

# The WIDE BAY Wave

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DEC 2, 2020



An artist impression of the new Hervey Bay acute mental health inpatient unit.

## Building the future of mental health services

CONSTRUCTION on a new acute mental health inpatient unit at Hervey Bay Hospital started this week, marking the beginning of \$39.61 million worth of investment to more than double mental health bed capacity on the Fraser Coast.

Following completion of the unit's detailed design and the awarding of the main construction contract to Woollam Constructions, early works are now under way.

Construction of the 22-bed unit – which sits next to the new emergency department, facing Urraween Road – marks Stage 1 of the project, while Stage 2 will involve the conversion of the existing Maryborough mental health inpatient unit into a specialist 10-bed sub-acute unit focusing on older people's mental health care.

Wide Bay Hospital and Health Board Chair Peta Jamieson said the project was a game-changer for mental health on the Fraser Coast.

"Developing and expanding our inpatient and community mental health services is a key part of our strategic plan, *Care Comes First... Through Patients' Eyes*," Peta said.

"Our Mental Health team has advocated strongly for the need to increase our services on the Fraser Coast, and this project will help to address that need by significantly increasing our inpatient capacity and tailoring our services to suit the needs of our community.

Minister for Health Yvette D'Ath said the new unit in Hervey Bay was an important expansion of local mental health services, and would also be the base of operations for the Community Acute Care Team.

“ This will enable more timely access for consumers and help to divert mental health presentations away from the emergency department,” Minister D'Ath said.

WBHHS Executive Director of Mental Health and Specialised Services Robyn Bradley said the design of the acute inpatient unit had been strongly driven by input from consumers, clinicians and service partners.

"The end result will be a fantastic facility focused on recovery, while also drawing on the latest technology to ensure the safety of our consumers and staff," Robyn said.

Story continues on [page 4](#).

## Celebrating our Nurse Practitioners

Nurse Practitioners are celebrating the 20th birthday of their profession working in health care in Australia.

The first Australian nurse practitioners were endorsed on 12 December, 2000, and that date is celebrated each year as Nurse Practitioners Day.

A nurse practitioner is a registered nurse educated to a master's degree level who has undertaken extensive clinical training and is authorised to function autonomously and collaboratively in an advanced and extended clinical roles.

There are currently five nurse practitioners working within Wide Bay Hospital and Health Service, with several more nurses training for the role, in a diverse range of areas such as prison health, renal and cardiac services.

Keep a look out in local media for more about the role they play in health care.

## What's Inside

- Excellence Awards finalists
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Have a story to share? [Email the Media and Communications team.](#)

## The WIDE BAY Wave

# Finalists epitomise excellence



THE judges' votes are in and it's official – the finalists in the 2020 WBHHS Excellence Awards have been announced.

WBHHS Chief Executive thanked everyone who took the time to nominate their colleagues and recognise them for the excellent work they did, day in and day out.

“ We received more than 160 nominations from across the region, and every one of them reinforced the high-quality service we provide to our community and the extraordinary commitment with which we provide it,” Debbie said.

“Not everyone can be finalists, but our judging panel was highly impressed by the variety and calibre of the nominations received.”

Congratulations to all the finalists.

The winners will be announced at an awards ceremony via Teams Live event on **Tuesday, December 8**. You can join the online ceremony (1.55pm, for a 2pm start) via the event invitation email or the [Excellence Awards hub](#) on QHEPS.

You can also view the finalists, nominees and all other award-related information by going to our [Excellence Awards hub](#) on QHEPS.

The finalists are:

### Collaboration Award

- WBHHS Telehealth team
- Shaun Grant (Nurse Unit Manager, Bundaberg Intensive Care Unit)
- Tanya Bull (Paediatric Nurse Educator, Bundaberg)

### Accountability Award

- John Gamlin (Clinical Nurse Consultant, Infection Control)
- Prison Health Service team
- Tammy Street (Manager, Information Technology & Communications)

### Respect Award

- Geoff Richardson (Team Leader, Bundaberg Mental Health Acute Care)
- Vicki Files (Nurse Unit Manager, Fraser Coast Integrated Care Services)
- Jan-Adele Hotz (Director of Nursing, Rural Facilities and Services)

### Excellence Award

- David Jovic (Advanced Physiotherapist, Fraser Coast Emergency Department)
- Fraser Coast Speech Pathology team
- Wide Bay Public Health Unit team
- Mental Health Hospital in the Home team

### Through Patients' Eyes Award

- Katie Rogers (Clinical Nurse Consultant, Bundaberg Mental Health Inpatient Unit)
- Biggenden MPHS team
- Dr Fiona Baker (Staff Specialist, Fraser Coast Emergency Department)
- Midwifery Group Practice team (Bundaberg)

### Cultural Connections Award

- Maryborough Hospital Butchulla Artwork Project
- Geteno George (Aboriginal and Torres Strait Islander Advanced Health Worker, Bundaberg Mental Health)
- BreastScreen Wide Bay

### Volunteer Award

- Trish Hummerston (President, Hervey Bay Hospital Auxiliary)
- Chenelle Allan (Meals on Wheels, Mundubbera)
- Margaret Marsh (Chaplain, Bundaberg Hospital).

### WBHH Board Values Ambassador Award

(Selected from nominations in all other categories)

- Helen Eaves (Nurse Unit Manager, PARAS Ward, Bundaberg Hospital)
- Ansie Van Teijlingen (Clinical Midwife, Hervey Bay Hospital)
- Leisa Jackson (Nurse Unit Manager, Ward 3, Maryborough Hospital)
- Dr Tom Battison (Medical Officer, Monto Hospital).
- Dr Niall Conroy (Director, Wide Bay Public Health Unit)

## The WIDE BAY Wave

# Have your say on planning for a new hospital in Bundaberg

COMMUNITY members and healthcare workers have a once-in-a-generation opportunity to help shape planning for a new hospital in Bundaberg, with public consultation now under way.

Minister for Health and Ambulance Services Yvette D'Ath said following a robust consultation process with key hospital user groups, the project team was now eager to hear from the broader community about their ideas and feedback on the important project.

"We recognise the importance of the local people on the ground having an opportunity to contribute feedback for the proposed hospital design," Minister D'Ath said.

“ Whether your hospital experiences involve caring for patients, performing operational roles that keep our hospitals running or receiving treatment as a patient, we are eager to hear from you.”

The latest project update providing an overview of key features of the proposed new hospital is available on the project webpage at [www.health.qld.gov.au/widebay/bundaberg-hospital](http://www.health.qld.gov.au/widebay/bundaberg-hospital).

An online community survey is also available on the project page. Staffed and static information displays are planned for February 2021 to enable residents to view hospital concept designs.

Board Chair Peta Jamieson said she was excited that the community would soon be able to visualise the new hospital with the release of the concept plans early next year.

"The plans have been developed following an extensive consultation process involving more than 100 local clinicians, operational staff and a range of community members," Peta said.

"We are now eager to understand what opportunities and impacts our community members think the proposed health services and facility may have on them and their family's health and access to care."

WBHHS Chief Executive Debbie Carroll said community and broader staff feedback was pivotal to achieving positive outcomes for patients, employees and broader regional communities.

"The opportunity to design a new hospital on a new site that supports future growth and direction of healthcare services doesn't come around often – let's do it together to make sure we get it right," Debbie said.

## Dangers of antibiotic overuse highlighted



THE dangers of misusing antibiotics has been highlighted by our pharmacy team during Antibiotic Awareness Week (November 18–25).

World Antibiotic Awareness Week is an annual event to raise awareness about the increasing peril of antimicrobial resistance due to the overuse and misuse of antibiotics and other medications.

"Antimicrobial resistance is one of the greatest threats to human health today, according to the World Health Organisation, and is increasing at dangerously high levels across the world," Bundaberg hospital Senior Clinical Pharmacist Amy Anderson said.

Some of the steps we can all take to prevent the misuse of antibiotics is:

- Only use antibiotics when prescribed by a certified health professional for bacterial infections. Antibiotics do not kill viruses such as the common cold.
- Never demand antibiotics if your health worker says you don't need them
- Always follow your health worker's advice when using antibiotics
- Never share or use leftover antibiotics
- Prevent infections by regularly washing hands, preparing food hygienically, avoiding close contact with sick people, practising safer sex, and keeping vaccinations up to date.



## The WIDE BAY Wave

# Supporting families with pre-term tots



WORLD Prematurity Day was celebrated on November 17 to raise awareness for the millions of children every year who are born prematurely.

World Prematurity Day, which was created in 2011, is an occasion that reminds people of babies born too early and the health challenges they can face as they grow up.

Worldwide, one in ten babies are born too early – more than 25,000 each year in Australia.

“Giving birth to a child is one of the positive experiences in life, but having a baby born too soon can be very difficult for families,” Bundaberg Family Unit Clinical Midwife Linda Thomasson said.

“Pre-term birth also represents a severe financial burden for many families and our often-struggling healthcare systems.”

The Bundaberg Family Unit’s Special Care Nursery have admitted 77 premature babies so far this year.

“A Family Centred care model is used to ensure parents of the little babies are involved in all their baby’s care,” Linda said.

“Staff develop a wonderful rapport with the families and their babies and are thrilled to see them going home and growing and thriving in the community.

A number of mums and babies returned to Bundaberg Hospital to celebrate the day

with an afternoon tea, while the Special Care Nursery team showcased some pictures of premature babies born at our facility and how they have grown and thrived.

Linda added the unit wanted to take this opportunity to say thank you to the many wonderful volunteers and groups who handmade numerous items for the nursery and its tiny babies. These included:

- Bundaberg Bible Chapel for petite clothes which, gifted to the babies on their discharge home
- Bundaberg Quilters for colourful blankets for our cots
- Numerous volunteers generously knitting little booties and beanies, as well as hand-crafted cards for special occasions.
- Previous families donating their little prem’s clothes that they have now grown out of.

| Story continued from [page 1](#).

## Construction begins on Mental Health Inpatient Unit



“Its close proximity to Hervey Bay Hospital’s emergency department will enable our team to work more collaboratively with the emergency team, which will mean better outcomes for our consumers.

“We’re focused on providing our consumers with the right care, in the right place, at the right time. While inpatient admission isn’t the right fit for everyone, there is no doubt these new units will help our Mental Health team to significantly expand their capacity to support consumers’ recovery and mental wellness.”

Artist impression

## The WIDE BAY Wave

# Prosecution for prohibited products

A LOCAL business owner has been found guilty of displaying and selling bongs and components of bongs for sale, following a successful prosecution by the Wide Bay Public Health Unit in the Bundaberg Magistrates Court.

The Magistrate imposed a fine of \$7,000 and ordered the business to pay costs of the prosecution in the amount of \$2,500, for displaying and selling the bongs and components of bongs in a shop in Bundaberg.

Bongs and components of bongs are classed as prohibited products under the *Tobacco*

*and Other Smoking Products Act 1998* (TOSPA) as they are capable of being used to administer a dangerous drug, namely cannabis.

“In March 2019, Public Health Unit officers executed a warrant at a Bundaberg business and seized in excess of 600 items which included bongs and components of bongs which were displayed in contravention to *Tobacco and Other Smoking Products Act 1998*,” Wide Bay Hospital and Health Service Director of Public Health Dr Niall Conroy said.

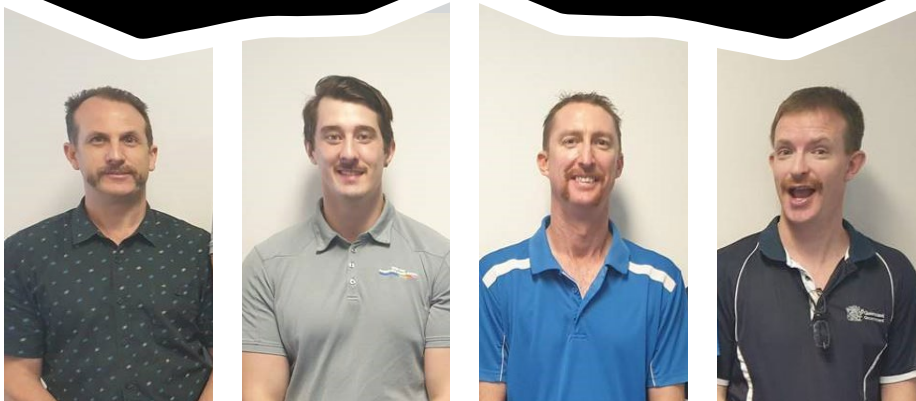
“During the case, the defence argued that these seized items were either vases, oil pourers, salad dresser and/or used to smoke herbs or tobacco.

“This argument was rejected by the Magistrate in light of the expert evidence by a former Queensland Drug Squad detective who stated that the balance of the items were either bongs or the components of bongs.”

On top of the fine, seized items worth about \$15,000 were forfeited to the Queensland Government.

For further information on *Tobacco and Other Smoking Products Act* prohibited products, visit [www.health.qld.gov.au/public-health/topics/atod/tobacco-laws](http://www.health.qld.gov.au/public-health/topics/atod/tobacco-laws)

For further information on medical cannabis, visit [www.health.qld.gov.au/public-health/topics/medicinal-cannabis](http://www.health.qld.gov.au/public-health/topics/medicinal-cannabis)



## Mo support for men's health

A NUMBER of the men around across WBHHS have really put in a Mo-nificent effort growing their facial hair for a good cause.

Each year a number of our staff take part in the annual Movember campaign, which aims to change the face of significant male health issues.

This year was no different as Mo Bros across the service joined the hairy effort, including Allied Health, PARAS and Pharmacy teams at Bundaberg Hospital.

Bundaberg Hospital Senior Physiotherapist Will McUtchen said while Movember was fun, for many of the staff who took part each year it was a great opportunity to raise awareness about men's health and mental health.

Funds raised by the Movember campaign are put towards leading men's health concerns of mental health and suicide prevention, prostate cancer and testicular cancer.

It was a truly impressive cultivation effort by the participants and everyone who took part should be proud regardless of whether they sported a handlebar, horseshoe, pencil or another type of mo.

To find out more about Movember and how to donate to the cause visit: <https://au.movember.com/>

## The WIDE BAY Wave

# Renal sockstars for kidney health

ALMOST \$1,000 was raised during November by the Bundaberg Renal Unit as part of the national Red Sock Appeal.

The team organised two sessions in which staff hopped on an exercise bike to raise money for the cause, while other team members sold red socks and a range of yummy goodies including cookies, cupcakes, fudge and donuts.

"This was a great renal team effort with staff donating the donuts and fudge, along with the organisation of acquiring the cupcakes and cookies, and our patient involvement of cheering the staff on with the bike riding," Acting Nurse Unit Manager Mandy McDonald said.

"The person who drove this fundraiser was our renal dietitian, Hannah Mallett, who motivated us all to take part and encouraged all staff to ride the bike in the Roam, Run or Ride in our red socks."

Billy the Kidney also made appearances on the days to promote kidney health and add further fun to the day.

The renal unit team aimed to ride 60km, but they smashed their goal by riding 135km for the cause, raising \$980.



The Bundaberg Renal Unit put on their red socks to support people living with kidney disease.

The funds went to Kidney Health Australia, a national organisation that supports patients through a range of initiatives including funding local support groups, children and youth programs, running transplant houses for patients, operating the kidney helpline and the mobile dialysis unit known as the Big Red Kidney Bus.

“It's been a hard year for many people and it was amazing the generosity shown in our promotion of kidney health,” Mandy said.

Find out more about Kidney Health Australia and the Red Sock Appeal at [kidney.org.au](http://kidney.org.au)

## TrainStation hints, tips and troubleshooting

Welcome to the first segment in our series of TrainStation Hints, Tips and Troubleshooting.

These tips will help you to gain the best experience from our TrainStation Learning Management System.

As with any system the **Learner Guide** is always a great place to start. We also have a **Manager Guide** available for those who perform manager functions in the system. For optimal performance we recommend that you access TrainStation via the Start Now application menu on your desktop or Edge browser.

Did you know that your TrainStation username is two zeros followed by your payroll ID?

Example **00135246**

It's also a good idea to check that your email address and personal details are up to date in TrainStation. That way you won't miss any important training information or reminders.

Need a little help? For general TrainStation support or assistance contact the TrainStation Administration team on [WBHHS-TrainStation@health.qld.gov.au](mailto:WBHHS-TrainStation@health.qld.gov.au) or by telephone on 4122 8315. For site specific enquiries please contact your local office:

Bundaberg and the Rurals 4150 2280,  
Maryborough 4122 8315 and Fraser Coast  
4325 6104.

Be sure to look out for a new TrainStation tip each fortnight. Until next time, happy training.



# Compliments to our Health Heroes

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 Mental Health Inpatient Unit and Mental Health HITH:

My brother's mental health condition worsened recently and he was admitted as an inpatient into the Maryborough acute mental health unit. Through the dedicated team of doctors, psychologists and nursing staff, he was able to make a quick recovery in a challenging time. Luckily for him he was able to participate in the Mental Health HITH program, which made his recovery so much better.

As carers, both his wife and I have been through an emotional rollercoaster ride. But I want to thank both teams for their support, honesty, guidance, compassion and understanding to us all. We are so lucky and grateful to have been able to experience such service in an extremely difficult time for us all emotionally, physically and logistically.

## Bundaberg Hospital Surgical Ward:

Faultless nursing care. I was an inpatient for nearly a week and had regular rounding, bedside handovers, patient involvement and appropriate analgesia. Timely response to call bell. I was extremely impressed.

## Bundaberg Hospital Medical Ward (Level 2):

The staff did a great job. All were fantastic, even though I was a sook.

## Hervey Bay Hospital ED and Medical Imaging:

Was seen to and had x-rays all within 20 minutes. Absolutely fantastic, speedy service. X-ray technician was very friendly and helpful. Cannot fault the service.

## All WBHHS staff:

To the dedicated doctors, nurses, kitchen staff, grounds staff, laundry staff, cleaners, reception staff, office staff, planners and directors of Bundaberg Hospital, and of all hospitals in Wide Bay.

We salute you and are very proud to have you to support us at this dreadful time in our history. Because of your duty of care, you can look back in pride at your dedication at this time. Once again, thank you, from the bottoms of our hearts.

## Shout-outs to staff living our values

OUR staff continue to recognise their colleagues for living our values, by giving them a shout-out for their effort and dedication.

You can view all the shout-outs [here](#), but here's a selection at right. To give a shout-out to a colleague or team, go to our [Values hub](#) on QHEPS.



### Step Up and Lead Pilot Program workshop 1 attendees

They accepted to attend the workshop at short notice, with uncertainty about what it was and they displayed tremendous enthusiasm and effort at the event. They all demonstrated high levels of accountability and striving for excellence.

### Craig Fogerty

Craig in his role in docks is always extremely helpful and nothing is ever too much trouble. We always appreciate how easy he makes it. We know if we need something, regardless of what it is – Craig will help us and together we will achieve an excellent outcome.

### Monto Telechemo Nurses

For the work you do providing Telechemo services to the Monto community. Patients are very grateful for the treatment they can have closer to home.

### Hervey Bay DEM & Medical Ward 2 staff

I am a nurse at Hervey Bay Hospital and found my self being admitted to hospital, I would like to thank all staff in ED and the staff in Medical Ward 2, you all took such great care of me and I would like to thank you so very much, your compassion and care was out standing. Thank you, Megan.

# The WIDE BAY Wave



Wayne Ingall, Manager of Environmental Health.

## Diversity name of the game in Wayne's world

**Your role:** Manager – Public Health Unit

**How long have you been with WBHHS?** Eight years (but 35 years with Queensland Health).

**How do you describe what you do?** Simple question, complicated answer. In “peacetime” the answer is that I manage a team that identifies and investigates hazards to individuals and the community, as part of a statewide network and within a regulatory framework. This includes food safety, smoking and tobacco compliance, routine drug audits, disaster management, water quality, and environmental poisons and hazards.

In COVID times, it’s organised chaos, about being a professional problem solver and a “whack a mole” champion.

**What’s best about your job?** Environmental health is such a dynamic and diverse field. One minute I’m having a discussion on ‘whole genome sequencing’ with the labs; next minute I’m in a meeting with barristers in Brisbane discussing a prosecution; then I’m in the disaster space, looking at flood modelling.

**What was your path into health care?** I wanted to be a physio, but was 10 points short on my TE score, so I enrolled in Environmental Health to have a ‘peace

out’ year at Uni to raise my score. But I loved it from day one. So still ended up in health care, but a different profession. On reflection, I think I would have been a terrible physio.

**What has been your most interesting role?** When I was working in Brisbane I was the lead investigator with the Drugs of Dependence Unit for eight years. My job was to detect and investigate health professionals diverting and using drugs. It was important work, aiming to protect both health professionals and the public from potential harm. Sadly, it ended some careers, but also saved a lot – and lives as well.

**When you’re not at work, you are...** I love going dirt bike riding with my son and other mates. Also, I am officially the world’s worst surfer. Been at it for 30 years and still hopeless! But love going to our secret surf spot at Springs Beach in Agnes – don’t tell anyone!

**What do you enjoy about living in Wide Bay?** Everything. I live 10km from town and ride my mountain bike via cows and cane (and one angry magpie) to get to work. Where else can you do that?

**Tell us a fun fact about you.** I have played underwater hockey for the past 35 years. Yes, we play in Bundy. If you’re keen, look me up.

## Choosing Wisely showcases

To celebrate the work of clinicians who have been involved in WBHHS’s Choosing Wisely program, showcases at Hervey Bay and Bundaberg are being held this month.

This is a great opportunity for you to learn about the program and the many clinician led initiatives within our service.

The showcase will be held over three hours to allow staff to attend as their work schedule permits.

“Well done to everyone who has been involved in leading the change for reducing low-value care at WBHHS,” Acting Executive Director of Acute Hospital and Community Services Peter Wood said.

Details of the showcases are as follows:

**Hervey Bay:** 9am–noon; Thursday, 15 December; Conference Room, Level 1 Emergency Department

**Bundaberg:** 9am–noon; Wednesday, 16 December; Large HR Room.

## Joke of the day

My friend woke up this morning coughing badly.

His doctor said it was possible he might have pneumonoultramicroscopicsilicovolcanoconiosis.

But it’s hard to say.

## What’s On

### DECEMBER 2020

- 1–31 Decembeard
- 5 International Volunteers Day
- 7 Christmas Judging, Fraser Coast
- 8 WBHHS Excellence Awards
- 10 Christmas Judging, Bundaberg
- 12 Nurse Practitioners Day
- 14-15 Christmas Judging, Rural Facilities
- 15 Choosing Wisely Showcase, Hervey Bay
- 16 Choosing Wisely Showcase, Bundaberg
- 25 Christmas Day
- 26 Boxing Day

### JANUARY 2021

- 1 New Year’s Day