Safety at work

October is Safe Work Month, when all working Queenslanders are encouraged to get involved in safety at work to help reduce the incidence of work-caused injury and illness.

“This year we need to acknowledge the significant impacts of the COVID-19 pandemic on employers and workers, as well as how we work and what we can do locally to improve safety for ourselves and our teams,” WBHHS Executive Director of Human Resource Services Peter Heinz said.

“It’s been great to see how quickly we have adapted to ensure we reduce any new risks arising from COVID-19. This includes reducing our risk of spreading COVID-19 while in the workplace through physical distancing and good hygiene practices, as well as ensuring everyone who is new to working from home is safe too.”

Getting involved in 2020 Safe Work Month is as simple as registering for one (or more) of the excellent virtual events being held throughout the month, which are also accessible through our OHS page on QHEPS.

What’s Inside

- Shatter the Stigma campaign
- Mental Health Week preview
- Brian Prince Awards
- Special gifts for patients
- Med Ed reaching new heights
- Allied Health Professionals
- Patient compliments
- Values shout-outs
- Health Heroes Week
- Health Hero – Tony Bauer

Have a story to share? Email the Media and Communications team.
Mental Health Week activities

Whether it’s a bit of art and craft or hitting the water for a paddle, there’s plenty planned during Mental Health Week (October 10–18) to encourage people to take the time to concentrate on mental wellness.

Our teams have been busy alongside partner organisations planning out an activity-filled week. Among the highlights will be the painting of the mural at The Village, where Hervey Bay Community Mental Health is based.

The mural has been designed by a local artist and aims to change the nature of the clinical spaces into a more welcoming, user-friendly area.

Local dragon boat clubs have also joined the effort to promote the importance of mental health by joining with our Mental Health team to hold free “come and try” sessions.

Anyone interested in getting a bit of exercise while enjoying the sea and salty air is welcome to join the fun at Hervey Bay Boat Club on Sunday, October 11 at 7.30am (for 8am start).

If you want to join in at Bundaberg, head to the Lions Park boat ramp, North Bundaberg, at 7.30am (for 8am) on Saturday, October 17.

The Bundaberg Mental Health Unit will be hosting a Question and Answer session with a panel of experts, while the Maryborough team will be at the Thursday markets at Maryborough wearing Shatter The Stigma shirts and aiming to start some conversations.

Across our various mental health sites, our teams will also be hosting activities including rock painting, morning teas, daily activities, fun dress days and more.

There will even be a therapy dog visit to the Bundaberg Community Care Units and a colouring-in activity for people visiting the waiting area of the Maryborough Correctional Centre.

Throughout the week, our teams will also receive their own care packs, as we focus on our own mental health as well as the consumers we care for.

For further information, go to our QHEPS page or email WBMHSS-ShatterTheStigma@health.qld.gov.au.

Join us to shatter the mental health stigma

During Mental Health Week (October 10–18, 2020), WBHHS is launching an ongoing campaign called Shatter the Stigma.

The campaign launch will take place via a Teams at 10am on Monday, October 12, and all employees are encouraged to join as they’re able.

WBHHS Executive Director of Mental Health and Specialised Services Robyn Bradley said Shatter the Stigma aimed to raise awareness of the negative impact that stigma relating to mental illness had on individuals, their families and their recovery.

“It also recognises that, by feeling stigmatised or ashamed, people may be less inclined to seek support or access services when they’re experiencing challenges,” Robyn said.

“The way we talk about mental illness and the things we express publicly through media, social media, in our homes and in our workplaces can really make a difference.

“The more we can reduce the stigma associated with mental illness, the easier it becomes for people to start talking about their mental health challenges and to get the help that they may need.”

By committing to Shatter the Stigma, she said WBHHS was embarking on a sustainable movement to raise awareness, change culture, and support and embed positive workplace and public perception to shatter the stigma relating to mental health.

“I strongly encourage all our staff to put aside half an hour of their time to take part in the launch so they can learn more about the initiative, how they can support it, and what resources they can access,” Robyn said.

“Join us in Shattering the Stigma. This may be a Mental Health team initiative, but it will take our whole service – our whole community – to make it a success.”

For further information, go to our QHEPS page or email WBMHSS-ShatterTheStigma@health.qld.gov.au.
Award recognises COVID response

THE hard work and leadership of Bundaberg emergency nurse Emma Nugent was recognised recently when she was presented with a Brian Prince Emergency Services Award by the Bundaberg Central Rotary Club on September 19.

The awards honour the contributions of frontline workers and personnel from hospital, police, ambulance, fire and rescue, and volunteer services, such as surf lifesaving, SES and marine rescue.

Emma was recognised for her leading role in putting crucial changes in place in the emergency department in response to COVID-19, to protect patient and staff safety.

Sue Smith, Nurse Unit Manager of Bundaberg Hospital’s emergency department, said the team had nominated Emma because of the key role she had played in helping the department respond to the various challenges of COVID-19.

“We realised very quickly that we’d have to change some of our procedures, including patient flows and implementing zones within the ED,” Sue said.

Emma took on the role of being our COVID champion, rolling out the changes and providing a lot of education and support to our team to embed them and make sure they were applied consistently.

“In the beginning, the predictions were pretty dire and our organisation had to react quickly and decisively on many levels – so it was really important to have people like Emma taking over that management on an ED level and making sure our whole team understood what it had to do.

“She’s been a cool head and steadying influence, and everyone has had complete faith in her.”

Emma said she was honoured to receive the local award.

“When I heard I was nominated and then received the award on the night, I was proud to receive this recognition from my peers in the department and the support of the Rotary Club of Bundaberg Central – it is definitely fuel to keep going,” she said.

While there has been much public discussion about COVID-19, for me it has still been about showing up every day and being part of a team.

Although, when it comes to decisions and procedures, there have been many other people involved in our COVID-19 response.”

Auxiliary gifts for Indigenous patients

OUR Hervey Bay Hospital Auxiliary has continued its amazing support for our patients and staff, with a donation of a beautiful batch of items designed to give comfort to our Aboriginal and Torres Strait Islander patients.

The donations include personal care bags, towel sets, blankets, soft toys and activity bags for children, all using Aboriginal-inspired colours and designs.

The presentation of items was made at a special event last week, at which the guests of honour were Butchulla Elder Aunty Joyce Bonner and our own Aboriginal and Torres Strait Islander Advanced Health Workers, Jillianne Weyman and Terry Appo.

Auxiliary president Trish Hummerston explained the donations had come about after discussions with Terry and Jillianne, who provided some guidance on Indigenous customs and items of meaning.

We can’t thank our auxiliary members enough for their generosity in helping us to make our Aboriginal and Torres Strait Islander consumers feel more comfortable and supported in our facilities.

“We can’t thank our auxiliary members enough for their generosity in helping us to make our Aboriginal and Torres Strait Islander consumers feel more comfortable and supported in our facilities.”

Hervey Bay Auxiliary members Trish Hummerston (top) and Marlene Smith (above) present their beautiful donations to WBHHS’s Peter Wood, Jillianne Weyman and Terry Appo, and Butchulla Elder Aunty Joyce Bonner.
Celebrating Allied Health Professionals on October 14

With a week to go before WBHHS celebrates International Allied Health Professionals (AHP) Day, the full list of nominees for the awards being presented during the Teams ceremony has been released.

In total, almost 70 award nominations were submitted across six categories, which reflected WBHHS’s new values and behaviours.

Executive Director of Allied Health Stephen Bell said he wanted to thank everyone who took the time to nominate their allied health colleagues – whether teams or individuals – to ensure their efforts were recognised more widely by their peers.

“I also want to congratulate all teams and individuals nominated. Not only do they demonstrate our organisational values and behaviours, they are exemplary health professionals who make a difference to our patients every day. We’re lucky to have them,” Stephen said.

To celebrate AHP Day, join our Teams event at 10am on Wednesday, October 14.

Clinical training adapts and soars

As one of Hervey Bay Hospital’s “boomerangs”, Emergency Staff Specialist Dr John Inderhaug has a special interest in developing more junior doctors into senior doctors who want to stay on the Fraser Coast.

The term refers to clinicians who have trained at a hospital while on their specialty pathway and later return to take a permanent role.

“I want to encourage more boomerangs,” said John, who has recently been appointed WBHHS’s Director of Clinical Training on the Fraser Coast, which he juggles with his emergency role.

“We can’t compete with the tertiary hospitals for training, but we can be one of the best regional training hospitals in Queensland.

“I want junior doctors to want to come here, because they know they will get quality training and, hopefully, can find and get on the right career path for them.”

Part of John’s clinical training role involves working closely with the Medical Education Unit, and he’s been impressed with the way the unit has seamlessly transitioned its education sessions to online delivery throughout the COVID-19 pandemic, without a single session being missed.

In fact, a recent review of education program delivery and attendance showed that attendance had increased by about a fifth.

The hybrid model of face-to-face plus online delivery has seen an increase in online attendance in particular, from an average of 7% of attendees pre-COVID to an average of 64% since the delivery method changed.

“The new model means junior doctors can access the training and education sessions from any part of the hospital, or from home if they’re not on shift,” John said.

“This has helped the team to improve attendance because it’s more convenient and more accessible, and avoids issues with limits on physical numbers of face-to-face attendees because of social distancing.

“It’s a great tribute to the Medical Education Unit’s innovation and determination, at a time many other units around the state either suspended medical education or presented pre-recorded talks.”
EVERY year, WBHHS clinicians and healthcare workers have more than a million patient contacts and occasions of service as they care for and support our community.

Many of our patients show their gratitude – often at the time – and some feel so strongly about it that they call or write to us to make certain our teams know how much their care and expertise means to them and their families.

Here are just a selection of patient compliments from the past few weeks, reminding us of the great work we do and the great impact we have on people’s lives, every single day.

**Maryborough Rehab Unit**
Today I took time and thought about all the people who have made a difference in my life. It didn’t take a second to see how you have all touched my life in one of the most amazing ways. The pain I was in when I first arrived here was excruciating. You wiped my tears, gave me your support, and that is something I will never forget. Our health is our wealth. Sometimes it is in a hospital bed we realise a greater love still exists in strangers. Thank you so much to each and every one of you.

*Jaydee*

**Maryborough Oral Health**
Dentist is an often scary word in early life. This clinic is brilliant – from office staff all the way to the top.

**Hervey Bay ED, ICU**
Recently, my grandmother had a medical emergency. From the moment I called 000, the service and care given to her by paramedics, emergency department and intensive care was of the highest order. Everybody in the facility was caring and professional. My wife and I were consistently asked if we were okay and offered a cup of tea. Being a local, I feel confident that we have such a world-class facility at our doorstep.

**Bundaberg Hospital**
I wish to express my sincere thanks to your incredible staff after our sports injury visit. The professionalism of your nurses, numerous doctors, surgeon, radiologist, triage staff and the involvement of the maxillofacial team in Brisbane was outstanding. Thank you for your thorough, caring and understanding service to my son. You made a very trying experience manageable.

**Childers Hospital**
All staff and meals were exceptionally good. I couldn’t ask for any better and I would recommend Childers Hospital to anyone. All the nurses walked through the door to my room with smiles on all their faces. Nothing was a problem.

**Collaboration – Mental Health, Media teams**
The Media and Communications team and the Shatter the Stigma team from Mental Health have worked seamlessly and tirelessly to develop the messaging for the launch of the Shatter the Stigma campaign. Wonderful example of collaboration to deliver a message through a patient or consumer’s eyes.

**Collaboration – ICT team**
Amazing team who have delivered the PPE app and are currently working on the Power BI report for same. The team has collaborated, listened and understood the needs of the audit and have delivered an amazing product that has saved hours of manual data entry.

**Collaboration – Verena Persson**
Pathology has been booking QFleet cars for urgent sample transport on a routine basis. Verena has processed multi-bookings, provided us with a list of those bookings and saved us a lot of time. Much appreciated!

**Respect, Excellence, Through Patients’ Eyes – Dr Naldo Keil**
I had an occasion recently to present with a friend at ED and was taken care of clinically by Dr Naldo. Speaking as an Aboriginal health consumer, I found Dr Naldo respectful, patient, engaging and listened to what the patient was saying. Clinically, his treatment gave excellent results.
WBHHS staff were firmly in the spotlight last week, as we celebrated Health Heroes Week (Sept 26 – Oct 2) in a variety of ways.

Teams across the HHS held morning teas on Tuesday, September 29 to celebrate their own achievements on a local level, and on these pages you can see a selection of photos they shared with us.

Two WBHHS staff members spoke to ABC Wide Bay radio about their roles and the importance of them in supporting great patient care – Manager of Operational and Support Services David Brown and Telehealth Clinical Nurse Consultant Kathy Tobin.

There was also coverage in several local media online and printed titles showcasing the hard work of our employees across the region.

And the WBHHS Communications team posted a Health Hero almost every day on the WBHHS Facebook page, to highlight to the community the diversity of roles it takes to add up to great everyday health care.

These posts featured:
- Wide Bay Manager of Environmental Health Wayne Ingall
- Fraser Coast Director of Speech Pathology Aimee Smith – watch the video here
- Fraser Coast Senior Dental Assistant Kerry Keene
- Wide Bay Quality Systems Coordinator Tony Bauer
- A 45-second Health Heroes Week video
- Mundubbera MPHS Registered Nurse Alison McWhir.

“It was great to see the various ways our staff were celebrated during Health Heroes Week,” Chief Executive Debbie Carroll said.

“For health care and the patient experience to be the best it can be, it requires the effective collaboration of all our teams, including medical, nursing, allied health, and operational and administrative support staff.

“We see that collaboration happening every day, and it was important for us to share it with our community – and likewise to see our community respond with appreciation.”
HEALTH HEROES
WEEK 2020
26 September – 2 October
No goose when it comes to Clinical Governance

Your role?
Quality System Facilitator, Clinical Governance Support Unit.

How long have you been at WBHHS?
Since 1997, on and off.

How do you describe what you do?
As a jack-of-all-trades. Since starting in Clinical Governance in 2012, I’ve had the opportunity to manage the HHS Risk Register, work as a facilitator helping clinical units with their patient incidents and complaints, managing the document process and currently I am facilitating the coordination of the HHS Short Notice Survey process.

What’s best about your job?
I work with a great team of people who are dedicated to improving patient care and safety. Every day is different and there is always something new to learn or do and new people to meet coming into the health service.

What was your path into health care?
I did my nursing training at Princess Alexandra Hospital, where my two elder sisters had done theirs previously. Nursing is a great job with many different paths that you can take – one of which is Clinical Governance and patient safety.

What does being part of a team mean to you?
Being able to come to work and enjoy the day no matter what comes our way. Having some fun at work while getting all the jobs done. The pleasure of working with a group of like-minded people where the main aim is supporting staff to continually improve patient safety and care.

When you’re not at work, you are...
Working around my house and yard with my wife, teaching my two boys to drive, travelling when I can, shooting a few arrows at archery. I am also great at finding bargains on Facebook buy-swap-sell pages.

What do you enjoy about living in Wide Bay?
Having been born in Hervey Bay, it’s a fantastic part of the world to live and raise kids. The beaches are great, there’s a lot of camping and other great spots to explore within easy reach, and it’s relaxed and laid back.

Tell us a fun fact about you.
Not sure about fun. I don’t do heights, I’ve never broken a bone, I hate being a passenger, and I got bitten on the bum by a goose and a dog when I was a kid – thankfully, not at the same time!

What song are you listening to most right now?
When the war is over – The Lancer band version (Australian Army).

Caretaker conventions
THIS week we entered the caretaker period in the lead-up to the state election, which will be held on Saturday 31 October.

It is vital that public service employees know their responsibilities during this time.

In summary, we can continue carrying out normal business but should avoid:

- implementing major policy decisions that are likely to commit an incoming government
- making significant appointments
- entering into major contracts or undertakings.

Caretaker mode will remain in effect until the election result is clear or—in the event of a change of government—until the new government is sworn in.

For more information about caretaker conventions, visit QHEPS.

Joke of the day
First, I got angina pectoris and then arteriosclerosis.

Just as I was recovering from these, I got tuberculosis, double pneumonia and phthisis.

Then it was appendicitis, followed by tonsillectomy, aphasia and hypertrophic cirrhosis.

I don’t know how I pulled through it. It was the hardest spelling test I’ve ever had.

What’s On
OCTOBER 2020
1–31 Anxiety and Depression Awareness Month
1–31 Breast Cancer Awareness Month
1–31 Girl’s Night In
1–31 Pink Ribbon Breakfast
1–31 Polio Awareness Month
1–31 Shoctober
1–31 Shotober
1–31 Walktober
1–31 Safe Work Month
10 World Mental Health Day
10–18 Mental Health Week
14 Allied Health Professionals Day
15 WBHHS Staff Forum
26 Excellence Awards nominations close