

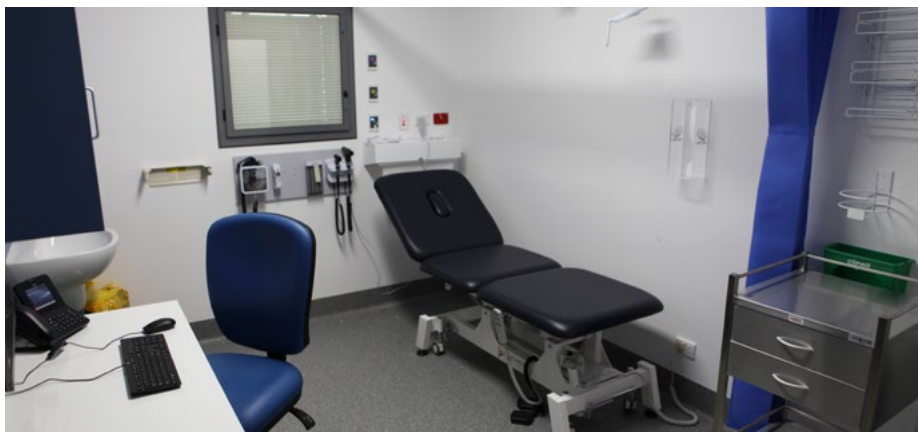
The WIDE BAY Wave

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13 JAN 2021



The new Women's / Children's Outpatients space, which is set to open at Hervey Bay Hospital on Friday.

New clinic space for women and children

A NEW outpatient clinic area specifically for paediatric, maternity and gynaecology patients is set to open at Hervey Bay Hospital this Friday, improving comfort and privacy for Fraser Coast families.

The Women's / Children's Outpatients clinics will consist of nine modern consultation rooms in a newly upgraded area of the hospital, and will also include a new waiting area and a children's play area.

Wide Bay Hospital and Health Board Chair Peta Jamieson said she was excited to see the new family-friendly area open to the public, enabling the vast majority of outpatient appointments for women's health and paediatric needs to be held in their own space.

"As part of our strategic plan, *Care Comes First... Through Patients' Eyes*, we're constantly looking for ways not only to build our capacity but also to improve the patient experience and respond to consumer feedback," Peta said.

"This new upgrade will help us to do just that. With the shift of our education and training team and facilities to the new emergency department building, it gave us a good central space that we could repurpose for another use.

“So we've been able to turn that former education area into this great new facility, which will not only improve comfort, privacy and the waiting room experience for women and children, but will also relieve pressure on the existing Specialist Outpatients clinic.”

WBHHS Chief Executive Debbie Carroll said the new clinic area was partly in response to consumer feedback, and she was pleased Hervey Bay Hospital could deliver this service enhancement for local women and families.

"The new family-friendly clinics mean that children who have appointments with a paediatrician and other visiting specialists (such as cardiology or respiratory specialists) will attend the new clinic area," Debbie said.

"The only exception is children with orthopaedic appointments, including fracture clinics, who will continue to attend the existing Specialist Outpatients Department for the moment.

"We are communicating directly with affected patients to notify them of the new location for their appointments, and are also updating our signage to make it clearer for patients attending the hospital.”

COVID incident control update

WBHHS COVID-19 Incident Controller Peter Wood has thanked all staff for their swift and comprehensive response to the implementation needs that followed the Greater Brisbane Lockdown. This included almost 2,000 people presenting for testing at WBHHS fever clinics from January 8-10 alone.

"Many staff worked extra shifts and overtime over the past week to help us implement the actions we needed to meet the requirements of the snap restrictions," Peter said.

These included, but were not limited to:

- Fever clinic staff
- Concierge staff helping visitors with QR code check-in, plus a range of support staff who assisted the system's implementation
- The Public Health unit, including contact tracing staff, who have been assisting with the Greater Brisbane effort
- Communications staff.

To stay up to date with COVID-19 changes, visit the Queensland Government [COVID-19 website](#) and Queensland Health's [information and data hub](#). WBHHS information is also updated frequently on our [COVID-19 QHEPS hub](#).

What's Inside

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- Cuddle Cot donation
- Research funding granted
- Holiday ED activity
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- Health Hero – Penny Stevens

Have a story to share? Email the Media and Communications team.

Intern doctors building our workforce



LOCAL hospitals have been boosted by a group of 37 first-year doctors as part of the 2021 Wide Bay Hospital and Health Service medical intern program.

Orientation is currently taking place at Bundaberg and Hervey Bay hospitals before the doctors begin rotations through a variety of units that include general medicine, surgery, emergency medicine and elective terms in other specialty areas.

A total of 27 first-year doctors will be supervised out of the Bundaberg Hospital medical education unit, with local private hospitals also benefiting from having several of the cohort working out of their facilities.

Another 10 first-year doctors will be based at Hervey Bay Hospital, supervised by its medical education unit.

Wide Bay Hospital and Health Board Chair Peta Jamieson wished the new interns well as they took the first steps in their medical careers.

“Building and developing our own medical workforce is a key goal within our strategic plan, *Care Comes First... Through Patients’ Eyes*,” Peta said.

“Many of these doctors will continue with the health service after their first year, and hopefully they will also come back in the future as specialists – just like a number of our current senior doctors who spent time here as first-years.”

WBHHS Chief Executive Debbie Carroll welcomed the intern doctors to WBHHS and said she was looking forward to seeing them on the wards as important members of the clinical team.

“Practising at WBHHS facilities offers our first-year doctors a diverse range of clinical experiences and a well-rounded foundation for their future careers,” Debbie said.

“We hope their time with us as medical interns will give them diverse and rewarding

clinical experiences that will drive a passion for regional health care and inspire them to continue their careers right here in Wide Bay.”

WBHHS Executive Director of Medical Services Dr Scott Kitchener said having a strong cohort of junior doctors was important to the long-term future of the WBHHS medical workforce.

“Working alongside our first-year doctors enables our team to support and invest in the next generation of clinical leaders, both locally and beyond, by passing on their knowledge, experience and skills,” Scott said.

“The long-term recruitment and retention medical staff is vital to regional communities such as ours – which is why the WBHHS leadership team and its medical staff are strong supporters of the medical intern program.”



Donation helps parents experiencing loss of babies

PARENTS who experience the loss of a child will have more precious time to say goodbye to their babies thanks to the generous donation of a cuddle cot by the Bears of Hope charity.

The Cuddle Cot is a cot that includes a cooling unit, meaning the child does not need to be taken to a mortuary to be cooled, and giving parents the time they need to grieve and say goodbyes.

Bears of Hope donated the Cuddle Cot to the Bundaberg Family Unit specifically to honour the memory of twin boys Ethan and Dane Kansky. Their parents, Dan and Helen, attended the handover.

Researching impacts of nicotine and tobacco during pregnancy

A SENIOR WBHHS nurse has received \$300,000 to investigate tobacco and nicotine exposure patterns in pregnant Australian First Nations women, with a view to improving health outcomes.

Director of Research Education, Development and Support Dr Angela Ratsch's grant is part of a \$4 million funding boost from the Queensland Government to investigate vital health issues across the state.

Dr Ratsch will collaborate with Galangoor Duwalami Primary Healthcare Service, The Poche Centre for Indigenous Health at the University of Sydney, NHMRC Centre of Research Excellence in Stillbirth and The University of Queensland on the research.

"In Wide Bay, the rate of smoking in pregnancy is still high, including by Aboriginal and Torres Strait Islander women," said Dr Ratsch, who has developed a special research interest in pregnancy and nicotine or tobacco products and outcomes in recent years.

"We've known for many years that smoking in pregnancy has a range of adverse

outcomes for the mother and baby in the short, medium and long term.

“ However, pregnancy-related research has not kept pace with the ever-increasing range and availability of novel nicotine and tobacco products, for example e-cigarettes and nicotine mists and lozenges — many of which pregnant women swap in during pregnancy as a means of swapping out their cigarette use.

“In addition, we don't understand how these products impact at the genome level for Aboriginal and Torres Strait Islander women.

“This Fellowship is targeted at understanding the effects of these products in pregnancy and improving the health outcomes of mothers and their babies. The research is co-designed with local Aboriginal and Torres Strait Islander Health Services and international and national academics and scientific experts.”

For more information about the grants and other recipients, click [here](#).



Dr Angela Ratsch received a \$300,000 grant to research effects of tobacco and nicotine during pregnancy.

TrainStation hints, tips and troubleshooting

I have completed training and uploaded my certificate. Why is the goal is still showing as overdue?

Check with your Trainer or Manager to ensure they have reviewed your completion. More information about uploading or reviewing documents can be found in our Learner or Manager Guides.

For optimal performance we recommend that you access TrainStation via the Start Now application menu on your desktop or Edge browser.

Need a little help?

For general TrainStation support or assistance contact the TrainStation Administration team on WBHHS-TrainStation@health.qld.gov.au or by telephone on 4150 2280.

For site specific enquiries please contact your local office:

- Bundaberg and the Rurals 4150 2228
- Maryborough 4122 8315
- Hervey Bay 4325 6104

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



The WIDE BAY Wave

WBHHS emergency departments experience record holiday season

MORE THAN 3,800 patients came through the doors of Wide Bay emergency departments during the peak holiday period in what was a solid increase on the previous year, health service data has revealed.

Wide Bay Hospital and Health Service data shows that in the 10 days from December 24, 2020 through to January 2, 2021, some 3,844 patients presented to local emergency departments, compared to 3,607 for the same period in 2019–2020.

“Our emergency departments at Bundaberg, Hervey Bay and Maryborough experienced busy holiday periods, with high presentation numbers that were well above their normal daily activity,” WBHHS Chief Executive Debbie Carroll said.

“Our teams were well prepared to handle the increased numbers, which are always expected at this time of year due both to the closure of many local primary health services for the break and the population of our region swelling as relatives and tourists visit.

“That said, the number of presentations were just under 7% higher than the previous Christmas period, which reflects the ever-growing demand for our services each year.”

Hervey Bay and Bundaberg hospitals both averaged 155 presentations per day during the 2020–21 holiday period — which were significant increases when compared to the 2020 calendar year averages of 112 (Hervey Bay) and 128 (Bundaberg) presentations per day.

At Maryborough Hospital there was an average of 74 presentations a day during the 2020–21 holiday period, which was up on the 2020 calendar year average of 63 presentations per day.

The busiest days of the holiday period for WBHHS emergency departments collectively were December 28 (435 presentations), December 29 (434 presentations) and December 26 (423 presentations).

Ms Carroll also took the opportunity to thank patients for their understanding during the holiday period, as well as WBHHS staff for their outstanding work.

“It really does take a high level of co-ordination, planning, clinical expertise, hard work and commitment to provide the best possible care for our patients and we’re really proud of our teams for their professionalism and commitment over the holiday period,” she said.

“While our community celebrates the festive season with loved ones, many of our staff across multiple disciplines are giving up time with their own families to continue to provide high-quality services to our patients.

“It’s also important to acknowledge the patience visitors to our emergency department have shown during this busy time of the year as they wait for care. Often patients with less urgent conditions will have to wait longer than normal, but they have done so with great co-operation and understanding, and our staff have greatly appreciated that.”

Emergency department holiday presentations – the numbers

	BBH	HBH	MBH
Dec 24	147	122	69
Dec 25	123	122	62
Dec 26	167	169	87
Dec 27	167	155	92
Dec 28	175	169	91
Dec 29	177	176	81
Dec 30	135	152	58
Dec 31	134	144	63
Jan 1	158	163	75
Jan 2	166	181	64
Total 2020/21 Christmas holiday presentations	1549	1553	742
2020/21 Christmas holiday average	155	155	74
2020 calendar year daily average	128	112	63
Total 2019/20 Christmas holiday presentations	1550	1370	687
2019/20 Christmas holiday average	155	137	69

Deer hunt challenges Mundubbera residents' coordination



STAFF and residents had some festive fun just before Christmas when they challenged residents to a “deer hunt”.

The exercise was designed to put their hand-eye coordination to the test in a fun, unorthodox way.

“Residents used their aim – or lack of it – to try shooting at staff, Santa and a snowman with Nerf guns. There were lots of laughs,” Acting Director of Nursing Michelle Warren said.

The WIDE BAY Wave

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.



Hervey Bay ICU

Heartfelt thanks to staff who attended and were my saviour. Thanks are not enough!

Bundaberg Oral Health and School Dental Van

Jess loved after our daughter and she is absolutely fantastic! We saw her at the school dental van twice and once at the clinic. She is thorough, funny, friendly, and informative. We will be booking our check-ups with Jess every six months from here on in, as my daughter adores her. She made what could have been a scary, not enjoyable appointment one that we will remember (for positive reasons). Big thanks!

Bundaberg Family Unit

Hi, my name is Cooper, and I would like to show my gratitude to the absolutely gorgeous bunch of babes who helped me come into this world, and looked after me while I have been here. To Nicole, Olivia, Nikita, Lynelle, Charlie and Fiona, and all the other staff along the way. Thank you from the bottom of my little heart. PS if any of you are single, my number is xoxoxoxo.

Bundaberg Medical Ward

I can't express my appreciation enough. All the staff were first so kind and understanding, nothing seemed too much trouble and always with a smile. The Christmas scrubs were very cheerful, and the decorations were great. Stay as good as you are.

Hervey Bay Medical Ward

On behalf of my family, I extend our heartfelt appreciation and an awesome thank you to all staff. The care you provided for my husband was truly outstanding. We were really impressed by your attentive, efficient service, and the professional manner and knowledge provided by everyone. We felt very secure and supported. You are simply the best!

Maryborough Ward 3

Thank you so much for all the love and care you showed our mum. We very much appreciated it.

Gayndah Community Health

Your approach and your personalities are amazing. You're all very personable and approachable. Thank you.

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.



Angela Atherton (SW), Christina (Speech) Jane and Katie (OT) Mag (pharmacy), Pia McKee (Diet), Sarah Pizzey (PT) – Thank you for all of your hard work and assistance with reviewing and assessing our patients to assist with facilitating discharges through the really busy time between Christmas and New Year. Your efforts going above and beyond with reduced staffing are greatly appreciated.

Monto Hospital staff – Shout out to the Monto Hospital team who worked through a very busy Christmas period providing excellent care to the many patients that presented who were not having a merry Christmas. Well done team!

Ward 2 MBH – The team worked exceptionally well in the setting of an extremely busy and disjointed shift. Well done to Nick, Mandy, Eliza and Veronica. AHNM Di was also much appreciated as well. Huge shout out to our doctor Guy Harper who went above and beyond for our patients.

All staff involved in Choosing Wisely Projects – A shout out to all the passionate and dedicated staff involved in the Choosing Wisely Projects. It was great to see all the improvements that have been achieved at the Choosing Wisely Showcase. Such great work providing service improvement for patients and staff. An extra big shout out to Sotera Trevaskis for her mammoth effort in coordinating the projects.

Carl Haupt – We received notice that we would be getting a new analyser in mid October which would require some building and maintenance rectification work. Carl and his team made this all happen with no dramas. Nothing was an issue and the end product is fantastic. They had a short time frame and just made it work. Thanks Carl.



Penny Stevens, Cancer Care Coordinator – Hervey Bay

Supporting patients through their treatment

Your role: Cancer Care Coordinator – Hervey Bay.

How long have you been with WBHHS? 10 years.

How do you describe what you do? Helping people who are diagnosed with cancer, including liaising with tertiary hospitals and GPs.

Essentially, I ensure that patients have all the information and support they need to get through the treatment journey.

What's best about your job?

Firstly, knowing that I and the Cancer Care Team make a difference.

Also knowing that no two days are the same. There is no monotony – every day brings something new!

What was your path into health care?

Running over my 4-year-old son (who survived). That led to a St John's first aid course, which led into undergraduate study for nursing.

What does being part of a team mean to you? Everything! I can't fulfil my role effectively without all cylinders firing. I rely heavily upon the team to do their jobs effectively – it's a ripple effect.

The Cancer Care team shares the same goal – that the patient is supported and has access to all the resources they need to get through, from first meeting to discharge or palliative care.

When you're not at work, you are...

Enjoying being a grandmother, mother and partner/wife.

Reading and learning something new.

What do you enjoy about living in Wide Bay? Lifestyle, weather and all the great places to eat out or enjoy a cold drink.

Tell us a fun fact about you. I have climbed Mt Warning 5 times and I am into a fitness regime to attempt a 6th climb.

What song are you listening to most right now? Anything Roxy Music.



Save the date!

The great work of the Bundaberg Hospital Department of Emergency Medicine Team will be highlighted at an event on January 28.

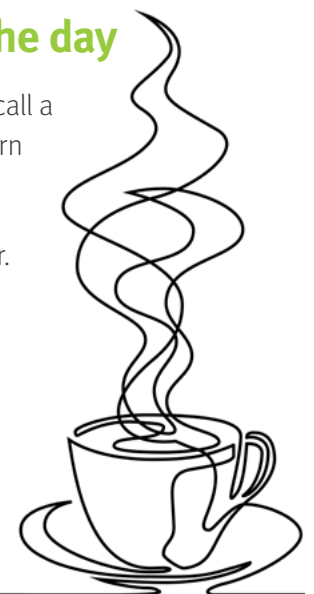
Staff are invited to join them in the Large HR Room a Quality Improvement Showcase which will share how the team has made positive changes to how they work.

Further details about the showcase will be in the next Wave.

Joke of the day

What do you call a face mask worn by a barista?

A coughy filter.



What's On

JANUARY

26 Australia Day

FEBRUARY

1-28 FebFast

1-28 Ovarian Cancer Awareness Month

4 World Cancer Day

13 Anniversary of the apology

14 National Condom Day