HERVEY Bay Hospital emergency department staff are preparing to move into their new facility and open the doors to patients next week, bringing to fruition one of WBHHS’s most significant infrastructure projects in recent years.

The new department, which will occupy the ground floor of the three-storey facility, will have more than double the current emergency bed capacity and will be open to new patients from 7am on Wednesday, January 23.

The first and second storeys of the new building will include a Clinical Decisions Unit (CDU), education and training facilities, and space for future inpatient services.

Board Chair Peta Jamieson said the move into the new ED was a huge milestone for staff and patients of the Fraser Coast and Wide Bay.

“Building capacity is a key part of our strategic plan, Care Comes First ... Through Patients’ Eyes, and this project is a crucial demonstration of that,” Peta said.

“People on holiday or visiting locations outside the area can also access the other 270-plus Fitness Passport facilities across Australia.

To find out how to sign up, visit www.fitnesspassport.com.au/wfc

Cheap fitness options on offer

WIDE Bay Hospital and Health Service employees are being given the option to obtain affordable access to a range of local gyms and pools across the region.

Fitness Passport is a membership program that will be made available to WBHHS employees and their families if 250 staff sign up by January 18.

Membership, which is $12.95 a week for individuals or $20.95 a week for a family, entitles participants to use the many Wide Bay gyms and pools that are part of the program.

The Hervey Bay Aquatic Centre, Norville Park Pool and Maryborough Aquatic Centre are among the local facilities available for use.

What’s inside

- Maryborough Hospital upgrades
- Christmas at Children’s Ward
- New national standards
- Gayndah Hospital upgrades
- Intern doctors across Wide Bay
- Office 365 update
- 60 seconds with Gaby Gonzalez Matheus
- Education and Training update

Have a story to share? Email the Media and Communications team.
WORK to upgrade Maryborough Hospital’s main reception, emergency and specialist outpatient areas is gathering pace, with the project now nearly half complete.

Internal partition walls have all been installed in the specialist outpatients department (SOPD), along with ancillary services such as plumbing, electrical and air-conditioning infrastructure.

In the main reception area, contractors have been busy removing and replacing the flooring in stages, with the area due to be complete soon.

The installation of the glass for the main reception desk is also happening this week.

Director of Infrastructure and Assets Peter Heath said the upgrade work had been progressing well.

“It’s great to see the project taking shape,” Peter said.

“The main reception area is the first thing people see when they walk in the doors of the hospital, and it will be a really welcoming environment when it’s completed in the next week.”

Patient Travel will return to its usual home in the reception area in the next week, after which Medical Records staff will temporarily relocate while their work area is upgraded.

Project Officer Alison Smith will continue to communicate and work with relevant staff about internal movements as needed to accommodate the stages of work.

WBHHS Chief Executive Adrian Pennington said the entire project was on track to be complete by early 2020.

“Once the SOPD upgrade is complete, the emergency department will move temporarily into that area to allow for its own upgrade to get under way from about March onwards,” he said.

“Overall, the project will result in an increase in treatment capacity and improvements in design and patient flow, which will lead to better outcomes for local patients.”

CLAMS gets innovative

OUR innovative staff have once again come up with a handy piece of equipment to make life easier on the wards.

The Bundaberg Hospital team will now benefit from easy mobile access to Personal Protective Equipment thanks to the new invention (pictured above).

CLAMS and other hospital staff worked along the team at Sterri-Matt to come up with a practical mobile station to store PPE items such as gloves and masks.

The new PPE Station has its own wheels, meaning it can be moved around the ward as staff make their way from bed to bed.

It will save staff having to move back and forward from a storage cabinet to source items and therefore making essential resources available at the bedside.
THE Hervey Bay Hospital Children’s Unit held its annual Christmas party for patients and their families in December, including a special visit from Santa.

The day was organised by Children’s Unit staff and legendary volunteer and hospital auxiliary member Trish Hummerston, with the generous support of a wide range of local businesses.

Acting Nurse Unit Manager Narelle Hills said the Christmas party was all about putting on a special day for families of children with chronic or long-term illnesses.

“These families can often have a really difficult time throughout the year, and Christmas can get swallowed up by the care needs of their children,” Narelle said.

“So this is our way of giving them a bit of a treat, and making them feel special, as they deserve.”

Narelle said she also wanted to thank school children across Hervey Bay who helped decorate the unit with Aussie-themed craft as part of WBHHS’s Christmas Decorations Competition.

“There was Santa lounging on the beach and surfing the waves, decorated thongs and hats hanging from the ceiling, wreaths made of thongs, and an Australian bush-themed mural, just to name just a few,” she said.

“As a result of the children’s efforts and creativity, we were the runners-up in the Small Unit category.”
New National Safety and Quality Standards

IT’S a new year, and with it comes the second version of the National Safety and Quality Health Care Standards (NSQHS).

These mandatory standards set the minimum quality standards health organisations are required to achieve, as well as striving to prevent harm for our consumers.

Executive Director of Governance Katrina Mathies said the previous 10 NSQHS and 5 EQuIP national standards under which WBHHS and other health services were previously required to be accredited had been replaced by 8 NSQHS standards.

“While fewer in number, the standards are more comprehensive to continually raise the standard of health service delivery,” Katrina said.

The new standards are:

- Standard 1 Clinical Governance
- Standard 2 Partnering with Consumers
- Standard 3 Preventing and Controlling Healthcare-Associated Infection
- Standard 4 Medication Safety
- Standard 5 Comprehensive Care
- Standard 6 Communicating for Safety
- Standard 7 Blood Management
- Standard 8 Recognising and Responding to Acute Deterioration

There are some other changes to the new scheme, including the introduction of voluntary short-notice accreditation for all health services in Australia – based on the success of the trial WBHHS has been piloting with Logan Hospital.

Standard accreditation cycles are also moving from a maximum four-year cycle to a maximum three-year cycle, and there will be some changes to the way ratings and recommendations are expressed.

“WBHHS committees are being realigned to reflect the new standards, and the proposed restructure will go to the Healthcare Standards Committee for endorsement this month,” Katrina said.

“It’s expected that the new committees would then hold their first meetings from February onwards.”

For more information, contact the Clinical Governance Support Unit on WBHHS-Quality@health.qld.gov.au.

Relieving the pressure for Renal Unit

TAKING blood pressure has become easier for Bundaberg Hospital renal patients, following a generous donation of a new monitor by the Bundaberg and District Prostate Cancer Support Group.

The idea to donate the $1,450 blood pressure monitor came from support group member Eddie Wolff, who is also a regular dialysis patient.

“Patients often take their own weight and blood pressure in a Renal Unit waiting room prior to each dialysis session starting, and the previous blood pressure monitor was due for an upgrade,” Nurse Unit Manager Robyn Pollock said.

“We’d like to thank the Bundaberg and District Prostate Cancer Support Group for all their fundraising efforts to make this donation possible.”

Eddie and support group convenor Rob McCulloch presented the machine to staff at the unit just prior to Christmas.

RN Maree Evans demonstrates the new blood pressure machine to Eddie Wolff (seated) and Rob McCulloch from the Bundaberg and District Prostate Cancer Support Group.
THE Bundaberg Family Unit has begun the new year with a familiar face missing, after the retirement of long-serving midwife Fay Schmeider.

Fay delivered her last baby in the lead-up to Christmas, after 42 years of service at Bundaberg Hospital.

A large number of staff past and present, as well as family members, attended her retirement ceremony at the Bundaberg Hospital dining room.

Fay said the camaraderie was something she would particularly miss, but she had many fond memories to look back on.

“When my kids were young we would go to town and they would often say to me, ‘now Mum, don’t stop to talk to people today’, as I had so many relationships that stemmed from birth and my career,” Fay told the NewsMail.

“Being a midwife really is a wonderful career and such a rewarding profession,” Fay’s career at Bundaberg Hospital started in 1970 after she wrote to the matron of nursing about her “yearning deep inside” to become a midwife.

Empowering families in their decision making and supporting them when they underwent a loss were both important to Fay throughout her career.

“It was important to listen to people’s choices and help them obtain them,” she said.

“Some of the losses never leave you and I’ve become close to some of these families (who have undergone a pregnancy loss).”

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WBBHS Executive Director of Nursing and Midwifery Fiona Sewell said Fay was one of the most professional, caring and compassionate nurses and midwives she had had the privilege to know.

“Fay has an amazing ability to build relationships and mentor, coach and support all staff,” Ms Sewell said.

“Her passion and dedication to developing our newer midwives and those needing support will be difficult to replicate and greatly missed.

“Fay retires after 42 years

To me, Fay’s most prominent legacy is her care, compassion, professionalism, dedication and knowledge in caring and supporting babies and families of babies who are born sleeping or pass away shortly after birth.

“Whilst I will miss Fay, I’m so very grateful that she has blessed our HHS and Wide Bay community by working with us for so long.”

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Upgrade project in Gayndah nears the end

THE upgrade of Gayndah Hospital is right on track with Stage 2 of the project now well under way.

Stage 1 of the works, which includes patient ward rooms, medical records, Queensland Ambulance Service set-down area and the access ramp was completed in early December.

The current work in Stage 2 incorporates the remaining part of the hospital, mental health and kitchen, and is expected to finish in February.

“Throughout Stage 2 of the works, Gayndah Hospital is operating as normal with 24/7 emergency services, medical imaging, pathology, dressings, telehealth, chemotherapy and four inpatient beds,” Gayndah Hospital Director of Nursing Sue Coward said.

“Patients can expect to still access the services and care they need throughout the work. We just ask for visitors to the site to pay attention to signage and to have patience as we finish the upgrade.”

During Stage 2 of construction, the roof will be replaced and a general repainting of the exterior of the building is taking place.

Fay celebrates her retirement with colleagues from across Bundaberg Hospital (top), and with Fiona Sewell (above).
Thirty-five junior doctors will start the next stage of their medical careers at Bundaberg and Hervey Bay hospitals this month.

This year there will be 27 interns based at Bundaberg Hospital and eight at Hervey Bay Hospital.

In total there are nine additional interns compared to last year, with many of the current intake having already experienced local hospitals as part of their rural clinical experience and eagerly returning for their first year as a clinician.

Wide Bay Hospital and Health Service Chief Executive Adrian Pennington welcomed the new interns as an important investment into the future of health care across the region.

“The significant increase in number of interns starting their practice here in the Wide Bay delivers on long-standing promises to attract doctors to the regional areas of the state,” Adrian said.

“Interning at WBHHS facilities gives these young doctors a range of clinical experiences, providing a great foundation for their careers, and also benefits our local communities because it bolsters the size and knowledge of our clinical team.

“Having these doctors join our team is also really important to the long-term recruitment of medical staff. We know that the more time a student or junior doctor spends in a regional area, the more likely they are to stay in or return to a regional area later in their career.”

Minister for Health and Ambulance Services Steven Miles has also welcomed the 35 intern doctors to the Queensland Health family.

“These doctors are not just reshaping the lives of their patients, they’re reshaping their own,” he said.

“Health care is a true commitment to Queenslanders.

“Congratulations to the junior doctors, and I look forward to seeing them hard at work in hospitals across the state.”

The interns are currently taking part in a week-long orientation program to familiarise themselves with each hospital, its services and clinical practice and procedures before beginning rotations through a variety of units.
OFFICE 365 is coming to WBHHS this weekend, and there are a few things you'll need to know before the changeover.

The migration will take place for a small number of nominated champions beforehand, but will happen for the rest of the organisation between 6pm Friday, January 18 and 6am Monday, January 21.

Office 365 Local Coordinator Frank Lutz said the benefits of the upgrade to the new system included better access to emails from any device and greater ease of access to archived emails, among others.

Frank said the key things for all users to do was to enable multi-factor authentication (MFA) and download the Outlook app if using a smart device, by following the simple steps in the online set-up manual.

“One of the great things about upgrading to Office 365 is that emails will be more accessible from any device – but this means we need to add an extra layer of security to protect our data,” he said.

“So it’s really important that people set up multi-factor authentication app this week – it only takes a few minutes.

“Downloading the Outlook app also means you’ll have the most compatible app networking with our system.”

Frank said the Office 365 project team would continue to communicate regularly about changes as they were happening, but that expert troubleshooters would also be walking the floors of Bundaberg, Maryborough and Hervey Bay hospitals all day on Monday, January 21 to offer assistance.

Help will also available by calling the command centre on 4303 8200 during business hours on January 21-22, or 1800 198 175 after hours and ongoing.

“There will also be information kiosks at our main facilities, and we’ll be circulating details of those on flyers soon,” Frank said.

“Another good resource is the learning and support page for Office 365, which contains a lot of information and training material.”

MyHR update: start your training!

Late last year, employees and line managers from across the WBHHS attended the Integrated Workforce Management (IWFM) myHR information sessions.

The focus now shifts to myHR eLearning, to support staff with their understanding of the myHR solution in readiness for go-live.

The Wide Bay Super User Network, comprising more than 100 staff from across the HHS were briefed on their roles in preparation for go-live and now they are completing their eLearning and will be attending a face-to-face workshop in the coming weeks.

A list of super users will be displayed throughout the HHS and emailed to staff closer to go-live. Along with line managers, super users will become a key support resource for all staff as we transition to myHR.

Line managers have also received information about how they can access the Manager Self Service (MSS) eLearning modules, training room facilities and Practice Lab support sessions.

There will also be information update sessions for line managers prior to go-live to cover any system changes made since the original line manager information sessions were held in 2018.

All staff were recently notified on how to access the Employee Self Service (ESS) eLearning modules which will provide employees with a sound understanding of how to use myHR.

Those staff who may not have their own computer can access the training through local IT training rooms, alternatively they may attend a subsequent Practice Lab support session.

Staff are encouraged to complete their eLearning as soon as possible, so that you are well prepared for the transition to myHR.

If you require more information you can find it at the IWFM Customer Portal.
Active South American an Aussie intern

**Your role?**
Intern – first year doctor.

**How long have you been with WBHHS?**
I started on Monday.

**How do you describe what you do?**
Being a junior doctor is about learning as much as you can, engaging in teamwork and doing the best for your patients.

**What’s best about your job?**
Working with people who are driven and passionate about what they do. I find this very inspirational.

**When you’re not at work, you are...**
At the beach, running or playing tennis.

**What do you enjoy about living in Wide Bay?**
I like the relaxing lifestyle, and being outdoors and by the beach is also a plus.

**Tell us a fun fact about you.**
I am Venezuelan (South America), but have an American accent and Australia is now my home.

**What was the last movie you saw?**
Bird Box.

**Tea or coffee? Cat or dog? Maroons or Blues?**
Coffee; dog; and go the Maroons!

Red Cross blood drive

The Red Cross Blood Service issued a Christmas call for help, and WBHHS staff answered it in droves.

More than 130 employees signed up to donate blood and join WBHHS's Red25 donor team, after Blood Service employees conducted a drive at Hervey Bay, Maryborough and Bundaberg hospitals in early December.

Blood Service community relations officer Jacinta Jeffrey said the result was “nothing short of amazing” and expressed her sincere thanks to staff for rolling up their sleeves to save lives.

Joke of the day

An elderly woman went to see her GP with an embarrassing problem.

"I’m terribly gassy – I’m passing wind every few minutes," she told him. "But it’s strange – while it’s very regular, it doesn’t make a noise or smell."

The GP gave her a prescription for some medication and asked her to come back the following week.

On her return, the woman said: “Well, I don’t know what you gave me. The wind hasn’t stopped but all of a sudden it smells awful!”

“Excellent,” replied the GP, loudly. “We’ve sorted out your sinuses. Now let’s focus on your hearing.”

What’s On

**JANUARY**

1–31 Dementia Awareness Month
18 Fitness Passport final sign-up day
23 HBay ED operational ground floor
26 Australia Day
29 Australia Day ceremony Maryborough
30 Australia Day ceremony Hervey Bay
31 Australia Day ceremony Bundaberg

**FEBRUARY**

1–28 Childhood Heart Disease Awareness
1–28 FebFast
1–28 Ovarian Cancer Awareness
3–9 Tube Feeding Awareness
4 World Cancer Day
Risk Management Training

NEW risk management training is now available to all WBHHS staff, to enable employees to better understand and learn how they can help to control a variety of risks across the organisation.

WBHHS Risk and Compliance Manager Glen Allan said the training was pitched as an introduction to WBHHS’s “risk appetite”, as well as encouraging a risk-aware culture and reinforcing the importance of staff involvement in managing risk.

“The overall aim is to encourage all employees to get involved in risk management, and this training is the initial gateway to raise awareness without overloading people,” Glen said.

“There will be a number of things covered off in the training, which is an online module on TrainStation. “These include giving an understanding of basic risk management principles and practice, learning how to report a risk, learning useful management skills that can help to identify and manage workplace risks, and actively contributing to a risk-aware and resilient health service.”

Glen said the training would also include some relatable examples, to help people understand risk beyond simply theoretical principles.

The training module can be found by logging on to TrainStation and searching for “risk management induction training”. It’s also supported by a range of risk management resources on the WBHHS Risk Management QHEPS page.

Training Calendar

<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic Computer Skills</td>
<td>MOH</td>
<td>16 Jan</td>
</tr>
<tr>
<td>OVP: Team Restrictive Practices</td>
<td>MH</td>
<td>17 Jan</td>
</tr>
<tr>
<td>Basic Computer Skills</td>
<td>BH</td>
<td>18 Jan</td>
</tr>
<tr>
<td>Clinical Orientation</td>
<td>MH</td>
<td>22 Jan</td>
</tr>
<tr>
<td>OVP: Basic Personal Safety</td>
<td>BH</td>
<td>23 Jan</td>
</tr>
<tr>
<td>Neonatal Respiratory Support and Stabilisation</td>
<td>HBH</td>
<td>25 Jan</td>
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<tr>
<td>OVP: Basic Personal Safety</td>
<td>MH</td>
<td>30 Jan</td>
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<tr>
<td>OVP: Team Restrictive Practices</td>
<td>BH</td>
<td>30 Jan</td>
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<tr>
<td>PROMPT (Practical Obstetric Multi-Professional Training)</td>
<td>BH</td>
<td>31 Jan</td>
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<tr>
<td>Preceptor and Clinical Teaching</td>
<td>BH</td>
<td>5 Feb</td>
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<tr>
<td>Safety and Quality Team Day</td>
<td>BH</td>
<td>5 Feb</td>
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<tr>
<td>Basic Life Support Ward Unit Trainer</td>
<td>BH</td>
<td>6 Feb</td>
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<tr>
<td>neoResus First Response</td>
<td>BH</td>
<td>7 Feb</td>
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<tr>
<td>Central Venous Access Devices</td>
<td>BH</td>
<td>8 Feb</td>
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<tr>
<td>Safety and Quality Team Day</td>
<td>HBH</td>
<td>8 Feb</td>
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<tr>
<td>Clinical Orientation</td>
<td>BH</td>
<td>11 Feb</td>
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<tr>
<td>Safety and Quality Team Day</td>
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<td>11 Feb</td>
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<td>OVP: Basic Personal Safety</td>
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<td>12 Feb</td>
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<tr>
<td>OVP: Basic Personal Safety</td>
<td>MH</td>
<td>12 Feb</td>
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<tr>
<td>Recognising and Responding to Clinical Deterioration (COMPASS)</td>
<td>BH</td>
<td>12 Feb</td>
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<tr>
<td>Emergency Control Organisation (Warden)</td>
<td>HBH</td>
<td>13 Feb</td>
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<tr>
<td>OVP: Team Restrictive Practices</td>
<td>BH</td>
<td>13 Feb</td>
</tr>
<tr>
<td>PRAISE General Work Health and Safety Fundamentals</td>
<td>HBH</td>
<td>13 Feb</td>
</tr>
</tbody>
</table>

Find out more by logging into TrainStation

Contact WBHHS Education, Training and Research

Phone: Hervey Bay—4325 6104
       Maryborough — 4122 8315
       Bundaberg — 4150 2228

Email: WBHHS-ETR-Services@health.qld.gov.au

To access registration forms, training information or resources, go to the Education, Training and Research page on QHEPS.