Nurse navigators assist with patient’s entire health care journey

An innovative service is helping patients navigate their way through complex health care needs and medical appointments.

The Gympie community is benefitting from the Sunshine Coast Hospital and Health Service’s (SCHHS) nurse navigators, who focus on a patient’s health care journey and their health needs.

Executive Director Nursing and Midwifery, Suzanne Metcalfe said the Nurse Navigator Service provides end-to-end care coordination for patients with the greatest health care needs.

“We have seven nurse navigators who are delivering personalised care coordination for patients in Gympie and Maleny, five of whom are based in Gympie,” Ms Metcalfe said.

“For people with multiple complex health issues, having someone available to come to their house, guide them through the health care system and be a key point of contact is a huge relief.

“The nurse navigators work very closely with the patients’ general practitioner and other health providers to ensure patients are supported, assisted to access the most appropriate service, and receiving the best possible care, when and where needed,” she said.

A nurse for almost 30 years, Paulene Rogers began her nursing career right after finishing grade 12 at Gympie State High School in 1988.

“I wanted to be a nurse since I was 10 years old, when I had my tonsils removed at Gympie Hospital,” Ms Rogers said.

“I recall being very distressed about staying in hospital but one of the nurses was so lovely and caring that I decided that's what I wanted to be when I grew up.”

Born and raised in Gympie, Paulene Rogers worked as a nurse mostly in Brisbane and Nambour hospitals until she returned to Gympie in 2015 to take a role in the Gympie Hospital's children's ward.

“I have now been a nurse navigator since October 2016 and I am absolutely loving working in the community I grew up in, being involved in health decisions and ultimately working with a great team toward better health for all the Gympie and surrounding areas,” Ms Rogers said.

“People with chronic and complex health needs can sometimes feel they are becoming lost in the system and are unsure how to access assistance.
“As a nurse navigator, I get to help them find appropriate services, educate to improve their understanding of their condition and in turn help people better manage their own health.

“If you are struggling to manage your health, feel lost in the health system, find yourself juggling lots of specialist appointments, or travelling to appointments out of town that could have been managed over the phone, talk to your G.P. today and ask for a referral to the nurse navigator service. We are here to help you!” Ms Rogers said.

For more information on the nurse navigator service, please contact the Nambour Community Health Centre on 5450 4750 or visit www.health.qld.gov.au/nmoq/optimisingnursing/nurse-navigators

ENDS

Media contact: Naomi Ford | 5202 0085
Follow us! 📸微博