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.

Focused on high quality care, Choosing Wisely Australia is being led by Australia’s colleges, societies and associations and is facilitated by NPS MedicineWise.

It’s aim is to start conversations between consumers and healthcare professionals about unnecessary tests, treatments and procedures, enhancing the quality of care and, where appropriate, reducing unnecessary care.

We can improve our care by understanding what is appropriate when ordering tests, treatments and procedures.

Choosing wisely encourages patients to ask the following five questions about their health care.

1. Do I really need this test, treatment or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don’t do anything?
5. What are the costs?

This important SCHHS initiative for us as we continue to transform the way we deliver care to our communities.

For more information visit: [www.choosingwisely.org.au](http://www.choosingwisely.org.au)
Message from the Board Chair and Chief Executive

Welcome to the first edition of our Sunshine Coast Hospital and Health Service community newsletter for public health in the region.

In 2018 to date, we’ve had the privilege of meeting many community members travelling around our five hospitals in our region; Caloundra Health Service, Nambour General Hospital, Maleny Soldiers Memorial Hospital, Gympie Hospital and Sunshine Coast University Hospital.

On 29 January, Sunshine Coast University Hospital reached a significant milestone with the opening of the paediatric critical care unit (PCCU). This service is a first for the coast and provides care for some of the region’s sickest children.

In February the health service officially launched its digital hospital transformation with integrated electronic Medical Record (iEMR). The iEMR will mean faster and easier access to patient information, leaving more time for our clinicians to care for patients and less time looking for paper work.

In February the health service also joined the Choosing Wisely Australia initiative to help us improve our patient’s experience and journey through our facilities. Focused on high quality care, Choosing Wisely Australia is being led by Australia’s colleges, societies and associations and is facilitated by NPS MedicineWise. Its aim is to start conversations between consumers and healthcare professionals about unnecessary tests, treatments and procedures, enhancing the quality of care and, where appropriate, reducing unnecessary care.

In March, with North Coast Aboriginal Corporation for Community Health we co-sponsored the Annual Well Persons Health Check Day for the Aboriginal and Torres Strait Islander community hosted at USC. This was a great demonstration of the important work we are doing to partner with community to improve health outcomes, and close the gap in health inequality. This year was dedicated to men’s health, and it was terrific to see so many male role models participating in health promoting behaviour at the Health Check Day.

In March, we both hosted a birthday event at Sunshine Coast University Hospital for our first birthday. In our first year* more than 70,000 people received treatment as inpatients. That equates to almost a quarter of the Sunshine Coast population. We have performed 8995 surgeries, including 4467 elective surgeries. We have been privileged to welcome 2743 new babies into the world, including 63 multiple births.

Our busy SCUH emergency department has had more than 64,807 visits. Our hard working operational services team have served more than 380,000 meals, rivaling some of the countries busiest hotels. SCHI (Sunshine Coast Health Institute) has provided the Sunshine Coast with access to state-of-the-art equipment and a unique partnership for education, training and research.

On Tuesday 28 March we started our monthly ABC Radio Health spotlight, which provides an opportunity for some of our great clinicians to talk about relevant health topics for our community. Our medical staff Dr Rohan Grimley talks about brain health and Dr Roscoe Taylor discusses flu. Ensure you listen in for future SCHHS monthly health features on ABC radio.

2018 also marks the 150th anniversary of Gympie Hospital, we joined Director of Nursing/Facility Manager Nicole White and Gympie Mayor Mick Curran, at the event on 23 March with close to 200 staff past and present for a morning tea celebration. Gympie Hospital has a long and proud history of serving the community, the hospital was one of the largest training hospitals in Australia, and today continues to provide healthcare excellence to the community and remains one of the largest employers in the region.

In April, we joined Elders and our Aboriginal and Torres Strait Islander community to commence work on the Sunshine Coast Hospital and Health Service Reconciliation Action Plan. The plan will build strong relationships, respect and opportunities within the health service and community.

Flu season is here. We encourage you to book your flu vaccination to give yourself the best chance to avoid seasonal influenza.

Speaking of engaging with our consumers and community, we encourage you to provide feedback to us about your experience of care. There are many ways to do this—online through our website, via feedback ‘postcards’ at our sites, or even in our periodic postal surveys that we do. Your voice is very important to shaping our priorities for continuous improvement.

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These are just some of the highlights of 2018, over the coming months we will continue to partner and collaborate with key stakeholders across our region to transform the way we deliver care to our communities.

Regards,

Adj Professor Naomi Dwyer
Chief Executive, Sunshine Coast Hospital and Health Service

Dr Lorraine Ferguson AM
Sunshine Coast Hospital and Health Board Chair

(*as at 28 Feb 18).
Future of clinician leadership on Senate agenda

Sunshine Coast Hospital and Health Service staff joined more than 150 senior Queensland clinicians and health system leaders in a strategic conversation to redesign Queensland’s clinician leadership framework.

The Queensland Clinical Senate led the discussion at its March meeting ‘Leading for the future’ in Brisbane.

Senate Chair Dr David Rosengren said the meeting focused on strategies to strengthen clinician leadership and the voice of clinicians through the Senate and Statewide Clinical Networks.

“With significant change in the health system in Queensland during the past 10 to 15 years, the environment in which the Senate and Clinical Networks are now operating is vastly different from when they were formed,” Dr Rosengren said.

“It is vital that we assess the clinician leadership framework to ensure it is fit for purpose into the future, while strengthening clinician contribution to health system governance in Queensland.”

Dr Rosengren said the high level of engagement suggests clinicians were strongly invested in the process.

“Clinicians want to be involved in steering the direction of the health system,” he said.

A summary of the workshop discussion and outcomes will be distributed in the coming weeks. The working group, which has led the discussions to date, will continue to have oversight and provide direction.

The March 2018 meeting was the last for many Senate members whose three-year term has ended.

Dr Rosengren and Clinical Excellence Division Deputy Director-General Dr John Wakefield thanked outgoing members for their contribution.


Gemma Turato, Executive Director Allied Health, Dr Morne Terblanche, SMO Anaesthesia and Perioperative Medicine and Medical lead, Safety Quality and Innovation, Dr Jeremy Long, Chair Clinical Council and Dr Lorraine Ferguson AM, SCHH Board Chair.
Construction activity in full swing at Caloundra Health Service

Redevelopment works at Caloundra Health Service (CHS) are on track for completion by end 2018. Sunshine Coast Hospital and Health Service (SCHHS) Chief Executive, Adjunct Professor Naomi Dwyer said the progress made was pleasing.

“Badge Constructions has progressed works to date in a manner which has resulted in minimal disruption to the delivery of health care services at Caloundra,” Adj Prof Dwyer said.

“A particular highlight of the redevelopment will be a landscaped courtyard with direct access from the inpatient bedrooms for palliative care patients and their families. The courtyard was designed to provide a stress free outdoor environment for patients, visitors and staff featuring varied height seating and bush tucker plants,” she said.

“Screens, paving and other elements of the landscape have been designed around a history of Caloundra theme. Staff, community, traditional owners and the Caloundra Hospital Auxiliary were consulted during the design process.

“Post redevelopment, services will include expanded palliative care and ophthalmology services, a diabetes service as well as a range of outpatient and community services in addition to the existing minor injury and illness clinic.”

CHS Facility Manager and Director of Nursing Dave Johnson said the vision for the CHS redevelopment had been a collaborative one.

“The end result will be a relevant and contemporary facility able to deliver an excellent service with integrity while still maintaining the relaxed ‘Caloundra’ feel the community has experienced in the past,” Mr Johnson said.

As part of the redevelopment, the Ambulatory Care Centre (ACC) at Caloundra has been temporarily relocated. The entrance to the ACC is now via the reception area in the Minor Injury and Illness Clinic (MIIC). The next round of relocations will occur in August and include the collocation of the Child Health, Child Development Service and Child Protection Liaison Unit. Community Health services (including Aboriginal and Torres Strait Islander Health Team) will also relocate in August. A new needle exchange program vending machine is now available 24 hours a day, seven days a week outside the entrance of the hospital.

Share your ideas and help improve health services in Nambour

Nambour and Hinterland residents, here’s your chance to have your say, be involved in and share your ideas for improvement in the way public healthcare is delivered in your community.

Sunshine Coast Hospital and Health Service (SCHHS) is seeking expressions of interest for patients, family members and carers to join the Nambour General Hospital Consumer and Community Engagement Council as a consumer representative.

Consumer representatives will be offered education, orientation and support to enable them to be effective consumer representatives – see the EOI here.

How do I submit an Expression of Interest?

• Please forward your Expression of Interest advising how you meet the eligibility requirements by 25 June 2018
• Replies may be addressed to: Consumer Engagement Officer, Patient Safety and Quality Unit Nambour General Hospital PO Box 547 Nambour QLD 4560 Email: SC-engagement@health.qld.gov.au

This is a real opportunity to work with our Nambour General Hospital team to make a difference.
Dedicated nurse to help prostate cancer patients

Sunshine Coast Hospital and Health service prostate cancer patients will benefit from expert nursing support, thanks to the appointment of a dedicated prostate cancer nurse.

Prostate Cancer Specialist Nurse Sheree Dunne has been awarded the three year position, which was made possible through funding from the Prostate Cancer Foundation of Australia (PCFA).

Ms Dunne will act as the main point of contact for men and their families, supporting them with any issues and concerns related to their prostate cancer treatment.

The role will be based at Sunshine Coast University Hospital (SCUH) but will be available free of charge to patients across the health service.

“This role fills a much needed gap in the health system, and provides men receiving a diagnosis of prostate cancer with access to a dedicated nurse who provides reassurance, support and education from the time of diagnosis, through to treatment and beyond,” Ms Dunne said.

“The Prostate Cancer Specialist Nurse assists men and their families to understand their diagnoses, treatment options available to them, the management of side effects and ongoing support into survivorship.”

It’s the first time a dedicated nurse has been appointed in the region and Sunshine Coast Hospital and Health Service is incredibly grateful to PCFA for the generous funding.

PCFA National Chairman Jim Hughes AM, says prostate cancer is the most commonly diagnosed cancer in Australian men and specialist support during treatment is vital.

“Prostate cancer is a special issue for regional and rural communities, where men are 21 per cent more likely to die of their prostate cancer than those living in our cities. Providing funding for a dedicated prostate cancer nurse, will ensure the men of the Sunshine Coast community and their families get the support they need, when they need it most,” Mr Hughes said.

The prostate cancer nurse will be based at the Sunshine Coast University Hospital and can be accessed by patients free of charge.

Noosa Community Health Dental Clinic refurbishment

Our Oral Health Noosa Community Health Dental Clinic is currently undergoing an exciting upgrade. Renovations on the clinic, on Bottlebrush Avenue in Noosa will be completed by the 12 June.

Renovations on the public health service, on Bottlebrush Avenue in Noosa, will commence from 11 May, and are expected to take four weeks to complete.

The refurbishment includes significant upgrades to instrument sterilisation equipment and storage at the facility, which has provided services for more than 2500 patients in the past 12 months. It will be the first time the Noosa community dental clinic has closed its doors since it opened to the public in 1994.

Sunshine Coast Hospital and Health Service Oral Health Director Elaine Mawdsley says the upgrades will provide significant improvements for patients and staff.

“Standards for instrument sterilisation and storage have changed, which has prompted the need to refurbish and repurpose clinic rooms,” Dr Mawdsley said.

Oral health patients seeking emergency care can continue to call: 1300 300 850.

Patients will be able to access alternative dental services during the refurbishment.
Sunshine Coast University Hospital Multifaith Room Commissioning

With great pride Sunshine Coast University Hospital commissioned the Multifaith Room on 19 April 2018.

This sacred space is a place where all are welcome, included, safe, respected and where hope and peace offer a sanctuary to all who seek comfort and support; a place where we can celebrate unity and be grateful for our diversity.

The event was attended by Sunshine Coast District Faith Traditions including:

- Indigenous community
- Buddhist community
- Jewish community
- Christian community
- Islamic community
- Baha’i community.

The event was opened by John Slaven, Sunshine Coast Hospital and Health Service, Executive Director, Finance Business and Operations and coordinated by Rev’d Ann Shepperson, Pastoral and Spiritual Care Coordinator.

All faiths gathered to commission the Multifaith Room at SCUH on 19 April 2018.

Maleny State High explores technology at Sunshine Coast University Hospital

Twenty-two year seven and eight students from Maleny State High School toured Sunshine Coast University Hospital and the Sunshine Coast Health Institute today.

The ‘STEAM’ Robotics students and their Head of Department Anita got to see first hand how technology is used in the medical field in our day-to-day operations, and how our staff and students use electronics in clinical education and learning.

The tour included seeing the anatomage ‘virtual’ table and high fidelity suites and mannequins in SCHI our Pharmacy robots, Facilities Management Centre and Automatic Guided Vehicles (AGV) and some of the technology in our kitchen.

If your school would like a tour of any of our facilities, please make contact with us: sc-communications@health.qld.gov.au we can accommodate groups of students up to 20.

Photo one: Students view the AGV technology transporting food from the facilities management building to a ward.

Photo two: SCHI Director, Anton Sanker shows a resus high fidelity mannequin in the SCHI simulation suites and how clinicians and students use this technology for education.
NCACCH Well Persons Health Check Day

North Coast Aboriginal Corporation for Community Health in partnership with SCHHS, University of the Sunshine Coast, QUT Health Clinics and Primary Health Network held the annual community event ‘Well Persons Health Check Day’ on Saturday 24 March 2018 at USC.

Chief Executive Adjunct Professor Naomi Dwyer joined the day, supporting the Aboriginal and Torres Strait Islander Health team excited about the event outcomes in Closing the Gap.

“The event was attended by a significant number of community members, focusing on men’s health, the men and fathers attending were such great role model,” she said.

“The day gave the opportunity for health checks, screens for everyone in attendance, I look forward to the health service supporting this community event for years to come.”

This year’s theme focused on Men’s Health and the Aboriginal and Torres Strait Islander Health Team led by Program Manager Sharon Barry attended the event showcasing three health service programs—Community Health Program, Hospital Liaison Officer Program and the Preventable Hospitalisation Program. The event provided an opportunity for the teams to promote our Aboriginal and Torres Strait Islander services to the Aboriginal and Torres Strait Islander community.

More than 50 men from the community; who were concerned about their health spent time with Luke Snabaitis, Senior Exercise Physiologist who conducted assessed under the Accredited Exercise Physiology program.

Luke commented: “It is great to see so many in the community interested in how exercise and physical activity can help them have a healthier and happier life. This was exciting as many men often have a ‘she’ll be right’ attitude.”

To learn more about our services visit: The Aboriginal and Torres Strait Islander SCHHS website.
State first ‘Hospital Watch’ launches at Nambour General Hospital

A unique partnership in crime prevention has been operational at Nambour General Hospital since October 2017.

A first of its kind, the Hospital Watch brings Sunshine Coast Hospital and Health Service (SCHHS) staff, Queensland Police, Neighbourhood Watch, and the local community together with the aim to discourage the incidence of crime in and around the hospital. Nambour General Hospital, Director of Nursing and Facility Manager, Graham Wilkinson said the program will foster community spirit and a sense of pride in the area.

“Hospital Watch has increased the community's perceptions of safety, as well as reassuring our patients and staff,” Mr Wilkinson said.

Superintendent Darryl Johnson, District Officer of the Sunshine Coast said criminal offences often occurred in the surrounding areas of hospitals.

“This includes violence, property theft and anti-social behaviour,” he said. “A significant amount of this criminal behaviour is preventable and can be deterred by the adoption and fostering of proactive partnerships with the community and by following simple crime prevention strategies such as placing valuables in a safe area and keeping a look out for suspicious behaviour.

“Hospital Watch is a Queensland first, with an aim to minimise the incidence of preventable crime, by encouraging people to report crime and suspicious activity in the SCHHS facility and in nearby car parks.”

To help support the program, people around the facility are encouraged to report any suspicious activity around Nambour General Hospital to Policelink on 131 444 or directly to the hospital’s Protective Services Team 07 5470 5146.
Compliments

SCUH Emergency Department and Ward 3A

On Friday, 16 February I almost drowned at Alexandra Headland beach, I would like to thank not only the paramedics that saved my life and took me to hospital, but your Emergency Department staff.

I have no recollection what happened on the beach, but I was told a woman walking along the beach raised the alarm.

When I arrived in your amazing hospital your nurse on duty was incredibly caring and competent.

Your ward staff—thank you for caring.

Can you please also pass my thanks to your ambulance emergency workers.

Thank you.

Maleny Soldiers Memorial Hospital

Thank you so much to all of the loving staff for the love and care of my dad, Richard.

He couldn’t be in a better place.

Caloundra Health Service

Fantastic. Dr Chetty and Michaela were incredible. Highest possible compliments. YOU FOLKS ROCK!!

Gympie Hospital - Emergency Department

You’re the best! Thank you all so much for your care after I was bitten by a great dane in March.

Everything is healing well.

Gympie Nurse Navigator Service (NNS)

I always had to go to hospital a lot; my heart was always racing. I would get worried and an ambulance had to come.

Your Nurse Navigator Service has made me feel better, I have someone that can explain things to me.

Remind me of appointments and explain the letters I get, and provide other care services have now started.

You have a great service helping people like us.

Thank you.

70-year-old patient.

Nambour General Hospital - 3FW

Thank you to the staff at 3FW, especially Amy Cheng and Dr Jane Waugh.

Their endless care and patience with my mother and our family was outstanding.

Our experiences at Nambour General Hospital since August 2017, have all been positive.

Mum did have a short stay in 2FW early in April and they were also amazing.

Thank you Nambour General Hospital, keep up the good work.
What’s coming up in June?
Jump online to see more information on these events

1-30  Bowel Cancer Awareness Month  bowelcancerawarenessmonth.org
4-10  Haemochromatosis Awareness Week  haemochromatosis.org.au
11-17  Men's Health Week  menshealthweek.org.au
18-24  World Continence Week  continence.org.au
21  Red Apple Day  bowelcanceraustralia.org/red-apple-day
30  Red Nose Day  rednoseday.com.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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Contact us: 5202 0085 or SC-Communications@health.qld.gov.au

Preventing falls and harm from falls
National Safety and Quality Health Service Comprehensive Care Standard

Stay On Your Feet®
Falls Prevention Toolkit

To prevent falls and keep patients on their feet.

Stay On Your Feet
BE SAFE

Buzzer Environment
Shoes Ask Fluids Educate