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restoring quality of life
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Janet ready
for Digital Hospital at Beaudesert
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Featured: Beaudesert Hospital Clinical Nurse and Digital Hospital Change Champion Janet Motum.
Reward for hard work across Logan Hospital

Alicia Hewlett from Patient Administration Services (front reception) has been recognised with the individual award at this month’s staff rewards lunch.

Alicia is often the first staff member that most visitors to Logan Hospital meet. She is always professional and friendly even when she is faced with some difficult situations.

Alicia’s cheery personality and the way she greets all the visitors to Logan Hospital ensures visitors feel they are attending a professional organisation and improves their experience.

Social Work Team, Allied Health have taken out the latest Team Award, presented by A/Executive Director Lorraine Stevenson last Thursday.

Logan Hospital currently experiences a significant number of ED presentations and the Social Work staff have worked with the MDT and Patient Flow to achieve excellent results in the management of long stay patients.

Long stay patients are often a significant cause of reductions in bed availability within the acute wards of hospitals and Social Work has introduced strategies for timely management of long stay and maintenance patients and those requiring QCAT.

This has resulted in Logan Hospital being the exemplar (from 2014 to date) within its Australian and New Zealand HRT peer group.

Similarly, Logan Hospital’s performance in these areas is the best across all MSH facilities.

The efficiencies gained have:

- Improved efficiency of allocated bed-days and capacity to treat more patients
- Reduced risk of patient decline and hospital acquired infection
- Improved clinical safety and patient satisfaction and more.
Occupational Therapy at Logan Hospital strives to provide innovative and evidence-based practice.

There are projects underway across Emergency Department, Intensive Care Unit, Hand Therapy and Acute Stroke to further improve patient care. A project was initiated to improve early Occupational Therapy management of acute stroke survivors. The data collected over one year indicated an increase from 75% to 93% in number of patients seen by OT within 48 hours of ED presentation. This was achieved through:

1. Development of proactive weekend OT service
2. Development of a new Neurological Screening form
3. Comprehensive staff training

Erika has been working hard with Robert in Hand Therapy. Today they are targeting improvements in range of motion, oedema and strength so that he can return to work.

In the past year, the OT team within the Hand Elbow Wrist Therapy clinic provided 3275 occasions of service to patients.
OT helping patients reach their potential

What is Occupational Therapy?
Occupational therapy is patient-centred care that enables people to participate in the activities of everyday life. Occupational therapists achieve work with patients to enhance their ability to engage in what they want to, need to, or are expected to do.

This patient is being assessed for her safety, judgment, planning and physical ability in a functional kitchen task. On the acute wards, Occupational Therapy assesses patient performance in daily activities and problem-solve complex barriers to discharge.

Occupational therapy can identify a patient’s strengths and difficulties, such as dressing or getting to the shops and help work out practical solutions to assist a patient in regaining their independence.

Andrea is starting early functional retraining with Mrs M in the Intensive Care Unit. This is to ensure a fast return to pre-morbid level of function at discharge. Current literature indicates that early Occupational Therapy intervention decreases hospital length of stay and reduces the incidence and duration of delirium in non-ventilated patients.
News in Brief

- 72% of staff are trained in Digital Hospital
- Wards are prepared for Short Notice Survey
- Flu related presentations to ED and admissions reached an extraordinary peak in Sept-Oct
- Minister for Health Cameron Dick launched the Addiction and Mental Health Short Stay Beds in the inpatient unit
- Works commenced on the TAFE car park in late September
- Maternity staff attended the Pregnancy to Prep Expo in September
- Minister for Health Cameron Dick launched the first three Community Maternity Hubs
- LBHN nurses presented at the Australian College of Nursing National Forum in Sydney
- NP Nephrology Cassandra Stone presented the innovative Integrated Chronic Disease Nurse Practitioner model of care at HRT in New Zealand
- School Based Trainees attended their official graduation at Mabel Park State High School

Free Multicultural Health Day for Logan

Logan residents are invited to a free Multicultural Health Day this Saturday, hosted by Metro South Health and key partners.

The event will feature health information stalls, wellbeing activities, local entertainment, a kid's activities station as well as free health checks.

Metro South Health, Access and Capacity Building Team Leader Brooke Hutchison said the day aims to bring people together and promote health and wellbeing information in the Logan community.

The event is being coordinated in partnership with Access Community Services Logan, Ethnic Communities Council of Queensland and Multilink Community Services.

“Logan is one of the most culturally and linguistically diverse (CALD) communities in Queensland.

“Navigating the health system is challenging for most people; the challenges are multiplied many folds for people from CALD backgrounds.

“We hope this event will help people overcome some of the barriers faced when accessing the health system and help establish positive relationships with health staff in the local area.”
Beaudesert Hospital getting ready for Go Live

Beaudesert Hospital ED Clinical Nurse and Digital Hospital Change Champion Janet Motum (front page) says she’s looking forward to a future with Digital Hospital.

“This is going to be totally different from what we have been used to but I’m here to give support and knowledge to my colleagues,” she said.

“Digital Hospital training has been really good; a lot of people fear the change but it will make our lives easier and better for our patients.”

Janet said she wanted to encourage staff to visit LeapOnline where training was available to provide a good base knowledge of what was in store.

“It’s going to be great - I’m looking forward to the future.”
Logan Hospital staff, patients and visitors can fill up for free at the brand new refill station located near Outpatients.

Be a part of the ‘Refill Revolution’ and visit the Go2zone with your own bottle to refill with free, chilled H2O whenever you like.

The Go2zone is the first dispenser of free chilled water that also reduces plastic waste and contributes to saving the environment.

So do your bit to help reduced plastic bottle waste and say no to single use plastic bottles and BYO a reusable water bottle to Logan Hospital to fill up for free.

www.go2zone.com.au

#byobottle #refillrevolution

Quick facts...

9 Billion plastic bottles are consumed by Australians every year.

How many end up in our landfills and waterways?

Approximately 75% of the rubbish along the Australian coast is plastics.

The solutions:

Reusable water bottles & giving the public easily accessible FREE water alternatives.

Who we are:

Go2zone is a social enterprise initiated by Healthy Waterways and Catchments, an independent Not-for-Profit organisation working with government industry & community groups to protect the environment and improve waterway health for the collective economic and social benefit for all.

Our story:

We conducted research over the past few years using community based social marketing behaviour change campaigns. After launching a trial with 3 water vending machines more than 12 months ago this is the feedback we received...

- 95% would use a machine to access free, hygienic water if available
- 79% liked water being FREE
- 91% consider themselves environmentally-conscious
- 64% liked helping the environment
- 63% liked chilled water
- 55% liked the hygienic & clean aspects
- 55% liked the easily accessible location

Other comments supplied were... that it was novel, provided up to date information and education and would be good for tourism.
Dear Colleagues

I am pleased to announce that the 2017 Metro South Health Employee Survey opens today.

This is the third time the survey, conducted by Best Practice Australia (BPA), has been rolled out to all Metro South Health staff.

The survey is your chance to tell us what it's like to work in Metro South Health. We need to hear what you think—good and bad—in order to plan for future improvements to our hospitals and health services.

You now have the opportunity to have your say on all aspects of workplace culture, provide feedback regarding your manager or your team, and your general level of job satisfaction.

By gauging employees’ opinions, we are able to continually improve communication, leadership and the professional working environment.

How to complete the survey ...

You will receive one of the following, depending on your work unit:

1. an email link
2. a password to complete the survey online
3. a paper copy of the survey.

Your survey is unique and shouldn’t be shared with anyone else. If you don’t yet know how your work unit is completing the survey, please speak to your line manager or contact your local survey coordinator.

Survey answers are anonymous and confidential and cannot be traced back to you.

The survey is not compulsory but it is a great opportunity that doesn’t come around very often—so have your say and shape the future of Metro South Health!

More staff completing the survey results in better data and more reliable information.

I encourage all staff to get involved.

Dr Stephen Ayre
Chief Executive, Metro South Health

FOR MORE INFORMATION VISIT QHEPS
metrosouth/culture/employee-survey.htm
Dear Colleagues,

I am pleased to advise that the Governor in Council has approved the appointment of Adjunct Professor Janine Walker as Chair of the Metro South Hospital and Health Board.

Janine has been a member of the Board since May 2016 and has served as its Deputy Chair since May 2017.

As a human resources expert with a background in health, academia and broadcasting, Janine brings extensive experience to the role of Board Chair.

She is currently an Adjunct Professor in the Griffith Business School, chairing events, providing guest lectures and supporting research.

Janine’s appointment follows the retirement of Terry White AO as our Board Chair.

I would like to take this opportunity to sincerely thank Terry for his steady leadership, as well as his commitment to improving health services across the Metro South region over the past five years.

His guidance has placed Metro South Health in an excellent position to continue to meet our challenges and deliver the very best health care into the future.

I am sure you will join me in congratulating Janine on her appointment.

Dr Stephen Ayre
Chief Executive
Metro South Health

Good morning,

My family and I would like to recognise a wonderful doctor at Logan Hospital who helped my mum a few weeks ago.

We are extremely grateful to Dr Golam (I hope the spelling is correct) for persevering with tests and discovering that mum’s lymphoma had progressed.

My mother was rushed to Logan Emergency with extreme abdominal pain (this was her first visit to Logan Hospital).

My mum has had low grade lymphoma for a few years that did not require treatment; however every 3-4 months she was experiencing serious pain requiring an emergency visit and morphine.

She was assessed at Emergency and sent for an ultrasound and MRI – which were inconclusive.

Despite pressure from other staff at the hospital Dr Golam insisted on keeping mum at the hospital overnight so that she could be transferred to the Wesley the next day.

Dr Ian Irving told her how impressed he is with the Logan Hospital and Dr Golam for pushing mum’s case forward. Without this my mother’s prognosis would be much worse.

Dr Golam contacted mum’s haematologist Dr Irving to discuss her symptoms.

Dr Golam reassured my mum that ‘she wasn’t going anywhere’ as he knew something was wrong and she needed to get to the Wesley for a PET scan.

Due to his persistence the PET scan revealed that mum’s lymphoma had transformed with lesions now found on her hip bone and spleen.

This week mum started her first round of chemotherapy and we hope for a positive outcome after treatment.

Could you please ensure that Dr Golam is made aware of how grateful we are, and tell him we said thank you.

Kind regards,

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Introducing your new
Online IT Support Portal

Accessing IT Support is now faster and easier with the launch of a new Online IT Support Portal.

The portal provides a quick alternative to calling the help desk with online options to request access, self-help, get help or order something.

Just search for your request via the portal’s ‘Google’ style search bar to find online solutions or get help.

Nearly 1500 self-help articles are available on the portal for a range of topics from installing a printer to managing your Outlook mailbox.

You can view the status of existing requests via the ‘My jobs’ dashboard or keep up-to-date with IT disruptions and maintenance via ‘My Alerts’.

You can access the IT Support Portal via QHEPS or the icon on your desktop.

2017 Metro South Health Employee Survey – Launch Events

<table>
<thead>
<tr>
<th>Launch Event Location</th>
<th>Date/Time</th>
<th>Venue</th>
<th>Videoconference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Princess Alexandra Hospital</td>
<td>Monday, 16th October 2017 11am – 12pm</td>
<td>Russel Strong Auditorium, PAH, 199 Ipswich Road, Woolloongabba QLD 4102</td>
<td>Dial-in from any videoconference unit using the code 170859</td>
</tr>
<tr>
<td>QEII Jubilee Hospital</td>
<td>Monday, 16th October 2017 1pm – 2pm</td>
<td>A&amp;B Training Room, level 2, QEII Jubilee Hospital, Cnr Kessels &amp; Troughton Rd, Coopers Plains QLD 4108</td>
<td>Dial-in from any videoconference unit using the code 170859</td>
</tr>
<tr>
<td>Logan &amp; Beaudesert Hospitals</td>
<td>Wednesday, 18th October 2017 2.30pm – 3.30pm</td>
<td>Auditorium, Ground Floor, Building 1, Logan Hospital, Cnr Armstrong &amp; Loganlea Rd, Meadowbrook QLD 4131</td>
<td>Dial-in from any videoconference unit using the code 170859</td>
</tr>
<tr>
<td>Redland Hospital &amp; Wynnum Health Service</td>
<td>Thursday, 19th October 2017 2.30pm – 3.30pm</td>
<td>Conference Rooms 1 &amp; 2, Redland Hospital, Weipin St, Cleveland QLD 4163</td>
<td>Dial-in from any videoconference unit using the code 170859</td>
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</tbody>
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Presented by Best Practice Australia, the MSH Employee Survey launch events provide line managers and staff with information on how to complete the survey. Attendance is optional for staff, however, line managers (or a nominated proxy) should attend to collect eSurvey password slips or hard copy surveys to distribute to their teams. Work units completing the survey via email link will automatically receive their emails.

Please contact your line manager or the Metro South Reform Team if you are unsure which launch event to attend. Staff based at locations other than the presentation venues are welcome to videoconference into the launch event presentations using the codes listed above.
MULTICULTURAL HEALTH DAY

Health and wellbeing information for the community

Saturday 28 October 2017
1.00PM - 5.00PM
Hope Centre - 440 Kingston Road, Slacks Creek

Free entertainment
Health service info
Interactive activities
Light refreshments
Children’s activities

Australian College of Nursing

Exclusive Affiliate Rate
Metro South Hospital and Health Service is a proud Platinum Affiliate of the Australian College of Nursing.

All Metro South Hospital and Health Service nursing staff hence receive the exclusive Affiliate membership rate of $240 per annum or $20 per month – providing a saving of over $70!

Head to www.acn.edu.au/join and follow the prompts.

We look forward to welcoming Metro South Hospital and Health Service nursing staff to the ACN community!

metrosouth.health.qld.gov.au/multicultural-day

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 or just sent through your story.

We would love to hear from you...

Previous editions of The Pulse can be found here >>