

Health UP Edition 196 NORTH

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FROM THE CHIEF EXECUTIVE

It was my great pleasure to present awards to staff during our inaugural Values Week Celebration in July, 12 months after we launched Our Shared Values of Compassion, Accountability, Respect and Integrity.

I have seen our staff embracing these values as I travel around the Health Service and I congratulate the 81 individuals and 11 teams nominated to receive an award.

I would also like to acknowledge the contribution all staff make every day to improving the lives of our patients.

We have a huge infrastructure program rolling out across the Cairns and Hinterland Hospital and Health Service and it's wonderful to see two more of our projects complete.

Our Chair, Clive Skarott, recently joined Member for Cook Cynthia Lui in officially opening three new staff houses, costing \$1.5 million, at the Mareeba Hospital.

Each new house has three lockable bedrooms with ensuite bathrooms, providing flexibility to accommodate both families and single staff.

This project was one of the Health Service's infrastructure priorities for this year and will help us continue to attract and retain permanent staff to Mareeba.

Our commitment to the Mareeba Hospital and the local community will be further bolstered with the installation of a \$5 million CT scanner, and the refurbishment of the hospital's theatre for endoscopy services.

I am also very impressed with the new Cairns BreastScreen facilities in McLeod Street. The \$1.9 million fit-out has created a very welcoming space for women to come and have their mammograms, as I recently did with our Executive Director, Allied Health, Donna Goodman and Board Member, Tracey Wilson. Women over 40 can have a free mammogram every two years and I would strongly recommend you take advantage of this wonderful new service in Cairns.

Many thanks,
Clare Douglas

Health up North is our 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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Please submit any news or articles to chhs-comms@health.qld.gov.au



THE DOCTOR WHO WENT INTO THE COLD

There is an elusive quality to Doctor Marissa Woodburn; a quiet, unassuming confidence and smile that makes her upcoming deployment to the Australian Antarctic Division's Casey Station for 12 months sound less like a major undertaking and more like a must on the list of places to visit.

"I'm very fortunate to have had the opportunity to go to Antarctica last year on a holiday and that experience whet my appetite," she said.

"There are so few places in the world you can visit that are remote and pristine, there's something very, very special about Antarctica, you need to experience it to understand what it's like".

The challenge ahead is not lost on Marissa. As the only residing doctor for the winter period, where temperatures drop below minus 20 degrees celsius at night, Marissa will be responsible for the medical care of about 20 people but she believes her rural generalist training has given her the resilience she will need.

"Antarctica presents an opportunity to practise unique, challenging medicine in an environment that is resource limited and far in the extreme, compared to anything else I've done before" She said.

Earlier this year, Marissa had to have her appendix removed, a job pre-requisite, and is currently in Hobart, undergoing four months of intensive training in general

surgery and dentistry, as well as learning the practicalities of search and rescue, fire training and hydroponics.

"Working down there does have some rather bizarre job requirements," she laughed.

Graduating from James Cook University in 2007, Marissa has worked all over Far North Queensland, starting at Cairns Hospital, before attaining her Rural Generalist Fellowship, with advanced skills in both anaesthetics and procedural obstetrics. Most recently, she worked at the Innisfail Hospital.

"In some sense, it will be the ultimate test to find out what I'm capable of," she said.

"I think it will be an adventure, an exciting opportunity to learn and grow, both as a doctor, but in non-medical areas as well."

Even though she will be the only doctor on site for winter, Marissa won't be completely cut off from the rest of the world. She will be remotely supported by the Polar Medicine unit in Kingston and nearby Hobart via telemedicine.

"It's a very supportive environment; we have phone and internet readily available, access to electronic records, radiography, we can perform our own pathology and, if needed, there's an operating theatre as well," she said.

"While there's always the potential for accident and emergency medicine, the



majority of what I'll be looking after will be general practice type presentations."

For most people in tropical Far North Queensland, heading into the cold is not something done voluntarily, and often it is actively avoided.

For Marissa, it is simply the next challenge.

AS LUCKBIR WOULD HAVE IT

Growing up working in his parents' convenience store in Cairns' industrial area, Luckbir Singh learnt all about customer service and running a good business from a young age.

Originally from Punjab in India, his family has been part of the city's history for more than 125 years.

Luckbir knew he wanted to be a lawyer from around the age of 14. After gaining his degree at UQ in Brisbane, he returned to Far North Queensland to begin his career with MacDonnells Law.

In 2007, he became the legal firm's youngest partner in its 135-year history.

Luckbir remains a Director and Owner and is recognised by his peers and clients for his problem-solving and negotiation skills, practising in corporate advisory and commercial law.

"Law is one of those fantastic professions. If you have the right organisation and you have the right people around you, you develop, progress and have increased responsibilities and opportunities which, when you reflect in time, are truly amazing, similar in many ways to health professions," he said.

The two areas began to merge for Luckbir when he acted in the sale of the Cairns Calvary Hospital (now the Cairns Private Hospital) to Ramsay Health in 2002, which he said gave him real insight into the health industry.

He said many people questioned why he would want to join the Cairns and Hinterland Hospital and Health Service Board at a time when the organisation was facing significant challenges, including a projected \$80-million deficit.

"I explained to people my entire career has been built by taking on challenges and not shying away from difficult things and from that you learn and develop and if you can face those challenges and achieve, there's no greater reward," Luckbir said.

He praised his fellow Board members, describing them as "hard working, astute, cohesive and collaborative", and said implementing the new Strategic Plan, which came into effect in

July, was now a key priority, ensuring the Health Service continued to deliver the highest quality patient experience.

"In visiting various locations throughout the Health Service, the passion and the commitment of our people is manifestly and abundantly clear," Luckbir said. "There's no doubt about it."

The Deputy Chair is no stranger to the Cairns Hospital – his eldest daughter was born there and his parents have both had surgery.

"I can only say fantastic things, how people looked after them during their time in the hospital and the feedback you get is consistently positive about people's experiences," he said.

Luckbir said he was impressed by the entire Health Service leadership team and, in particular, Chief Executive Clare Douglas, citing a briefing she provided to the Board last year about a patient who had passed away.

"That whole experience for me, amidst the tragedy, was hugely insightful with our Health Service leader living Our Shared Values and it gave me huge confidence that we're going to end up in a good place as an organisation because we have that authentic leadership that genuinely cares for patients, staff and the community," he said.

As well as being the Cairns and Hinterland Hospital and Health Service's Deputy Chair, Luckbir holds Board positions with the North Queensland Primary Health Network Ltd and the Committee for Oncology Unit at Cairns Hospital (COUCH). He is also the Queensland Division Councillor for the Australian Institute of Company Directors and the member of the Finance, Audit and Risk Committee for Tourism Tropical North Queensland.

"In visiting various locations throughout the Health Service the passion and the commitment of our people is manifestly and abundantly clear."



PHOTO: Hon. Cynthia Lui MP and Board Chair Clive Skarott AM

New digs for Mareeba staff

New staff accommodation worth \$1.5 million, has been opened at the Mareeba Hospital.

The three houses are fully furnished, including three lockable bedrooms with ensuite bathrooms, providing flexibility for both families or single staff.

Construction began in late April, with the last house finished in early August.

Our Board Chair, Clive Skarott, and

Member for Cook Cynthia Lui officially opened the accommodation, and hosted morning tea for members of the community and staff involved in the project.

Ms Lui said she was impressed with the speed of construction and the final product.

“To see the quality of the work, and have them completed on time, and under budget, is good news for the hospital,” she said.

“Staff accommodation has been

identified as one of the critical aspects in the recruitment and retention of staff in rural and remote areas. These houses will go a long way in helping to attract and keep new staff at Mareeba Hospital.”

« Clive Skarott said the new housing would be an asset for the area.

“The people of Mareeba care a great deal about the hospital, its staff and the services they provide,” he said.

“The staff here work incredibly hard, and provide excellent health care for Mareeba.

“This housing will help ensure we can continue to find and keep permanent staff here, and deliver high quality health care.”



ATHERTON'S DYNAMIC DUO



“Pauline’s a social worker, I’m a nurse, but we’re doing the same job. We come at it from a different angle...”

They finish each other’s sentences and have clocked up almost 10 years together.

Social worker Pauline Lawrence (left) and nurse Kathy Marshall are the dynamic duo involved in the Community Hospital Interface Program (CHIP) at the Atherton Hospital.

The long-running partnership has led to improvements for patients and staff.

“It’s a big family here. We spend eight hours a day together in the same office and we’ve never had a major disagreement,” Kathy said.

Together, Pauline and Kathy cover a broad scope of work.

They pioneered ‘rapid rounds’, a multi-disciplinary team approach involving daily meetings to discuss the patient’s journey through the Health Service.

“We’ve also come up with some great pathways for discharge planning for patients back out in the community within the remote centres, particularly around palliative care and a local welfare group through the Department of Veterans’ Affairs,” Pauline said.

Kathy, who has worked at the Atherton Hospital for 21 years, said the pair had done a lot of work to ensure patients felt comfortable and supported after leaving the hospital.

“I developed an Independent Living brochure as a way of providing a document that patients could take home with them, letting them know about services they could access in future so they knew who to contact,” she said.

Kathy also looks after the home oxygen program, checking in on patients during cyclone season to ensure they have back-up power and adequate supplies of food and medication.

“During the past four years, I’ve saved 218 days of hospital admissions for people whose oxygen concentrators had broken down by loaning one out while patients wait for a new one to come from Cairns,” she said.

Pauline said the CHIP program was a good model of care that could be filtered into other areas of the Health Service.

“Pauline’s a social worker, I’m a nurse, but we’re doing the same job. We come at it from a different angle but we always end up at the same place and we’ve made a little niche for ourselves, we’ve become a local resource,” Kathy said.

Values CELEBRATION WEEK

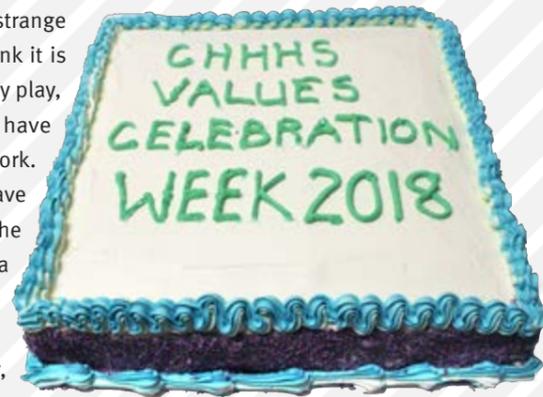
In July, the Health Service celebrated its Shared Values of Compassion, Accountability, Respect, and Integrity. Staff from all over the region were nominated by their peers for consistently demonstrating the values in their work to their patients and to the community.

Members of the executive attended celebrations in Innisfail, Mareeba, Mossman and Atherton before a final awards ceremony was conducted in Cairns.

“Our Shared Values are an integral part of our Health Service,” said Board Chair Clive Skarott.

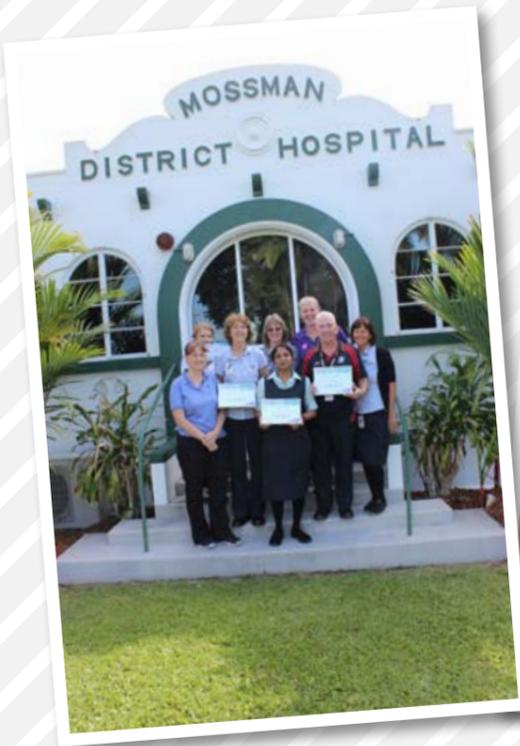
“They give us a moral compass to base our decisions on. It may seem strange to have a values awards, but I think it is important to celebrate the role they play, and to reward the people who have highlighted these values in their work.

“I see it in the pride people have when they talk about their job, and the reward they feel when they make a difference to someone’s life. To have values that provide a framework to help others – that is extraordinary, and worth celebrating.”

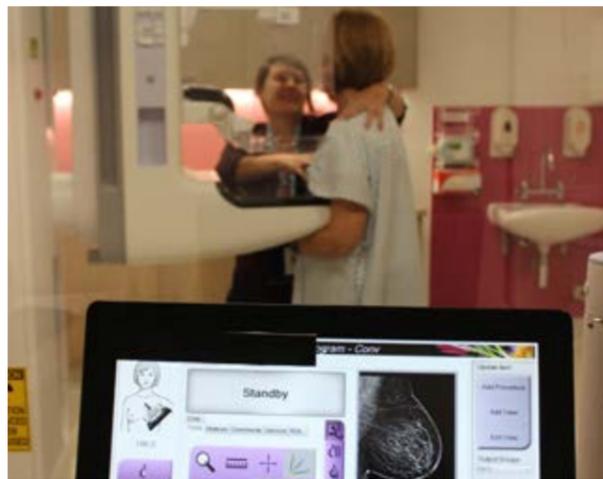


CONGRATULATIONS TO ALL OUR VALUED STAFF

- | | | | | | |
|---------------------|----------------------------------|---------------------|----------------------------------------|------------------------------------------------------|------------------------------|
| Alan Prince | Deb Daly | Jennifer Brazier | Luke Frazer | Sarah Garate | Sze Man |
| Alison Weatherstone | Denise Craig | Jennifer Hofmeister | Lynette Barlow | Shannon Tynan | Tamara Grace |
| Amy Dionysius | Diane Abbott | Jenny Pont | Margaret Johnston | Sharon Cox | Theatre Team |
| Andrea Nella | Dianne Shkurka | Jill Thomas | Mary Mulcahy | Shaun Cram | Theresa Dewar |
| Atherton CHIP Team | Dianne Spencer | Joanne Kell | Melissa Dean | Shay Ollson | Tracy Collins |
| Bed Management Team | Endoscopy Staff, Innisfail | Jodi Pennell | Meredith Strudwick | Shelley Nelson | Tracy Stone |
| Birgit Mertens | Fiona Simpson | Jodie Tarr | Merran Van Hulsentop | Shirlynn Cai | Transition Care Program Team |
| Brendan Buldo | Gaylea Greig | Joel Dunstan | Mossman Aged Care Unit | Simratjit Kaur | Wendy Pym |
| Brian Healey | Geraldine Nation | Julie Edwards | National Elective Surgery Targets Team | Sophie Morris | Women’s Clinic Admin Team |
| Carly Martin | Glyn Jones | Juliette Pizzaro | Philemon Johnston | Stacie Gill | |
| Caroline Ross | Graham MacGregor | June Temple | Rachael Muenzel | Surgical & Orthopaedics Outpatients Team | |
| Carolyn Youngson | Hannah Sealby | Justine Mulliner | Rachelle Cooke | Surgical Specialist Clinics Leadership Team | |
| Catherine Smith | Healthy Lifestyles Working Group | Karl Schatkowski | Raelene Aloia | Surgical Specialist Clinics Orthopaedic Casting Team | |
| Catherine Tacon | Heath Schreiweis | Kathy Broad | Rhiannon Cordwell | Susan Hull | |
| Chelie Phillips | Heather Alison | Keiko Bowles | Rita Ball | | |
| Courtney Drury | Heather Alison | Kelly Pollock | | | |
| | Jade Gileppa | Kim Carnie | | | |
| | Jamin Claes | Kim Freebody | | | |
| | | Le Talbot | | | |
| | | Leisa Bauer | | | |
| | | Lilia Dixon | | | |
| | | Linda Lea | | | |
| | | Lisa Holman | | | |
| | | Lorraine Staddon | | | |



CAIRNS BREASTSCREEN OPENING



Last month staff, patients and community members came together to celebrate the official opening of the new purpose-built premises of the Cairns BreastScreen service in McLeod Street.

It was, at times, an emotional event as several of the dignitaries and speakers

had friends and loved ones affected by breast cancer.

The women of Far North Queensland now have access to the latest breast cancer screening digital technology in a location conveniently accessible by car and public transport.

Chief Executive Clare Douglas said the new facility had been designed to cater for an increasing number of clients.

"In the 2017-18 financial year, 15,447 Far North Queensland women attended BreastScreen appointments at either the Cairns clinic or the mobile service," she said.

As a result of this screening, 112 of these women were diagnosed with breast cancer.

"The number of women attending BreastScreen is expected to increase every year so it's wonderful this new facility includes an extra mammography room, taking the total to three".

The new facility also includes two ultrasound rooms, two clinical examination rooms, a counselling room, dedicated screening and assessment waiting areas, and staffrooms.

Kayleen Strahan, Administration Officer at BreastScreen, said the new facility had been well received by both staff and clients.

"All the staff working here are exceptionally nice; I genuinely haven't felt this welcome in any team or workplace ever before," she said.

"Clients have made some very positive comments on the feedback forms, including how welcoming and beautiful it is here and how it's great that we finally have a permanent home."

THE FUTURE IS HERE: 3D PRINTING

By Dr Nicki Murdock, Executive Director, Medical Services

In May I attended a 3D printing conference in Sydney.

There is not enough medical 3D printing happening to have a stand-alone conference, so I was able to see lectures on printing of bridges, roads, clothing, housing and food as well.

As a paediatrician, I was interested to see the helmets for correcting abnormally shaped heads in babies.

The baby is scanned and the ideal head shape is worked out from that scan so that the helmet can be worn to re-shape the head while the bones are still mobile.

The 3D printed helmets are strong but are much lighter than the older versions.

These are now being used commercially by a company in Melbourne.

Another application is that of casting for broken bones.

Again, the cast is much lighter and involves meshwork, eliminating problems with washing.

Potentially the most exciting development is the printing of new organs.

The easiest organ to print is the

liver, which is good at regenerating itself naturally.

Liver cells are collected, grown and then placed into biogel.

The biogel is then loaded into a printer and cells are laid down in an architecture which approximates a normal liver.

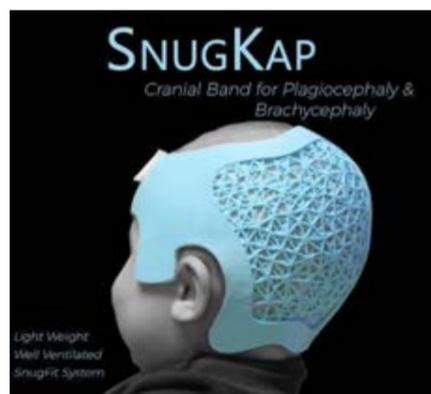
While it is not yet possible to print a full liver, the printed liver tissue can be used to test drugs.

What does the future hold? It may be that we will be able to print organs to replace diseased organs.

The implications of this would be the ability to cure diabetes by replacing the pancreas, replacing kidneys to avoid dialysis and many other applications.

How long before we see this happen? Opinions vary but often with technology we can be surprised by a sudden jump forward.

My prediction is about 20 years but I look forward to being proved wrong.



CLINIC GETS OFF ON THE RIGHT FOOT



Patients with high-risk foot concerns will receive treatment earlier thanks to a state funding boost of more than \$2 million dollars over the next four years.

This funding will allow patients to access preventative and acute care, which will lead to a decrease in ulcer severity and amputations, and improve healing.

Public Health Physician, Dr Sharon O'Rourke who has pioneered high-risk foot treatment in Far North Queensland, said the extra resources would be of major benefit to patients.

"With this additional funding we'll be able to employ three more podiatrists to deliver the service here, one of whom will be a specialist in telehealth," Dr O'Rourke said.

Senior Podiatrist Danielle Charles said seeing patients via telehealth would prevent rural and remote Queenslanders from having to travel to a city to see a specialist high risk-foot service.

"This funding will make a huge difference as we'll be able to ensure our patients can access care within the recommended frame of 48 hours from referral to specialist assessment and treatment," Ms Charles said.

"That will help to reduce the severity of the ulcer and improve long-term outcomes."

John Bushell has been a patient of the service for over 12 months.

He said when he was diagnosed with diabetes 30 years ago, he was just to watch what he ate and wasn't aware of the potential problems and ramifications of the disease.

"When I was first diagnosed you had never heard of podiatrists. But now, podiatry has become a better known and more widely spread profession," he said.

"It's good to see the Government has put more funding in to increase the number of podiatrists available."



STUDENTS P.A.R.T.Y. AT THE CAIRNS HOSPITAL

Students from schools across Cairns and Hinterland have been getting a first-hand look at how split-second decisions can have life-threatening consequences.

The Prevent Alcohol and Risk-related Trauma in Youth (PARTY) program was introduced at the Cairns Hospital earlier this year and six schools have already taken part.

Through presentations from clinicians and patients, life-like trauma scenarios, interactive sessions and tours of different areas of the hospital, students receive an up-front, true to life experience of the impact trauma has on young lives.

The PARTY program was developed in Canada more than 30 years ago and now runs in over 100 sites worldwide to help teenagers adopt behaviours that minimise unnecessary risk.

"We have had great support for this program from our Allied Health Staff, Intensive Care and Emergency Department clinicians and the Queensland Ambulance Service," said Donation Specialist Nurse and PARTY program coordinator Loren Ginders.

Data collected across Australia shows that traumas involving this age group are increasing and often preventable.

"Trauma is the leading cause of death in young people and it's very preventable," said Emergency Medicine Specialist Dr Katrina Starmer.

"We hope that students, by experiencing trauma in a simulated, safe environment can start making good choices so they don't end up in the Emergency Department or lose a loved one or their best mate."

Bentley Park College student Harrison Brooks said the simulated experience of trying unsuccessfully to resuscitate a young drink driver who'd been in a car crash was "a real eye opener".

Two more schools will take part in the PARTY program before the end of the year and 10 sessions have been scheduled for next year.



PHOTO: Debbie Wittaker and patient David Johnson

LOCAL NURSING LEGEND WINS AWARD

Nurse Endoscopist Debbie Whittaker is a humble, quiet achiever who has accomplished great things for the Health Service in the last twenty-eight years.

Her most recent achievement occurred in early September when she received a national award at the Gastroenterology Week Conference for writing about her job as a nurse endoscopist. The article was published in the journal GENCA (Gastroenterological Nurses College of Australia).

Last year Debbie became one of the first accredited nurse endoscopists in North Queensland and now performs procedures such as colonoscopies and gastroscopies without the presence of a doctor.

Dr Peter Boyd, Director of Gastroenterology said Debbie is an intrinsic member of the team.

“Debbie is doing great things with the nurse endoscopist specialisation and her work has assisted in reducing the number of patients waiting for an endoscopy procedure.” he said.

“She is providing a really good service and is able to operate independently; she’s a real champion.”

Penny Fox, Clinical Nurse Consultant, also speaks very highly of her colleague.

“I am so proud of my wonderful, modest friend and close colleague who is quite shy about her achievements,” she said.

“She won the writers award at the gastroenterology conference in Brisbane and received a well-deserved cheque of \$3000. She excels at everything she does.”

David Johnson is a patient at Debbie’s clinic and is very grateful and happy with his treatment.

“Debbie is a really good listener and asked me all the right questions. I think because she took notes and gave me a lot of time she was able to figure out what was wrong with me,” he said.

“She is a professional of a very high standard. I have requested to stay with Debbie for every appointment.”

For such a quiet achiever Debbie certainly has many colleagues and patients prepared to loudly sing her praises.



PHOTO: Esmee Tafe, Jade Salam, Thuvaal (Moe) Fewings, Ameliah Bullio

Trainees get a taste of life in the Health Service

A group of five trainees recently graduated from the Cairns and Hinterland Hospital and Health Service Indigenous Traineeship Program.

The Health Service hopes this program will contribute to ‘Closing the Gap’ by creating successful career pathways, upskilling young Indigenous locals and increasing the numbers of Aboriginal and Torres Strait Islander staff to better meet community needs.

The group was recruited through the Skill360 VTEC program in July 2017.

The trainees spent 12 months in various departments across the Health Service. As well as providing valuable contributions to their chosen departments, all trainees successfully completed a Certificate III in Administration, Primary Health Care or Dental Assistant.

Ameliah Bullio completed her traineeship with the Organisational Development

team and has now been offered a temporary contract with Recruitment Services.

She said the program had been life changing for her.

“I have gone from being unemployed to working full-time and studying, which was a struggle at first,” Ms Bullio said.

“I have really enjoyed meeting new people and gaining lots of new skill; it’s been fun.”

Esmee Tafe said she enjoyed her 12 months in the Aboriginal and Torres Strait Islander Health Management unit and has now been offered a temporary contract in the same team.

“I enjoyed making new friends, but on a deeper level I really gained a lot from working with Indigenous people like myself. They have inspired me to aim high and work hard,” Ms Tafe said.

“I enjoyed making new friends, but on a deeper level I really gained a lot from working with Indigenous people like myself...”

Jade Salam completed her traineeship with the Speech Pathology team.

She has now applied to the ATO Evergreen Indigenous Program, a program that will allow her to develop her professional and technical skills in the public service.

“I have really enjoyed gaining new skills and getting a new qualification,” she said.

“Ultimately I would like to take these skills and experience back to the Torres Strait and Cape York.”



Community giving back through FNQ Hospital Foundation

PHOTO: Ken Chapman Joyce Swinton Katrina Starmer

Generous donations through the Far North Queensland Hospital Foundation are making a big difference to Health Service staff, patients and the wider community.

The Cairns Hospital now has the only ultrasound simulator in northern Australia, thanks to a \$250,000 donation from Joyce Swinton on behalf of her family.

“My daughter Linda and her husband Harry Harris had a business in Gordonvale, and before she died she told me she wanted some of the money to go towards improving health in our local region,” Mrs Swinton said.

The simulator adds to the \$300,000 Mrs Swinton had already contributed towards the second cardiac catheter laboratory and the Liz Plummer Cancer Care Centre.

The Vimedix Ultrasound Simulator will be used to educate and upgrade the training of hundreds of local doctors conducting ultrasounds to diagnose trauma, obstetrics, lung and heart conditions.

Cairns Hospital staff Emergency Medicine specialist Dr Katrina Starmer said Mrs Swinton’s gift was an incredibly generous donation.

“We are very grateful for this because it will not only benefit doctors here in Cairns but is also a rural GPs and small hospital doctors. It means the little places and patients from the bush are not left out,” Dr Starmer said.

The Mills family in Mareeba is also a great supporter of health services in Far North Queensland, contributing \$343,000 in recent years. More than two-thirds of this has gone to services at the Mareeba Hospital.

Their latest donation of \$50,000 was used to purchase a Hamilton

T1 Ventilator for the Mareeba Hospital.

Mareeba Hospital Director of Nursing and Midwifery Vickye Coffey said the new machine would provide excellent first aid ventilation of critically ill patients during transfers to the Cairns Hospital.

“This new machine is on the wish list of all emergency departments across the state and the Mareeba Emergency Department is very grateful to have been gifted one from the Mills family,” Ms Coffey said. Anne and Leslie Mills said they were pleased to support their local hospital.

“The Mareeba Hospital staff were just wonderful when Leslie injured his fingers a few years ago, so that was when we decided to start supporting them as well as the broader Far North Queensland region,” Mrs Mills said.



Photo: Anne and Leslie Mills look over the new ventilator with Mareeba Hospital Emergency Nurse Unit Manager Rose Vallier.



STRATEGIC PLAN LAUNCHED

The hard work has begun in earnest following the launch of the Cairns and Hinterland Hospital and Health Service’s Strategic Plan 2018-2022 on the Board’s first anniversary in June.

Board Chair Clive Skarott AM told the gathering of staff, Board Members and stakeholders at the Cairns Holiday Inn, the four-year plan reflected the diverse needs and shared goals of the Health Service.

“I would like to sincerely thank the Staff Ambassadors who have assisted us through the consultation process and the governance team for their hard

work in developing this plan,” he said. “It doesn’t stop here, now we need to implement the plan and we can’t do that without your continued involvement.”

Our strategic planning team and members of the Executive have already visited 12 sites across the Health Service to discuss the implementation of the Strategic Plan in six priority areas: Our Patients, Our People, Aboriginal and Torres Strait Islander communities, Our research and Education, Our Technology, and Our Future Growth and Sustainability.

The Plan came into effect on 1 July, 2018

and the Board is now including a strategic discussion on one of these priority areas at each of its monthly meetings.

Some of the measures of success over the life of the Strategic Plan will be increasing the percentage of our Aboriginal and Torres Strait Islander workforce, an increase in level six services offered and the implementation of a research plan for the Health Service.

To view the plan, please visit: https://www.health.qld.gov.au/cairns_hinterland/html/resources/strategic-plan-2018-2022.



The Innisfail Hospital has been recognised for being the best in Queensland after achieving 100 percent on-time starts for its operating theatre list in June.

Innisfail Hospital’s Director of Nursing, Lesley Harris said the perfect score was achieved through

extensive consultation with surgical outreach staff and a review of the surgical bookings process.

“As a result of the efforts of the team here at Innisfail, we’re the first hospital in Queensland to have achieved 100 percent compliance in relation to this Key Performance Indicator, so it’s a fantastic achievement,” she said.

Ms Harris said it made a big difference to patients being able to have their surgery closer to home and within the clinically recommended waiting times.

“I think it really represents the dedication and the good teamwork of the staff here at the Innisfail Hospital,” she said.

Nurse Unit Manager Donna Low said she was proud to accept an award on behalf of the Endoscopy Team during Values Celebration Week.

“Innisfail’s Endoscopy Unit did have the longest waits in the Cairns and Hinterland Hospital and Health Service but in February we were able to bring on Endoscopist Doctor Raymond Lewandowski and by having an Endoscopy list three times a week, we’ve been able to clear our long waits,” she said.

“We take pride in the care we provide to our patients.”

Innisfail Hospital’s surgical success



Dimbulah Primary Health Centre powered by the sun

The solar power system at the Dimbulah Primary Health Centre has been operational since early 2018 and has already saved more than \$2500 on power costs.

The new facility opened for service in September 2017 and was purpose-built to meet the growing needs of the local community.

It includes five additional treatment rooms, Telehealth Emergency Management Support Unit facilities in the resuscitation bay, Telehealth facilities in the conference room and extra security measures for the benefit of staff, visitors and patients.

The Dimbulah Primary Health Centre also includes specific amenities such as power facilities for the BreastScreen Bus and an external shower and eye bath, which are critical to rural farming communities which have a higher risk of chemical poisoning from materials such as organophosphates.

Ingo Lenz, the project manager responsible for implementation of the solar panel system at Dimbulah, said by the end

of the year it's projected the facility will have generated more than 45,000 kilowatts and reduced carbon emissions from the centre by nearly 49 tonnes.

"At the moment, the system is providing for about 50 percent of the daytime power usage at the centre," he said.

"Although it's a 28-kilowatt system, the typical sunny weather in Dimbulah means that we're getting higher than average output on a day-to-day basis."

Acting Superintendent for Mareeba Hospital, Doctor Toby Hopton, is impressed with the savings, and the potential environmental impact the system has brought.

"The Dimbulah Primary Health Centre is the perfect place for solar," he said.

"The money we save on power costs is money that we can potentially put towards patient care."

It's projected the carbon emissions saved by having solar is the equivalent of taking 10 cars off the road for a year.



KICKING GOALS FOR MEN'S HEALTH

For the first time, Tropical Public Health Services (TPHS) partnered with AFL Cairns to promote men's health checks, including sexually transmitted infection (STI) screening, during Men's Health Week in June.

The Playing the Field? Be Safe, Get tested campaign aims to address the rising rates of syphilis and HIV in the Cairns community with people aged between 15 and 39 as part of the North Queensland Aboriginal and Torres Strait Islander STI Action Plan.

Programs were developed for pre-season sexual health education and STI testing of players.

The Queensland Health sponsorship agreement with the AFL also included ongoing Playing the Field? signage at Cazaly's stadium, posters and condoms in toilets and team change rooms.

Tropical Public Health Services Cairns sponsored health promotion initiatives during Men's Health Week, including engaging AFL clubs in sexual health education and pitstop health check-ups.

The team had a high-profile presence with the Wuchopperen Health Service at the annual Dreamtime by the Sea Festival at the Holloways Beach Sporting Complex.

Manunda Hawks AFL coach Marc Harbrow

said he was surprised to see how many players didn't know Cairns had among the highest rates of STIs in Australia.

"The content opened a bit of discussion and some respectful laughs, however, the players got the gist of why it was being delivered and promoted to them," he said.

Jane Clark from AFL Cairns said the clubs really got on board with the campaign.

"Sports fans love sharing social media content so we got lots of tagging in the

Playing the Field post on social media, which is great!" she said.

TPHS will continue to work with AFL Cairns to embed sexual health education and STI testing in their annual requirements for players.

"We hope to also use this experience as a learning model to engage with other sporting codes in supporting sustainable sexual health initiatives," Senior Public Health Officer Grace Hermawan said.



WHAT'S ON

Upcoming events for the Health Service



AUSTRALIAN COLLEGE OF MENTAL HEALTH NURSES CONFERENCE

26-28 October

The conference encourages speakers and attendees to consider and discuss the ways mental health nurses work to improve outcomes for and with people experiencing mental health issues, with a focus on improving, maintaining and preserving their human rights. The theme 'Mental Health is a Human Right' will be supported by a number of streams, each with a strong focus on evidence-based examples of best practice.



CARDIAC SYMPOSIUM

2 November

This year's symposium will look at Acute Coronary Syndromes, Heart Disease, and the effects of drugs on the heart. The Keynote speaker is Professor Tom Marwick from the Baker Institute. There will also be a debate on whether 'turning 40 increases your risk of heart disease'.



CAIRNS NURSES' CONFERENCE

6-7 December

Every year Ausmed Education holds a nurses' conference specifically designed and aimed at assisting nurses to get rapidly up-to-date on current nursing topics. The conference aims to give a broad range of clinical and professional updates relevant to nursing practice. Nurses are invited to take time out and network with like-minded colleagues.



NAIDOC Week Celebrations



Allied Health Graduates



Rachel Gallagher Kelly McGuinness Atherton



Cherise Conkin Ellen Joyce Paige Guldbransen

R U OK? Day



I just want to personally thank you for all your time and effort and for allowing me to be heard when i thought no one was listening, as I am sure you can appreciate that some one with not only multiple physical health issues but with a complex of mental health issues feeling that one is not being heard. This is a all too common with mental heath issues, so the fact that you not only responded to my correspondence but also gave me the opportunity, as difficult as it was for me to present my self and express my concerns, I felt that I had a voice and that someone was listening and that someone not only heard me but seemed concerned and showed that they were willing to help resolve the issues and resolved them to a greater extent. I do not want to be negative here that is why I say to a greater extent as the damage incurred over the past 6 months has left some permanent damage but the Operation went, from all accounts talking to the surgeon

and staff very well with no complication thus far. The staff, worked with me during the admission appointment and the Anesthetist appointment and prior to the surgery to get me home the same day and I was pleased that everyone's efforts did allow me to return home the same day. My fears of being there were justified by the fact that after waking up from the surgery till the time was able to leave the hospital I had around 10 seizures so staying overnight could of been quite an ordeal not just for me but for the staff and potentially other patients. They say I have about 6 weeks recovery then I will return to the hospital for what I hope will be the end.

So thank you once again for your support as it has been not only invaluable but extremely appreciated and to apologize for any inconvenience I may have caused you or any of the staff at the Cairns Base Hospital.

Cairns Hospital



Visited the hospital today as an outpatient, I found all the reception staff especially Nina to be very helpful and courteous and although the wait time was excessive (approximately 4 hours) I put this down to a busy workplace and Prioritisation, I found Dr Dodsworth to be attentive, cheerful and

most professional and commend all the staff that attended to my illness that day on their welcoming and professional manner I only wish I could obtain this type of service from my regular GP's office. Keep up the great work people. You're doing a beaut job.

Innisfail Hospital



This is to pass on our compliments to the Accident and Emergency Department of Cairns Base Hospital as they role-modelled what we would hope for in an Emergency Department. How fortunate are we to have these professionals working so effectively for us.

On a night in late August, my husband presented at ED with chest pains. From the moment we walked in the door to the moment we left all of the staff we had contact with were excellent.

We were checked in rapidly and efficiently with an admin officer checking details with myself, whilst a nurse spoke with my husband regarding his symptoms. We were taken through to a bed and immediately a nurse was conducting an ECG as two Doctors arrived to consult. My husband chest pains had subsided, everyone was very professional, friendly and respectful.

They decided on a plan for diagnostic investigation and explained exactly what was to be done and why. This was fantastic as we were

kept in the information loop the whole evening. My husband had two ECGs, regular blood pressure checks, 2 sets of bloods tests, chest Xrays and updates on all the results we were relieved to find out it was not a heart attack. This was all conducted within our 4 hour stay, WOW!

During our ED stay he was looked after by 4 Nurses, 3 Doctors, 2 Radiologist, 1 Administration Officer and 1 Transport Orderly. Every one of those individuals was friendly, efficient and very professional. They all communicated very well and explained to us what was happening in layman's terms.

We would like to pass on our congratulations to the ED team and the Cairns Base Hospital for making our visit to ED a positive experience regardless of our circumstances for being there.

Cairns Hospital





Deck the Wards

Yes, it's that time of the year when you can practically feel that Arctic chill in the air!
Ok, it's hot and rainy, which are two tell-tale signs that the festive season is rapidly approaching.
So, it's time to launch the **2018 Cairns and Hinterland Hospital and Health Service Christmas Decorating Competition!**

This year, the judging will be conducted over several days between 4-13 December so that our judges can get out and about visiting Cairns and the regional facilities.

THE CATEGORIES ARE

Most Traditional

Christmas colours

Best Rural Facility/Unit

Includes every facility outside of Cairns. Show us your best rural Santa

Most Creative

Recycled decorations, health related

Best Tropical Theme

We live in the tropics! Show us your best tropical Santa

Best Patient Participation

Patient's input in design, decorations, and dressing up on judging day

Best Dressed Team

Get everyone involved

There will be a special prize for the overall winner, thanks to the FNQ Hospital Foundation.

More details on prizes to be announced shortly.

Entry applications must be received no later than 5:00pm on Monday, 26 November 2018.

Visit CHHS QHEPS to submit your application

