Message from the Chief Executive

I’m quickly familiarising myself with the HHS and am looking forward to meeting many more staff as I get out to the facilities. I visited Cooktown and Wujal Wujal late last month and enjoyed a warm welcome from staff.

Our health service was tested by an unexpected and large scale event in Kowanyama when a vehicle collided into a group of mourners attending a funeral resulting in the death of a woman and serious injuries to another 26 people. I am very proud to say that our clinicians, support staff and our agency partners responded quickly and effectively to the challenge.

I was pleased to see our medical and nursing professionals applying their experience and training to work through the incident methodically and ensure the best care possible was provided to the injured and their families. It was also good to see the high level of engagement with health care teams from Apunipima, RFDS, QAS, Retrieval Services Queensland and staff from Cairns and Townsville hospitals.

My deepest thanks to all staff involved in responding to this mass casualty event. It is a timely and salient reminder of the importance of regular emergency management planning and training.

I’m pleased that our Annual Report for 2015-2016 is now publicly available after being tabled in State Parliament. The report lists some major achievements for our HHS during our second year of operation. Each of these achievements and projects highlight the dedication and commitment of our staff towards our clients and our communities and towards improving health services in our region.

The Annual Report is online at http://tinyurl.com/ha9eek7

Regards

Michel Lok
Health Service Chief Executive

Northern Sector Accredited

Accreditation success! Congratulations to all the staff in the Northern Sector.

Torres and Cape HHS recently received the Final Report from the Australian Council on Healthcare Standards (ACHS), which provided accreditation for our services in the Northern Sector. The accreditation team commended everyone’s continuing hard work to ensure we deliver high quality, safe care to the communities in the north. We have maintained our accreditation status. The accreditation team was particularly impressed by the high level of community engagement and dedication of all the staff that was evident across the region.

Torres and Cape HHS now has a new accreditation body, Quality Innovation Performance (QIP), which already accredits the services in the Southern Sector and has recognised the successful outcome of the recent ACHS review of the Northern services. QIP will be issuing accreditation certificates for all Northern facilities soon.

QIP will be conducting an organisation-wide audit for the whole health service in September next year. We have every confidence that Torres and Cape HHS will meet all the requirements for accreditation.
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. (Not pictured Dr Scott Davis.)

Summary of Board Meetings August and September

Torres and Cape Hospital and Health Service (TCHHS) Board members met in Cairns on 23 August 2016 and 29 September 2016. The following matters were among those discussed:

• At the September meeting the Board welcomed new Chief Executive Michel Lok to the HHS.
• The external auditor reviewed and cleared the Annual Financial Statements for 2015-16. These were then endorsed by the Board and have now been certified by the Queensland Audit Office.
• The Board endorsed the TCHHS Annual Report for 2015-2016 and this has since been tabled in State Parliament on 30 September 2016 and published to the TCHHS website.
• Board Member Dr Scott Davis has been appointed Acting Chair of the Safety and Quality Committee while the appointed Chair Dr Ruth Stewart takes extended leave. To fulfil the Committee’s membership requirements, a clinical representative will sit on the Committee until Dr Stewart returns.
• The TCHHS Operational Plan and Reporting Framework was tabled at the Board meeting. The reporting arrangements were endorsed and quarterly reporting to the Board will commence in October 2016.
• The Board endorsed the development of a Talent Identification/Succession Management Program for the TCHHS. This will support staff members to move into leadership roles across all streams and will present opportunities which will assist in staff retention.
• Executive General Manager North presented the Thursday Island Health Facilities Master Plan. The Board noted the report’s detail and the high quality of the accompanying presentation, and congratulated all staff involved in the development. The Board approved the Preliminary Concept Brief as part of the project’s assessment framework.
• The Board noted the risk assessment analysis developed in relation to the temporary closure of the Lockhart River airport. This was developed in partnership with other health care providers in the region. The Board Chair has written to all councils within our HHS requesting as much notice as possible if our service delivery was to be impacted as a result of major works on airports or other infrastructure.
• The development of a local Clinical Council is supported by the Board and a survey has been circulated to canvass interest from potential members. Should interest and feedback be favourable the first meeting will take place later this year.
• The draft TCHHS Strategic Research Plan 2016-2020 was noted by the Board. Currently there are no research priorities documented for TCHHS. This plan will enable and assist the HHS to achieve excellence, innovation and translation in targeted health and medical research through shaping an environment that builds research capacity in the workforce and fosters collaboration and engagement with our local communities, employees and broader audiences.
• The September Safety and Quality Committee meeting heard TCHHS received the highest performing immunisation rates for Aboriginal and Torres Strait Islander children under 2 years. The next Board meeting will be held in Cairns on 27 October 2016.
Telepharmacy wins Quality Award

Above: Telepharmacist, Chris Braithwaite.

Congratulations to Telepharmacist Chris Braithwaite and the telepharmacy team for winning a Continuous Quality Improvement Award for Improvement in Health Service Quality.

“More than 230,000 people are hospitalised by medication-related problems every year and telepharmacy is a way to reduce this risk in our health service,” said Chris.

Currently in the Torres and Cape HHS (South) there are no on-site pharmacists at the 10 primary health care clinics, resulting in limited access to clinical pharmacy outpatient services for primary care patients. A new service model was needed to reduce medication risk.

The solution uses telepharmacy which is safe, effective and acceptable to patients. The model supports individualised, culturally appropriate medicine education/counselling to outpatients who have complex or extensive medication regimes or are recently discharged from hospital.

The team also expanded the number of sites capable of receiving a telepharmacy service. Telepharmacy is also a more cost effective way to deliver medication management reviews to remote communities.

Congratulations to the telepharmacy team: Chris Braithwaite, Fiona Hall (Allied Health Professional Team Leader) Julie Smith (Director of Nursing and Midwifery, Western Cluster), Dr Alex Dunn (Medical Superintendent, Weipa), Debbie Dean (Telehealth Coordinator).

Thanks also to the Telehealth Champions in remote Cape York communities: Jack Potter, Melanie Durden, Carol Dean, Mary Wise, Therese Moffatt and Anne-Marie Scully. Without these people, the service could not have been delivered.

Health Service Plan to 2026

The Torres and Cape HHS Health Service Plan 2016–2026 (the Plan) is now on QHEPS.

The Plan contains service strategies to inform HHS annual operational planning, service stream and facility level operational planning to meet the key service needs to 2026. The Plan will also be used to inform separate enabler planning processes, including infrastructure and workforce planning.

The Plan summarises analysis of the TCHHS resident populations current health needs including use of health services over the past five years, and projections of future expected activity levels to inform hospital treatment spaces to 2026. The Plan will also be used to inform separate enabler planning processes, including infrastructure and workforce planning.

The Plan has four background documents that contain detailed planning information. Two of these (Geographic and population profile, and Health profile) have also been published on QHEPS.

The Strategy, Planning and Performance Unit would like to acknowledge the assistance of many individuals and agencies who contributed to the Plan’s development, including the Community Advisory Networks of Cooktown Multi-Purpose Health Service, and Weipa Integrated Health Service, our health care partners and individual staff and teams across the service who generously gave their time.

The Cairns and Hinterland Hospital and Health Service received this wonderful feedback from a clinician about the success of a telehealth consultation. Telehealth is making great impacts on patient outcomes:

“I just saw [a patient] up in Thursday Island, via Telehealth with the team up in TI. “It short I think it was a fantastic session. It was a clear connection, the picture was perfect. The team was well prepared with results, clinical details and a list of problems. [The patient] seemed to understand and appreciate what was being said. “In addition I was able to zoom in to the fistula. I was also able to see the U/S examination in real time and [my colleague] (vasc access nurse) was able to see too. “We were then able to advise and decide on Rx. “Thank you to all the Telehealth people who made this session possible (and there are many). We will slowly get this to work but today’s session was very reassuring. “Well done everyone.”

Torres and Cape HHS have had consistent above-target performance for providing non-admitted telehealth service events. In the 2015-2016 financial year, we had 1297 telehealth events. The target was 763 events.

For more information about telehealth see the site at http://qheps.health.qld.gov.au/torres-cape/html/telehealth.htm or contact Fauziah Mosby, Nurse Manager Telehealth (North), on 0447 191 459 or Debi Dean, Nurse Manager Telehealth (South) 0429 219 932.
Collaboration fast-tracks ENT surgery for 16 Cape York kids

A collaboration between CheckUP, Torres and Cape Hospital and Health Service (HHS), and ENT surgeon Dr Sukhbir Ahluwalia with support from Apunipima Cape York Health Council, the Queensland Aboriginal and Islander Health Council (QAHIIC) and the Royal Flying Doctor Service (RFDS), has paid dividends for 16 children from Cape York who had a variety of ENT surgical procedures performed at the Cairns Private Hospital and Cairns Day Surgery on 20 and 21 September 2016.

The funding was generously provided to CheckUP by the Commonwealth Department of Health through the Eye and Ear Surgical Services program and will be put to good use by fast-tracking surgery for children who would have had a long wait to have their health issues addressed.

The children’s health assessments were undertaken by staff from all the agencies including health workers, nurses, doctors, the Apunipima audiologist and Outreach-funded ENT specialists. Staff were quick to get on board this initiative knowing that the surgery would have an immediate impact on the children’s overall health and well-being, as well as their learning at school. Following the surgery, the children and their families will start noticing improvements in their sleeping, breathing, hearing, behaviour and concentration, almost immediately.

The project has been led by Denise Newman, Ear Health Coordinator, Torres and Cape HHS who coordinated and organised the delivery of the project including the planning and logistics of getting the children and their families to Cairns and meeting each of the children and their families to help them understand what was involved and to gain their support.

Michel Lok, Chief Executive for Torres and Cape HHS, said that the ENT surgery initiative was a great partnership benefitting Cape York children.

“Aboriginal and Torres Strait Islander children experience some of the highest levels of ear disease and hearing loss in the world, with rates up to 10 times more than those for non-Indigenous Australians. We are very proud to be a part of this program to help address hearing health in Cape York.”

Apunipima Cape York Health Council CEO, Cleveland Fagan said, “It’s a great opportunity that we’ve been given thanks to the support of CheckUP and the Commonwealth Department of Health. We have managed to get a lot of kids assessed, and to get them treated in a far timelier manner than otherwise would have been possible is tremendous”.

CheckUP CEO, Ann Maree Liddy, is also delighted that so many children will have their hearing issues addressed all at once through CheckUP’s Outreach program. “Without this funding, this wonderful initiative would not have been possible. We are so grateful to our partners in this initiative, Torres and Cape HHS and Apunipima, as well as the surgeon Dr Sukhbir”.

To see the 7News Cairns story go to our Torres and Cape HHS Facebook page at https://www.facebook.com/torrescapehhs
Aurukun Day dental stall

Brooke Larfield and Jessica White from the oral health team set up a stall at Aurukun Day in early August. Aurukun children enjoyed demonstrations on how to brush their teeth and heard some fun oral health facts. Toothpaste and brushes were handed out to help promote the dental service that was in town for the week.

Weipa staff recognised for excellence

Ruth Sticpewich (pictured above with Ian Pressley) was one of the many staff recognised at a ‘Thank you BBQ’ for Weipa staff who have gone above and beyond to provide excellent care to patients and residents during a time were the facility has exceeded capacity by 50%. Staff volunteered to undertake additional shifts and extra hours to cover this unprecedented demand.

News

The Learning and Development team have been very busy working on several projects including:

- A program to develop a pathway between secondary students and a career in health (including work experience, career expos, school based traineeships)
- A talent identification program to develop the leadership and technical skills of our future leaders
- A Line Manager Program including an online toolkit and training workshops
- The 7 Habits of Highly Effective People training program
- Assisting with the TCHHS Workforce Strategy and Plan
- Assisting with the TCHHS Aboriginal and Torres Strait Islander Workforce Plan
- Participating in the Working for Queensland Survey Action Group to develop an action plan to improve the areas identified in the survey

Line Manager Workshop for 2016-2017

Learning and Development are excited to be offering this popular workshop again this financial year. The workshops will cover:

- “The importance of being a line manager” including leadership, management, accountability and effective communication skills.
- “Workforce Management”
- “Financial Management” - including planning and managing your budget, purchasing capital and non-capital items and managing expense claims.

The workshops are for current Line Managers (temporary, permanent and backfilling).

Contact 4226 3026 or email TCHHS-Learning@health.qld.gov.au for more information, or look out for emails about course dates.
My Pathways screening day Napranum

More than 50 locals had a free health check thanks to a great initiative in partnership with My Pathways Napranum in September.

Above: Taylor, Josephine and Ina were happy to get a health check.

Above: The Torres and Cape HHS screening team.

Above: The screening initiative was the result of a successful partnership with My Pathways.

Cooktown celebrates NAIDOC

Cooktown staff ran a very popular stall at the recent NAIDOC celebrations. Three different schools took part in the event and staff promoted healthy lifestyle choices.

“Our stall promoted the dangers of drugs and alcohol abuse and we also had ‘Closing the Gap’ shirts, caps, sun hats, water bottles, hand sanitizer and other health giveaways for kids,” said James Tapau, Indigenous Hospital Liaison Officer. “It was a great day.”

Other staff involved in the event included Lee Murray (Indigenous Health Worker), Gareth Salkield (Dietician) and Maria Walmby (ATODS Social Worker).
Cross border catch ups

Market day on Saibai Island was a great opportunity for some of our staff to have an informal chat with Papua New Guinea’s Sigabadaru village cross border residents.

Sigabadura village residents are able to come to the cross border islands of the Torres Strait. Sigabadura is the central village to Kiwai and Agob tribal land and people.

Saibai Island is the closest Torres and Cape Primary Health Care centre to PNG’s Western province.

Marsat Ketchell (Social and Emotional Wellbeing-ATODS Program Manager), Dion Uku (Operations Manager) and Dunstan Peniyamina (Cross Border Communications Officer) chatted to locals about their health issues.

“We had to use three languages to communicate with the locals,” said Marsat. “We have a few languages between us.”

Supporting patients in the North

Community liaison officer, Elizabeth Mari is calling on staff and patients to give her feedback about the service.

Based on Thursday Island, Elizabeth’s role is to liaise with northern sector patients and their families who are experiencing problems with their health care.

“If patients would like to speak with me about a complaint or to give us a compliment I’d love to hear from them,” said Elizabeth.

“I can visit patients in Bamaga or Thursday Island Hospitals, in the Primary Health Care Centres on Ti and Bamaga, and the Community Wellness Centre.”

Thursday Island Hospital have received good feedback lately via the “Have Your Say” forms. People have complimented staff for their friendliness, helpfulness and quality care. One patient made special mention of the catering staff, doctors, nurses and operational staff saying: “All staff so very different, yet made a great team to cater for any and all needs.”

Elizabeth is looking forward to receiving more feedback. She joins Torres and Cape HHS after 14 years with the police force. “During this time I relived in the Cross Cultural Unit where I participated in mediation processes and complaints management,” she said.

“I have recently moved back home to Thursday Island with my family. I worked as the Acting Ward Clerk of the General Ward until I gained my current position as CLO.”

Staff can refer patients to Elizabeth on phone 0429 087 189 or via email TI-communityliaisonofficer@health.qld.gov.au
The Employee Opinion Survey Action Group (the Action Group) has developed an Action Plan from the Working for Queensland Survey results. The Action Plan aims to address the issues identified from the survey and is currently being reviewed by the Executive Management Team.

The survey was conducted in Torres and Cape HHS in April/May. The newly formed Action Group was instrumental in encouraging staff to participate in the survey through the use of various innovative marketing strategies (we hope you enjoyed your cuppa and biscuit). As a result we had an outstanding response rate of 52% (479 people) which was 29% higher than the 2015 response rate.

The highlight report was made available to the Action Group in late June with a more comprehensive analysis received in August 2016. The Action Group sent the results to staff in a Chief Executive Message and put the results on our QHEPS page at http://qheps.health.qld.gov.au/torres-cape/html/hr-wfq-survey.htm. Thank you to everyone who took the time to complete the survey. Your responses are summarised below.

The Action Group looks forward to working with Torres and Cape HHS staff to implement the Action Plan and improve our organisational culture.

If you wish to provide feedback on the results or have any comments, please send the Action Group an email at TCHHS-Working-for-Queensland-Survey@health.qld.gov.au or contact the Secretariat on 4226 3026.

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<tr>
<th>Celebrate and Maintain:</th>
<th>Summary of TCHHS staff responses to Working for Queensland Survey</th>
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<tr>
<td>The TCHHS response rate for the 2016 survey was 52% which was an increase of 29% on 2015. This was notably higher than Queensland Health overall at 34% and the public sector overall at 36%</td>
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<td>There has been an increase in the level of positivity surrounding the three strategic priorities since 2015:</td>
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<tr>
<td>Agency engagement – 14% positive change since 2015</td>
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<td>Organisational leadership – 7% positive change since 2015</td>
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<tr>
<td>Innovation – 2% positive change since 2015</td>
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<tr>
<td>Employees have a strong understanding of what is expected in their role and how they contribute to the organisation’s objectives.</td>
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<th>Monitor:</th>
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<tr>
<td>The proportion of employees who have noticed action taken since the 2015 survey remains low at 13%. TCHHS needs to ensure that action is taken from the 2016 survey results.</td>
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<tr>
<td>Building opportunities for growth within all job roles.</td>
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<tr>
<td>Ensure continued work/life balance for staff through access to flexible working arrangements.</td>
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| Focus on and improve: | |
| Five key drivers were identified as areas of improvement within the organisation: |
| 1. Organisational leadership |
| 2. Organisational fairness |
| 3. Learning and development |
| 4. My manager |
| 5. Anti-discrimination |
| To improve our organisation we need to: |
| Ensure fair, transparent and defensible processes are in place to improve staff perceptions of organisational fairness. |
| Inspire, motivate, develop and empower managers to build their capability and improve their engagement in the organisation, which will flow to the staff that they manage. |
A program aimed at enhancing antibiotic use in regional, rural and remote health facilities without their own infectious diseases specialists will be piloted within the Torres and Cape Hospital and Health Service.

A team from the Queensland Statewide Antimicrobial Stewardship (AMS) Program visited Thursday Island Hospital to discuss prescribing trends and usage, and how the program can improve antibiotic use to prevent antibiotic-resistant superbugs from emerging.

The team included AMS Director & Infectious Diseases Physician Dr Krispin Hajkowicz, Clinical Nurse Consultant Michelle Doidge and Pharmacist Emily Waddell.

“Antimicrobial resistance is one of the key threats to the ongoing delivery of healthcare in Australia,” Dr Hajkowicz said.

“The focus of our program is to deliver additional antibiotic background support to rural health service clinicians, as well as provide real time assistance with patient management and optimisation of antibiotics.

“The Queensland Statewide AMS Program is the first of its kind in Australia.

“Our team was delighted by the enthusiasm of the Torres and Cape HHS staff and we are keen to complete visits to other rural and remote hospital and health services later this year.

“We hope to make Queensland the national leader in quality antibiotic use and prevention of resistance.”

While on Thursday Island, the team met the AMS Committee, as well as other medical officers and nursing staff and were able to provide an information session on the importance of antibiotics and the development of resistance.

Whilst in Cairns the team met with Torres & Cape HHS Executive Director of Medical Services Dr Kate McConnon, and members of the Quality, Safety and Risk Unit and Infection Prevention and Control. The team hopes to visit facilities within the Southern Sector of Torres and Cape HHS in the near future.
Dental team services to outer islands

Above: Sumit Sachdeva (Principal Dentist), Gemma Wade, Stephanie Wallace, Erica Jorgensen and Gideon Mina.

In September, the new model of oral health services to the outer islands commenced using a new portable dental clinic. The new model is part of a revitalisation of dental services in the Northern Sector. The team started off the dental clinics with a visit to the community of Boigu Island.

The team saw all age groups and emphasised the importance of improving oral hygiene; they promoted oral health; and also treated immediate dental conditions. Community members were treated from the school grounds and the primary health care centre.

The team consisted of a dentist, oral health therapist, two dental assistants and a final year dental student.

The school dental team ran simultaneously at the primary school, setting up in the nurse’s room, and saw more than 50 lovely students, as well as visiting the Strait Start group of toddlers and babies,” said Stephanie Wallace, Oral Health Therapist.

“We were able to examine the children’s mouths, repair decayed or broken teeth, apply fluoride varnish as well as provide fun and interactive dental health education. The team had an absolute blast at the school and was even able to join in on their annual Sports Carnival before we left the Island,” said Stephanie.

“A big thank you goes to all the school staff including Principal Mr Keith Pabai for helping us throughout the week,” said Stephanie.

“The local staff at Boigu Island Primary Health Care Centre, Rachael Macalister, Beth Johnson and Edward Dau did an outstanding job in sending out the invites to community and running around to ensure that the patients attended the appointments,” said Dr Sachdeva. “The combined effort provided 150 episodes of dental care.”

Dr Sachdeva thanked Jessica White (Business Manager), Dr Yvonne Mangan (Director of Oral Health) and Dr Ian Swinton (Senior Clinician) for their work on establishing the new model of care for the outer islands.

“Oral health team leaders are now working towards establishing a sustainable relationship with the communities on the outer islands through the guidance from the local staff,” he said.

The first step is to establish a referral pathway between oral health and other primary health care professionals and medical specialists.

“I’m glad to say that oral health has been introduced into Best Practice program and staff can refer to the oral health team through Best Practice. I encourage all health workers and medical staff to please continue to refer patients for oral health care,” he said.

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