



# Sunshine Coast Health Community News

January 2019

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**Sunshine Coast**  
Hospital and Health Service

Exceptional people. Exceptional healthcare.

## Sunshine Coast Hospital and Health celebrates its volunteers

Sunshine Coast Hospital and Health Service's (SCHHS) Executive Team joined in the International Volunteers Day celebrations on 5 December 2018 by volunteering their services throughout the health service!

SCHHS has more than 260 active volunteers who contribute more than 5000 hours of their time to the health service each month. Volunteers include Hospital Chaplains, Justice of the Peace (JP) and 'Sunshiners'.

SCHHS Senior Coordinator of Volunteer Services Michelle Acworth says the executive team volunteered their services on 5 December which highlights how valued our volunteers are within the health service.

"The Volunteer Service plays a vital role within the health service, providing practical assistance, support and comfort to patients and visitors in each facility. The team are easy to recognise and are often the first people visitors encounter at the hospital. They enjoy escorting families, patients and carers through the facility to ensure their experience is smooth," Ms Acworth said.

Volunteer Angela has been coming into Sunshine Coast University Hospital three days a week since its opening, volunteering in the Emergency Department and the Main Entrance. She relishes the interaction with people.

"Particularly some of our elderly visitors. The hospital is an amazing facility but its size can be overwhelming when you don't know your way around. It's always lovely to see the relief on their face when I say, 'Don't worry, I'll take you where you need to go'".

If you're considering volunteering at SCHHS, you can phone Volunteering Sunshine Coast on 5443 8256 or visit [www.volunteering.sunshinecoast.com.au](http://www.volunteering.sunshinecoast.com.au)



Photo: Volunteers across each facility were celebrated on 5 December 2018. Thanks to each and everyone of you for providing practical assistance, support and comfort to patients and visitors at Sunshine Coast Hospital and Health Service.



## Message from the Chair of the Consumer Advisory Group

Welcome to 2019.

Consumer engagement at Sunshine Coast Hospital and Health Service has continued to grow steadily in 2018, as more consumers register to actively partner with staff on committees and working groups. Last year both the Nambour and Gympie Consumer advisory groups have now commenced and are exploring projects they wish to be involved with and areas that they would like to include on their workplans.

The SCHHS Consumer Advisory group were involved in the development of the '[2017/18 Quality of Care report](#)'. The report offers an annual snapshot showcasing the health service as a high-performing, innovative provider of safe, high-quality care with a clear consumer focus. It is written primarily for consumers to demonstrate the health services' commitment to the health and wellbeing of the community; and also allows the community to reflect on and analyse the care that is provided.

A big welcome to all of our new members and a big thank you to those consumers who have given so generously of their time during the past year. Your work is greatly valued.

If you are interested in getting involved in the health service as a consumer representative in 2019, I encourage you to find out more at [www.health.qld.gov.au/sunshinecoast/get-involved/pace-main](http://www.health.qld.gov.au/sunshinecoast/get-involved/pace-main).

Alternatively you can call 07 5470 5822 or email [sc-engagement@health.qld.gov.au](mailto:sc-engagement@health.qld.gov.au)

Regards,  
Dr Eleanor Horton

Chair of the Consumer Advisory Group  
Sunshine Coast Hospital and Health Service



Dr Eleanor Horton  
Chair of the Consumer Advisory Group  
Sunshine Coast Hospital and Health Service

“A big thank you to SCHHS consumers who have given so generously of their time working with the health service in the past year.”

## SCHHS Annual Report shows increasing demand for healthcare

Sunshine Coast Hospital and Health Service invests more than \$3 million every day in providing healthcare to our communities, an increase of 22 per cent from the previous financial year.

The health service has released its Annual Report for 2017/2018, which demonstrates an increasing demand for health services across the region.

The Annual Report provides Members of Parliament, Senators and the public with a detailed description of the Department's activities during each financial year, reporting against planned outcomes and performance targets.

Sunshine Coast Hospital and Health Board Chair, Dr Lorraine Ferguson AM, said the report outlines the health service's ability to meet increasing demands, by providing ever increasing services across all SCHHS facilities and community services.

“2017/18 provided us with opportunities to celebrate a number of important milestones and achievements. Performance in many areas of service delivery has continued to improve, despite the increasing demand for services. This demonstrates the ongoing commitment of all health service staff to safety and quality of health care across the organisation,” Dr Ferguson said.

“The commissioning of SCUH Stage 2 built environment and preparation for, and opening of new tertiary services continued. In January, 2018 the Paediatric Critical Care Unit opened, providing much needed care for critically ill or injured children closer to home.

“Work on the redevelopment and refurbishment of the Caloundra and Nambour hospitals continued this year and we will see increases in a number of beds and services at these facilities as works are completed,” Dr Ferguson said.

Sunshine Coast Hospital and Health Service Chief Executive Adjunct Professor Naomi Dwyer said the 2017/18 year will be remembered fondly as the first operational year of the new Sunshine Coast University Hospital.

“We have seen unprecedented growth in demand for care, including record numbers of emergency presentations and outpatient referrals as our population increases exponentially.

“Against this background, we were proud to deliver on our end of year goal of no patient waiting longer than clinically recommended for their elective surgery or endoscopy, and elimination of the waiting list for patients who had waited more than two years for an outpatient appointment,” Adj Prof Dwyer said.



The 2017/2018 Annual Report is available online [https://www.health.qld.gov.au/sunshinecoast/about\\_us/publications-and-reports/annualreports](https://www.health.qld.gov.au/sunshinecoast/about_us/publications-and-reports/annualreports)

## Commencement of Plastic and Reconstructive Services

In October 2018 the Surgical Services team launched the Tertiary Level Plastic and Reconstructive Service at Sunshine Coast University Hospital (SCUH).

This marks a continuation of the rollout of our Stage 2 tertiary level services for Sunshine Coast Hospital and Health Service aimed at increasing our level of self-sufficiency in healthcare for our community.

This specialised service aims to deliver integrated and best practice, patient-centred services to restore form and function, and improve patient outcomes.

It is a Clinical Services Capability Framework (CSCF) Level 5/6 service, centrally located at SCUH offering:

### Adult Service

- Emergency and elective surgery services including:
  - Lower Limb Reconstructive Surgery.
  - Breast Reconstruction.
  - Removal and Reconstruction of Complex Skin.

### Cancer

- Head and Neck Reconstruction.
- Complex Wound Reconstruction including Major Tumour and Trauma.

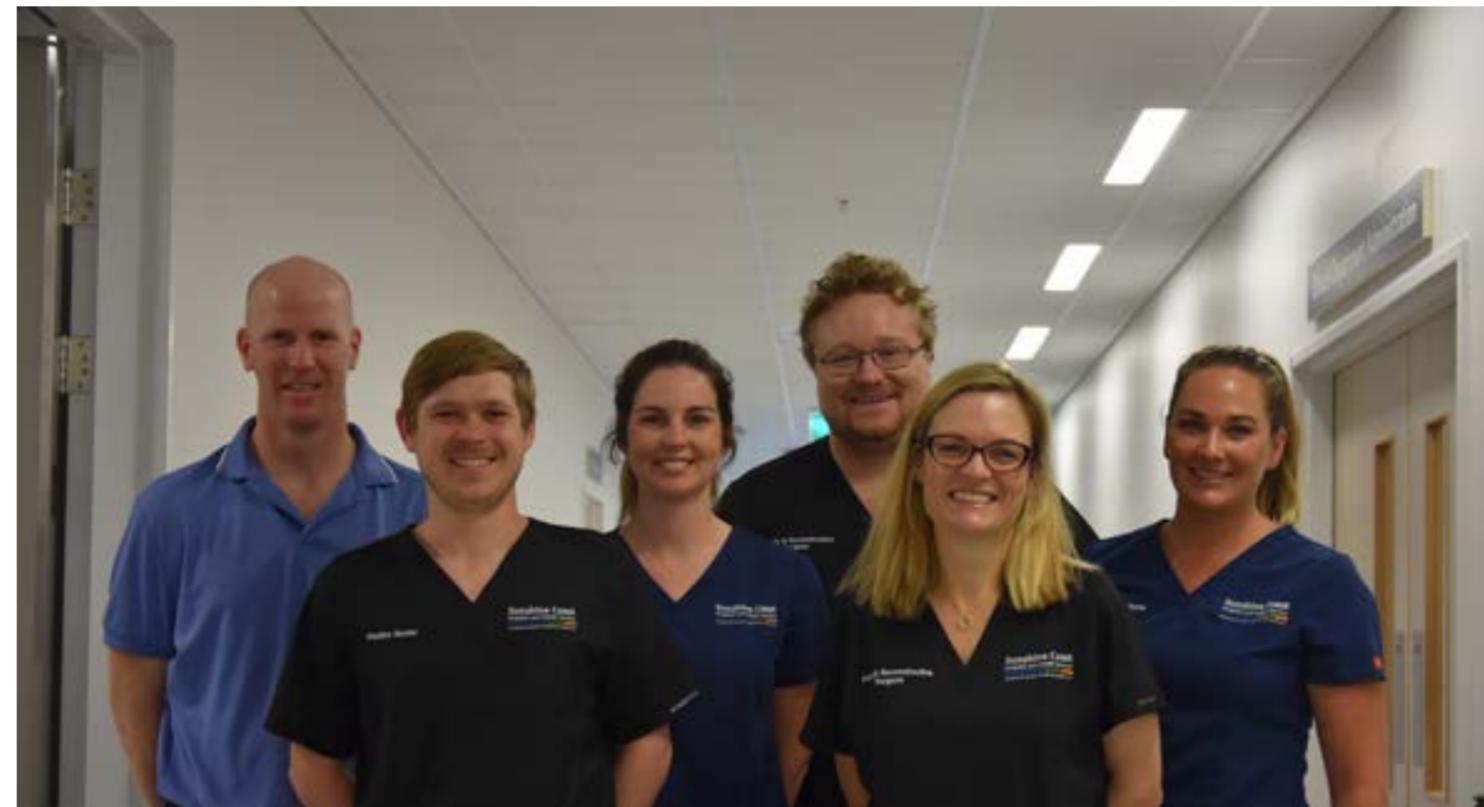
- Outpatient clinics, including Rapid Access Plastics Intervention Day Clinics (RAPID clinics).
- Inpatient consultation liaison.
- Post-surgical allied health support.
- Skin, Head and Neck, and Breast Multi-Disciplinary Team.

### Children's Service

- Emergency patients will be treated in partnership with the Child and Adolescent Service, within the Women's and Families Service Group.
- Complex / Tertiary Children will be treated at Lady Cilento Children's Hospital.

Patients with care requirements beyond the local service capability, or requiring after hours care, or who require state-wide or super-specialty services, will continue to be referred to an appropriate CSCF level 6 service for treatment and ongoing care.

Thank you to Dr Amy O'Connor, Director Plastic and Reconstructive Surgery and Dr Ryan Livingston and Senior Medical Officer Plastic and Reconstructive Surgery for the outstanding leadership and role they have played in leading the establishment of this service for our community.



The Surgical Services Tertiary Level Plastic and Reconstructive Service opens for the region at Sunshine Coast University Hospital (SCUH).

## Bringing Choosing Wisely to life in the SCUH Emergency Department

In February this year, Sunshine Coast Hospital and Health Service (SCHHS) joined the Choosing Wisely Australia initiative to help us improve our patient's experience and journey through our health service. Before embarking on major new projects, the SCHHS undertook a review of existing practices to recognise and celebrate the great work our teams do as part of everyday care to reduce unnecessary tests, treatments and procedures and enhance the quality of care for our consumers.

In line with one key Choosing Wisely recommendations for Emergency Departments across Australia, Sunshine Coast University Hospital (SCUH) Emergency Department (ED) doctors Mariska Stuurstraal (Junior House Officer) and Suneth Jayasekara (Senior Medical Officer) recently completed an audit to understand how appropriately CT head scans were being requested within the ED at SCUH.

They analysed the data of the 201 patients that had a CT head scan performed in the SCUH ED over a two week period. The objective of the project was to identify and categorise the reasons for CT head ordering, and for those that were ordered to evaluate head injury—identify the compliance with a commonly used, thoroughly researched, clinical decision tool—the Canadian CT head rule.

The project identified that of the 201 CT head scans, 89 were performed for head injury, 54 for possible stroke and the rest for other reasons (seizure (fitting), headache, confusion, other).

The key finding from the audit was that of the scans that were performed for head injury—92 per cent complied with the Canadian CT head rule.

Other relevant findings:

- Around 20 per cent of CT head scans were performed at night time.
- Overall, a new important finding was diagnosed in about 12 per cent of CT head scans.
- Of the head injury cases specifically, about six per cent yielded important positive findings.

## Region's new eating disorders service

Residents now have access to a new community-based eating disorders service through SCHHS. The eating disorders service will provide help and offer treatment advice to the residents, General Practitioners (GP), medical and mental health clinicians across community settings within the SCHHS area.

Jocelyn Culpitt, Clinical Nurse Consultant for the eating disorders service, said it would provide consumers aged 18 and over the opportunity to attend a specialist consultation clinic for assessment and, where required, individual therapy sessions.

The service was launched on Wednesday 10 October, to coincide with World Mental Health Day. Staff from Mental Health and Addiction Services held information stands at Nambour General Hospital and Sunshine Coast University Hospital. The theme this year was Shatter the Mental Health Stigma.



**Dr Suneth Jayasekara and Dr Mariska Stuurstraal demonstrating improvements in Emergency Department patient care, through analysis of CT head scans.**

The Sunshine Coast EDs strive to provide the best possible patient care at all times, while reducing unnecessary investigations and keeping patients safe at the same time.

CT head scans involve exposing a patient to potentially harmful radiation, thus a careful risk to benefit analysis is considered for every patient.

Regular review of medical practices is an important measure to ensure these high standards are maintained. This project has shown that our CT head scan practices are of the expected high standard as per the current clinical recommendations.

Read the SCHHS media release for more information: [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0023/732335/181008-eating-disorder-service.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0023/732335/181008-eating-disorder-service.pdf).



**Staff held a display in SCUH main reception for International Mental Health Day on 10 October 2018.**

## Gympie celebrates 150 years

About 250 people gathered at the Pavilion in Gympie on 20 October 2018, at to celebrate Gympie Hospital's 150<sup>th</sup> year of caring for our community!

The Gympie Hospital Soiree, a semi-formal cocktail party, was held specifically for people with a connection to the hospital, with the event raising \$12,073 to help Wishlist fund staff education, equipment and support programs right here in Gympie.

Gympie Hospital Director of Nursing and Facility Manager Nicole White said the event was the perfect opportunity to enjoy a night together while celebrating the milestones of the facility.

"We have come a long way from the Nashville Miners Hospital of 1868. In the past financial year our team provided care for more than 14,000 inpatients and responded to almost 30,000 emergency department presentations."

Gympie Hospital has a long and proud history of serving the community.

The hospital first opened as Nashville Miners Hospital in 1868, and in true community spirit, it was funded by subscription collected from the community.

The facility began life as two tents before being moved into a building at the present site of the Masonic Hall on Channon Street. It was moved to the current site in 1869 and a two storey brick hospital was built in 1888, with the first formally trained nurse graduating in 1923.

## 2017 SCHHS Research Report

This research report presents the research outputs for the calendar year 2017 and reinforces the SCHHS Research vision:

*"The creation of an organisational culture that combines innovation and pursuit of knowledge into best practice patient care is critical to the development of a significant and internationally recognised research presence."*

As a health service with a tertiary level facility, the provision of advanced medical investigation and treatment is imperative. Research provides treatment options, improves management of disease and enables innovative ways of achieving outcomes and producing solutions to health problems. It provides a pathway for informing policy, developing guidelines and prescribing best practice.

Research has become integral to the delivery of high quality health care. Our researchers are constantly challenging what we do and driving change. A key requirement of research is the translation of results into clinical practice. The act of researching in itself can also provide significant outcomes such as enhancing staff skills in communication, project management, collaboration, organising budgets, ethics applications, research protocol, literature reviews and presenting and publishing their work.



Photo: Nicole White, Director of Nursing/Facility Manager Gympie Hospital, Adj Professor Naomi Dwyer, Sunshine Coast Hospital and Health Service Chief Executive, Dr Frank LeBacq, Clinical Director, Gympie Hospital, Dr Lorraine Ferguson AM, Sunshine Coast Hospital and Health Board Chair.

Its modern day premises were completed in October 1986.

The hospital remains one of the largest employers in the region.

Read the 2017 Research Report: [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0040/737599/research-report-2017.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0040/737599/research-report-2017.pdf)



**Published in December 2018, the SCHHS Research Report is testament o the growth of our research capability in the region.**

## Meet our SCHHS consumer representatives—Matty Hempstalk

Matty has been a consumer of the health service SCHHS for more than 15 years and has accessed health services through a number of inpatient and outpatient areas.

We have been very fortunate that Matty has also generously donated his time, over many years, to partner with our health service to help us improve our service.

He delivered his own personal health story for many years to new staff as part of the corporate orientation program. He is also a valued committee member of the Renal Consumer Group and the SCHHS Consumer Advisory Group, advising on issues related to patient care and service planning.

In June 2017, Matty represented Australia at the 21st World Transplant Games in Malaga, Spain. The World Games are the pinnacle event for transplant recipient athletes and these were attended by over 2,200 athletes from 60 countries for the week long Olympic type competition. The athletes who participate in these games have all received a lifesaving transplant (e.g. Kidney, Liver, Heart, Lungs, Bone Marrow).

After attending five previous games Matty decided in 2017 to focus on Kayaking. He teamed up with a good mate and fellow Kidney Recipient and after months of training on the Brisbane river they won a Bronze Medal for Australia in the 200m sprint and came fourth in the 1000m.

“For me, there is no better way to honour my donor, medical staff at the hospital and promoting the importance of organ and tissue donation than training and competing to the best of my ability and increasing my chances of staying healthier for longer,” he said.



**Matty representing Australia in the 21st World Transplant Games in Spain.**

## Do you know the signs of Sepsis?

World Sepsis Day is held on 13 September each year and is an opportunity to raise awareness in the fight against sepsis. Sepsis accounts for about eight million deaths world-wide each year, yet many people are unaware of this deadly illness.

Sepsis occurs when the body is overwhelmed by infection, which can even start from something as simple as a cut or a bite. The treatment of sepsis is time-critical; when treated in its early stages, sepsis responds well to treatment, however, there is often a significant delay to diagnosis and treatment.

Sunshine Coast Hospital and Health Service (SCHHS) Paediatric Emergency Physician, Dr Scott Schofield, says more awareness around this preventable illness will lead to more accurate and timely diagnosis and therefore appropriate and time critical treatment, which will provide better outcomes for patients.

“The lack of awareness surrounding sepsis makes it the number one preventable cause of death worldwide. Many surviving patients suffer from the consequences for the rest of their lives.

“Sepsis can be tricky to diagnose, as it often presents similarly to common, less severe infections such as those of the respiratory system, gastrointestinal or urinary tract, or of wounds and skin. Without high level of suspicion, sepsis is frequently under-diagnosed at an early stage—when still potentially reversible.” Dr Schofield said.

“Without my donor and the great care of Dr Peter Hollett, the Renal Team and the staff at the hospital that have given me the most outstanding care over the past 15 years, I wouldn’t have had the opportunity to win this medal and be in the position of enjoying life and spending time with my family and friends.”

We are grateful for Matty’s commitment to our health service and the health of our community.

### Signs of Sepsis

Sepsis can be difficult to recognise as it can have symptoms similar to other illnesses. It may look different in children than it does in adults. Some of the early symptoms may include a combination of the following:

In children less than 5 years old:

- Poor feeding
- Vomiting repeatedly or
- Not passed urine for 12 hours.

For older children:

- Rapid breathing
- Convulsing or having a fit
- Mottled, blueish or pale complexion
- Rash that does not fade when pressed
- Lethargy or difficulty in waking
- Feeling abnormally cold to touch.

Among adults:

- S – Slurred speech or confusion
- E – Extreme shivering or muscle pain
- P – Passing no urine in a day
- S – Severe breathlessness
- I – “I feel like I might die”
- S – Skin mottled or discoloured.

To learn more visit:

<https://www.world-sepsis-day.org/>

## Main redevelopment works complete at Caloundra Health Service

The main redevelopment works at Caloundra Health Service (CHS) are now complete and all services have been relocated. The newly redeveloped hospital now includes an expanded palliative care and ophthalmology services, a comprehensive diabetes service as well as a range of outpatient and community services in addition to the existing minor injury and illness clinic.

The services that have been relocated over the past few months include, Child Health, Child Development Service, Child Protection Liaison Unit, Community Health, Aboriginal and Torres Strait Islander Health, Specialist Palliative Care Consultation Liaison and inpatient unit. The Ambulatory Care Centre (ACC) has returned to its original location, with entrance into the ACC via the main hospital entrance.

The Diabetes Service successfully relocated from Nambour General Hospital to the purpose-built Diabetes Centre of Excellence at the end of November 2018, marking the final move for the project.

The builder continues works on site with removals of vacated buildings and other building works required.



**Photos from Caloundra Health Service: courtyard, palliative care room, and palliative care reception.**

## Maroochydore Community Hub service moves in early 2019

The Community Health Hub is a Sunshine Coast Hospital and Health Service project consolidating 19 community based services into one facility at Dalton Drive Maroochydore, making it easier for our patients to access them. Some services will also be increased and expanded to what is currently offered. The Community Hub is approximately 4000 square metres, leased accommodation, comprising of two floors and will consist of services from Mental Health and Addiction, Community Integrated and Sub Acute, and Women’s and Families services.

Internal fit out and construction commenced in September 2018, and are now complete, with the building handed over to the Health Service on 21 December 2018. Services are scheduled to move during the months January 2019 – March 2019.

## Lendlease win Nambour General Hospital redevelopment bid

Sunshine Coast Hospital and Health Service (SCHHS) is pleased to announce that Lendlease Building Pty Limited will undertake the \$86 million redevelopment works at Nambour General Hospital (NGH).

Sunshine Coast Hospital and Health Service (SCHHS) Chief Executive Adj Professor Naomi Dwyer said the planned redevelopment would result in a facility which could support the local community into the future.

“NGH has a proud history of providing services to the Sunshine Coast community since the 1920s and until recently, was the primary referral centre and largest hospital in the region. This redevelopment is building on an exciting future for the hospital,” Adj Prof Dwyer said.

Lendlease have an extensive track record in the delivery of health sector projects and is known for its innovative and partnering approach in project delivery. Lendlease has assembled a highly capable and experienced team to commence the detailed design of the Nambour General Hospital Redevelopment Project.

The redevelopment of NGH will be completed in multiple stages ensuring minimal disruption to the delivery of health care services. The hospital will remain operational during each stage.

Residents will benefit from:

- Redevelopment and increased capacity of emergency care for the residents of Nambour and surrounding areas
- Refurbishment and increased capacity of mental health beds to support the requirements of the community
- Refurbishment of wards to increase capacity for surgical and medical patients
- Establishment of a same day rehabilitation unit
- Relocation of renal dialysis unit to a new purpose-built space
- Relocation and refurbishment of same day medical infusions and chemotherapy;
- Replacement of the central sterilising unit
- Providing convenient access for patients from a new drop off zone located adjacent to emergency department
- Refurbishment of kitchen
- Providing a contemporary safe healthcare environment that meets patient, staff and community expectations

Construction is expected to commence in early 2019 with an anticipated completion by the end of 2022. At the completion of the project, NGH will have operational 251 beds.

More detail, including renders can be seen on the NGH redevelopment website: <https://www.health.qld.gov.au/sunshinecoast/services-and-facilities/facilities/nambour-general-hospital/nambour-general-hospital-redevelopment>

## Every woman BreastScreen profile—Deb's story

“A breast screen is one of those things you do for yourself to give you peace of mind.”

I had a maternal aunt who died of breast cancer. Although it was post menopausal it does make you nervous when there's been cancer in the family. Due to this and because I've got what you'd call lumpy breasts I had a mammogram privately before I was 40—just to make sure everything was okay and to set my mind at rest.



When I turned 40, and was eligible for BreastScreen Queensland, I went to the mobile van when it came to town as I was living in a regional area. My sister and I started going and we even dragged my mother along who remarkably had never had a mammogram. I know some women worry about having them but, really, it's not hard. You take your top off and have a machine push on your boobs for a minute and then it's over.

About my fourth time I got a call from BreastScreen in Rockhampton and they wanted me to come back in but up to Rockhampton. The lady was very positive and upbeat and I could tell she was trying not to worry me. I kept pressing her and all she would say was that there was a little “anomaly” they wanted to look into. It was a really busy time for our family and I was actually about to travel to Brisbane.

They were quite persistent and I ended up going to see them while I was in Brisbane. I had another mammogram and as soon as they showed them to me I could see spots on the left breast. They wanted to biopsy them straight away, so there I was on my trip to Brisbane having this thing done. They were cysts and they drained them and thankfully everything was fine. I walked out, caught a bus back into the city and because I had time to kill I went and had a pedicure! It was a strange day. The funny thing is I was never that worried. With some of the things my family has been through I wasn't going to get upset or too worried until I knew what the situation was and had evidence before me.

Has the experience stopped me going? No. I line up for my half an hour every two years. Having seen my sister-in-law go through breast cancer, a breast screen is one of those things you can do for yourself to give you peace of mind.

**Making an appointment is easy** - Phone 13 20 50 or book online, see our list of locations across the region:  
<https://www.breastscreen.qld.gov.au/service-maps-sunshine-coast.asp>

## Free community workshop for people living with Type 2 diabetes

Free Type 2 diabetes workshops are delivered by Sunshine Coast Hospital and Health Service staff across the region each month, who believe maintaining a healthy lifestyle while living with the condition is achievable.

The workshop brings together a range of allied health staff including a clinical nurse, dietitian, social worker and health promotion officer, to provide key messages on managing type 2 diabetes.

Evidence shows following general population guidelines for physical activity and eating a healthy, balanced diet is the best way to manage type 2 diabetes.

The workshop provides plenty of information and resources to support healthy living and the prevention of further risk complications associated with the disease.

Workshops will be held throughout the region in the new year. You can also email [SC-T2D-Education@health.qld.gov.au](mailto:SC-T2D-Education@health.qld.gov.au) to obtain a video of the event.

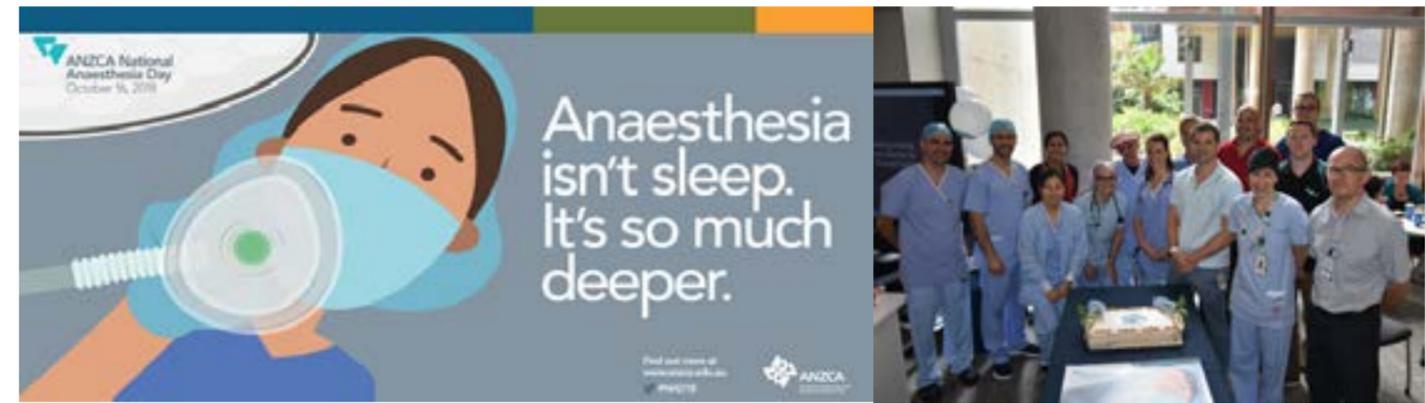
To be eligible to attend this workshop, you must be diagnosed with type 2 diabetes or pre-diabetes (confirmed by your GP), be over 18 years of age, be able to attend group education for four hours, and be able to learn in the company of others.

If you meet the eligibility criteria above, please don't delay, register your interest today by calling Central Intake on 5479 9670.

While a referral from your GP is not necessary, bookings are essential.



## Anaesthesia isn't sleep—it's so much deeper



When most people think of anaesthesia, they think of going to sleep. But being under anaesthesia is very different from having a snooze.

Sunshine Coast Hospital and Health Service (SCHHS) Specialist Anaesthetist Dr Fiona Barron said when a patient was under general anaesthesia, they were in a carefully monitored state of unconsciousness that was adjusted according to their needs.

“Anaesthetists are qualified doctors who have undergone a minimum of 10 years post graduate training to become specialists,” Dr Barron said.

“General Anaesthesia is a finely controlled safe state of reversible unconsciousness, limiting memory formation and pain sensations. Anaesthetists monitor your brain, breathing, heart rate, blood pressure and circulation, throughout.

“Anaesthetists keep the patient safe and comfortable during surgery and after the operation, as they recover,” she said.

“Anaesthetists provide many different and important roles within the hospital setting. Their clinical roles extend far beyond local, regional or general Anaesthesia provision for patients undergoing a procedure.

The services Anaesthetists provide also include provision of pain relief in labouring women, attending to critically ill patients in emergency departments, provision of safe sedation and being part of the hospital wide emergency response team.”

Dr Barron said anaesthetists also educated medical students, junior doctors and nursing staff through a range of teaching programs, and were actively involved in quality reviews and processes.

“Outside of the local health service setting they also contribute to medical care on missions to low resource areas or assist Australian defence forces,” she said.

“The SCHHS anaesthetic department has more than 40 specialists and 20 doctors training to be specialists. Care is provided for patients in Nambour General Hospital, Caloundra Health Service and Gympie Hospital as well as Sunshine Coast University Hospital.”

You can learn more about types of anaesthesia you may receive in hospital: <https://vimeo.com/291434155>

## National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) is making its way to the Sunshine Coast!

It is a huge change to the way disability services are funded and delivered in Queensland.

It will impact on how we will support clients with disabilities to access services in the community.

NDIS eligible clients within the Sunshine Coast region can request access to the NDIS, with the scheme being fully implemented this month, January 2019.

You can also directly access the NDIS website for further information:  
<https://www.ndis.gov.au/>

Further updates and information will be distributed to communities over the coming months.



## Local clinic helping to cure Hepatitis C patients

SCUH's gastroenterology and hepatology department is helping cure hepatitis C sufferers in the Sunshine Coast and Wide Bay.

The Sunshine Coast Hepatitis C Partnership (supported by the Department of Health's Clinical Excellence Division) is providing an innovative clinic, including a mobile scan service, to patients across the two regions.

In its first year of operation, the mobile clinic has proven a success, with 85 per cent of Hepatitis C patients now being treated in primary care, relieving congestion in secondary care clinics in hospitals.

The community-based, nurse-led hepatitis C (HCV) clinic offered assessment education and a free mobile fibrosan service to patients at multiple locations across the region.



**A Hepatology nurse demonstrating the use of the mobile fibrosan machine.**

For more information view: [https://www.health.qld.gov.au/\\_data/assets/pdf\\_file/0026/721529/180720-schhs-hepatology-clinic.pdf](https://www.health.qld.gov.au/_data/assets/pdf_file/0026/721529/180720-schhs-hepatology-clinic.pdf)

## Volunteers join Gympie Hospital

Two 'Sunshiners' have joined Gympie Hospital. We are very pleased to welcome volunteers to assist the community at Gympie, thank you Sue Elliott and Therese Hayden!

The Gympie Hospital volunteer team commenced in July. They are located near reception and have hit the ground running, assisting staff and helping patients.

They are part of the health service's 'Sunshiners' team, which includes more than 350 active volunteers across our health service.

Volunteers wear blue vests and identification badges and provide patients and their families with a familiar face, dedicated help and support during their health journey.

To learn more about volunteering at our health service visit: <https://www.health.qld.gov.au/sunshinecoast/get-involved/volunteer-at-our-hospitals-and-services>



**Welcome Sue and Therese!**

## Nurse endoscopist improving patient care

Our Gastroenterology unit has implemented a nurse endoscopist as part of the health service's growing innovative models of care.

A nurse endoscopist is an advanced, specialist registered nurse, trained under the supervision of medical specialists to perform endoscopic examinations, such as colonoscopy.

Nurse endoscopist Tim Hucker has recently joined the health service, after working as a clinical nurse consultant in Victoria. The newly created role here on the Sunshine Coast is helping meet the growing demand for colonoscopy.

Bowel cancer is the second most commonly diagnosed cancer in Australia, affecting one in 12 people by the age of 85, with the majority of cases diagnosed in patients aged over 50 years.

Colonoscopy plays a crucial role in the diagnosis, treatment and ongoing surveillance of bowel cancer.

In 90 per cent of cases, bowel cancer can be treated effectively if its detected early.

Nurse Endoscopist Models of Care have been successfully implemented in both Queensland and Victoria since 2010 and other jurisdictions are developing similar models.



**Nurse Endoscopist, CNC Tim Hucker.**

## Compliments

### Nambour General Hospital

Recently while some friends were visiting, their toddler managed to dislocate a tendon in his little arm.

I suggested we get him checked at the ED at NGH. The service there was above and beyond, they recognised that the little fellow was quite distressed and treated him in a matter of minutes.

Their caring and gentle approach were just what was needed and the family and myself could not thank them enough.

I just wanted to also make the thank you official and hope that this thanks can be forwarded to the lovely team at the ED.

### Maleny Soldiers Memorial Hospital

Patient very happy to return to Maleny Soldiers Memorial Hospital, where he is always treated with kindness by staff.

Patient hugged and recognised staff on arrival. Stated he was 'so happy to be here and that you are all so kind to me'.

### Caloundra Oral Health Service

I am writing to say how impressed I have been with the dentists, their assistants and ancillary staff especially those at reception, on each occasion I have attended the Caloundra Dental Clinic. The hygiene practised in surgery rooms exceeds that of some private dentists. The courtesy and kindness of all of those I have contacted is greatly appreciated and their skill and professionalism has always given me confidence in them.

### Gympie Hospital

To all of the wonderful people who helped me. A small token of thanks to everyone who has helped me along my road through rehab.

My best wishes to each and everyone. My heartfelt thanks.

### Nambour BreastScreen

Thank you for your pleasant, caring, peaceful manner in which you give us help and support in this stressful time.

You all do a great job. Blessing.

### Sunshine Coast University Hospital— ED, SDU, Theatre, 4B

I was just writing to compliment the staff that looked after me on 13-14 August at SCUH.

I went through ED to SDU, to theatre and ended up on 4B.

Every single person that was involved in my care from the nurses, doctors, wardies, radiology and theatre staff were absolutely exceptional.

Unfortunately I cannot remember everybody's names but the nurses in SDU (Holly and George I think) were so compassionate and helpful.

I can not thank them enough and they deserve to know how valued they are! :)

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Sunshine Coast Hospital  
and Health Service



## What's coming up in February?

Jump online to see more information on these events

- 1-28 FEB Ovarian Cancer Awareness Month <https://ovariancancer.net.au/>
- 1-28 Bowel Cancer Australia <https://www.bowelcanceraustralia.org/>
- 4-10 Tube Feeding Awareness Week <https://www.ausee.org/>
- 25 World Hearing Day <http://www.hearingawarenessweek.org.au/>

Sunshine Coast Health Community News provides information about what's happening across our health service, including health awareness, community engagement, patient stories and details of upcoming events.

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## A breast screen every two years could save your life.

Please don't put it off - make an appointment today

Most women who develop breast cancer  
DON'T have a family history of this disease.

If you are a woman over 50  
Phone **13 20 50** for your **FREE** breast screen  
or book at [breastscreen.qld.gov.au](http://breastscreen.qld.gov.au)



Caboolture | Caloundra | Gympie | Maroochydore | Nambour | Noosaville

Appointments start at 7.15am