Message from the Chief Executive

I travelled to Thursday Island (TI) this week and attended the opening of the new accommodation for Torres and Cape HHS staff. I’m pleased that we now have more options for housing staff in the northern sector.

I also attended a community information forum on Saibai Island regarding tuberculosis (TB). Six cases of non-infectious latent TB were diagnosed by specialist medical assessment following contact tracing and screening of the close contacts of a single confirmed case of TB identified on Saibai in March.

The Tuberculosis Control Unit (based on TI) will be offering TB screening to Saibai community members. Concerned Saibai community members are encouraged to visit the Sabai clinic for a symptom check and chest x-ray if necessary.

It is important for staff to explain to our communities that people with latent TB are NOT infectious and it is not possible to get TB from someone with latent tuberculosis. The main risk of latent TB is that some patients (between 5–10%) may go on to develop active TB at a later stage in their lives.

Please take time to understand TB so you can help inform your communities.

For more information visit our website at www.health.qld.gov.au/torres-cape/html/tuberculosis.asp or phone the TB Control Unit on Thursday Island on 4069 0232.

Once again congratulations to the Thursday Island nurses (pictured above) who made history on 24 May when the entire shift on the General Ward was coincidently staffed exclusively by Torres Strait Islander nurses. See the story on page 3. This is a fantastic milestone for Indigenous health.

Thank you to all our staff at Aurukun Primary Health Care Centre for their ongoing patience and dedication to the local community. Despite the influx of visitors to the community, and even when there is community unrest, our staff continue to be focussed on providing high quality health care.

Regards

Jill

Jill Newland
Health Service Chief Executive
Summary of Board Meeting
The Torres and Cape Hospital and Health Board met in Cooktown on Thursday 26 May 2016. Board members took the opportunity to tour the Cooktown MPHS and meet with the local staff. The Board also travelled out to Hope Vale and Wujal Wujal and met staff members and toured the facilities. Whilst in the communities they also met with the local Mayors and Councillors and discussed local issues which included:

- coordination of service planning,
- the possibility of community employment within the HHS,
- the provision of aged care in the community.

The Executive General Manager South will maintain regular contact with the local councils. A meeting was held between the Board and the Cooktown Community Advisory Network at which various issues and opportunities were discussed. The Board also met separately with Cook Shire Mayor Cr Peter Scott.

Items discussed at the Board meeting included:

- The Board Chair confirmed the Minister’s appointment of Dr Scott Davis to the TCHHS Board. Scott has been appointed to the Finance and Performance and Safety and Quality Committees. Scott’s first Board meeting will be 24 June 2016.
- The Chief Financial Officer reported on the HHS’s current financial situation and advised the projected end of financial year forecast was still on track to indicate a budget surplus.
- The Board noted the excellent outcome of 98% compliance achieved by the HHS in the recent Patient Safety Audit and commended the hard work undertaken by the HHS staff.
- The Board congratulated the Safety and Quality Committee’s winners of the March-April Continuous Quality Improvement Excellence Award. The award went to the staff who performed an Adult Health Check at Badu Island Primary Health Care Centre in April. Refer to the story in this newsletter.
- The Board supported the HHS’s continued participation with eHealth Queensland to develop a Rural and Remote Integrated Corporate Records Management Strategy. The system will take advantage of upgraded platforms and applications to deliver workflow, electronic approvals, e-forms and records management.
- Donna Richmond, Director of Strategy, Planning and Performance, presented the completed Health Service Plan 2016-2026 to the Board for endorsement. The Board was very impressed with the work undertaken by Donna and her team and sincerely thanked them for their work.
- An update was provided on the Organisational Review which is on track to be implemented as planned.
- The Board Chair is to provide regular reports to the Minister on the HHS’s implementation of the recommendations put forward by QAO Performance Audit on Public Hospital Operating Theatre Efficiencies.
- Action plans from recent cost centre management training sessions compiled by EGMs North and South were tabled and regular reporting will be conducted through the Executive Management Team.
- The Board members have conducted their annual self-assessment evaluation and a summary was tabled at the meeting.
- The Board’s Terms of Reference and Charter for 2016/17 were reviewed and approved. These documents will replace the 2015/16 documents on our website shortly. The Terms of Reference for each Committee will be reviewed for 2016/17 at the subsequent committee meetings.
- Trent Twomey and Robin Moore of NQ Primary Health Network gave a presentation. NQPHN reiterated its wish to continue to strengthen the relationship with the HHS.

The next Board meeting will be held in Cairns on 24 June 2016.
The Oral Health team from all over the Cape and Torres Strait met together in Cairns in early June. Over the last 18 months the Oral Health Service has been going through a stage of expansion and development with a number of new key positions. The two day meeting gave the team the opportunity to meet, learn and train together.

Speakers from Payroll, Travel, Credentialling, Human Resources, Learning and Development and Research governance presented. Melissa Dalzell provided excellent facilitation of the meeting.

Dr Mark Wenitong and Vanessa Curnow (Director of Indigenous Management Unit) gave an invaluable presentation on cultural, social and historic influences on the Torres and Cape communities. Dr Alan Ruben presented ‘Paediatric health with oral health implications’ in indigenous communities. Clinical presentations were provided by Dr Paul Taylor (forensic odontology and oral pathology), Dr Ian Meyers (restoring the worn and broken down dentition), Dr Paul Lane and Dr Youssif Abdullah (early orthodontic diagnosis) and Dr Dileep Sharma (Diabetes and Periodontitis). Administrative, Dental Assistant and Clinician specific sessions were also included. Toni Mitchell (Dental therapist) shared with the team her recent ongoing experience with the volunteer Organisation the Mercy Ship based in Madagascar.

The range of quality presentations gave the team a wealth of knowledge that we can incorporate into our Oral Health services in the Cape and Torres Strait communities.

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Our nurses make history!

Thursday Island Hospital made local Indigenous nursing history in May with an entire shift on the General Ward staffed exclusively by Torres Strait Islander nurses for the first time.

Torres and Cape HHS Chief Executive Dr Jill Newland said the event was an historic day and significant milestone for Torres Strait Islander nursing.

“This is a wonderful testament to the growing number of qualified and experienced local staff that we have on the ground in our communities,” Dr Newland said.

I would like to congratulate all our staff involved in achieving this historic milestone.”

The milestone was achieved on 24 May with the General Ward’s afternoon shift.

The shift was staffed by Shirley Kusu, MacCauley (Max) Ghee, Fred Tamu, Robyn Zitha and May Seriat.

Dr Newland said Indigenous staff played an integral role in helping deliver culturally safe and appropriate health services to their communities.

“Whether they are nurses, doctors, health workers, administrative or operational services staff, their common objective is to help Aboriginal and Torres Strait Islander communities take a strong role in controlling and managing their own health and lifestyles.

“As a health service, we are absolutely committed to investing and building the capacity of our Indigenous health workforce as this is fundamental to improving life expectancy, addressing health inequality among Indigenous people and making services culturally safe.”
Saibai workshop instils confidence

Saibai Island locals were treated to an esteem building workshop as part of the Torres and Cape HHS Saibai Project Youth Week activities.

Donna Corrie of Dees Deportment, Grooming and Self Care (far right) tailored the three day program for young people to gain a fresh new approach to healthcare. The program was very popular with both adults and young people attending.

The workshop provided a holistic approach to health and wellbeing. Topics included health and fitness, employment etiquette, deportment and grooming.

The Saibai Project is part of the Torres Strait Islander Health Protection Strategy supporting primary health care on Saibai Island to better provide management of communicable diseases.

Improving outpatient services

Improving hand hygiene among healthcare workers is currently the single most effective intervention to reduce the risk of hospital-acquired infections in Australian hospitals. They are pictured with Elizabeth Hoffman CNC.

Cousin catch up

Above: Cousins Enid Ketchell (Dental Assistant, Thursday Island) (far left) and Olive Yusia (Dental Administration Officer, Thursday Island) (red blouse) caught up with their niece Marcella Ketchell (A/ Director Primary Health Care South) (far right) and cousin Denise Newman (Ear Health Coordinator, South) during a break from the dental team training in Cairns recently.

Infection control sorted

Above: Thursday Island Hospital Operational Officers Josh Dewis, Kiwat Abendnegro and Richard Pearson completed their Hand Hygiene and Infection Control training recently. Improving hand hygiene among healthcare workers is currently the single most effective intervention to reduce the risk of hospital-acquired infections in Australian hospitals. They are pictured with Elizabeth Hoffman CNC.
Footy fever

Above: Weipa Hospital staff came together for afternoon tea to get into the Origin Spirit for Game 1. Staff prepared and cooked ‘State of Origin’ inspired food and wore their team colours. It was a lovely afternoon tea and it was great to see so many staff from different streams come together for a chat and a bite to eat. Bring on Game 2!

Boigu Island supports both sides

Above: Staff at Boigu Primary Health Care Centre, in the northern-most part of Queensland, supported both sides for the big game.

Health finance inaugural conference

Torres and Cape HHS Finance Team Staff met with the Qld Health Director-General and other senior managers at the first Health Finance Conference in Brisbane recently.

Above: Cherie Campbell, Nicola Malone, Margaret Nowak with the Director-General Michael Walsh.

Above: Cherie Campbell, Agnes Meiffredi, Carolyn Wright, Margaret Nowak and Dani Hoins.

Above: Tony Coombs, Agnes Meiffredi, Liz Morley, Margaret Nowak, Cherie Campbell and Nicola Malone.
A new Line Manager Training Program has been developed for Torres and Cape HHS. Training was delivered in Weipa and Cooktown in May, with two more fully booked workshops to be delivered in Thursday Island and Cairns in June. This program will include an online Tool Kit that is currently being developed. The feedback from the workshops has been very positive with comments like “This is extremely useful and should be mandatory for all line managers” and “Very informative sessions. Every line manager at all levels should undertake this training.”

The workshops are for current line managers (temporary or permanent) and staff who are or may be backfilling their line manager. The workshops cover:

- **The importance of being a line manager** including leadership, management, organisational and effective communication skills.
- **Workforce Management** including workforce planning, recruitment and selection, position management, leave management, professional development and PAD’s, employee separation and performance management.
- **Financial Management** including planning and managing your budget, procurement and contracts, purchasing capital and non-capital items and managing expense claims.

Learning and Development are hoping to be able to offer more workshops in the new financial year.

If you would like to find out more about the Line Manager Workshop or the Line Manager Training Program please contact the Learning and Development team on 4226 5673 or email TCHHS-Learning@health.qld.gov.au.

**Nominate someone for their contribution to health care in our region.**

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The Adult Health Check on Badu Island has won a Torres and Cape HHS Quality Improvement Excellence Award for Improvement in Health Service Efficiency.

The health check was an excellent collaborative effort from a number of teams:

- Quality Lifestyle Team
- Men’s and Women’s Health Team
- Chronic Disease Team
- Staff from Badu Island Primary Health Care Centre (pictured)

The teams were nominated by Marita Sagigi from the Thursday Island Hospital Pathology Unit who commended the team for their excellent quality of pathology submissions. Viable pathology specimens are the cornerstone of a successful health check. The Adult Health Check team followed the correct sampling and paperwork procedures enabling pathology staff to process almost all of the samples, provide results quickly back to health teams, and bill Medicare. The Adult Health Check team successfully obtained a total of 154 samples and recovered no invalid samples (no-tests) and only 0.03% of samples were deemed not eligible for Medicare billing. As Marita said in her nomination, “This is a mammoth effort to have done so well and the staff in the TI Pathology Laboratory would like to recognise the great work that was done.”

Congratulations Badu Island Adult Health Check teams on providing an efficient and effective service to the Badu Island community.
Chronic disease improvement for Torres

The Continuous Quality Improvement (CQI) project team were given a warm welcome when they facilitated a CQI Workshop held on Thursday Island in May.

Participants attending the workshop reviewed the current model of primary health care, with a focus on improving chronic disease management.

The workshop was attended by 20 staff, including Health Worker Cluster Coordinators, Clinical Leads and Program Managers/Officers. All staff were very keen to help review services and to improve primary health care and chronic disease management.

Rhonda Shibisaki – Project Manager Chronic Disease set the scene with data that highlighted the high percentage of renal clients that are now and will require substantial management, treatment and follow up in the future.

The outputs of the workshop include a strengthened Chronic Disease Continuous Quality Improvement Action Plan to implement, monitor and evaluate the management of Chronic Disease and a Primary Health Care Framework that outlines roles and responsibilities, supports regular meetings, better data, reporting and follow-up. Topics discussed included:

- Service coordination
- Identify data and reporting systems
- Workforce
- Communication
- Torres Model of Care
- Women’s and Children Health

The program was facilitated by Debbie Jolley (Manager Quality and Innovation), Deb Stoffell (CQI Program Manager) and Wendy Sexton (CQI Coordinator).

HHS pledge to prevent domestic violence

The Torres and Cape HHS Executive Management Team and Board Chair have signed a pledge to promote a respectful workplace culture and support those whose lives are affected by domestic and family violence.

If you would like support, or if you or someone you know is impacted by domestic violence, you can access free, confidential support and counselling services via the employee assistance program (EAP) 1800 604 640.

Patient Safety Audit Top results

The Torres and Cape HHS scored a 98.4% full compliance in a recent Patient Safety Audit with a score of 127 out of a possible 129.

The Australian Council on Healthcare Standards conducted the audit regarding HHSs performance, particularly regarding governance, against relevant sections of the Hospital and Health Boards Act 2011 and the Hospital and Health Boards Regulation 2012. Congratulations to all staff and facilities that were involved in the Patent Safety Audit. Patient safety is an integral part of our daily work.
More than $4.7 million will be spent in the Torres Strait and Cape York regions over the next three years to improve residents’ sexual health.

The funding is part of the new $15.7 million North Queensland Aboriginal and Torres Strait Islander Sexually Transmissible Infections Action Plan 2016–2021 announced by Health and Ambulance Services Minister Cameron Dick.

Torres and Cape Hospital and Health Board Chair Bob McCarthy said the Action Plan would make a real difference to people’s lives in the region.

Mr McCarthy said the funding would help develop and deliver a range of clinically and culturally appropriate management and education initiatives, as well as expand on existing programs.

“These programs are aimed at reducing the transmission of sexually transmissible diseases (STIs) and blood borne viruses and improve sexual and reproductive health,” he said.

Mr McCarthy said the $4.7 million for the Torres and Cape HHS over the next three years was in addition to a $1.06 million allocation last year specifically to expand sexual health services in Cape York.

“With this additional guaranteed funding over the next three years, we will be able to maintain and expand the men’s and women’s health programs that were started on Cape York last year,” he said.

“We will also be able to further develop and expand existing men’s and women’s health programs in the Torres Strait and Northern Peninsula Area regions.”