

Health UP NORTH

Edition 195

Meet Joy

Our new Executive Director
Aboriginal and Torres Strait
Islander Health p.5

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FROM THE CHIEF EXECUTIVE

Our Board, executive and governance teams recently completed a second round of consultation across the Health Service on Your Voice, Our Future. I congratulate staff on their input throughout this process and I know the Board is excited to launch our strategic plan this month, setting our direction for the next five years.

Nominations are now open for our Values Awards to be presented during Values Celebration Week from 23-27 July. I encourage you to nominate staff and teams across the Health Service who you believe demonstrate our CHHS Values of Compassion, Accountability, Respect and Integrity with staff and patients.

The Minister for Health and Ambulance Services, Steven Miles MP visited the Cairns Hospital recently and gave excellent feedback on our progress to reduce the long wait list for endoscopy patients to zero by the end of June. Thanks to the leadership of Dr Peter Boyd, this has already been achieved at the Innisfail Hospital, with Doctor Raymond Lewandowski joining the team in February. Nurse endoscopist Debra Whittaker has also helped to significantly reduce the waiting list for patients in Atherton and Cairns as well.

We recently welcomed a new cardiologist, Doctor Kevin Ng, who will play a crucial role in meeting the growing need for cardiac services in our region. He's also helping to plan for the introduction of electrophysiology services for the first time when our second cardiac catheter laboratory comes online.

I am committed to quality improvement and to that end, we have commenced weekly leadership walk arounds to areas across the Health Service, to allow executive and senior leaders to meet and talk to staff and learn more about their work areas. I know this will be a valuable exercise in ensuring we continue to deliver the highest quality care to our communities.

Many thanks,
Clare Douglas

Health up North is staff magazine produced and distributed by the Cairns and Hinterland Hospital and Health Service Communications and Engagement Team. These stories would not be possible without the input of the Health Service.

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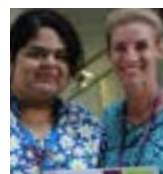
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SUBMIT YOUR STORIES

Please submit any news or articles to chhhs-comms@health.qld.gov.au



ATHERTON ANGEL

Volunteer Sandy Kelly

Sandy Kelly arrives at the oncology day unit at the Atherton Hospital and warm smiles spread across the faces of staff and clients alike.

Sandy Kelly with Atherton oncology staff.

For the next few hours, Sandy sits in amongst the chemotherapy chairs and has a yarn over a cuppa or two, a welcome distraction from treatment for the cancer clients she's keeping company.

She is one of three volunteers currently supporting the unit through the Cancer Council and has been a welcome addition to the team for the past four years.

"I never ask 'How are you?' because I know they are in pain," said Sandy, a cancer survivor herself.

"In the last half an hour, I've had two clients laughing their heads off, bringing back memories of when they were working in the Cape."

"It was just lovely and it brings tears to my eyes, I often go home and cry because I love them, I do," she said.

Lyn Cifuentes said she really enjoyed listening to Sandy's 'amazing' stories while she was receiving her chemotherapy treatment.

"She's wonderful. It's really good to have someone to talk to and make cups of tea for us," Ms Cifuentes said.

Sandy describes herself as very 'different' to others, having spent much of her life working in remote Aboriginal communities training and mentoring staff in health and aged

care and volunteering in Cambodia, where she now has an adoptive family.

The 76-year-old didn't let dyslexia stop her from pursuing her dream of helping people and even wrote and presented a paper on palliative care in the outback to a thousand people at an international medical conference in Oslo in Norway.

The oncology unit staff are big fans of Sandy and the other volunteers who are making their job a little easier.

"Sandy loves it here and says it's her favourite thing to do in her week. She's very empathetic," said clinical nurse, Kate Sorensen.

Affectionately known by many as the 'Outback Angel', Sandy Kelly's efforts were recognised with an Order of Australia Medal in 2017, a Pride of Australia Medal in 2014, an Excellence in Care Award in 2005 and Women of Achievement Award in 2000.



With Lyn Cifuentes.

CELEBRATING OUR RESEARCH

In amongst the wards at the Cairns Hospital, another team of staff is working hard to make a difference in the lives of Far North Queensland patients.



Dr Simon Smith, Sue Richmond and Dr Joshua Hanson

Sue Richmond has been in charge of the Clinical Research Unit for almost 18 years.

“Originally it was just me, now there’s four research co-ordinators and this unit does multi-disciplinary research, mainly oncology, respiratory, renal, cardiology and infectious diseases,” she said.

Ms Richmond has overseen hundreds of clinical trials in that time and in many cases, Cairns has been Queensland’s only trial site.

“I’ve co-ordinated a lot of trials for drugs that I’ve seen come on the market so it’s quite a rewarding career,” she said.

“We were involved in the Intercell Japanese Encephalitis vaccine which is on the market now.”

Ms Richmond’s experience recently earned her an invitation to join the National Clinical Trials Governance Framework Steering Committee.



Sue Richmond and Dr Megan Lyle

She attended her first face to face meeting in Sydney in May as the Committee’s only Queensland representative.

“I get to have a say from a regional aspect what we can do to attract more clinical trials to Australia and the governance around that.”

The Clinical Research Unit is currently involved in around 40 trials and much of the focus is now around cancer treatments.

Oncologist, Doctor Megan Lyle has a strong research background, working at Melanoma Institute Australia before joining the Cairns Hospital almost four years ago.

“One of my big drives was to bring that experience to oncology trials here at the Cairns Hospital.”

She said immunotherapy drugs have been one of the big breakthroughs in cancer treatment during the past few years and the Health Service was involved in several multi-site international trials.

“Immunotherapy drugs harness the body’s own immune system to fight cancer,” Dr Lyle said.

“For cancer, often a trial medication is really the best possible treatment you can get so having trials available here in North Queensland is critical. These trials are fantastic for us and our experience but the most important thing is our patients can

access treatments they wouldn’t be able to otherwise.

Dr Lyle said the next development would be to start using Telehealth to involve more patients across North Queensland in clinical trials.

The unit previously relied on funding from pharmaceutical companies but last year, the Cairns and Hinterland Hospital and Health Service secured the unit’s future by funding permanent staff, cementing research as part of its core business.

“We will still be part of pharmaceutical-run trials but it does give more opportunity for local, investigator-driven research as well,” Dr Lyle said.

Ms Richmond said the Health Service recently conducted the first human trials for a new respiratory treatment.

She said Cairns is the only hospital in Australia to providing data on influenza hospitalisations for both paediatric and adult patients to the Federal Department of Health and Ageing and the World Health Organisation through the FluCan Network.

“I think we’re just going to get bigger and bigger and it’s great to have a unit like this because it attracts doctors to this Health Service because they want to do research and have access to the latest drugs under development,” Ms Richmond said.

JOY SAVAGE

brings new focus on Indigenous health care



Observing Joy Savage after her first formal address to the Cairns and Hinterland Hospital and Health Service, it is clear she's come home.

The recently appointed Executive Director, Aboriginal and Torres Strait Islander Health, shared warm hugs with her new staff over a cuppa, following her presentation detailing her vision for improving the health and wellbeing of Aboriginal people and Torres Strait Islanders in the region.

Ms Savage grew up in Cairns and said it was very special to visit Yarrabah, across Trinity Inlet, where coincidentally her father was born, and meet with the CEO and staff at Gurriny Yealamucka and see how far health services had developed.

It was a terrific opportunity to play an important role back in her home community of Cairns, after spending the past 15 years in Canberra, where she held several executive roles, including with the Department of Prime Minister and Cabinet and the Office of Aboriginal and Torres Strait Islander Health.

"You acquire friends and quasi-relatives when you travel more than two and a

half thousand kilometres away but it is definitely great to be home, where my heart has always been" she said.

Ms Savage said she was extremely grateful for the welcome she had received from the Board, Executive and staff and thanked them for the work that preceded her appointment, which she said provided a great platform from which to drive change.

"One of the things that's struck me is the commitment from the top to eliminate all forms of institutional barriers to functional access and quality care; that's really heart-warming," she said.

The composition of the Health Service's workforce is one area Joy Savage is keen to work on.

"Around 14 per cent of our clients identify as Aboriginal and/or Torres Strait Islander, compared to just over five per cent of our staff," she said.

"I want to increase representation across all of our job classifications and I will be working with our human resources area to see how we can develop pathways and strengthen our capacity in this area."

Joy Savage brings more than 25 years of management experience to her new role, which is working directly with clinicians to position the Health Service as a leader in

improving services and outcomes for Aboriginal and Torres Strait Islanders.

"There are big challenges to overcome and I am keen to secure a shared commitment from all the organisations involved in the health sector to enhance the quality of life for the region's Aboriginal and Torres Strait Islander residents," she said.

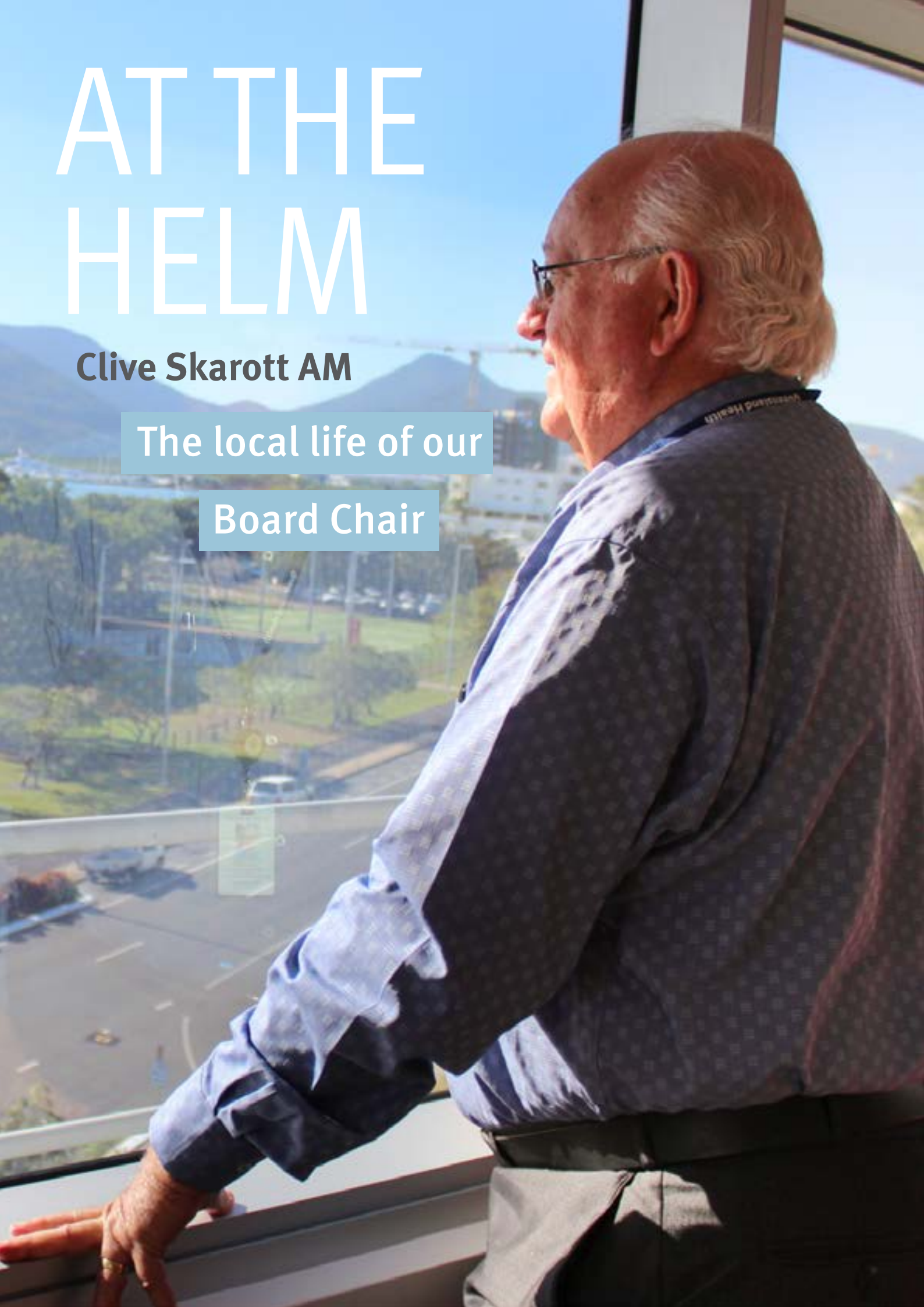
I WANT TO INCREASE REPRESENTATION ACROSS ALL OF OUR JOB CLASSIFICATIONS AND I WILL BE WORKING WITH OUR HUMAN RESOURCES AREA TO SEE HOW WE CAN DEVELOP PATHWAYS AND STRENGTHEN OUR CAPACITY IN THIS AREA.

AT THE HELM

Clive Skarott AM

The local life of our

Board Chair



Clive Skarott's first memory of the Cairns Hospital was as a seven-year-old patient, when he came to have a beetle removed from his ear.

"The Cairns Hospital was like a big house but when you look at it now, with A, B, C and D block and several other sites, it's grown so much," he said.

While he couldn't have imagined as a young patient that he would one day be at the helm, Mr Skarott was determined to contribute to the community from an early age, becoming a director of the Cairns Regional Electricity Board Employees Sick and Medical Fund at age 18.

Clive Skarott began his working life early, delivering telegrams around Tinaroo while still at school and went on to have a long and successful career as an executive in business and government-owned organisations as well as being a committed volunteer in P&C and junior sporting groups.

He was named the Cairns Citizen of the Year in 2011 and became a Member (AM) of the Order of Australia in 2012.

Mr Skarott was inspired by his great grandparents. One great grandfather cleared land on the Atherton Tableland for dairy farming and another cleared land at Mossman for sugar cane farming.

"I wanted to help people and help this area because I love Far North Queensland and every now and then someone would ask me to be on a committee so I said yes, and in my quiet way, I do my bit," he said.

As well as being the Cairns and Hinterland Hospital and Health Board Chair, Mr Skarott currently holds several board and committee positions at James Cook University, and he is the President of the Cairns Historical Society and Cairns Museum, indulging his passion for local history.

"Even as a young fella growing up in Atherton, I was interested in history and my family's involvement in the area and I began collecting stories people had written about the Atherton Tablelands, Cairns and Mossman."

"For example, my grandfather successfully lowered the generator over the Barron Falls for the first Barron Falls Hydro Power Station which was a real feat because the person who tried to lower the generator before him, it broke and fell and is still at the bottom of the falls."

When the new Board was appointed a year ago, it faced a mammoth task of resolving a projected \$80 million deficit and bringing the region's largest employer back on track, with the help of a largely new executive team.

"We will have reduced the deficit to around \$19.4 million by the end of this financial year and I've got to thank every one of our staff, and every one of our executive management team because without their

help, we would never have got down to that figure," he said.

"I'm really proud that all of the executive team are all working in the one direction, all helping each other, all talking to each other about what we're doing and I hope that message is going to the troops at all levels so that they understand that they've got the support of the Board and the executive management team."

Mr Skarott said the Board is doing an excellent job, with each member making a unique contribution.

One of the changes he's made is to have members of the executive team attend monthly Board meetings so they have a clear direction they can communicate to staff.

"We're striving genuinely to get great outcomes for the Health Service and the staff that work here."

Mr Skarott said one of the most rewarding experiences in the Board's first year has been meeting staff across the Health Service during consultation on the 'Your Voice, Our Future' project to develop the organisation's strategic plan.

"Now it's complete, I'll be saying to them, this is your plan, this is owned by you and the community and it's something we can all be proud of," he said.



Clive Skarott Helen Congoo and Venessa Curnow



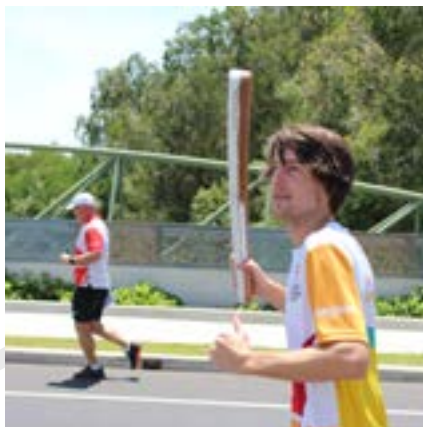
Clive at the Cairns and Hinterland HHS boardroom table, made from timber recycled from one of the precinct's earlier buildings (Doll's House)



Gold Coast 2018
Queen's Baton Relay
XXI Commonwealth Games



Cairns hospital administration officer Monty Summers



Cairns Hospital Doctor Daniel Charles



Cairns Hospital radiographer Barry Jiggins



Dialysis patient, Harry Deemal with Commonwealth Games Minister Kate Jones



Thelma Bryan is our famous volunteer who, for a long time, taught yoga at the Mental Health Unit at Cairns Hospital.



Monica Steptoe, Tully Hospital – carried the baton down Bryant Street Tully Saturday 17 March

GAMES FEVER

Far North Queensland was swept up in Commonwealth Games fever during March and April.

Several staff from across the Health Service had the honour of taking part the Queen's Baton Relay, cheered on by excited onlookers.

Far North Queensland eHealth Digital Projects Manager, Matthew Bromley was called up as a swimming official, keeping an eye on some of the world's best in the pool.

Cairns played a significant role in GC2018, hosting basketball events.

Several of our staff took time out to look after the visiting teams as official Commonwealth Games volunteers, while our Cairns Hospital staff helped Scotland's Alisdair Fraser get back on the basketball court after a broken nose.

A special management plan was in place for the Cairns Hospital between 25 March and 11 April, with our Disaster Co-ordinator, James Dance providing daily updates to the State Health Emergency Coordination Centre.

Three volunteer medical staff from the Cairns Hospital were rostered in the Venue Medical Centre in Cairns to provide front line medical support to Commonwealth Games family members, with a doctor and nurse from our Health Service also travelling to the Gold Coast to volunteer.

Our executive team members also attended daily Health Emergency Operations Centre meetings to ensure our Health Service's involvement in treating athletes and their family members and support crew went smoothly.

Our high standard of planning for the Commonwealth Games 2018 will help us prepare for future mass gathering events in Cairns.



**Gold Coast
2018**
XXI Commonwealth Games
QUEENSLAND



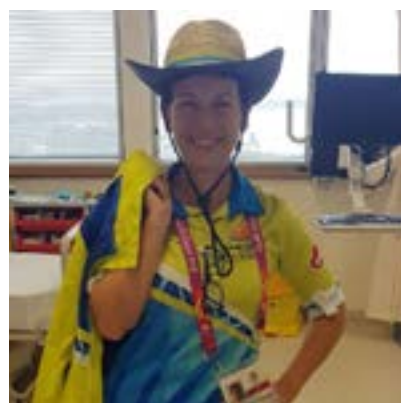
FNQ digital projects manager Matthew Bromley.



Cairns Hospital nurse Wendy Dobell.



Scotland basketballer Alasdair Fraser Getting some assistance from Cairns Hospital staff.



Dialysis nurse and excited games volunteer Kate Kendall.



Disaster coordinator James Dance was on high alert during the Games, ready for anything.

HELP FOR NEONATAL PATIENTS AT INNISFAIL

The Innisfail Hospital Maternity Unit now has access to a mobile wireless videoconferencing unit that will play an integral role in the management of neonatal patients requiring resuscitation or additional medical support after birth and/or stabilisation for retrieval to a tertiary hospital.

The state of the art technology allows for clear images in real time to be

communicated from the maternity nursery at Innisfail to a central call centre in Brisbane, which then links to Retrieval Services Queensland (RSQ) and other facilities and specialist clinicians throughout Queensland so they can assist in the initial management of the newborn.

The unit is portable and can be used in other areas of the hospital, such as the High Dependency Unit and Emergency Department in times of acute clinical deterioration of a patient, or for specialist consultation.

Alison Weatherstone, Nurse Unit Manager at the Innisfail Hospital Maternity Unit said

the Hospital was extremely grateful to the Innisfail Friends of the Foundation and the local community for donating almost \$25,000 for the new equipment.



HIGH STANDARDS SET BY HOME CARE WORKERS



The Cassowary Area Commonwealth Home Support Program (CHSP) recently completed the Australian Government Australian Aged Care Quality Review.

All 18 standards were met, and no recommendations were made.

This is a significant achievement for the service and proof of the excellent care provided across the Cassowary Area CHSP service.

The Home Care Workers deliver care to clients in their homes, and this can be very demanding work during the extreme heat and wet weather that the area has experienced so far this year.

Despite these conditions, the Home Care Workers continue to provide an excellent service to clients.

The Quality Reviewers surveyed clients and received some fantastic feedback about the care and compassion that the Home Care Workers show towards the clients:

“Can’t praise high enough.”

“Wonderful service.”

“Nothing but the best service in the world.”

“The service makes my life better. I’m able to live more independently.”

Our Health Service is proud of the continued high standard of care that the Cassowary Area Home Care Workers deliver to the elderly and frail clients, and clients with a moderate disability, to assist them to remain independent in their homes for longer.

Back Row: Home Care Workers - Colleen Clark, Wendy Holloway, Debbie Patti, Heather Phillips, Sally Chamberlain, Sandra Russo, Marita Baillie and Home Care Coordinator - Maria Dineen.

Front Row: Home Care Assistant Coordinator - Yanetta Purkis and Home Care Workers - Melinda Cairns, Jenene Perry, Anne Foggitt, Daphne Haigh. Absent - Home Care Workers - Louise Baczynski & Stefanie Tilbury.



Riding their bikes during the day and sleeping under the stars at night was the enviable routine for a group of cyclists taking part in the R 'n' R MTB (Rural and Remote Mountain Bike) Adventure in early May.

Hosted by the Far North Queensland Hospital Foundation, this is the second time the event has been held, with the group riding from Mareeba to Forsayth along irrigation channels and bush tracks.

The Foundation's Fundraising and Marketing Manager Glenys Duncombe said more than \$17,500 had been raised so far, and she expected the figure to increase.

"The Hospital Foundation supports facilities as far west as Georgetown, as far south as Cardwell and the islands of the Torres Strait and because this is a rural ride, we'd like to direct the funds to some of the rural health services," she said.



DO YOU FOLLOW US ON FACEBOOK?



Our new Facebook campaign is 'Fun Fact Friday' which features staff displaying the CHHHS values of #respect #compassion #integrity and #accountability.

Jason McLennan from switch at the Cairns Hospital was one of the first staff members to present us with a fun fact. He told us that the switch takes between 5000-6000 calls each weekday. Staff and patients responded in a positive way by liking the post 470 times, sharing it onto their own pages and making some very special comments:

- Nice, you're such a bright and friendly voice at the end of the phone. You all are! Nice to put a face to a name!

- Keep up the great work Jason! I work at Mareeba Hospital and think you guys do an awesome job. Very efficient and always helpful.
- I worked there for 7 years and always spoke soooo highly of one switch guy named Jason...it's so nice to put a face to a voice. Goes above and beyond and always made my day.
- I call Jason heaps! You are always so lovely and helpful. Thank you.
- This is the man! Always good, always patient. Great to see your face! I too will be waving in the corridor. It might be time for some dark shades Jason
- Jason is a bloody lovely bloke, always in a good mood, always keen for a chat. An asset to the hospital.

Do you know a staff member who we can turn into a Facebook 'Fun Fact Friday' superstar? How do they demonstrate the CHHHS values of respect, compassion, accountability and integrity? Send your suggestions to CHHHS-Comms@health.qld.gov.au

Find us on Facebook: <https://www.facebook.com/cairnsandhinterland/> or search for Cairns and Hinterland Hospital and Health Service.

FSR | Financial System Renewal Project

The Health Service's transition to a new finance and asset management system (FSR) has reached a key milestone, with the first round of successful testing.

This involved carrying out 1280 scenarios to test and validate business processes, to ensure the new S/4HANA system was configured correctly.

The integration testing was led by functional experts from SAP and supported by 25 embedded subject matter experts and business analysts from the FSR program.

The program has now moved into the second phase of integration testing which will focus on Queensland Health's business scenarios and roles.

Meanwhile, staff training to extend skills in areas such as procurement, change management and

finance processes is also in full swing, with a full range of courses now available.

This formal training on industry-leading best-practice knowledge follows a training needs analysis and is an important step to ensure staff are well equipped to make the most of the new FSR solution.

For more information, please visit the FSR Training page on QHEPS or contact your qualified trainer, Murray Stevenson, on 4226 3224.

To keep up-to-date with the progress of the FSR Program you can subscribe to their newsletter or contact our Transition Lead, Robert Granger by email: Robert.Granger@health.qld.gov.au, or phone 4226 4607.



WHY AREN'T WE TALKING ABOUT DYING?

Advance Care Planning



It is not always easy to have conversations around the wishes of family, friends or patients regarding their care at the end of their life, but it's extremely important to discuss and document.

End of Life (EOL) law is designed to reflect community values, protect rights, and provide a framework to facilitate decision-making.

The Cairns and Hinterland Hospital and Health Service's End of Life Working Group, co-chaired by Denise Craig and Coral Wilkinson has been raising awareness among staff and community members about legal obligations and the support available to help plan.

"Legally binding documents such as Enduring Power of Attorney (EPOA) and Advance Health Directives (AHD), and the role of substitute decision makers, are often not well understood," said Ms Craig.

More than 300 staff have attended sessions on EOL law with CHHS legal counsel, Helen Price since May, with further sessions planned over the coming months for rural staff, GPs and graduate nurses.

Ms Craig said the feedback had been "overwhelmingly positive" in terms of increasing understanding.

She said more than 400 staff had also provided useful input through a survey, which has highlighted the need for more education around EOL obligations.



Your Voice Our Future

After months of work, we will soon launch the Your Voice, Our Future plan, setting Cairns and Hinterland Hospital and Health Service's direction over the next five years.

The Department of Premier and Cabinet approved the draft strategic plan in late March.

There were three workshops involving the ambassadors, Board and Executive to cement the Health Service's priorities, vision and purpose.

There was excellent engagement through a series of 48 staff and community engagement sessions in many locations during February and April, including two deep dive sessions with our Aboriginal and Torres Strait Islander stakeholders and health partners.

The staff ambassadors have played a valuable role through the entire process, from initial concepts through to the planned launch in June.

These employees from Cairns and our rural facilities, represent all areas of our Health Service and include administrative, medical, clinical and operational staff.

Staff ambassador Cherie Craig who works in Allied Health at Innisfail said she has enjoyed being part of the planning process.

"The team has demonstrated generous creativity, enthusiasm and inclusivity," she said.

"It is truly refreshing and energising to be a part of this experience and a real learning curve to observe great strategic planning role models at work."

Project Lead, Jane Griffin, attended many of the consultation sessions and was delighted they were so well attended by staff and community members.

"The level of enthusiasm at these meetings was palpable, and it was obvious staff and members of the community care deeply about the strategic plans and the future of our Health Service," she said.

The official launch this month will be followed by a roadshow to many facilities to share the final plan.

The End of Life Working Group used Australia's inaugural Advance Care Planning Week in April to encourage people, regardless of their age or health, to make their future health care preferences known.

Advance Care Planning (ACP) is a voluntary process that provides people the opportunity to consider and discuss their preferences for future health care before a crisis occurs.

"It is an important process, particularly for individuals with a life-limiting illness or those with increasing frailty and disease burden," Ms Craig said.

"We want people to consider what medical treatment they may or may not want, and who they would want to speak for them if they are ever too sick to speak for themselves."

You can complete an Advance Health Directive with the help of your GP, covering issues including artificial feeding, pain relief and who you would like to nominate to make decisions on your behalf, should you become unable to do so.

"To help you consider the best options for you, I have constructed a proforma, based on the work of ICU specialist Professor Ken Hillman which you might find a good guide" said Ms Craig.

For more information, visit: <https://www.qld.gov.au/health/support/end-of-life/advance-care-planning>.

To register for one of the upcoming EOL education sessions or obtain a copy of the Advance Health Directive proforma, please email Denise.Craig@health.qld.gov.au.

FACES IN PLACES



Atherton midwives Tanya Fleming and Davina Casey with the Midwifery Unit Manager of Atherton Hospital Women's Unit, Dean Stevens.



Ann Aitken, Gabrielle Honeywood, Tabettha Cox, Lina Hughes, Gary Duficy, Erin Gallo, Clint Byers during a recent visit to Croydon Primary Health Centre.



Atherton midwife Jayne Kohler with student midwife Emma Peters at the MGP forum in Atherton.

There was a great turnout for the community forum on 14 March to discuss the development of a Midwifery Group Practice at Atherton.



Nurses Aida Emmanuell and Leah Hart received an award for their response to a fire in the Rural and Respiratory Ward in the Cairns Hospital.

Awards were presented on International Nurses Day, recognising the great efforts and achievements of our staff.



Leigh Bell, Patricia Shinn, Tracy O'Farrell, Carol Mcewen and Simone Jiggins-Anderson.

Nurses from the Innisfail Hospital took part in the local ANZAC Day March, laying a wreath on behalf of the Hospital.



BABINDA AND CAIRNS HOSPITALS

My husband and I have both had cause to attend Babinda and Cairns Hospitals over the past 8 months and cannot speak highly enough of the clinical staff who attended upon each of us.

Whilst being a little country hospital, the nursing and clinical staff at Babinda provided expertise in their respective fields and displayed such prowess in their roles, that I rate them equivalent to staff trained in leading Australian hospitals. Having been a patient in a number of leading Melbourne Hospitals, I can attest to this fact. Nothing fazed the Babinda Hospital staff; they were extremely caring, courteous, compassionate and professional and in emergent situations, stayed in complete control and ensured that we were not experiencing any undue stress whatsoever. One Doctor went so far as to incorporate my written request into the care letter for Cairns Hospital's Emergency Dept, which I truly appreciated.

Equally so, are the Cairns Emergency nursing and clinical staff, who took the time and patience to investigate my complicated

history and respond carefully and with attention, taking into consideration my request, as expressed in the care letter. My husband and I could not have asked for more proficient, compassionate and knowledgeable care from staff, who shared their willingness to listen and act, according to our different diagnoses on each occasion.

We would like to express our gratitude to all of the staff at both Babinda and Cairns Hospitals with whom we dealt and give credit to these staff, acknowledging that we have some of the finest staff and services in Australia, right here in the Cairns region. It is testament to the commitment and dedication of these staff, that we were cared for so exceptionally well and have continued to remain well, following our inpatient experiences. Our sincere thanks and appreciation to all.

PRAISE FOR CAIRNS HOSPITAL STAFF

Last week, on an idyllic sunny day sitting under the palms at Palm Cove, I felt rough - nauseous, couldn't feel my hands and feet, hot and cold sweats, bleeding gums etc.

Fortunately, my wife and Rusty (the dog) and two lovely ladies on holiday at the Alamanda Hotel made the right calls for a silly old man who kept saying it's only indigestion.

The ambulance arrived promptly, met up with another ambulance at Trinity Beach, where I felt someone was jumping on my chest.

They had to make the right call - either pump me full of some drug that apparently is a lifesaver, but can have quite serious implications during surgery as it is a blood-thinning agent which can make you bleed continuously or, as they did, make the right call and radio ahead to Cairns Hospital's accident and emergency department and make a further 20-minute dash there.

I was in full shutdown.

Upon arrival, the theatre staff were all ready.

It is due to their excellence and skill that I'm alive to tell the tale.

The cardiac team, right from the heart surgeons, specialists, nursing staff right down to the hospital cleaners all worked together as one amazing team. I wish to express my eternal gratitude to them all.

Yes, I was unlucky to have a heart attack, but thank God it was in Cairns.

Values

CELEBRATION WEEK

23-27 JULY 2018

Do you know a staff member or team who you believe demonstrates our Cairns and Hinterland HHS values of Compassion, Accountability, Respect and Integrity?

NOMINATIONS NOW OPEN

Nominate your colleagues for an award via
CHHHS QHEPS Closing 22nd June

Accountability



Respect



Integrity



Compassion

