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Region's most vulnerable in safe hands

The region's most vulnerable patients are in safe hands with the commencement of services in the paediatric critical care unit at Sunshine Coast University Hospital (SCUH).

A first for the region, the unit provides care for critically ill children aged up to 16 years. Paediatric critical care Director Dr Paula Lister said the opening of the unit meant fewer children had to be transferred to Brisbane for treatment.

"This is an exciting new service for our region which officially began on 29 January. And in the first six months, we have cared for more than 100 seriously ill children who would have otherwise been transferred to Brisbane for treatment. Our aim is to provide a high level of care for young patients right here, closer to homes," Dr Lister said.

"Many children with life threatening and potentially recoverable illnesses or injuries may now be cared for at Sunshine Coast University Hospital.

"Some complex cases will still be transferred to Brisbane's Lady Cilento Children's Hospital (LCCH) for care, but even these children will often benefit from improved intensive care stabilisation before transfer

Dr Lister said the unit was part of a state-wide network of units providing specialised care for critically ill children.

"We work closely with clinicians at LCCH to ensure we continue to provide the best outcomes for the child and their family."

Adjunct Professor Naomi Dwyer, Sunshine Coast Hospital and Health Service Chief Executive, said the two-bed unit was part of the health service's commitment to improving access to healthcare for locals.

"This is an exciting time for our region with the expansion of our services at SCUH to continue until 2021.

"We're dedicated to ensuring we continue to serve the health needs of the Sunshine Coast and Gympie regions, and provide high-level local health services."

The paediatric critical care unit is staffed by a multidisciplinary team including paediatric intensivists, specialised paediatric critical care nursing, and allied health staff.

The Paediatric Critical Care Unit team, Claire Duffell, Sam Ingles, Dr Paula Lister, Lauren Morgan and Charlotte Moore.



Delivering our services

The Sunshine Coast Hospital and Health Board is responsible for the delivery of the organisation's strategy and monitoring of performance.

We measure our success by our ability to achieve the objectives set out in our Strategic Plan 2016-2020.

The Sunshine Coast Hospital and Health Service performance is also monitored through a Service Agreement with Department of Health.

In 2017-2018 the health service delivered increased services to our growing population. The table below provides information on the volume of services provided.

Our performance against the Service Delivery Statements is outlined below.

Table 5:
Service Delivery Statement

	Notes	2017-2018 Target/Est.	2017-2018 Actual
Percentage of patients attending emergency departments seen within recommended timeframes:			
• Category 1 (within 2 minutes)		100%	97%
• Category 2 (within 10 minutes)		80%	68%
• Category 3 (within 30 minutes)		75%	61%
• Category 4 (within 60 minutes)		70%	77%
• Category 5 (within 120 minutes)		70%	96%
Percentage of emergency department attendances who depart within four hours of their arrival in the department			
		>80%	73%
Median wait time for treatment in emergency departments (minutes)			
		20	20
Median wait time for elective surgery (days)			
		25	39
Percentage of elective surgery patients treated within clinically recommended times:			
Category 1 (30 days)		>98%	94%
Category 2 (90 days)		>95%	89%
Category 3 (365 days)		>95%	96%

Table 5 cont'd:
Service Delivery Statement

CONT.	Notes	2017-2018 Target/Est.	2017-2018 Actual
Percentage of specialist outpatients waiting within clinically recommended time			
Category 1 (30 days)		80%	95%
Category 2 (90 days)		70%	55%
Category 3 (365 days)		90%	88%
Percentage of specialist outpatients seen within clinically recommended time			
Category 1 (30 days)		81%	81%
Category 2 (90 days)		70%	52%
Category 3 (365 days)		90%	69%
Total weighted activity units (WAUs):	1		158,222
Acute inpatient		93,457	98,418
Outpatients		20,904	18,432
Sub-acute		9,218	6,551
Emergency department		20,281	20,147
Mental health		9,810	10,135
Prevention and primary care	2	4,307	4,539
Number of Telehealth outpatient occasions of service		>2,000	3,336
Average cost per weighted activity unit for activity based funding facilities		\$5,598	\$5,663
Rate of healthcare associated Staphylococcus aureus activity (including MRSA) bloodstream (SAB) infections/10,000 acute public hospital patient days		<2.0	0.45
Rate of community follow-up within 1-7 days following discharge from an acute mental health inpatient unit		>68 %	68%
Proportions of readmissions to an acute mental health inpatient unit within 28 days of discharge		<9%	10%
Ambulatory mental health service contact duration (hours)		>67,780	59,606

Service delivery statement notes:

Notes:

1. A Weighted Activity Unit (WAU) provides a common unit of measurement that is weighted by acuity and resource use so all activity is measured consistently. A Service Level Agreements (SLA) between the Department of Health and the HHS specifies the activity being purchased in WAUs by service type.
2. Sunshine Coast Hospital and Health Service achieved a total of 158,222 WAUs in 2017/18 compared to a target of 158,789. A coding audit is currently taking place to ensure all activity has been coded correctly. The final coded inpatient data closes for 2017/18 in late September.



Community Care Unit (CCU) team proud winners of National Medicinewise Awards

New mental health medication regime nationally recognised

Clinical staff working within the Sunshine Coast Mental Health and Addiction Services' Community Care Unit have actively been involved in the developing and designing of a new initiative, Stages of Medication Administration (SOMA).

A three-month trial commenced in July 2017, to further develop process and workplace instructions to guide clinical staff to adhere to SOMA and ensure consumer safety. To support this process in a consistent approach, the Community Care Unit implemented four stages of SOMA.

Two memory aids are used: Firstly an acronym (ASIS) and secondly a colour associated with each stage, using the song "I can see a rainbow" (red, yellow, pink, green). The acronym and colours are:

- A: Administer (red): this is full administration by nursing staff
- S: Supervised (yellow): residents take their own medication but this process is fully supervised by nursing staff
- I: Informed (pink): residents take their own medication and inform staff (nursing or allied health) by phone or in person. Staff then complete medication check-ins three times per week
- S: Self-managed (green): residents self-manage their own medication and staff check-in weekly.

The overall objective of the initiative was to:

- include staff from all disciplines who can be routinely involved in enhancing medication adherence through improve governance and medication safety while maintaining a least restrictive provision of care for all

residents

- improve consistency in the assessment of a resident's level of independence in managing their own medication
- increase communication between staff, residents and families, and interventions to support increasing abilities
- support residents living with persistent and serious mental illness improve their mental and physical wellbeing, through enhancing their ability to transition and live independently within the community.

With the success of the three month trial, a collaborative approach was implemented to guide residents, carers and families through each of the four stages. A self-directed learning package was developed for clinicians, psychoeducation sessions, written and oral information for residents and a SOMA ASIS Poster supported the initiative.

Since the implementation of SOMA there has been a reduction in medication administration errors due to an improved governance process, whilst maintaining the least restrictive provisions of care and supporting the resident's recovery.

In May 2018 the SOMA initiative was selected as a winner of the National Medicinewise Awards for the category of Consumer Initiative: community or population level.

Performance against strategic objectives

Sunshine Coast Hospital and Health Service has experienced significant growth in both the range and capacity of services.

In March 2017 we opened the doors of the \$1.8 billion Sunshine Coast University Hospital. The new hospital has changed the way services are delivered across the health service. The new tertiary health precinct is supporting our health service to innovate and better meet the diverse health needs of our community. Sunshine Coast University Hospital brings new clinical capability and capacity, an expanded workforce and an increase in self-sufficiency in health care on the Sunshine Coast. It is an important element in helping us achieve our vision of delivering 'health and wellbeing through exceptional care'.

Better care and experience for individuals

The provision of safe and reliable care is fundamental to our ethos. During 2017-2018 we worked to achieve this through:

- Aboriginal and Torres Strait Islander diabetes clinic opened in October 2017, operating every second Tuesday morning from Caloundra Health Service.
- The 2016-2017 Quality of Care report was published and disseminated in December 2017.
- Successful implementation in January 2018, of an effective integrated safety solution (RiskMan) in line with business needs and contemporary practice.
- In January 2018, we opened our new Paediatric Critical Care Unit at Sunshine Coast University Hospital. This service is a first for the coast and provides care for some of the region's sickest children.
- In March 2018 we underwent an Organisation Wide Survey by the Australian Council on Healthcare Standards against the EQulP National Standards and the National Standards for Mental Health Services and at 30 June 2018 the health service achieved full four-year accreditation for the services it provides.
- At all our facilities we offer patients the opportunity to have their say on the health care they receive. During the first 12 months of operations at Sunshine Coast University Hospital we received a 4.5-star satisfaction rating.
- We appointed a dedicated prostate cancer nurse. Based at Sunshine Coast University Hospital and available free-of-charge to patients across the health service, the Prostate Cancer Specialist Nurse acts as the main point of contact for men and their families, supporting them with any issues and concerns related to their prostate cancer treatment.
- Residents diagnosed with Type 2 Diabetes can now go online to learn more about their condition. The health service produced a video, Type 2 Diabetes and Me, to show people how to manage their condition. The video can be downloaded or patients can attend face-to-face

- information sessions at Maroochydore and Gympie.
- Establishment of the Geriatric Emergency Department Intervention (GEDI) program at Sunshine Coast University Hospital emergency department—single point of contact for elderly (aged 70 and over) patients—undertaking structured comprehensive assessments for those presenting to emergency department.

Better outcomes for our population

Our services are connected to improve access to health and care for our population:

- 2018 marked the 10th year anniversary of Apology Day. This was celebrated at Gympie Hospital hosted by the health service's Cultural Capability team with local Aboriginal Elder Aunty Judi Wickes, 100 staff and community members in the Peaceful Garden at Gympie Hospital.
- Introduction of Independent Patient Rights Advisor roles. The role is to work cooperatively with both patients and the staff of the Mental Health and Addiction Service to ensure patient rights under the *Mental Health Act 2016* are safeguarded and patient health and wellbeing is promoted. Rights Advisors also work with the patient's nominated support person(s), family, carers and other support persons.
- We continue to transform the way we deliver care to our communities. In February 2018, we joined the Choosing Wisely Australia initiative to help us improve our patient's experience and journey through our health service. Its aim is to start conversations between consumers and health care professionals about unnecessary tests, treatments and procedures, enhancing the quality of care and, where appropriate, reducing unnecessary care.
- In March 2018, 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 the University of the Sunshine Coast.
- 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.
- Continuing participation in the Sunshine Coast Integrated Care Alliance—a health alliance coordinating and connecting care in seven key cross sectorial projects in hospital avoidance, early intervention, possible preventable hospitalisations, care coordination and shared care.
- Mental health joint commissioning and coordination initiative with the PHN, GPs and non-government providers.

- The expansion of the Nurse Navigator model of care. Services expanded from Caloundra, Maleny and Gympie to encompass the entire geographical areas of the health service. Outreach services are offered to Maleny, Noosa and Maroochydore areas. The service continues to work across health care systems to reduce fragmentation, mitigate barriers, educate and empower patients and assist in the coordination of care.
- Formation of a Nambour General Hospital Consumer and Community Engagement Council. Opportunity for Nambour and Hinterland residents to have their say, share ideas for improvement and be involved in the way public healthcare is delivered in their local community.

Better use of resources for health and care

We are optimising the use of our resources. In 2017-2018:

- As we continue the exciting journey of digital transformation for our health service, we have embarked on a significant piece of work in the preparation for the integrated electronic Medical Record (ieMR). Due for roll-out at Sunshine Coast University and Nambour General hospitals by the end of 2018. 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 paperwork.
- We have successfully delivered technology solutions to meet both clinical and non-clinical business requirements. This has enabled us to improve the way the health service collects and manages information and records management.
- The Sunshine Coast University Hospital Program was the winner of the 'Delivering Healthcare' category in the 2017 Queensland Health Awards for Excellence, in recognition of the safe opening of the new hospital in March 2017.
- Redevelopment works at Caloundra Health Service commenced in November 2017 and are on track for completion by late 2018.
- The scope and funding for the Nambour General Hospital redevelopment project was confirmed in May 2018. Construction will commence in first quarter 2019 with an anticipated completion by December 2022.
- Oral Health Noosa Community Health Dental Clinic underwent an exciting upgrade that includes significant upgrades to instrument sterilisation equipment and storage at the facility.

Better organisational capability

We aim to ensure our people are engaged, competent and valued. During 2017-2018:

- Several of our staff were honoured for exceptional care at the health service's Australia Day Achievement Awards.
- In January 2018, more than 60 junior doctors (interns) launched the next phase of their medical careers at the Sunshine Coast commencing their rotational duties at Sunshine Coast University, Nambour General, Caloundra, Maleny and Gympie hospitals.
- A new generation of nurses joined the health service to deliver exceptional patient care throughout 2018. 86 nursing graduates were employed for the 2018 Graduate Registered Nurse and Midwife program.
- A unique partnership in crime prevention was implemented in October 2017. A first of its kind, the Hospital Watch brings health service staff, Queensland Police, Neighbourhood Watch groups and the local community together with the aim of discouraging crime from occurring in and around the hospital
- Four medical students from Griffith University's Rural Clinical School continued their medical training in the Longlook Program at Gympie Hospital. The Longlook program is an extended rural placement program.
- A new Clinical Research Unit to facilitate best practice in clinical trial and research was opened. The space allocated has been adapted to allow the unit to have patients for an extended length of stay to enable early phase trials.
- August 2017 saw the formalisation of a 25-year partnership between the health service, Griffith University (Medical School), University of the Sunshine Coast and TAFE Queensland East Coast to train the next generation of doctors for the Sunshine Coast.