MORE patients than ever before are being treated at the Hervey Bay Hospital Emergency Department, thanks to an investment of nearly $45 million by the State Government.

Premier Annastacia Palaszczuk and Minister for Health and Ambulance Services Steven Miles officially opened the new ED building while visiting the hospital earlier this week.

The Premier said the new health facility – which includes the ground-floor ED and first-floor Clinical Decisions Unit (CDU), as well as state-of-the-art education and training facilities – was a huge investment in health care for the growing Fraser Coast community.

“We promised to build a new emergency department in Hervey Bay to cater for the region’s growth. Now that building is open and treating patients,” the Premier said.

“This new building more than doubles the ED bed capacity and the new education facilities include a 150-seat auditorium and conference room, three training rooms, two high-fidelity simulation training suites and a resource room.

“This new department is helping our hard-working clinicians to deliver among the best emergency care in Queensland, particularly now during this extraordinary flu season.

“On top of this, the education and training facilities are also an important part of Wide Bay Hospital and Health Service’s ability to attract and retain top-level clinicians.”

Minister Steven Miles said the new building was a significant investment by the Palaszczuk Government, ensuring the Fraser Coast had a public health facility that could cope with ever-growing demand for health care.

“The new ED is already proving its worth, with the Hervey Bay emergency team consistently improving its performance despite a substantial increase in presentations since it opened,” he said.

Story continues on page 2.

[Image of Premier Annastacia Palaszczuk and Minister for Health Steven Miles with WBHHS Chief Executive Adrian Pennington, Emergency Staff Specialist Dr David Johnson and WBHH Board Chair Peta Jamieson as they officially open the new Hervey Bay Hospital Emergency Department building.]

What’s Inside

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Have a story to share? Email the Media and Communications team.
The hard-working clinicians have treated more people within recommended times than ever before.

“In May alone, the ED team saw a 12% increase in presentations compared to last year. The most significant increases were in patients who were triaged as category 2 or 3, often the most complex to diagnose.

“Despite the increase in demand, the team was able to treat 81% of patients within clinically recommended timeframes, and 79% of patients were seen in the ED and either discharged or admitted within the target time of four hours – meaning the vast majority of patients are being seen on time.”

The visitors were also treated to a demonstration by the Simulation Education team in the new simulation suites.

The team demonstrated an Advanced Life Support scenario, including how the activity in the simulation suite can be live-streamed to other nearby training and conference rooms for learning and debrief purposes.

The Minister was even given a hands-on opportunity to revive “Mr Scott” with the help of the Simulation team and his own well-honed CPR skills.

We’re happy to report a good outcome!
Outstanding emergency performance

THE latest publicly released performance data has displayed the outstanding work of our emergency department staff and members of the Queensland Ambulance Service.

Emergency Length Of Stay (ELOS) figures for May 2019 show 84% of Wide Bay patients had an emergency stay of under four hours, which continues a consistent trend of more than 80% each month in the 2019 calendar year.

The Queensland target for this measure is at least 80%.

Strong ELOS figures not only demonstrate that patients are being discharged home after treatment or admitted as an inpatient in a timely manner, but also indicate emergency beds being freed up. This enables quicker triage on new presentations and gets ambulances back out on the road.

"The collaboration between WBHHS and QAS is one of our most important partnerships and it is absolutely essential to providing our patients with the right care, in the right place, at the right time," Wide Bay Hospital and Health Board Chair Peta Jamieson said.

"Our commitment to building partnerships is a key aspect of our Strategic Plan, Care Comes First... Through Patients’ Eyes – which is why it’s so important to work together with the QAS to ensure patients receive the best possible emergency care."

QAS’s Wide Bay Local Ambulance Service Network Manager, Chief Superintendent Russell Cooke, said an effective working relationship meant patients were better off.

"At the QAS we’re seeing more demand for our services, which in turn means we’re transporting more patients to hospital," Chief Superintendent Cooke said.

"Working closely with WBHHS to deliver a faster patient handover means we’re able to get our vehicles back into the community quickly to those who need us."

WBHHS Chief Executive Adrian Pennington said the service had developed new infrastructure to support the great work of the WBHHS and QAS teams – such as the new ED at Hervey Bay, the current upgrades to Maryborough’s ED and two new medical wards in Bundaberg and Hervey Bay.

"Those investments are helping our Bundaberg and Hervey Bay emergency teams to continue their excellence and be among the state and nation’s leaders in emergency department performance," Adrian said.

"And despite operating out of a temporary department while their upgrades take place, Maryborough Hospital’s emergency department performance continues to be outstanding, with an ELOS figure of more than 90% last month."

"I’d like to thank all our emergency teams for their hard work each and every day to provide the best possible care, and for collaborating so successfully with our QAS paramedics to provide an excellent all-round emergency health service to our community."

New postgraduate nurses start careers with WBHHS

A GROUP of 12 postgraduate nurses has joined the WBHHS team as part of the mid-year intake for Bundaberg and rural facilities.

WBHHS Chief Executive Adrian Pennington said the first-year nurses were important to replenishing the nursing team and providing its foundation well into the future.

“Our nursing team is absolutely essential to providing high-quality clinical care to our patients, so it’s essential to constantly renew the team by bringing in new nurses who can one day become leaders within our service," Adrian said. “Among the postgraduates are nurses who trained at local universities or have come home after training elsewhere. It’s great to see them pursuing careers locally where they are invested in the community.”

WBHHS Executive Director of Nursing and Midwifery Services Fiona Sewell said new nurses brought contemporary knowledge that complemented the experienced members of the team.

“It’s uplifting to our team and a reminder of the privilege it is to be caring for our fellow community members," Fiona said. “Our senior nurses will become great mentors to the first-year nurses by providing their wisdom, experience and practical skills to them each day they work together.”

The first-year nurses will be joined by a group of Fraser Coast postgraduates who will undergo their own orientation in the next few weeks.
WBHHS staff will once again come together to celebrate NAIDOC Week with a series of events across the region — and everyone is welcome to attend.

Ceremonies featuring Welcome to Country, speeches, music, dance and artefact displays will be held at Hervey Bay, Maryborough and Bundaberg, followed by free staff barbecues, as follows:

**Monday, July 15** — Hervey Bay Hospital, 11.30am–1.30pm, outside the cafeteria

**Tuesday, July 16** — Maryborough Hospital, 11.30am–1.30pm, Healing Garden

**Wednesday, July 17** — Bundaberg Hospital, 11.30am–1.30pm, After-hours car park behind the dining room.

WBHHS rural staff, led by Aboriginal and Torres Strait Islander Health Workers Gerrald Lasserre and Oriel Chambers, will also take part in a community event in Mundubbera on Saturday, July 20.

The team will get involved in health promotion activities at the event, jointly organised by Central Queensland Indigenous Development, North Burnett Regional Council and the Jena Boran Aboriginal and Torres Strait Islander Corporation.

WBHHS Chief Executive Adrian Pennington said he was looking forward to once again being involved with the special NAIDOC Week events, whose theme this year was Voice, Treaty, Truth — Let’s work together for a shared future.

“This year we’ve got involvement from a range of speakers and artists from our local communities, either telling stories through music and dance or displaying art or artefacts,” Adrian said.

“I encourage everyone to come along as they can to look, listen and learn, and to share in a barbecue lunch with colleagues.”

### Spike in cases indicates the start of our flu season

REPORTED influenza cases have risen significantly in the past three weeks, indicating the start of the 2019 flu season.

Hopefully many staff have already been vaccinated, which is the most effective defence against the flu.

If you haven’t been vaccinated, it isn’t too late to talk to your GP or vaccination provider. You can still be protected before the typical July/August peak of the season.

While vaccination is always the best protection against the flu, it’s also important for people to take active steps to prevent its spread, regardless of whether or not you’re vaccinated.

People should frequently wash their hands with soap and water or alcohol-based hand gel, use a tissue or the inside of your arm to sneeze or cough, put used tissues straight into the bin and clean frequently touched services such as door handles, fridge doors, tables and benches.

If you have flu-like symptoms, try to stay at least a metre away from other people, especially those at higher risk.

It’s particularly important for our staff to stay at home when you’re sick in general, especially when you have flu-like symptoms.
From the wards to world stage

Maryborough Hospital operational services officer Michael Brown is a passionate follower and player of Aussie Rules, and over the next couple of weeks he’ll be taking his favourite brand of footy across the globe.

Michael is representing Australia in Masters AFL at an international tournament that will include tests in France (July 7), England (July 13) and Ireland (July 20).

The Ireland game will stand out because it will be an International Rules Test, played with the round ball against the Gaelic Masters Association representative team.

Michael will join representatives from Queensland, Victoria, South Australia, Tasmania and NSW in the 24-man Australian squad.

Gary and Lyn the people’s choice

LOCAL health advocate Gary Hondow and WBHHS Cultural Capability Coordinator Lyn Nichols have received an award at the Health Consumers Queensland Annual Forum.

They were given the People’s Choice Award for best presentation at the forum.

The presentation was about the Hondow family’s journey through the health system, centring on how Gary transformed from a real critic of the health system to becoming a partner where he can advocate for his son and others to get better health care.

As part of the presentation, Lyn asked Gary questions about his experience.

Deputy Director-General (Clinical Excellence) John Wakefield and CEO of HCQ Melissa Fox presented the award at the forum, which was attended by 230 people attend from across the state, including Deputy Director-General (Corporate Services) Barbara Phillips.

Gary and Ms Phillips were also among the participants in a traditional indigenous fire lighting ceremony during the event.

Gary also had the opportunity to attend the Rural Doctors Association Queensland Forum and met up with Minister for Health Steven Miles.
Service honours the gift of life

WBHHS staff came together with organ and tissue recipients and donor families recently for the annual DonateLife Service of Remembrance in Hervey Bay.

The service pays tribute to donors and donor families who have helped to make the gift of life possible to total strangers, through organ and tissue donation.

The event was led by Ian Rogers, Hervey Bay Hospital intensive care nurse and donor coordinator, and included the participation of other staff such as social worker Dione Ward, ICU Nurse Unit Manager Christine Jennings and Renal Nurse Practitioner Leanne Brown.

The service also featured songs and poems, and included a speech by recipient Chris Olin, who, rather extraordinarily, has not only recently received a kidney but also had a bone marrow transplant 12 years ago.

“I count myself as doubly thankful,” he said.

Each CRG consists of a cross-section of residents and representatives of their local district, providing strong networks back into the community.

Chairs of the CRGs across the region are:
- John Zahl, Gayndah
- Margaret Kelly, Mundubbera
- Les Hotz, Monto
- John O’Brien, Biggenden
- John Bowen, Mt Perry
- Dorothy (Dot) Hamilton, Eidsvold
- Pam Mackie, Discovery Coast
- Rowan Bond, Bundaberg
- Terry Meehan, Hervey Bay
- Glennis Goodman, Gin Gin
- Kylie Nitz, Maryborough

The only Chair not confirmed at this time is Childers.

“Engagement with the broader community is an important part of the CRGs as they serve as a link to the health service, which is why our chairs have such strong community links and networks,” Peta said.

“We chairs and their fellow CRG members provide that community network which offers real and unfiltered feedback about where we are succeeding and where we can improve.

“The CRG members and their networks also enable us to promote important messages back into the community – whether it is a new service being developed or about infrastructure projects being delivered.”
Teeing off for mental health

WBHHS has once again supported the Fraser Coast Mates annual golf day, which fundraises to support men's mental health.

The event has continually grown over the past three years, and this year had almost 50 teams competing.

Representing WBHHS was Executive Director of Mental Health and Specialised Services Robyn Bradley, General Manager of Medicine Peter Wood, and Court Liaison Officer Glen Adamson.

For more information about Fraser Coast Mates, visit www.frasercoastmates.com.au

Patients grateful for chair donation

GAYNDAH Hospital patients are now benefitting from a new electric hygiene chair, thanks to the generosity of local Lions members.

The Gayndah Lions Club presented the chair to hospital staff, which was funded by Lions Christmas cake sales plus an injection from the Australian Lions Foundation.

“We're very pleased to be presenting Gayndah Hospital with an electric hygiene chair,” project chair and local Lion Peter Strohfeldt said.

“A height-adjustable chair is a wonderful solution for Gayndah Hospital.

“Research shows that carers assisting with washing patients in a bed or showering using a fixed-height chair are only in a sound body position 40% of the time.

“This puts them at significant risk of back injury or pain.

“The chairs also help maintain the dignity of patients, enabling all hygiene tasks to be managed by a single carer.”

Acting Gayndah Hospital Director of Nursing Joanne Mather thanked the Gayndah Lions Club for their support.

Gayndah Hospital’s Joanne Mather joins with patients and carers to thank the local Lions Club for its donation of an electric hygiene chair.

“We’re grateful to have the support of the Gayndah Lions Club and the local community who contributed towards this chair,” Ms Mather said.

“The hygiene chairs greatly benefit the patient, carers and staff because it makes it safer for all parties involved while maintaining the patient’s dignity.

“It’s a practical gift that will be used every day as we care for patients.”

Teeing off for mental health

Peter Wood, Robyn Bradley and Glen Adamson before they teed off at the Fraser Coast Mates annual golf day.
Promoting equity and diversity at all times

Your role?
Endorsed Enrolled Nurse at Maryborough Hospital.

How long have you been at WBHHS?
Eight months.

How do you describe what you do?
I provide nursing care to palliative, medical and surgical patients at Maryborough Hospital.

What’s best about your job?
Being a support for patients and their families during often frightening and uncertain times.

When you’re not at work, you are...
Playing endless games of Monopoly with my four children.

What do you enjoy about living in Wide Bay?
It’s a safe, friendly and community-minded environment to raise my family.

Tell us a fun fact about you.
I’m an RAAF Reservist and work for Equity and Diversity, promoting and supporting women in Defence.

What was the last movie you saw?
The original Beauty and the Beast.

Tea or coffee? Cat or dog? Maroons or Blues?
Coffee..... always coffee; Neither cats nor dogs; Born and bred in Queensland, but go for the Blues (I like to support the underdog!).

Pride Month

Joke of the day
An aching and coughing patient went to see his GP.

“Flu?” the patient asked.

“No, I came on my bike, actually!” the doctor replied.

WBHHS’s new website
Did you know WBHHS now has a new [website]? The new site launched earlier this week and is packed full of information for patients, visitors, health professionals and jobseekers.

There’s also a range of health and consumer information, including how to get involved with WBHHS either as a volunteer or a consumer representative.

It’s a great resource, so don’t forget to check it out and make your patients aware of it.

We also welcome feedback, so feel free to contact us on WBHHSmedia@health.qld.gov.au with any comments.

What’s On

JULY
1–31 Dry July
7–14 NAIDOC Week
7–14 National Diabetes Week
15 NAIDOC Ceremony – Hervey Bay
16 NAIDOC Ceremony – Maryborough
17 NAIDOC Ceremony – Bundaberg
28 World Hepatitis Day
28 JUL–3 AUG DonateLife Week

AUGUST
1–31 Tradies National Health Month
1–7 World Breastfeeding Week
2 Jeans for Genes Day
5–9 Dental Health Week
8 Dying to Know Day
9 Red Nose Day
20–26 Be Medicine Wise Week
23 Daffodil Day