics, obstetrics, surgery or anaesthetics; and
- hospital and community-based public health practice.

Get ready for Reddybox!

Redland Hospital's very own stars will feature in the first ever Reddybox out today.

Be sure to have a look on the Metro South Health facebook page to see the videos featuring your very own colleagues on stuff happening where you work.

Be in touch if you have a message for the next video, like, tag and share with your other friends and family and follow our MSH facebook page while you're there.

Cultural Diversity eLearning is now available

Cultural competency is a key strategy for reducing inequalities in healthcare access and improving the quality and effectiveness of care for culturally and linguistically diverse people.

This training will:

- resource you with the knowledge, skills and tools to manage cross-cultural health encounters
- help you deliver inclusive, timely, safe and effective health care to all of our patients/clients
- equip you to work more effectively with colleagues from different cultures

Go to: leaponline.learnflex.com.au



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A message on Mental Health Act

The new Mental Health Act 2016 will commence next month on 5 March 2017.

The key purpose of the Act is to improve and maintain the health and wellbeing of people with a mental illness who don't have the capacity to consent to treatment.

It recognises the importance of the involvement of family, carers and other supports (subject to a patient's right to privacy) and aims to achieve this in a manner that is least restrictive of a person's rights and liberties.

This is especially important for families, carers and nominated support persons – who are often in stressful situations - to receive relevant information about the care and support of their loved ones.

Importantly, the new Act promotes the recovery of a person with a mental illness and their ability to live in the community, without the need for involuntary treatment or care.

As a matter of urgency, I would encourage Authorised Doctors and Authorised Mental Health Practitioners to complete the eLearning training.

I would also encourage staff across Metro South Hospital and Health Service to make themselves



The Mental Health Act 2016 commences on 5 March 2017. Learn more now.

familiar with new requirements of the Act, especially our Emergency Department staff.

The powers and responsibilities of police and ambulance officers transporting persons under the 'emergency examination order' (renamed "emergency examination authorities") has been transferred to the Public Health Act 2005, you can learn more about this by perusing the Powers and Responsibilities of Emergency Department Staff.

I would like to recognise the efforts of all stakeholders, the Mental Health Act 2016 Implementation Team, and the efforts of Metro South Addiction and Mental Health Services staff during the transition to the new Act.

Regards

Professor David Crompton OAM

Executive Director

Metro South Addiction and Mental Health Services

The Mental Health Act 2016 will commence on 5 March 2017.

The new changes may affect your work.

Learn more about the powers and responsibilities of Emergency Department Staff now.



Helping patients settle in

The wellbeing of our patients is our number one priority.

While they are in hospital, they are generally feeling unwell, are in an unfamiliar environment, and can feel overwhelmed by the bevy of people treating them, medications they're being given and information they're trying to absorb.

Metro South Health is developing a patient safety video to try to help our patients feel safe and more comfortable.

We'd love our staff to provide feedback on what should be included in the video. Feedback closes on Friday 17 February, so complete the survey now.

For more information on our Planetree journey visit QHEPS or our Planetree webpage. #thatsplanetree

Planetree Meet and Greet coming soon

Metro South Health is preparing for an introductory visit with Planetree representatives who'll visit our facilities in March 2017.

This visit will help Planetree to get to know us and how we're tracking on our journey toward formal recognition as a person centred organisation. Our Planetree Coordinators are making real progress in assessing how we're delivering on the Planetree components. The 'meet and greet' will help us focus our efforts to achieve our goals.

Watch this space for dates and further details.



Soroptimist care packs give dignity back to Redland women

Women presenting the Redland Hospital's Emergency Department will receive a care pack thanks to the generosity and kindness of Soroptimist International Bayside.

Local members of the international organisation, working to empower women and girls, visited staff recently to deliver care packs filled with toiletries, nighties, footwear, underwear and other items.

ED staff said they were forever grateful to groups like Soroptimist International for helping patients, especially women who presented without any personal items, for helping them maintain their dignity and be comfortable during their stay in hospital.

They said they wanted to thank Grilled at Victoria Point also for fundraising to purchase the items for the packs.

In the news this week

Hospital listens to the hard of hearing

COMPLAINTS relating to people with hearing loss have been heard by staff at Redland Hospital, leading to a campaign to provide better services to those who are hard of hearing.

The Be Heard campaign is being rolled-out at the hospital, encouraging staff to cater for people who are hard of hearing and customers to voice their needs.

Redland Hospital's executive director of allied health Gail Gordon said the hospital had set up a steering committee, which included five people with hearing loss, in response to the complaints.

She said the hospital was inspired by a similar project at Princess Alexandra Hospital.

The committee is engaging with staff and doing audits in sections of the hospital to see what could be improved.

Committee member Shirley Edwards, who is secretary of the Cochlear Implant Club and Advisory Association (CICADA Queensland), said people who had hearing impairments often



BEING HEARD: Gail Gordon (second left), of Redland Hospital, with Shirley Edwards and Peter and Jill Lindley, who have hearing impairments. **Photo: Cheryl Goodenough**

required different types of assistance.

Only some people could understand sign language.

"Hearing loss is so diverse," she said.

"This initiative has been a great big step forward. It is something that has needed to be done and addressed for a long, long time."

Another committee member, Jill Lindley, said, as consumers, they were very excited that the hospital had been addressing these issues.

She said sometimes writing information down, instead of speaking, could help a person who was hard

of hearing.

Her husband, Peter Lindley, said another simple measure was to turn around chairs in a waiting area so that people who had a hearing impairment could see when they were being called.

Awareness-raising at the hospital continues.

Ms Gordon said it was important people felt empowered enough to ask for the assistance they needed at the hospital.

"Our aim is to have a champion in every work area to ensure the needs of people with a hearing impairment are met."

— CHERYL GOODENOUGH