

Health UP Edition 199 NORTH

HAVE SMILE, WILL TRAVEL

Meet our roving Rural
and Remote Director of
Nursing and Midwifery

ALSO IN THIS ISSUE

- First look at new Cairns South Health facility p3
- Meet Board member Chris Boland p4
- Connecting our Mob p7
- Show Us Ya Guts! p12





FROM THE CHIEF EXECUTIVE

I would like to congratulate staff on our Health Service's outstanding accreditation results.

I am proud of the positive feedback we received from the assessors, particularly as we were the first health service in Australia to be assessed against the second edition of the National Safety and Quality Health Service Standards.

They noted improvements in mental health services, cultural capability and clinical governance and were impressed with the multidisciplinary care of patients across the Health Service.

The report shows all actions have been met and all previous recommendations have been assessed and closed.

I was thrilled to attend the James Cook University graduation ceremony recently to watch our Board Chair, Clive Skarott AM accepting an Honorary Doctorate. This award acknowledges Clive's tireless contribution over many years through key positions he has held. In his acceptance speech, he renewed the Board's commitment to achieving university hospital status for the Cairns Hospital.

In April, the Board received an update on planned upgrades worth more than \$11 million to the Mossman Multi-Purpose Health Service, including a redesigned Emergency Department, new ambulance access and treatment spaces. The refurbishment will significantly improve amenities for patients and staff, while preserving the unique heritage values of the Hospital, which has been serving the Mossman region since 1930. Work has begun on a significant upgrade of the Tully Hospital, including an Emergency Department expansion. Both upgrades are due for completion next year.

I would like acknowledge and thank our staff for their hard work and dedication in what has been an unprecedented start to the year in terms of hospital presentations.

Kind regards,

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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CONTENTS



Meet Board Member Chris Boland

4



Connecting our Mob

7



WiFi device helping in the field

9



Meet our Human Research & Ethics Committee

11



**REGULARS
Faces in Places**

15



SUBMIT YOUR STORIES

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

FIRST LOOK: Cairns South Health Facility

Residents south of Cairns are a step closer to having a new health facility.

Artist impressions have now been released for the Cairns South Health Facility at Walker Road Edmonton, as part of the detailed design process.

This unique dual-purpose health centre will deliver day to day community health services for residents in Cairns' southern corridor, with the capacity to quickly transform into an interim emergency centre if required.

The building has been designed by Peddle Thorp architects.

It will be rated to withstand a category five cyclone, so it can deliver emergency treatment if the Cairns Hospital needs to be evacuated prior to a natural disaster.

The Cairns and Hinterland Hospital and Health Service's Director of Infrastructure, John Mayo, said the Cairns South Health Facility will be 1650 square metres and is located opposite the Police Citizens Youth Club in Edmonton, which is also a designated cyclone shelter.

"This site has been chosen because it is outside the critical flood zone, it provides good access to the Bruce Highway, it is near an existing cyclone shelter and is central to the rapidly growing population of the southern Cairns area," Mr Mayo said.

A team of health facility planners, disaster manager specialists, architects and Health Service representatives have contributed to the facility's design.

Special features of the building include the ability to operate off the grid for 48 hours, with ample water storage, a generator for back-up power supply and extra water for fire suppression.

The facility will be able to operate off the grid for 48 hours with ample water storage, a generator for back-up power supply and extra water for fire suppression.

"In disaster mode, the Cairns South Health Facility will provide emergency bays, an operating theatre, procedure spaces, ambulance bays and a new helipad," said Cairns and Hinterland Hospital and Health Service Chief Executive, Clare Douglas.

"During day-to-day use, the facility will provide a dialysis satellite service for renal patients, group education spaces and consultation rooms for community health services, providing a valuable new service closer to home for many residents."

Tenders for the project will be called July 2019, with construction to commence later this year.



ALL ABOARD FOR GOOD HEALTH

CHRIS BOLAND



Chris Boland loves a challenge.

The adventurous Cairns and Hinterland Hospital and Health Board Member completed the Far North Queensland Hospital Foundation’s Cardiac Challenge in 2012 and has undertaken some of the world’s famous walks, including New Zealand’s Milford Track, Patagonia’s Torres Del Paine and the Larapinta Trail in Central Australia.

Born in Toowoomba, he spent some of his childhood living in Papua New Guinea and after gaining an engineering degree, he spent two years working and travelling around the world with his wife before settling in Cairns more than three decades ago.

Mr Boland said his interest in health came from his family.

“My wife is a physio and she was working for the Cairns Hospital as the head of the physio department when we got back from overseas,” Mr Boland said.

“Both my children are doctors and my son and daughter have also worked at the Cairns Hospital.”

When he’s not following outdoor pursuits or the rugby, you’ll find Mr Boland at the helm of one of Far North Queensland’s most strategically important organisations, Ports North, which manages nine ports across the region.

Mr Boland is also a Director of Advance Cairns and Ports Australia, the Chair of

the Queensland Ports Association, and an industry representative on the National Environmental Science Program – Water Quality Hub and the Reef 2050 Advisory Committee, experience he thought would be useful on the Cairns and Hinterland Hospital and Health Board.

“Hospitals are critical for the community but they’re also critical for the economy,” he said, “You’ve got to get an equitable and high-quality health service to the community up here if you want to grow the community and the economy and make it a better place to live, so that’s part of my drive.”

He described his first two years on the Cairns and Hinterland Hospital and Health

Board as ‘exciting and successful’.

“As a Board and Executive team, improvements have been delivered in health outcomes and also the financial performance of the health service but equally important, there’s been a lot of work on the future, our Strategic Plan and master planning, setting a vision for where we want to go,” Mr Boland said.

“We haven’t done that in isolation, there’s been lots of stakeholders; customers,

users and staff involved in that process so that’s been really interesting but also delivered some good outcomes.”

Mr Boland said he was also proud of the progress on infrastructure projects such as the second Cardiac Catheter Laboratory at the

Cairns Hospital and the Atherton Hospital Redevelopment.

“We’re dealing with increased demand, so ensuring we get equitable and appropriate funding for our Health Service for the community is very important,” he said.

“A priority is the expansion into a university hospital and using that as leverage to attract additional highly-qualified staff into the Health Service.

“There will be training and development of staff that follows from that and obviously that then leads to better service to our consumers, our patients.”

In addition to his Board role, Mr Boland is the Chair of the Audit Committee.

“*Hospitals are critical for the community but they’re also critical for the economy*”

HAVE SMILE, WILL TRAVEL

Johanne Stitt is warmly met by staff as she makes her way around the Tully Hospital, calmly answering the phone always at her hip and discussing what needs to be done as she travels through the different departments.

On this particular week, she is the acting Director of Nursing and Midwifery/Facility Manager at the Tully Hospital, but in a month's time, Ms Stitt could be somewhere completely different across the Cairns and Hinterland Hospital and Health Service network.

"I've never been a full time Director of Nursing and Midwifery (DONM)," she said, "I was a Nurse Unit Manager of medical, surgical and paediatric ward in Innisfail."

Ms Stitt retired from the Innisfail Hospital in mid-2016 and hadn't intended to continue working, but after being asked for help, she decided she would try her hand at backfilling as the Director of Nursing at various facilities.

Far North Queensland has always been familiar territory for Ms Stitt.



"I've since acted as the DONM at Tully, Innisfail, Yarrabah, Babinda and Georgetown," she said, "I decided that I wasn't really ready for retirement."

She began her nursing career in 1970 at the Innisfail Hospital and did her midwifery training at the Cairns Base Hospital before completing a postgraduate nursing degree at Central Queensland University.

Ms Stitt also holds qualifications in administration, public health, child health and rural and isolated practice, the latter completed after she retired.

She said she enjoys her new life as a roving Director of Nursing and Midwifery.

"Every hospital, every circumstance is different, and I would like to hope that I offer some skills in managing situations," she said.



Ms Stitt said she's drawn strength and received great support from the other leaders throughout the Cairns and Hinterland Hospital and Health Service network.

"It's really good to be able to contact someone else at another hospital and say "Hey, what do you do when this happens?" and DONMs are always willing to give helpful information and advice."

Ms Stitt said it was nice to have had an opportunity to backfill the Director of Nursing role in the Tully Hospital, where she first worked as a registered nurse/midwife in 1986.

"It was very different to what it is now, back then it was in the old hospital.

"Every community is different to each other and Tully people really support the hospital."

Retirement may be on the horizon for the 64-year-old in a couple of years but in the meantime, Ms Stitt said she's enjoying the variety each new assignment offers.

"I'm a bit worried that people of our experience and era might be working until we're 70 on and off because there seems to be some gaps in experience but for now, I'm enjoying it and I'll keep going."

CONNECTING OUR MOB

A program introduced in January last year has seen 75 per cent of Aboriginal and Torres Strait Islander children who were identified as overdue for vaccinations in the Cairns and Hinterland region successfully followed up and immunised.

Childhood immunisation rates in the Cairns and Hinterland Hospital and Health Service have improved in recent years, however in urban Cairns, rates for Aboriginal and Torres Strait Islander children have remained lower than non-Indigenous children.

The Connecting Our Mob (COM) Project was established through Tropical Public Health Services (Cairns) to address potential barriers to immunisation for Aboriginal and Torres Strait Islander families in Cairns including access to service providers.

The project aims to improve immunisation rates among Aboriginal and Torres Strait Islander children and adolescents, and the timeliness of these vaccinations by:

- Connecting Aboriginal and Torres Strait Islander families with appropriate services
- Increasing access and links between Queensland Health and other immunisation providers and
- Implementing evidence-based and culturally appropriate initiatives.

The project's Gabrielle McGuigan said there had been an increase in the take-up of vaccines for infants at two, four, six and 12 months of age since Connecting Our Mob was introduced.

"This has been achieved through the extension of outreach clinics to areas of high Aboriginal and Torres Strait Islander populations in Cairns, the commencement of a reminder service providing an SMS to families a week prior to immunisations being due for their babies and a specific follow up with families who GPs have lost contact with," she said.

"In March, we surveyed mums who had given birth at the Cairns Hospital and the vast majority said the SMS immunisation reminders were very useful.

"Our focus remains on ensuring these vaccinations are timely so that babies are being immunised, and therefore protected as early as possible."

The project is now moving into a new phase, ensuring teenage children are also protected against vaccine-preventable diseases such as whooping cough, meningococcal disease and Human Papillomavirus, which can lead to a range of cancers.

The 'Teens Need Vaccines' campaign has been launched this month to address the low rate of immunisation in teenage Aboriginal and Torres Strait Islander students.

"This cohort is at a higher risk of contracting vaccine-preventable diseases, but immunisation rates are lower than the wider population," Ms McGuigan said.

"By keeping up to date with these free vaccines, young people are not only protecting themselves against disease, but they're preventing the risk of passing sometimes undetected illnesses onto vulnerable family members who can't be immunised, such as brand new babies."

Ms McGuigan said Aboriginal and Torres Strait Islander high school students across Cairns are being encouraged to design a 'Teens Need Vaccines' t-shirt during May to help increase awareness of the health benefits



Ellie Matheson shows off her brave spirit after receiving her vaccination.



Nancy Goncalves, Angie Boswell and Gabrielle McGuigan promoting the 'Connecting Our Mob' project at NAIDOC Week

of immunisation, which is offered free within schools at the beginning and end of each year through Queensland Health. The vaccines are also available free through Aboriginal Medical Services, Community Health Centres and General Practitioners up until 20 years of age.

She said the winning entry will be chosen in June and will be proudly worn by Indigenous Health Care Workers.

"As well as having their design worn by our staff, the successful entrant will win prizes including a \$400 Cairns Central voucher and a Northern Pride prize pack including game tickets, and their school will earn a \$250 voucher for art supplies," she said.

Immunisation will also be the focus of a full-day workshop for Health Care Workers in June.



Darius Ambrym-Schreiber receives his vaccine from Lisa Smith at Cairns West State School

OUR DOCTORS STAYING LONGER

We all know Far North Queensland is a great place to live, with warm weather, natural beauty and a fantastic lifestyle.

But it's the supportive and nurturing work environment which is being credited with a significant improvement in the retention of junior doctors at the Cairns and Hinterland Hospital and Health Service.

In 2018/19, 75 per cent of Resident Medical Officers decided to continue with the Cairns and Hinterland Hospital and Health Service, a 25 per cent increase on the previous year's intake and 35 per cent more than in 2016/17.

Across the whole junior doctor workforce (including Interns, RMOs, Principal House Officers/Registrars) there was an increase of almost 15 per cent in the retention rate from 2017/18 to 2018/19.

The Director of Medical Services, Doctor Christiaan Barnard said the improvement in retention reflected positively on the Health Service as a whole.

"I'd like to acknowledge the great work everyone is doing in Medical Administration, as well as in each clinical unit and hospital to create an environment where junior doctors are learning and feel supported enough to stay with us the following year," Dr Barnard said.

"The Medical Education Unit has also worked incredibly hard with the support of each unit to co-ordinate hands-on skills sessions for our junior doctors.

Orthopaedic cast technician Barry Weyman has been working with the Cairns and Hinterland Hospital and Health Service for the past 40 years and said he enjoys training the junior doctors and building a rapport.

"Repetition is the key to success and the more hands on, the better, so we give them a bit and insight and education," he said.

Fellow plastering trainer Dave Wood said learning this way has made a huge difference, particularly for junior doctors heading to rural placements.

RMO Thiri Thiri said the plastering workshop would be particularly useful for her rotation through the Emergency Department.

"It's been a really nice experience during my first few months, everyone has been very supportive," she said.

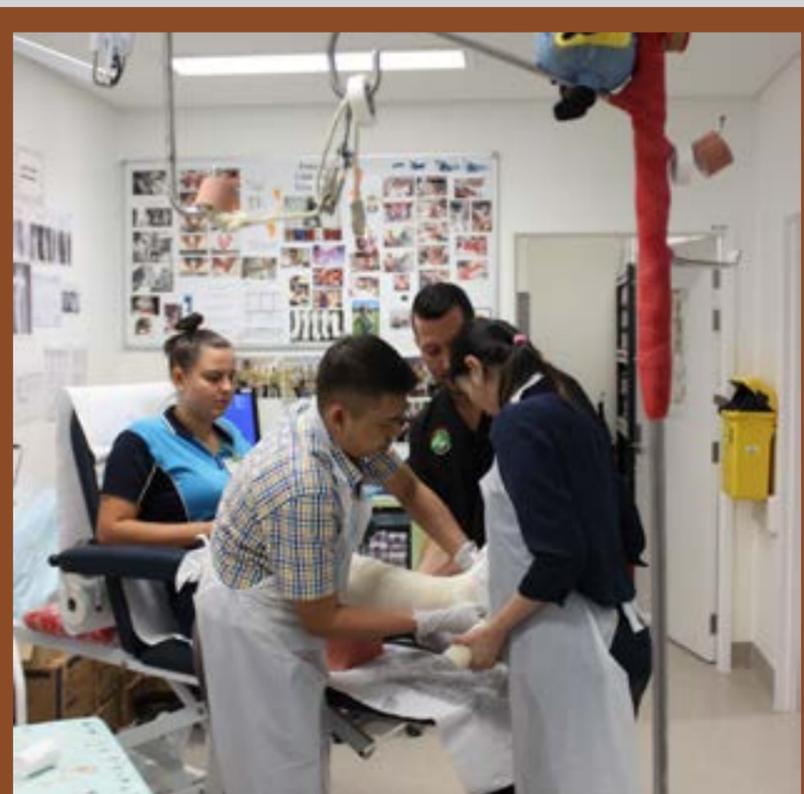
Recruitment is ongoing throughout the year and positive word of mouth from our existing workforce has helped the Health

Service attract doctors from the United Kingdom to fill our mid-year RMO vacancies.

This provides our current RMOs with the opportunity to step up to Principal House Officer roles where available).

Recommendations from staff based on their experience with the Cairns and Hinterland Hospital and Health Service are also helping with the recruitment doctors from other parts of Australia on short-term contracts.

"Being able to retain more of our medical workforce potentially improves safety and patient flow, because these doctors are already familiar with our hospitals and processes," Dr Barnard said.



RMOs Aung Myo and Thiri Thiri practice their plastering skills on JCU nursing student Jessica Sigmund under the guidance of cast technician Dave Wood

New mobile Wi-Fi device boosts community care

A tiny mobile Wi-Fi device will allow community care staff to spend even more time with patients and less time on paperwork.

eHealth Queensland has bought 100 mobile Wi-Fi devices for the Cairns and Hinterland Hospital and Health Service to provide faster, secure access to care information for clients while clinicians are in the field.

Hospital in the Home Clinical Nurse, Tracey Turner said the Wi-Fi device will help nurses by getting out to homes and set up pop-up clinics in communities.

"With the mountainous regions and remote locations in the Cairns area, we sometimes have trouble with connectivity, which is a big inconvenience for our Hospital in the Home services," said Ms Turner.

"Now with our mobile Wi-Fi devices, we don't have to worry about reliability and connectivity to systems at the Hospital."

Cairns Community Health has been using tablets and mobile phones to assist in client care since Cairns became Australia's largest regional digital hospital in March 2016.

Digital health records allow health staff to access real-time client information, have less paperwork and spend more time with patients.

"We have been trialling solutions to ensure our clinicians have the best possible connectivity and these small Wi-Fi devices will make a big difference to the efficiency of community care,"

said Liz Spinney, Clinical Nurse Consultant, Cairns Digital Hospital.

"Community-based care for clients is founded in a primary health care philosophy – appropriate, affordable, acceptable equitable care that concentrates on the client's wellness," Ms Spinney said.

Optimising technology is a key strategic priority for the Cairns and Hinterland Hospital and Health Service.



Paediatric Hospital in the Home Clinical Nurse Tracey Turner (right), with Maria and daughters Zahra and Willow.

New Tully NUM sees Bright future

A desire to have a closer community and family connection prompted Tully Hospital's new Nurse Unit Manager to swap the south east for Far North Queensland.

Vicki Bright has spent the past 15 years working in the Ipswich Hospital Emergency Department, most recently as a Clinical Nurse Consultant and Acting Nurse Unit Manager.

"Most urban hospitals don't have as close a connection to the community as rural and remote hospitals do," she said.

"I wanted to take up the Nurse Unit Manager position at Tully so I can give back to the community as well as being part of the community."

Ms Bright said she was also

motivated by family reasons, as her son was recently transferred to Townsville with the Australian Army.

"This is the closest I have been near him and his family for 8 years," Ms Bright said.

Ms Bright has had a very varied career, living and working in many regional areas across Australia.

"I enjoy emergency and rural and remote nursing," she said, "I have worked in Western Australia, Coonamble, Western New South Wales, at the Greenvale Nickel mine, in the old hospital in Townsville, in Gatton and at Toowoomba in the Emergency Department and also as an occupational health nurse in the nearby meat works."

Ms Bright said she had been welcomed to the Tully Hospital by all staff and was looking forward to getting to know each and every-one of them and supporting them in her capacity as Tully's only Nurse Unit Manager.

When she is not caring for patients and staff, Ms Bright said she loves horse trail riding and the V8 supercars.

She has previously been able to combine her passions, working as a nurse on the Bathurst, Queensland Raceway and Lakeside Park race tracks.





CAIRNS HOSPITAL DOCTOR LEADS MENTAL HEALTH STUDY

The research team, led by Dr Stone, includes Prof Alan Clough from James Cook University, investigators from Cairns, Mount Isa, Townsville and Mackay hospitals, the Queensland Police Service, Queensland Ambulance Service and Neami National, a community mental health service.

Dr Stone said the study will examine whether more patients are being transported to emergency departments (EDs) since the legislative change, how EDs in North Queensland hospitals have responded, the impact on resources and whether there is scope to improve responses and experiences for EEA patients in EDs.

The study also provides an important opportunity to examine the issues surrounding EEAs and EEOs from a Police and Ambulance perspective, i.e. from the perspective of the agencies in the pre-hospital environment who have the primary legislated responsibilities regarding detention and transport of patients to EDs.

Emergency Medicine Foundation General Manager, Dr Son Hall, said the research was important for improving both patient care and the emergency health care system.

“Dr Stone’s research is an example of the quality, evidence-based research funded by the Emergency Medicine Foundation, which has the potential to help emergency healthcare clinicians respond to the ever increasing demands on our emergency departments and deliver better outcomes for patients,” said Dr Hall.

The Emergency Medicine Foundation’s Queensland Research Program is primarily funded by Queensland Health.

The Director of Emergency Medicine at the Cairns Hospital, Dr Richard Stone will lead a major study into the impact of Emergency Examination Authorities (EEA) on four North Queensland Hospitals and whether there is scope to improve the patient and staff experience.

EEAs are used in the management of persons suffering major disturbances in their mental capacities who are detained and transported to emergency departments by police or ambulance officers.

A legislative change to the Public Health Act in March 2017 requires police and ambulance officers complete an EEA for patients they believe need assessment. Previously, Emergency Examination Orders (EEOs) were completed under Queensland’s Mental Health Act.

From handover at the emergency department, the Public Health Act prescribes specific responsibilities of hospital staff including detention of the patient to allow time for assessment.

The Emergency Medicine Foundation has awarded a Leading Edge Grant worth almost \$93,000 to fund research over the next two-years. This is the first study to look at the impacts on Queensland EDs of increasing numbers of mental health related presentations, in light of the legislative changes governing emergency assessment.



A passion for research has led Luisa Roeder into an exciting role supporting others to undertake studies aimed at improving the lives of Far North Queensland residents.

An all-rounder, Dr Roeder took up the role of Research Support Officer in July last year, having completed a PhD in Neuroscience, looking at how the brain communicates with different leg muscles during walking in elderly patients with Parkinson’s disease. Her research helps to improve walking

Hospital Foundation and James Cook University (JCU) and is shared between the Cairns and Hinterland Hospital and Health Service and JCU.

“I really enjoy supporting others, whether it be helping people to design a study and develop a research question, write their proposal or making sure their methodology fits the research question, Dr Roeder said.

As part of her role, Dr Roeder also sources research funding opportunities, assists

THE FRIENDLY FACE OF RESEARCH SUPPORT

abilities and minimise the risk of falls in Parkinson’s patients.

The position is funded by the Far North Queensland

with grant writing and completing forms for the Human Research and Ethics Committee and helps with statistics and data analysis.

She assists staff from disciplines across the Health Service as well as helping JCU medical students develop their research and associated skills. Earlier this year, Dr Roeder ran the first Community-Driven Research Capacity Building Workshop on Thursday Island with her JCU colleague, Professor Malcolm McDonald.

“I’m passionate about helping to build the capacity for home-grown research in Far North Queensland and we have some great studies under way, right here in the Cairns and Hinterland Hospital and Health Service,” Dr Roeder said.

For more information, contact Luisa.Roeder@health.qld.gov.au.

MEET OUR HUMAN RESEARCH AND ETHICS COMMITTEE

Every five weeks, a dedicated group of health and legal professionals, researchers, pastoral and community members gather to review and discuss the research being carried out in conjunction with the Cairns and Hinterland and Torres and Cape Hospital and Health Services.

The Far North’s Human Research and Ethics Committee has been helping to govern research in the region since 1993.

The Committee’s Chair, Doctor Eddy Strivens said it deals with an average of 30 applications for Ethics approval each year, as well as considering proposed amendments to existing research.

“In the end, this is about making sure that research is conducted in a safe, ethical manner, that it’s benefitting the people

of the far north of Australia, and that the methodology is sound so that the work that is being performed is actually going to get the answers that the researchers are looking for,” said Dr Strivens, who is also the Cairns and Hinterland Hospital and Health Service’s Director of Research.

The committee members are appointed through an application process, in accordance with National Health and Medical Research Council guidelines.

Geoff Cook comes from an electronics background and has been a lay



representative on the Human Research and Ethics Committee for the past two years.

“I’ve always had a leaning and interest in general sciences so I thought, this is just another branch,” he said.

“Obviously with a large Indigenous population we are targeting their health outcomes so I find that interesting.”

Show Us Ya Guts



Media Partners (L-R): Murray Jones from 4CA, Andy Reeves from the Cairns Post, John MacKenzie from 4CA, Dave Warner from Star 102.7 and Kier Shorey from ABC Far North (lying down)

The Far North Queensland Hospital Foundation (FNQHF) is well on the way to reaching an ambitious goal of raising \$409,000 for new endoscopy equipment for the Cairns and Hinterland Hospital and Health Service.

Local media personalities jumped on board the “Show Us Ya Guts” campaign when it was launched in March, sharing their personal experiences with bowel cancer and bowel screening.

4CA radio presenter John MacKenzie has a colonoscopy every five years, after doctors discovered and removed a polyp a decade ago.

“It’s totally painless and the inconvenience is minor given that this gives you almost a guarantee that an incipient bowel cancer will be found in time and acted upon,” he said.

New manometry equipment has already been purchased for the Endoscopy Unit with proceeds raised through the campaign.

Foundation Fundraising and Marketing Manager, Glenys Duncombe said the

community had clearly recognised the need for the new services that will come from this campaign.

“This new equipment will bring the unit to tertiary status virtually overnight and that is the Foundation’s key aim at the moment,” Ms Duncombe said.

Cairns Hospital Director of Medicine, Doctor Peter Boyd said once the new equipment is in place, hundreds of patients from throughout the Far North will be able to have their diagnostic and treating procedures conducted locally rather than having to travel to Brisbane.

“The new equipment will be able to diagnose and treat patients with small bowel bleeding spots, ulcers, polyps or tumours, tumours of the pancreas, bile ducts, oesophagus or stomach as well as disorders and cancers of the oesophagus,” he said.

Funds have been raised through several large donations, many smaller donations and fundraising events including the ANZ Golf Day and the inaugural FNQHF Market Day.



Dr Peter Boyd, donors Leslie and Anne Mills and FNQHF Chair Ken Chapman



Endoscopy Market Day: Debbie Green, Mark Bruggeman and Debbie Whittaker from the Endoscopy Team at the inaugural FNQHF Market Day

One of the earliest donations came from Leslie and Anne Mills, who contributed \$75,000 in honour of Anne’s brother, Charles Woodward, who died of bowel cancer almost two years ago. Mr Woodward was a tireless campaigner for boosting cancer services in Cairns.

“If it improves the lives of many people that’s a big thing,” Mrs Mills said.

The Market Day fundraiser, which was the brainchild of after hours Nurse Unit Manager, Melissa Marshall, was also a chance to highlight the excellent work of the Health Service’s endoscopy team.

Debbie Whittaker, Debbie Green and Mark Bruggeman were on hand at the Market Day to provide people with information about the National Bowel Cancer Screening Program and explain what the endoscopy service does.

June is Bowel Cancer Awareness month and the team is hoping to boost bowel screening participation rates in our region.

For further information or to donate to the Show Us Ya Guts campaign, please visit www.fnqhf.org.au/endoscopy.



CASSOWARY ORAL HEALTH TEAM DELIVER SMILES

Dr Gur-Amrit Kaur fondly remembers her motivation for becoming a dentist.

“Before having braces, one of my family members was quite reserved and quite self-conscious but now she is much more confident and opportunities have opened up that she may not have taken before,” she said.

“I decided to be part of that journey is something I would love to do and the dental industry I feel is the one place you can literally make a person smile which is the part that I love about it.”

The Cassowary Hub’s Senior Dentist arrived in Innisfail with her family from Punjab in India as a one-year-old and has stayed ever since, also doing outreach to Mossman, Tully and as far west as Croydon.

Dr Kaur was among the inaugural cohort of students to study through the James Cook University Dental School.

“Back then it was basically a cane field but I watched the University evolve and the faculty evolve and myself evolve as a result of this degree,” she said.

“The program has been a success because a lot of those graduates are working within Queensland Health; up in the Tablelands, in Cairns and on the Cassowary Coast which is wonderful because we’ve got local people staying local and that was JCU’s aim and it definitely helped with my prospects.”

“To be in a position where you can heal the pain of others, alleviate fears, because there’s a heavy psychological aspect of dentistry, that gives you a sense of achievement and purpose and I think that carries on into other aspects of your life.”

Dental Therapist Bev MacKenzie is also part of the Oral Health team at Innisfail, working with children aged between four and 18. She started in the industry 35 years ago and her career has taken her to some of the most remote parts of Queensland, including the Torres Strait Islands.

“There was no electricity, we had completely mobile equipment so the dental chair was like a deck chair, you’d basically wind it up and you’d have a tank of compressed air that would run our drills,” she said. “We would set up anywhere, sometimes under a tree so that was really good experience.”

“I knew that I liked people, I liked biology and the medical side so I thought I would give oral health a go and I’ve really enjoyed working with children,” she said.

Ms MacKenzie joined the team at Innisfail several months ago and said it has been a good move.

“The staff are all fantastic,” she said, “It’s a really lovely area to be and I’m very happy.”

She said the most common question she is asked is ‘what kind of toothbrush should I use?’ and her answer is simple:

“I say ‘the brush that you are going to pick up and use,’ it’s about brushing your teeth every day and being aware of hidden sugars in the foods we consume.”



To all the doctors, nurses and all operational staff that looked after me right down to my meals and clean sheets - you guys rock! Enjoy, hope you don't get diabetes (box of chocolates). Words cannot express how much all the support and care I received was nothing short of amazing. I felt like I had graduated. I know my road is long, I understand that. But life is an attitude and the attitude I take is laughter and joy.

Atherton Hospital

The team at Mossman Hospital are truly exceptional, professional and with a great passion for every patient. I witnessed this on every shift. I had the option to stay at Cairns after my transfer but insisted on being sent back because of the true nurturing I receive from every staff member. I saw other situations around me and they always handled it with care and dignity and put the patient first. What a great country hospital.

Mossman Hospital

I am very impressed and grateful for the care I received yesterday afternoon in ED and through the night in green ward. Special thanks to Dr Dan and the nurses, particularly the lovely ladies on night shift in green ward for their care and attention. There was also a cleaning lady who stopped what she was doing yesterday afternoon and got me a warm blanket when she saw I had a sudden attach of chill shivers. I found the hospital food to be very good and enjoyed my dinner. Please pass on my thanks.

Cairns Hospital

I recently was burned on the back of my hand and attended emergency at Innisfail Hospital. I was impressed with the way everything was handled from emergency room treatment, photos of the burn being sent to Brisbane, my being fully informed every step of the way to bandaging and release. Special thank you to Dr Colin O'Shea and burns nurse Tracy O'Farrell who really did the hard yards of healing and also helped streamline my wait times without affecting anyone else. All in all top compliments. Thank you.

Innisfail Hospital

Chicken, Lemon and Olive Tagine



Ingredients

- 2 tbsp olive oil
- 2 onions, diced
- 2 tsp ground paprika
- 2 tsp ground turmeric
- 1 tsp ground cumin
- 50g fresh coriander, diced
- 6 chicken breasts cut into large cubes
- 150g green olives, stone removed
- 2 preserved lemons, cut into wedges
- 1 pinch pepper, to taste
- 150ml water

Method

Step 1 - In a large saucepan heat the oil over medium heat.

Step 2 - Add onions and sauté until soft. Stir in all the spices, diced chicken, green olives and preserved lemon quarters. Season with pepper.

Step 3 - Pour in water and simmer over low heat for 1 1/2 hours. Taste and adjust seasoning if needed.

Step 4 - Serve warm with couscous or fresh bread.

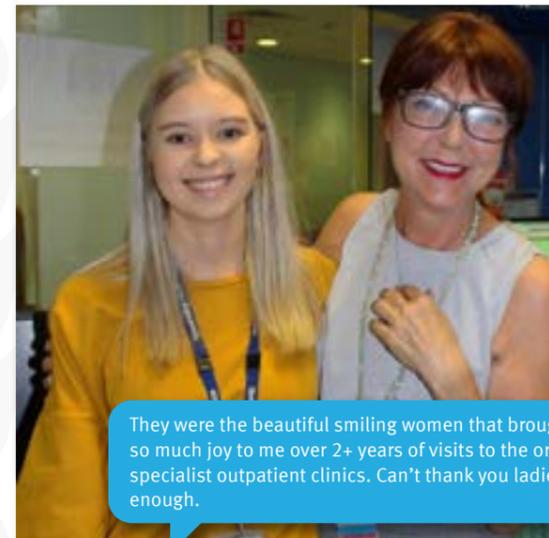


Did you know we profile our staff and services each week on Facebook in a post called 'Fun Fact Friday'? It's a great way of finding out about the many different areas people work in across the Health Service – and there's lots of love for our staff.

<https://www.facebook.com/cairnsandhinterland/>

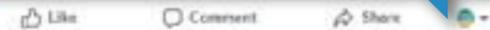


Courtney McCall and Lynn Robertson: Courtney and Lynn greet around 300 patients a day at the Cairns Hospital outpatient clinics. There are between 12 and 17 different clinics each day, covering all disciplines.



They were the beautiful smiling women that brought so much joy to me over 2+ years of visits to the ortho specialist outpatient clinics. Can't thank you ladies enough.

Amazing job ladies - it's a privilege to work with you both.



Jade Gileppa and Tayler Phelps

Angelique Johnson and Sara Benci

Celebrating diversity morning tea at 85 Spence Street



Caroline Summer and Terry Churcher: Caroline and Terry work at the satellite dialysis unit at the Cairns Private Hospital. The unit has 21 beds and provides 252 occasions of service each week.



Caroline Summer you're amazing- well done folks.

Fantastic Terry, we need more staff like you both in health care.



Cairns Maternity staff support the Red25 campaign to donate blood



Melissa Dalzell, Matthew Cameron and Nipun Nanda from the internal audit and risk team



We're now on LinkedIn, make sure you follow us to keep up today with news and events

<https://www.linkedin.com/company/cairns-hinterland-hhs>

SUNDAY
14
JULY 2019



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WIN



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*Terms and conditions can be found on the website

arrowexperience.org.au