Message from the Acting Chief Executive

I’m very pleased to be working in this region again. As the Zonal Manager for the Northern Area Health Service from 1999-2006, I am very aware of how much health services in the region have improved over the past decade.

The Torres and Cape HHS is a maturing organisation and has evolved quickly to adjust to the amalgamation of the two health services in 2014.

My first impression is that there has been a lot done in Quality and Safety over the past few years evidenced by the fact that both northern and southern sectors are now fully accredited.

It’s a challenging environment to deliver health services but we are definitely making significant inroads into improving the health of remote north Queensland communities and towards closing the gap in Indigenous health.

Line Manager Training Program which show foresight and ongoing commitment to retaining good staff.

Ten years ago it would have been unheard of to have an entire shift staffed exclusively by Indigenous staff on a hospital ward. The HHS reached this milestone in May and this is a clear indication of the HHS’s commitment to providing culturally safe health care.

As we move into a new financial year we can reflect on how far we’ve come both in the past decade, and in the past two years since amalgamation.

Regards

Terry Mehan
A/Health Service Chief Executive

Making tracks Badu Island

Above from left: Eva Bowie (Child Health Worker), Che’ Stow (Child Health Worker) and Barbara Guligo (Administration Officer) in their new Making Tracks shirts at Badu Island Primary Health Care Centre. Staff can order and pay for their shirts by talking to Maria Tapim or Marcella Ketchell.

Farewell Jill

Above: Dr Jill Newland was farewelled as Health Service Chief Executive at a morning tea on 1 July. Staff contributed to a cake, flowers and a farewell gift.
News from the Torres and Cape Hospital and Health Board

Seated from left: Ms Tracey Jia, Dr Ruth Stewart, Mr Bob McCarthy (Chair) and Cr Kaz Price.
Standing from left: Cr Fraser (Ted) Nai, Dr Scott Davies, Mr Horace Baira, Mr Greg Edwards and Mr Brian Woods.

Summary of Board Meeting
Torres and Cape Hospital and Health (TCHHS) Board members and the Executive Management Team attended Financial Acumen Training conducted by the Queensland Treasury Corporation in Cairns on 23 June 2016. The training was tailored to TCHHS and focussed on the following objectives:
• understanding financial governance
• recognising general purpose of financial reporting requirements
• understanding financial statements
• measurement of financial sustainability to drive performance assessment and planning
• making well-informed assessment management decisions and linking these to better financial outcomes.

The following issues were discussed at the Board meeting the following day:
• Recruitment of the TCHHS Chief Executive is progressing as planned. Interviews have been conducted and an announcement is expected in the coming weeks.
• The Chief Financial Officer (CFO) advised the projected end of financial year forecast was still on track to indicate a budget surplus.
• The CFO also presented the Budget Build for 2016-17 which has been developed in conjunction with cost centre managers.
• Safety and Quality, and Audit and Risk Committee Terms of Reference were endorsed by the Board and will be published on the intranet.
• The Acting Executive Director of Primary Health Care presented an update on the Primary Health Care Project - Workforce Development Program in which health workers are completing Certificates III and IV to enable AHPRA registration. The Board was very pleased with the progress made so far and expressed its support for the future of the program.
• In principle endorsement was given to a Coordinated Diabetes Care Trial with a specific proposal requested to be tabled at the July Board meeting.
• Recent security audits for Aurukun facilities were tabled along with action plans. The Board supports the work being undertaken to ensure staff safety is met in the Aurukun community.

At the conclusion of the meeting the Board farewelled Dr Jill Newland and thanked her for her successful time as HSCE of TCHHS.

The next Board meeting will be held in Cairns on 21 July 2016.
HBCIS 7.6 upgrade is here

HBCIS has just been upgraded with new features in Appointment Scheduling and in the Admissions, Discharges and Transfers area. HBCIS (Hospital Based Corporate Information System) is Queensland Health’s Patient Administration System and captures and manages both admitted and non-admitted patient, clinical and administrative data. The new HBCIS Implementation Document (HBCIS 7.6 Phase 1 & 2) has been sent to facility business managers. Please contact your business manager to review a copy of the changes or contact Kodee for a copy on 4226 5690 or kodee.nobbs@health.qld.gov.au

FERRET visits to NPA & Cape York

A very big THANK YOU to all staff for their time and feedback during the recent site visits by the Primary Health Care Information Systems and Support (PHCISS) team to Cape York and Northern Peninsula Area (NPA) health facilities. FERRET is a primary health care patient information and recall system. What’s next? The team is currently finalising individual site visit reports and looks forward to working closely with staff over the coming months as they work through agreed actions and continued data quality improvements. PHCISS Team

Healthcare worker vaccinations

Protecting patients, staff and the wider community

From 1 July 2016, all new staff in roles at risk of vaccine preventable diseases (VPDs) will need to provide evidence or proof that they are not susceptible to specified diseases.

For more information visit: qheps.health.qld.gov.au/hr/staff-vaccinations
Telehealth 1000th consultation

Congratulations to Telehealth for their 1000th consultation in the Torres and Cape HHS. Pictured are locals from around the Torres Strait Islands with their Telehealth caps and Telehealth equipment.

Above from top: Boigu Island Primary Health Care Centre (PHCC), Saibai Island PHCC, Kubin PHCC and Badu Art Centre.

New line manager toolkit

As part of Torres and Cape HHS’s commitment to improving workforce management, an online Line Manager Tool Kit has been developed and is currently live on our QHEPS intranet site.

The intranet site contains core information and quick links for Line Managers. The site can be accessed in several ways, via:

- clicking the “Line Manager Tool Kit” link located under the Learning and Development section on the TCHHS home page.
- clicking the icon located on the Human Resource Unit’s intranet page.
- typing “Line Manager Tool Kit” into the TCHHS search box.

The Line Manager Training Program has been developed for TCHHS Line Managers and two day Line Manager Workshops have been delivered in Weipa, Cooktown, Thursday Island and Cairns.

If you would like to find out more about the Line Manager Workshop, Line Manager Training Program or have questions about the new Line Manager Tool Kit then please contact the Learning and Development team on 4226 5673 or email TCHHS-Learning@health.qld.gov.au
More than 50 Torres and Cape HHS staff, including the Executive Management Team, participated in a workshop for Information and Communications Technology (ICT) recently.

The strategic planning workshop was held to outline the ICT vision, objectives and strategies to align with the new TCHHS strategic plan and TCHHS service plan.

Torres and Cape HHS recognises the importance of ICT as a key enabling to supporting contemporary delivery of health care services in the HHS.

As a result of the workshop a Torres and Cape HHS ICT Strategic Plan for 2016-2020 has been developed along with an ICT investment roadmap, ICT governance framework and proposed ICT workforce model.

These documents are undergoing a final review and will be presented to TCHHS Executive Management Team and Board for endorsement and approval over the next few weeks.

For further information on TCHHS ICT strategic planning please contact Vikki Tiernan on 4226 3085 or Paul Bullard 4226 3082.

Outreach and specialist clinics online

Staff and patients can see the list of visiting clinics in the Cooktown region, NPA and Torres region at

Napranum Primary Health Care Centre (PHCC) now has two new rooms thanks to a Tropical Medicine Training (TMT) grant.

Clinical Nurse Consultant, Karen Akhtar, said they were alerted to the grant by Dr Alex Dunn, Medical Superintendent at Weipa Hospital.

The grant terms specified that it could be used for anything that could improve the clinic facilities for staff or patients.

“As a team we decided to develop the grant application to build two rooms. One as a nurses office and one as a counselling room,” said Karen.

“We were then able to refurbish the old nurses office into a large meeting/training room.”

The project was completed with the support of TMT, the Torres and Cape HHS BEMs unit and the Executive team.

“For many years space has been an issue for us with overcrowding on busy clinic days,” Karen explained.

“Of particular concern was the lack of space for non-clinical teams to provide services counselling, and mental health.

“Another issue we identified was the lack of dedicated space for staff training, education and meetings.

“We also had a large under-utilised veranda at one end of the clinic,” Karen said.

Already there has been great positive feedback from the community on having a new room and staff are very appreciative to now have space for meetings and training.

The counselling room is now called the Healing Room and has been decorated beautifully with input from local residents.

Retired Napranum Health Worker Dianne Callope kindly wrote a poem and gifted the poem to the new Healing Room.

The Healing Room also has a beautiful painting on the wall which was completed by local Napranum artist Lance Motton and kindly funded by the RFDS.

The refurbished nurses office has been jokingly termed the “Board Room” and is a great space for training and meetings.
Community Aged Care Services changes

Frail older people, carers, and older people experiencing homelessness can access help through the Torres and Cape Hospital and Health Service’s Commonwealth Support Program.

Torres and Cape HHS Community Care Program Manager Maggie Jackson said this program had replaced the old Home and Community Care Program (HACC) since 1 July 2015.

She said the Torres and Cape HHS’s Commonwealth Support Program was available for:

- frail, older people (aged 65 years and over, or 50 years and over for Aboriginal and Torres Strait Islander people) who need assistance with daily living to remain living independently at home,
- regular carers who need to take a break from their usual caring duties,
- homeless people aged 50 years and over on a low income, or at risk of homelessness because of housing stress, or not having secure accommodation.

Maggie said all primary health care centres in the Cape York region provided nursing services and health worker support to frail, older people.

Additionally, allied health services are provided in the Torres Strait, Northern Peninsula Area, at Cooktown, Wujal Wujal, Hope Vale and Laura and some other Cape York primary health care centres.

“In Cooktown, the Community Care Program’s service at the multipurpose health service also provides community and home support and respite,” Maggie said.

“Our staff in Cooktown can provide high-quality, flexible support to frail, older people to maximise their independence at home and in the community.”

Maggie said residents living in Cooktown and other Cape York communities, the Torres Strait and Northern Peninsula Area needing aged care services or support were able to contact My Aged Care to discuss their needs.

She said family members and others also could contact, or make a referral to, My Aged Care with the client’s consent.

Torres and Cape HHS staff can contact My Aged Care on behalf of a client. The client’s carer or a friend can also contact My Aged Care on behalf of the client.

- For further information on Community Care Programs provided by the Torres and Cape HHS contact Maggie Jackson on 4226 5612 or 0418 139 726.

- For further information on services available for older people and their carers, contact My Aged Care, phone on 1800 200 422 or go to: http://www.myagedcare.gov.au/

- For referrals to the Commonwealth Home Support Program, go to www.myagedcare.gov.au/referral or phone 1800 200 422.

Cardiac Challenge - Cycling Cairns to Cooktown
Help raise money for cardiac equipment in Cairns and surrounding areas. Sept 17 -19
www.cardiacchallenge.com.au

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

The Torres and Cape Hospital and Health Service respectfully acknowledges the Traditional and Historical Owners, past and present, within the lands in which we work.