Sally caring for all cultures in Navigator role

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The new look Special Care Nursery has received a helping hand from Beenleigh Marketplace and Lions Twin Rivers, Lions Logan West and Lions Logan Village.

Nurse Unit Manager Neonatal Services Katharine Lawlor said she was extremely grateful to Beenleigh Marketplace and Lions for the fundraising efforts and for choosing Logan Hospital’s Special Care Nursery as the beneficiary of $2,600.

She said the money, kindly donated by members of the local community, would be used to purchase breastfeeding pillows for mums of new premmie twins as well as cot covers and toys for premmie siblings in the parent’s room.

Featured: Renee Judd, Katharine Lawlor, Val Keg, Thomas Keg, Lauris Luccaianio, Rachelle Haines, Noelene Major and new mum Hayley Long and baby Ariel.
Culturally safe health care Sally’s priority as Nurse Navigator

Nurse Navigator Multicultural Sally Fraser loves her job and loves helping people from diverse backgrounds.

After 34 years as a nurse and 17 years at Logan Hospital, Sally said her new role now allowed her to learn more every day about perceptions of health in other cultures.

“It’s fascinating,” Sally said.

“Logan is home to people from more than 200 nationalities and has one of the highest rates of refugee settlement in Australia so our health system can be very difficult to navigate for people new to our country.

“There’s a lot we can learn as service providers to make health care more culturally safe and ensure better attendance and proper use of the Emergency Department.

“It’s all based around health literacy and education.”

Sally said she enjoyed working with people seeking asylum and with other agencies like the Red Cross who then liaised with the Department of Immigration and Border Protection.

“We can provide care to people in community detention and work with third parties as well.”

She said she worked closely with her Nurse Navigator colleagues in chronic disease and disability and managed her patients through care phases including intensive, managing, maintaining, through to discharge.

“It’s total holistic care which is very satisfying work because you can work with patients in any environment whether it is their home, in the wards or in outpatients.

“My patients appreciate the single point of contact they receive through this role as well as our responsiveness and reliability.”
Logan-Beaudesert has passed the Short Notice Survey with flying colours after the facilities made history last week as the first to pilot a program that gives 48 hours notice of accreditation.

A/LBHNN Executive Director Lorraine Stevenson said every two years Logan-Beaudesert open their doors to the external assessment process of accreditation against the 10 National Safety and Quality Health Service Standards and the EQuIPNational Standards.

Ms Stevenson said Logan-Beaudesert’s last survey in 2015 saw both facilities assessed as performing extremely highly with no recommendations made and accreditation confirmed for the next 4 years; with a Periodic Review in 2 years.

She said as part of the Future Hospital Program, Logan-Beaudesert, in collaboration with the Clinical Excellence Division, Australian Commission on Safety and Quality in Health and the Australian Council on Healthcare Standards (ACHS) has lead the way in Australia by being part of a pilot program with accreditation occurring with 48 hours notice.

“This is only possible because of the commitment of staff to Logan Beaudesert’s sound systems and processes that underpin the facilities’ excellence in care delivery and outcomes.

“We had our first survey and passed with flying colours and then the surveyors returned for a second short notice survey of different standards and again, no recommendations.

“What an amazing result. Well done and thank you everyone.”
Digital Hospital to increase efficiency for Social Workers

Social Work Senior and Clinical Lead for the ED Social Work Team, Claire Walsh, has worked at Logan Hospital for three years. She enjoys collaborating with her multi-disciplinary team members to solve problems for patients and enjoys the fast paced environment that is unique to the ED.

Claire was nominated by her team to be a Digital Hospital Change Champion, because of her eye for detail and her interest in information technology. Claire said becoming a digital hospital would have a positive impact on the way the Social Work Department operates.

“I believe our team will see a huge improvement in efficiency and this will lead to improved outcomes for our patients and for the hospital,” Claire said.

“Having the capacity to type notes directly into the chart, with set templates for note taking, is going to save time and improve standardisation of the way our notes are entered.

“And it is a major bonus that we will no longer have to search for patient charts.

“Social workers spend a lot of their time reviewing previous admissions for complex patients and gathering collateral. With the digital hospital system, the search function will make it easier for us to find social work entries, not just for the current admission but also previous admissions.

“As a Change Champion, I work with my senior team to plan how the Social Work Department will use the new system. I am also assisting in setting up new protocols and standards for working, and helping to identify any barriers or challenges with the new system.

“I am looking forward to supporting my team through their training and will continue to support them at Go Live.”
More sessions open

As we approach Go Live for Digital Hospital at Logan, there are many additional education and information sessions available for staff.

These sessions will build on your training by bringing together some of the organisational procedures. Session topics include:

- Business Continuity Plan (downtime) procedures
- Early Warning Tool/MET call procedures
- Transfer points and outpatient workflows
- Outpatient Workflows

Drop-in device practice sessions are available which will give you an opportunity to have hands-on practice with the devices and to see the integration with ieMR.

Device stations include vital sign monitors, ECG machines, specimen label printers, armband printers and patient label printers.

See how our Medical Officers are prepping for Go Live
Did you know our facilities receive fantastic feedback each and every week? Here are some recent examples sent to Logan Hospital.

I’m C and I gave birth at Logan Hospital. I’m writing to express my gratitude and appreciation to your midwives and doctors who assisted me in giving birth to my second child.

This is my first time to give birth here in Australia as I’m a migrant from Philippines.

Since Antenatal days, I have grown an appreciation on your staff’s warm welcome to the expectant mums like me regardless of race and background. Although I had shared care with my GP (due to logistics reasons), all my encounters with the doctors and midwives have always been professional and friendly.

I may not have given birth as I wanted in my birthplan due to failed induction, I ended up with elective Cesarean (this was my 2nd C-section) which was handled very well by your staff.

I’m very much impressed with how detailed and organised the endorsements are made to the next midwives on duty as well as endorsements from one section to another (like from theatre to recovery to ward). But I’m mostly impressed on the consistency of the quality of service by the midwives and doctors. The most warm, empathetic, professional and competent carers I’ve ever been admitted to.

Midwife Jordan - she was at the last hour of her shift when she had me yet it never felt she wanted to rush things to be done and over with. I had a bit of a challenge on my internal exam yet she was so encouraging that I forgot I was nervous on how my delivery would go that day.

Midwife Penny - thank you for holding my hand when they injected the anesthesia on my back. I’m terrified of needles and was doing my best to keep myself calm until your hand reached out to mine and it felt like the most comforting thing I could ever have been given at that time. It meant a whole lot in keeping me calm, thank you Penny.

I also greatly appreciate them taking care of my hubby making sure he’s comfortable while he looks after me. Not only are they caring to the patient but also to the family members. You guys rock!

I’m on my way to full recovery from the C section and happy to say both me and bub are doing well. We had a very pleasant, above and beyond birthing experience at Logan Hospital.

Kind regards, C

Logan Hospital’s Nurse Graduates have impressed at the first of three Insight Graduate Quality Initiatives Showcases held last week.

Presentations were given on a range of initiatives including CPR and insulin vial usage in the ED.

The most popular presentation from each of the three events will face off and the winner named at the graduation ceremony in March next year.
Two representatives from Logan Mental Health Services have travelled to Berlin to present at the 17th World Congress of Psychiatry.

Dr Anshuman Pant, an adult psychiatrist, presented in his capacity as the Secretary of the Section of Rural Mental Health World Psychiatric Association [WPA].

Dr Pant spoke on ‘Rural Mental Health: Challenges and Solution-Australian Perspective’ outlining Australia’s two-tier health system; Federal Commonwealth funding the Primary Care Sector including General Practitioners, private psychiatrists, allied mental health and Non-Government Organisations; and State Governments funding the hospital system.

Dr Pant said a review of mental health programmes and services by the National Mental Health Commission in 2014 found higher mental health burden among rural and remote populations, especially Indigenous Australians and significantly lower access to mental health services available in rural areas.

He said the review recommended innovative strategies, with a focus on locally based primary care networks.

“The 5th National Mental Health Plan aims to create a service system that works in an integrated way at a regional level through collaboration between the Commonwealth-funded Primary Health Networks and State funded local hospital networks and it is expected that this will help in providing equitable and culturally-appropriate services to the rural and Aboriginal populations.”

Dr Martin Beckmann, a child and adolescent psychiatrist working with evolve therapeutic services in Logan, also joined the presentation in Berlin presenting a research paper published in 2016 in Children and Youth Services Review.

Dr Beckman said the title of the research paper, “Evolve therapeutic services: a 5-year outcome study of children and young people in out-of-home care with complex and extreme behavioural and mental health problems” by Stephanie Klag and several co-authors including Logan co-author Duncan Turner.

He said the presentation was well received, with many speakers and audience members staying well beyond the 1 ½ hours originally scheduled for the symposium.

“It was really the topic that inspired all to stay behind at the Messe halls, and not the cold Berlin autumn weather.”
What's Happening

Logan Hospital’s new massage therapist Sheree Bright from Brisbane Workplace Massage has been busy providing staff around the hospital with 15 minute and 30 minute massages.

It’s the first time Logan Hospital has offered an on-site massage therapist for staff.

So look out for the special broadcasts to book yourself in for an appointment.

Devices have landed at Beaudesert

The rollout of WOWs has begun at Logan and Beaudesert Hospitals.

Digital Hospital Project Manager, Julio Menendez said the Workstations on Wheels (WOW) will provide clinical staff the ability to document, place orders and review their patients’ medical records closer to the bedside.

“We have 195 WOWs to deploy to Logan and Beaudesert Hospitals, to be installed across the hospitals in coming weeks,” said Julio.

“These devices will bring the medical record to our patients’ bedsides and help with the clinical review process.

“The digital hospital devices team will also install 300 specimen label printers and 100 single patient label printers.

>> metrosouthdigital.health.qld.gov.au/site/beaudesert/home
**DNMS earns MN in Practice Inquiry**

Logan Bayside Health Network
Director Nursing and Midwifery Services
Lorraine Stevenson has been working hard, recently earning her Master of Nursing (Practice Inquiry).

If you have an achievement you are proud of and want to share, email Heidi.Giddins@health.qld.gov.au

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**2017 Metro South Health Employee Survey**

Logan-Beaudesert Hospitals’ response so far...

54%

1,464 respondents

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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 >>

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**Princess Alexandra Hospital Orthopaedic Research Showcase**

Friday 17 November | Russell Strong Auditorium

Showcasing research projects undertaken by members of the orthopaedic unit, comprising of presentations, practical workshops, networking opportunities and lively debate. Doctors, nurses and allied health staff encouraged to attend.

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Save the date