Message from the Chief Executive

Over the past two weeks a team of assessors have been reviewing our policies, systems and practices and meeting with staff across our health service to evaluate our service quality. It was a great mark of the outstanding work undertaken in our health service that the accreditors reported that all safety and quality standards were met. A number of service improvement opportunities were identified which we will take on board and implement as part of our commitment to continuous improvement.

I’d like to acknowledge all staff for their continuing efforts in providing the very best care possible and to thank the Quality, Safety and Risk team who worked tirelessly to coordinate the review and ensure a successful outcome.

An important milestone was achieved last month with the commencement of transition to community control in Aurukun under the Cape York Transition Action Plan, integrating our health teams and the services we provide to improve the health and wellbeing of the community. After months of planning, designing and documenting, staff from the health service and Apunipima Cape York Health Council opened the doors to the new Aurukun health precinct and delivered services as a single team working across both primary and acute care.

The goodwill and enthusiasm of staff has made it a very successful first month. The transition project includes a number of key indicators to measure success (access to care, compliance with care plans, reductions in avoidable presentations) with early data showing an increase in activity, better participation in health programs and more health checks and GP plans being completed. Congratulations to Director of Nursing, Kath Fisher and staff from both organisations.

Another important milestone last month was the inaugural meeting of our new Consumer Advisory Committee in Cairns. The Consumer Advisory Committee was formed to provide the health service with a consumer perspective about our procedures, the way we provide information, how we train our staff and how we evaluate our services.

We were also pleased to receive advice that the Minister for Health, the Hon. Cameron Dick MP, had allocated the lion’s share of the $13 million Budget Measure for additional staff housing to the Torres and Cape. We will receive $8.5 million to deliver housing as part of a number of Outer Island projects in the Torres as well as increase the number of accommodation units to be delivered this year in both Kowanyama and Aurukun. A housing project is also planned for Bamaga. The additional housing will provide quality accommodation for local staff.

 Regards

Michel
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 Ted (Fraser) Nai, Dr Scott Davis, Mr Horace Baira, Mr Greg Edwards and Mr Brian Woods.

Summary of July Board meeting and activities
The Board met in Cairns on 27 July 2017 and the following matters were among those tabled:

• The Board endorsed the Torres and Cape Hospital and Health Service 2017-18 Annual Healthcare Delivery Plan.
• The Board endorsed the new Financial Management Practice Manual (FMPM) Chapters.
• The annual review of the Board Sub-Committees terms of reference were accepted by the Board.
• The Board endorsed the Internal Audit Charter.
• The Board noted:
  • The June 2017 Finance Report.
  • The Safety Management System AS4801 External Audit results, Occupational Health and Safety.
  • The Contracts and Procurement Policies and Procedures.
• Torres and Cape HHS continued to be assessed by the Department of Health as meeting Level 2 performance standards.

Summary of August Board meeting and activities
The Board met in Cairns on 22 August 2017 and the following matters were among those discussed:

• The Board reviewed the HHS Annual Report 2016-17 and later endorsed the Annual Report in an out of session circulation on 24 August 2017.
• The Board was briefed on progress towards the development of a business case and implementation strategy for regionalising the workforce. J&G Consultants outlined the current state analysis and presented several design concepts for Board feedback. The Board endorsed regionalisation design principles, agreed to maintain two geographic regions with support hubs in Cooktown and Bamaga and noted a combination of partnering and centres of expertise would be used to develop a future health service structure.
• The Board endorsed the Torres and Cape HHS Annual Financial Statements for 2016-17 and congratulated the Chief Finance Officer and Finance Team on their efforts to achieve the completion of the Financial Statements.
• The Board noted:
  • The July 2017 Finance Report.
  • The 2017-18 retained earnings project details.
  • Performance Report June 2017.
  • Operational Plan’s KPI Report Summary April - June 2017 (Tier 1 and Tier 2).
  • Infrastructure Project Update August 2017.
  • The progress and enhancement of the diabetes services on Thursday Island for a seven month period from January 2017 – July 2017.
• The Board also noted that Transition to Community Control in Aurukun commenced on 21 August 2017.

The next Board meeting will be held in Cairns on 28 September 2017

New electrician apprentice role for HHS

The Infrastructure and Human Resources Team recently identified an opportunity to secure funding for an apprentice in the HHS.

Director of Infrastructure Greg Tenni is happy to announce that an apprentice electrician position has been approved for Weipa and the successful applicant is due to commence in January 2018.

“The engagement of a Weipa resident to commence an apprenticeship at the Weipa Hospital will not only assist in the delivery of services in the area for the HHS, but it will also develop local capacity in the region for the future,” said Greg. “There is high demand for experienced electricians and this is a ‘win win’ for Weipa and the HHS.”
Eddie wins National Award

Congratulations to Eddie Bobongie who has won a National Award for Fostering Partnerships of Excellence in Environmental Health at the 11th National Aboriginal and Torres Strait Islander Environmental Health Conference.

Eddie is responsible for promoting and improving environmental health throughout Cape York and is part of the Southern Public Health team and has been living and working in the Weipa area for more than 20 years. He is considered to be the cornerstone of environmental health in the region. He is highly skilled in bridging gaps and fostering partnerships across communities and agencies.

Eddie was nominated by the Tropical Public Health Services Environmental Health team who he works very closely with to deliver Environmental Health Services in Cape York. Brad Milligan, Manager Environmental Health Services Cairns said it’s not unusual to travel with Eddie to any community where he is greeted with hugs and handshakes from all ages.

“The elderly to the very young all know and respect Eddie. The ability to connect with all people throughout Cape York is what really sets Eddie up to successfully build partnerships and foster relationships to improve health. He is a man of his word, he holds his family, his culture and his mob in the highest regard and is always striving to improve health outcome of all Indigenous people wherever he goes whilst maintaining cultural standards in the approach to all of his work. Eddie has also been recognised as a mentor in community,” said Brad.

Eddie is experienced in all sectors of environmental health including waste management, sewage, housing, food safety, animal health, mosquitoes, dust and communicable diseases. Earlier this year Eddie coordinated a three-day mosquito management workshop that had strong support with more than 30 participants from agencies throughout the Cape.

Eddie has been instrumental in the development of many sustainable Environmental Health and Animal Management programs throughout the Cape.
Mabuiag teeth get thumbs up

Above: Dental assistant Hayley Porter, final year dental student Thomas Meath, oral health therapist Stephanie Wallace, Mabuiag PHCC Advanced Health Worker Annie Kris, Mabuiag PHCC community worker George Hankin, dental assistant Enid Ketchell and Director of Oral Health Dr Yvonne Mangan.

Mabuiag Island parents and staff of the local school and primary health care centre have been praised for the generally very good condition of island children’s teeth.

A week-long dental clinic was held on Mabuiag recently.

Torres and Cape HHS Director of Oral Health Dr Yvonne Mangan said the children’s teeth were among the best of any island school visited in the Torres Strait since the dental blitz was conducted two years ago.

“This is high praise indeed, so great work and all credit to the families and to the school and primary health care staff on the island for educating the kids in good oral hygiene practices. “Prevention is always better than the cure.”

More than 50 children had been seen at the school dental clinic and about 40 adults were seen at the adult clinic.

Mabuiag Island Primary Health Care Centre Manager Norma Whap said many patients who had been presenting to the PHCC with dental pain prior to the clinic arriving were all able to have their problems treated during the week-long visit.

“This will make our work easier now,” said Norma.

Yvonne said the oral health team wanted to thank Norma Whap, Mabuiag PHCC Nurse Unit Manager Adele Kiel, Advanced Health Worker Annie Kris and community worker George Hankin for their support throughout the week which enabled the clinic to run smoothly.

Accreditation comes to town

In September, surveyors from Quality Innovation Performance (QIP) visited Weipa, Mapoon, Napranum, Cooktown, Hope Vale, Wujal Wujal, the NPA, Masig (Yorke Island), Thursday Island, Poruma (Coconut Island), Saibai Island and Cairns (and videolinked with Pormpuraaw and Kowanyama) to conduct the first organisation-wide accreditation survey since amalgamation.

They assessed services at these locations against the National Safety and Quality Health Service Standards (NSQHS) and the QIC Community Health Service Standards. Staff at each location were able to showcase their workplaces and the processes and procedures they follow to ensure safe, quality clinical care.

Above: A big turnout for the surveyors at Saibai Island.

Above: Scott Phipps (Lead surveyor) at Poruma with Norah Pearson and Nellie Lowein (background).

Above: The team at Masig.
A young person’s health check program held at the Tagai State College secondary campus on Thursday Island in late July proved a big success with 79 students between the ages of 16 and 18 years participating.

“This was about 80 per cent of the target Year 11 and 12 population on campus and so was a very good outcome,” Men’s and Women’s Health Program Manager Maleta Nona said.

“It’s a really effective initiative to engage young people in health services, especially focusing on preventative health,” Maleta said.

The health check is carried out annually for year 10’s, 11’s and 12’s through a partnership between the Torres and Cape HHS primary healthcare program and the Tagai State College.

The checks are conducted annually by the men’s and women’s health program, maternal and child health and family support programs.

“The purpose of the health checks is to identify health issues early and treat students as soon as possible,” Maleta said.

“Building good relationships between health staff and students is also important so that students are familiar with services which are available to them and become used to having regular health checks.”

Maleta said students who did the health check were eligible to enter a raffle to win speakers.

“The young person’s health check is really quick, taking around 10 minutes, and involves looking at chronic disease risk factors and sexual health risks,” she said.

Cultural Practice Program Coordinator (North) Maria Tapim attended the National Cultural Educators/Cultural Mentors/Medical Educators Conference within the Australian General Practice Training’s Aboriginal and Torres Strait Islander Health Training in August.

Maria has been involved in these conferences since 2013 ensuring that Torres Strait is represented at that level of governance. Topics included:

• State by State Update on Aboriginal and Torres Strait Islander Health Training / Good News Stories / What’s working well
• Discussions towards Assessment of Cultural Competency of GP Registrars / How do we assess Registrars?
• Cultural Educators working together with Medical Educators to identify what cultural issues they and GP Registrars have difficulty understanding in regards to Aboriginal and Torres Strait Islander peoples and working in their communities?
• Identifying what educational activities have worked well when Medical Educators and Cultural Educators work together?

Maria said there will be more workshop discussions to improve cultural education nationally for GP Registrars.
Welcome to our new graduate nurses who joined us in August. Pictured are Sabrina Lewis (Weipa), Henry Heiner (Cooktown/Hope Vale), Rachael Wylie (Weipa and Napranum) and Rebecca Groves (Weipa and Napranum). Please say hello if you see them around!

Nursing graduates

Above from left: Dr Kate McConnon, Tom Meredith, Nareen Edmonds and Leigh Broad.

Tom & Nareen win quality award

Quality Data Officer Thomas Meredith and Occupational Health and Safety Senior Advisor Nareen Edmonds have been awarded a Continuous Quality Improvement Excellence Award for implementing RiskMan software across the Torres and Cape HHS.

Director of the Quality, Safety and Risk Unit, Leigh Broad nominated the pair for their persistence and determination in ensuring that the risk management software was successfully implemented.

“Tom and Nareen both worked above and beyond their normal roles to make the introduction of RiskMan a success,” said Leigh.

“They had to collaborate with the software developers to design the configuration; test the system; create staff awareness; lead the staff training; and manage the change to the new system.”

The pair won the award for Improvement in Health Service Quality.

The Continuous Quality Improvement Excellence Award is the highest honour that can be received from the Torres and Cape HHS. It celebrates the quality of care, engagement, dedication and compassion of all who are making a notable contribution to the health service.

RiskMan has created a more usable system for staff to report and record risk, incidents and feedback.

To nominate a team or individual for an award go to https://www.health.qld.gov.au/torres-cape/html/awards

Weipa dental week

Above: More than 60 people visited the Weipa dental stall for Dental Health Week in August. From left: Lisa Jolliffe (Dietitian), Kate Burry (Private Dentist Weipa), Matthew Moore (Snr Dentist Weipa), Brooke Larfield (Snr Dental Assistant) and Hannah Rigby (QUT Dietitian Student).
Thursday Island Hospital Open Day

Allied Health Team

BEMS staff working the BBQ

Diabetes stall

Maternity stall

Renal health stall

Dental team chomping down

Some of the Northern Business Support Team met with Michel Lok in July. From left: Natasha Billy, Ursula Nai, Jacinta Mairu, Michel Lok, Kathleen O’Brien and Jared Noah.
Congratulations Sue

Above: Sue Gibuma, Men’s and Women’s Health Worker.

Congratulations to Sue Gibuma, Mens and Womens Health Worker, based on Thursday Island for completing her HLT40213: Certificate IV Aboriginal and/or Torres Strait Islander Primary Health Care Practice.
Sue is now eligible for national registration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia.

Congratulations Victoria

Above: Victoria Cluff, Clinical Midwifery Educator with her sons at her graduation.

Congratulations to Victoria Cluff, Clinical Midwifery Educator who has received her Master of Primary Maternity Care.
Within the Master’s degree Victoria chose ‘prescribing for midwives’ as an elective, and in conjunction with her midwifery practice review from the Australian College of Midwives and a review by AHPRA of her experience and skills as a midwife, she received an endorsement as an ‘eligible midwife’.
Victoria said the Master’s degree will help her contribute to the development of best practice in maternity services across the region and enables her to provide invaluable support to midwifery and nursing staff across the health service.

Badu peer recruiters for health

Above: The Badu Island prize winners with their peer recruiters – from left – Missi Nona, Stanley Nona, James Nona and Taella Nona.

A young person’s health check program held on Badu Island in July proved a big success with 116 people between the ages of 15 and 30 years participating.

Men’s and Women’s Health Program Manager Maleta Nona, said local young people were employed to assist with promotion and recruitment of young people in the community.
“The peer recruiters were a crucial part of the recruitment process, thereby ensuring that young people in the community attended the screening.”
The health check was conducted by the Men’s and Women’s Health Program as part of Badu Island Health Week.
Maleta thanked everyone involved in the Badu health week, including all community stakeholders who supported the event.
These included sporting groups and community people such as parents/carers who brought their kids to attend the health check.
Senior Public Health Officer Mario Assan said the health checks were undertaken as part of the Torres and Cape Hospital and Health Service’s primary healthcare program.
He said the health checks were run to encourage young people to have a check-up because they did not usually visit health services.
“The young person’s health check is really quick, and involves looking at chronic disease risk factors and sexual health risks,” said Maleta.
**ENT work in journal**

An innovative approach to ENT service provision in the Torres and Cape HHS has been recognised in the *International Journal of Pediatric Otorhinolaryngology*.

The team published an article about their work towards improving ear, nose and throat surgery access for Cape York residents. The paper’s authors were Dr Susan Jacups, Denise Newman, Deborah Dean, Ann Richards and Dr Kate McConnon. The team have used the model to implement several sets of surgery for Cape York children and the article focusses on learnings from successful surgery for 16 children last year. The article abstract is at http://authors.elsevier.com/sd/article/S0165587617303245

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**Regional eHealth begin planning for new system - MMEx**

The Regional eHealth Project (ReHP) is excited to be joined by ISA Healthcare Solutions (ISA). The teams are working together to bring the web-based eHealth system MMEx to north Queensland Primary Health Care Centres. MMEx is an easy to use, patient-centric electronic health record system with a range of functions and features designed for primary healthcare facilities in rural and remote communities.

Some Torres and Cape HHS staff may have previously used MMEx, as it has already been implemented successfully in other remote areas and Aboriginal Medical Services across Australia. The ReHP team understands how important it is that MMEx suits our local needs, so in the coming months they will continue to work with Torres and Cape HHS staff to plan how the system should work, and what it needs to do. Currently, the ReHP team is holding workshops with Subject Matter Experts and Communities of Practice groups. These forums are providing valuable information and knowledge to help the team to better understand the specific functions that are required in the system, such as Care Planning, Diagnostics and Patient Administration. It is also an opportunity to look at options for how other healthcare providers and organisations will work with the new system.

To receive more information about the ReHP, ISA Healthcare Solutions and MMEx, email ReHPFeedback@health.qld.gov.au

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**Horn Island visit**

Horn Island Primary Health Care Centre hosted a visit from Michel Lok. From left: Veronica Bowie, Margaret Billy, Michel Lok, Vicki Tamwoy, Dr Marlow Coates, Dr Tony Brown and Cathy Parker.

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**Talking teeth**

Radio 4MW’s Sylvia Tabua had a yarn with some of our dental team - Thomas Meath, JP Devilliers and Mathew Robertson on Thursday Island.
Backlog maintenance completed on target

The Torres and Cape HHS Infrastructure Team has been commended by the Torres and Cape HHS Board for completing more than $24 million of backlog maintenance remediation works on time earning an incentive payment of $2.4 million for the HHS.

Board Chair Bob McCarthy said this successful completion of all works over four years was a remarkable achievement considering the wide variety of works, logistics and locations involved.

“The remediation of infrastructure across the HHS is important not only for the longevity of infrastructure and the delivery of health services but also the morale of staff and of the community members who utilise them,” said Mr McCarthy.

Director of Infrastructure Greg Tenni congratulated building and maintenance staff from across the entire HHS for their dedication to completing the works on time.

“Thanks also to site managers and staff for their support and for putting up with the inconvenience of repair works,” said Greg.

“Works included all sorts of repairs and renovations including rust repairs, repainting buildings (including all four hospitals), new roofs, new water tanks, floor coverings and internal painting,” said Greg.

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

Welcome to Strategy Planning and Performance’s new team members, Sherry Craighead, Phillipa Smith and Barbara Moffatt who join Tanya Wingham to make up some of the Patient Identifier team.

The Patient Identifier team is visiting sites across the Health Service performing Medical Record checks.

The team is doing data checks on HBCIS, Ferret and Auslab and ensuring all systems match with the Patient Information found on site. The team is then following up any data issues.

The team will be working to fix the following problems found in the data checks:
• Patients will be registered in Ferret & HBCIS.
• Duplicates will be amended.
• Name/Date of Birth anomalies resolved.
• Blank UR’s in Ferret will be assigned a UR.
• Mismatches (For example: A patient has one UR number in HBCIS another UR number in Ferret) will be corrected.
• Any Auscare issues/temporary assignment of pathology will be fixed.

If you need any help with patient searches, registering on HBCIS or another Health Information issue please don’t hesitate to contact Sherry or Tanya on 4226 5685.