Welcome back to a new year. I hope everyone is recharged after the Christmas break. Congratulations to the staff who received length of service awards in December. They are among many who have dedicated years to providing our Queensland communities with a continuity of service that is very important in helping us to improve the quality of health care in our region.

Regards

Michel

Michel Lok
Health Service Chief Executive

Cooktown staff were among many to receive length of service recognition certificates.

You-Me-Health
Torres and Cape Hospital and Health Service Newsletter - January 2017

Telepharmacy Finalists

Team members include Chris Braithwaite (Pharmacist), Fiona Hall (Allied Health Professional Leader), Julie Smith (Line Manager Director of Nursing), Alex Dunn (Medical Superintendent, Weipa Integrated Health Service) and Debi Dean (Telehealth Nurse Manager).

The team has created a new service model using Telehealth to allow pharmacists to provide Home Medical Reviews (HMR) to patients in facilities in our Southern Sector.

The team has proven Telepharmacy to be safe, effective and acceptable to patients. It is also more cost-effective than traditional models and applicable to other health services.

The Telepharmacy Project provides medication reviews via videoconference to patients who have been identified to have complex or extensive medicine regimes or have recently been discharged from hospital.
News
from the Torres and Cape Hospital and Health Board

Summary of Board Meeting

December

Torres and Cape Hospital and Health Service (TCHHS) Board members met on Thursday Island on 1 December and the following matters were among those discussed:

• The Board strongly supported the Health Worker Training Program and looks forward to future updates on the progress of the TCHHS Health Workers.

• The draft Transition to Community Control Action Plan was presented to the Board and was approved in principle with further amendments to be made. The Action Plan was circulated to the Board out of session before the Christmas closure which ensured appropriate correspondence was provided the Minister.

• The Executive General Manager South provided a presentation to the Board on the future use of the Weipa old hospital site. The Board supports the use of retained earnings to engage in a consultant to develop a master plan for the Weipa Hospital sites.

• The Board approved the execution of the Intellectual Property (IP) Deed between State of Queensland acting through Queensland Health and the Torres and Cape Hospital and Health Service on its provision from Queensland Health.

• Work is progressing in the development of a TCHHS Research Strategy.

• The first quarter of reporting against the TCHHS Operational Plan was tabled.

• The Board noted the preparations and planning undertaken for the planned accreditation review in 2017 and endorsed accreditation of the PHCCs against both sets of Standards.

• The Board noted the Department of the Premier and Cabinet’s Agency Planning Requirements for the 2017 planning period.

• The Board noted the information provided on the pending transfer of the Cairns and Hinterland Hospital and Health Service Rural & Remote Child & Youth Mental Health Service to Torres and Cape Hospital and Health Service.

• Deputy Chair, Dr Ruth Stewart, and Member, Mr Greg Edwards, visited Mer (Murray Island) the day before the Board meeting to inspect the infrastructure needs and meet with staff.

The next Board meeting will be held in Cairns on 16 February 2017 following a strategic planning day with the Executive Management Team.
Welcome to TCHHS’s New Nurse Navigators: Keiva Heemi, Rachel Sargeant, Jessica Chenery, Moira Senini, Andrea Brockbank and Berice Murray.

Another five Nurse Navigators are funded for 2017 and they will support our program and live in Cooktown, Weipa and Thursday Island.

Currently the Nurse Navigators are supporting the staff and communities at Lockhart River, Kowanyama, Aurukun, Pormpuraaw, Coen, Thursday Island, Bamaga and the Outer Islands.

The Nurse Navigators aim to support other service providers to:

1. Increase attendance for travel and appointments
2. Increase telehealth appointments and attendance
3. Decrease waitlist times for clients triaged category 1 or 2
4. Facilitate complex care/needs cases at DON’s / Clinical lead’s discretion
5. Coordinate retrieved clients through appropriate health care service away from community, until they return home

Please support our new Nurse Navigators as they develop their new roles. Nurse Navigators will be working to make processes easier for local patients and senior staff.

New ENT Project Manager - Susan Jacups

Due to excessively long surgical wait-times within the standard Queensland Health referral pathway for non-urgent ENT surgery, Torres and Cape HHS recently partnered with CheckUp and Apunipima to give 16 children ENT surgery through the private hospital system. Susan’s role will look at how we can facilitate these sorts of ENT services more routinely.

“Indigenous children in remote areas of Australia suffer high rates of ear infections than children living in urban settings,” said Susan. “These infections often don’t respond to routine antibiotic therapy and in many individuals, can lead to hearing loss. Surgery can often the best approach to reduce the risk of long-term hearing loss.”

Most recently Susan worked as an epidemiologist at the Primary Health Network. She also has 20 years of experience working in universities including at the Menzies School of Health Research, where she worked with the ‘Ear Team’ analysing data from ear and hearing-health studies.
The staff at Thursday Island Hospital were rewarded with a cake and afternoon tea, from the Infection Prevention and Control Unit, following achieving an overall compliance of 81% for their national hand hygiene compliance data.

The data is based on the 5 Moments of Hand Hygiene and the staff have been working really hard to increase their compliance and therefore help improve patient outcomes.

The Infection Prevention and Control Unit will be looking at enhancing the hand hygiene program next year throughout the Torres and Cape.


Above: Allied Health Conference

Above: TCHHS Occupational Therapist Catherine Clarke, Allied Health Director Robyn Glynn and Speech Pathologist Lauren Reardon representing the TCHHS (North) on ‘Floral Friday’.

Above: It’s all in days’ work for one of our retrieval teams on their way to Mer (Murray) Island from the Thursday Island (TI) Hospital helipad. Pictured are Dr Ben O’Leary (former TI Hospital medical superintendent), Dr Marlow Coates (TI Senior Medical Officer) and paramedic Mr David Cameron of Retrieval Services Queensland.

Above: TI celebrates hand hygiene achievement

Above: Staff celebrated 81% compliance for hand hygiene practices with an afternoon tea - enjoyed with clean hands.

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The Regional e-Health Project’s Guy Trezise (Clinical Lead) and Caroline Taunton (Principal Business Analyst) visited Wujal Wujal to help understand clinical activities, processes, documentation and systems.

“We are visiting a number of remote facilities to understand how we can tailor an e-Health solution to meet everyone’s needs,” said Caroline. The team met with Vince Connellan (DON); Health Workers, Anna Cleary, Alice Tayley and Florence Walker; and nurses Darryl Coulstock and Tanja Hitchman.

“We also talked with Kathleen Diprose (Administration Officer) about supporting services and contact with patients,” said Guy, “and met with Suzanne Auld (Operational Officer and Driver) who provided valuable insights including her work as the X-Ray Technician.”

Guy and Caroline spoke with many visiting teams for optometry, mental health, child health, women’s health, social work and chronic care. “Everybody contributed and we were able to collect some really valuable information,” said Guy.

The team visted Weipa in mid-December. “Getting access to patient information which is stored at different sites takes time consuming phone calls, request forms, photocopying and faxing to access this information,” said Guy.

“One benefit of an eHealth solution will be having access to quality information from any site across our region.”

Wujal Wujal news

Wujal Wujal PHCC has a new sign: Anna Cleary, Senior Health Worker, consulted with Traditional Owners to obtain their consent to have the waterfall as a back drop for the new sign. Thanks are extended to the Traditional Owners for their support in making this possible.

Regional e-Health Project visits Wujal Wujal

The Quality Safety and Risk Unit held their annual team planning workshop in November.

Three significant bodies of work will be led by the team in 2017:
• HHS wide accreditation in September 2017
• Accreditation of GP services provided at the Community Wellness Centre, Bamaga Primary Health Care Centre and the TI Primary Health Care Centre in September 2017.
• HHS wide implementation of Riskman-4 modules (clinical incident management, OHS incident management, consumer and staff feedback, risk management, and case management).

The team is looking forward to working with staff across the health service to achieve these goals in 2017.
World AIDS Day
Weipa
The Weipa crew went all out to highlight World AIDS Day in December. Don’t be shame, be game.

TI staff get social
Thursday Island staff celebrated the end of the year in sunset style.

Submissions
Please email submissions to: TCHHS-comms-media@health.qld.gov.au
Photos of people need to be accompanied by a signed photo consent form
Phone: Heather Robertson: 4226 5974