The Sunshine Coast Hospital and Health Service is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the Quality of Care Report, you can contact us on (07) 5202 0085 and we will arrange an interpreter to effectively communicate the report to you.

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Welcome

On behalf of Sunshine Coast Hospital and Health Board, the health service Consumer Advisory Group and the dedicated staff of Sunshine Coast Hospital and Health Service (Sunshine Coast Health), we are proud to present our 2017-2018 Quality of Care Report.

We are committed to partnering and collaborating with consumers and partner organisations across our region to transform the way we deliver care to our communities. The 2017-2018 year will be remembered by our community and the Sunshine Coast Health team as the first operational year and safe opening of Sunshine Coast University Hospital at Birtinya. The Sunshine Coast University Hospital Program was awarded the 2017 Queensland Health Excellence Award in the Delivering Health Care category for the successful opening.

In March this year the health service underwent an independent, organisation-wide survey by the Australian Council on Healthcare Standards resulting in ongoing accreditation and assurance of compliance with the national safety and quality standards. This demonstrates the ongoing commitment of all health service staff to safety and quality of health care across the organisation.

In 2017-2018 there were more than 166,293* presentations to our emergency departments, 354,940** outpatient occasions of service, 10,889** elective surgeries were performed, and more than 3,379 babies were born—all record figures for the region.

In the past year our engagement of consumers in the processes of the health service has continued to develop. This has occurred across the organisation, with new consumer groups formed at Gympie and Nambour General hospitals. Consumers and community members will also be involved in the detailed design of the $86 million Nambour General Hospital Redevelopment project which was announced in May 2018. Members of the new Nambour General Hospital Consumer Advisory Group will be integral to the project. Our commitment to this engagement is genuine, as is our determination to maintain a patient focus on all we do, delivering sustainable, safe and high value services driven by continuous improvement.

It is with pride and on behalf of all health service staff that we commend our 2017-2018 report to you, and encourage you to note and share its substantive content that evidences our commitment to delivering health and wellbeing through exceptional care.

*Includes public patients presenting to Noosa Private Hospital
**Includes public patients admitted to Noosa Private and Sunshine Coast University Private hospitals.
Our vision

Health and wellbeing through exceptional care.

Our purpose

To deliver better care and experience for individuals, better health outcomes for our population and a better use of resources for healthcare.

Our objectives

- Better care and experience for individuals
- Better use of resources for health care
- Better outcomes for our local population

Supported by improving capability across our organisation and shared communities of practice.
Sunshine Coast Hospital and Health Service Quality of Care Report 2017-2018

Our community profile

Sunshine Coast Health provides public health care to communities in the Sunshine Coast, Noosa and Gympie areas of southeast Queensland.

The catchment extends from Caloundra in the south to Gympie in the north, currently covering a population of about 390,000 people. Compared to the whole of Queensland, the Sunshine Coast Health region has:

- a higher percentage of residents aged over 65 years
- a lower percentage of people aged 15 to 24 years
- a lower percentage of Aboriginal and Torres Strait Islander people
- a higher percentage born in Australia
- similar age and health risk factors
- lower rates of diabetes mellitus per 100 population
- similar low Socio-Economic Indexes For Areas (SEIFA).

Sunshine Coast Health provides a range of services through our hospitals and a comprehensive range of sub-acute, ambulatory and extended care, community health, mental health and oral health services, and aged care services at Glenbrook Residential Aged Care Facility.
2017-2018 Highlights

The 2017-2018 year was one of milestones and celebrations for the health service. While our newest facility, Sunshine Coast University Hospital (SCUH), marked its first year, Gympie Hospital staff, past and present, rejoiced as it celebrated its 150th year of caring for the Gympie community.

In the Sunshine Coast hinterland, Maleny Soldiers Memorial Hospital hosted a fête to celebrate 30 years at its current site and at Caloundra the Minor Injury and Illness Clinic saw more than 10,000 patients in its first year of operation.

A timeline of highlights across the health service is below.
Better care and experience for individuals

Sunshine Coast Health is committed to ‘working with’ rather than ‘doing to’ our consumers and patients. This ethos includes partnering with consumers (patients, carers, family members) in the planning, design, delivery and evaluation of our hospital and health services, contributing to more efficient and effective healthcare delivery.

More than 150 consumers have joined our consumer register, which means they have opportunities in engagement and training activities such as:
• membership of Health Service Committees
• participation in Patient Publication Reviews
• attending focus groups and workshops
• attending consumer representative training
• training for health service staff.

Consumer representatives are provided an orientation, training and support for their role, including the opportunity to attend events such as the annual Health Consumers Queensland Forum.

Consumer advisory group

The Consumer Advisory Group membership consists of consumers/carers who have committed to helping Sunshine Coast Health in an advisory role. The group was formed in 2014 and meets five times a year with the health service chief executive, the executive director medical services and a number of senior members of the health service. The goals of the group are:
• Improving the health outcomes and experiences for consumers of health services (including carers and community members) by ensuring that decision making has a patient focus
• Ensuring Sunshine Coast Health hears directly from and works in partnership with consumers of its services
• Meeting the obligations of the Hospital and Health Boards Act 2011 and the Hospital and Health Boards Regulation 2012 to integrate local services and drive improvements in health outcomes
• Fostering meaningful, two way dialogue between the health service and the wider community to increase community confidence in Sunshine Coast Health.

Committees with consumer representatives

• Consumer advisory group
• Infection control committee
• Comprehensive care committee
• Patient safety and quality committees
• End of life care committee

Consumer groups

• Renal consumer group
• Publication review group
• Maternity consumer group
• Aged care assessment team consumer group
• Rehabilitation assessment unit consumer group
Pain at the fracture or bruised site

Do not participate in any high risk activities (e.g. riding a bike, sports etc.) immediately after injury.

Complete physical and cognitive rest until feeling better (about 72 hours post injury).

Protect the brain and allow it time to heal.

Do not start sport or exercise until medical clearance by a doctor.

Exercise for each stage of rehabilitation.

---

Patient publication review working group

Our patient publication review consumer working group commenced in December 2016.

The group meets every six weeks connecting staff and consumers to develop publications consumers really understand.

This input ensures patient information meets the National Standard 2, Partnering with Consumers, and aims to make patient information easily understood, relevant and accessible.

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Partnering with you

We are committed to ‘working with’ rather than ‘doing to’ people.

We involve consumers (patients, carers, family members) and the community in the planning, design, delivery and evaluation of our hospital and health services, this helps us deliver more efficient and effective healthcare.

We communicate with our community through community events, media, social media and a new community newsletter ‘Community News’, launched in May 2018.

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Your experience

At Sunshine Coast Health we have many ways to seek consumer feedback:

• Complaints and compliments—by phone, face-to-face, email or using our consumer feedback form (see Providing feedback on page 8).

• Patient experience surveys—provide a specific snapshot of patient experience. Queensland Health commissions several patient experience surveys across the state, and our Patient Experience and Consumer Engagement Team also support services to carry out their own surveys.

• Patient feedback postcards—with the opening of Sunshine Coast University Hospital we began a feedback postcard system for patients and visitors to let us know how we’re doing. While we may not be perfect you’ve consistently rated us as better than good! When you tell us about problems we do our best to fix them.

2017-2018

2479 compliments

1355 complaints

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Compliments and complaints

When things don’t go to plan, we try to put things right. Our compliments and complaints are managed by a dedicated team which works to resolve your concerns or pass on your thanks.

Our follow up consumer surveys show we manage these issues well.

For reference 2016/17 complaints 894, compliments 1546.
Patient experience survey

Before opening Sunshine Coast University Hospital (SCUH) we asked, “what impact might it have on the experience of patients at all of our facilities?”

To answer this question, we sent more than 20,000 surveys to randomly selected inpatients and outpatients who attended our facilities in three stages over a one-year period. Our patients said we maintained a consistently high quality of care throughout a period of considerable change, with more than nine out of 10 patients at every facility always being provided good or very good care.

SCUH Patient Experience Impact Survey

Wave 1 - March 2017, benchmark survey
Wave 2 - September 2017, SCUH recently opened
Wave 3 - April 2018, SCUH opened one year

Overall, how would you rate the care you received at the hospital?

<table>
<thead>
<tr>
<th></th>
<th>Wave 1</th>
<th>Wave 2</th>
<th>Wave 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inpatients (Good or very good)</td>
<td>93%</td>
<td>94%</td>
<td>94%</td>
</tr>
<tr>
<td>Outpatients (Good or very good)</td>
<td>95%</td>
<td>94%</td>
<td>94%</td>
</tr>
</tbody>
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Providing feedback

Call a patient experience advisor on 5470 5085 or 5470 6206

Email SC-PLO-Inquiry@health.qld.gov.au

Or fill in a paper feedback form. These are available throughout our facilities and can be handed to staff, placed in a feedback box at the entrance of the facility you are attending or mailed to:

The Patient Liaison Advisor
Safety, Quality and Innovation Unit
Nambour General Hospital
PO Box 547, Nambour, Qld, 4560

Our staff can assist you to complete the form upon request. An interpreting service is also available if required.
Possum Clinic

Hospitals can be daunting for kids and their parents, but our innovative POSSUM (Paediatric Outpatient Sedation Support Under Multi-disciplinary team) Clinic is providing new ways to guide children safely through procedures.

The clinic provides compassionate restraint-free sedation for kids who have endured multiple failed attempts of procedures such as injections, infusions and IV drips.

POSSUM Medical Lead and Paediatric Specialist, Dr Adrian Ting, says the clinic was started to deliver a different approach to procedures that cause significant anxiety and distress in children with specific challenges, for example intellectual or physical impairment.

“Each procedure is individually designed. We use a combination of pharmacologic and non-pharmacologic support,” Dr Ting said.

“Our team consists of Paediatric Specialists, supporting medical staff, nurses, music therapy, occupational therapy, psychology and social work.”

Music therapy is one of the key differentiating techniques. Registered Music Therapist Cassandra Huntley uses music to support children who visit POSSUM to engage in a way that switches on the ‘relaxation response’, they often begin to feel a sense of calm, becoming more relaxed and less anxious.

Craig, father of a POSSUM patient, said: “The positive impact the clinic has made for our family is huge. In the past, knowing we’d have to help hold our son down caused anxiety for the whole family. For his last procedure we couldn’t believe the difference.”

Free Wi-Fi at our hospitals

Did you know our hospitals provide free Wi-Fi for patients and visitors?

We know hospitals can be a place where you feel isolated from the outside world.

Being able to connect to the internet for free helps both patients and their loved ones to stay connected. The power of instant contact can really lift your spirits and comfort patients missing their families and friends.

Accessing the Wi-Fi
- Select the ‘QH-FreeWiFi’ network on your device.
- Read the terms and conditions. Once you agree and accept you will be connected to the free Wi-Fi service.
- You will need to re-accept the terms and conditions after 12 hours of continuous use, or if your device is inactive for more than 30 minutes.
A partnership between Sunshine Coast Health's Mental Health and Addiction Service and the Queensland Eating Disorders Service has started a new community adult eating disorders service to assist consumers, carers, MHAS clinical staff and the community sector.

The Eating Disorders Service team includes a psychiatrist, experienced nurse, allied health worker and a dietitian.

The team uses proven assessment and treatment methods to help improve the quality of life for adults and their families who have, or are at risk of having, an eating disorder. The team also provide consultation and training for clinicians.

This new service provides more localised, free support for the Sunshine Coast community, and improves partnerships among health professionals to help improve management of eating disorders.
People requiring hospital and health services in our region can benefit from inpatient care in their own home, or residential care facility. Sunshine Coast Health provides this unique approach with our Hospital in the Home (HITH) service. From 2014 to 2018 more than 1000 patients were cared for through the service.

HITH Clinical Director Dr Ted Chamberlain said HITH was the delivery of short term and after-hospital care in the patient’s home as a substitute for being in hospital.

“HITH is an innovative model of care that provides patients with a safe and high quality alternative to traditional hospital treatment, in the comfort of their own home,” he said.

“Most patients prefer to be treated in the privacy of their home, with their family or friends on hand.”

“They can resume their usual activities and routines more quickly.”

Joshua Taylor, a HITH patient from Eudlo, appreciates the convenience of receiving hospital-level care in the comfort of his own home.

“The hospital in the home program allowed me to be at home with my children, eat my own food when I wanted and sleep in my own comfortable bed for a night of uninterrupted sleep.”

“I didn’t even know it was an option at first, it was definitely a wonderful experience for my family,” Joshua said.

HITH care is provided by clinicians from many specialties including infectious diseases, gerontology, general practice, emergency medicine, orthopaedics, cardiology, paediatrics, respiratory, and surgery.

Baby friendly Gympie Hospital

Gympie Hospital has again received Baby Friendly Health Initiative (BFHI) accreditation by the Australian College of Midwives.

The hospital promotes and supports a family-friendly workplace and is proudly BFHI accredited until 2020 through the college and UNICEF/World Health Organisation.

Gympie Hospital’s Nurse Unit Manager, Women’s and Families, Shaneen Osborne said BFHI aimed to help facilities to create an environment where breastfeeding is the norm and practices known to promote health and wellbeing of all babies and their mothers are put into place.

“In a baby friendly hospital like Gympie Hospital, breastfeeding mothers are given consistent, accurate information and support; and we ensure there is space, time and support for breastfeeding mothers who return to work,” Ms Osborne said.

“With this ongoing assistance, a woman can continue to be well-supported in her breastfeeding for the following months and years.”
Caring for sick kids closer to home

One of the new services available at Sunshine Coast University Hospital is the paediatric critical care unit, which provides care for critically ill children aged up to 16 years.

Paediatric critical care Director Dr Paula Lister said the opening of the unit meant fewer children had to be transferred to Brisbane for treatment.

“This is an exciting new service for our region which officially began on 29 January 2018.

In the first six months we cared for more than 100 seriously ill children who would have otherwise been transferred to Brisbane for treatment.

“Our aim is to provide a high level of care for young patients right here, closer to homes,” Dr Lister said.

“Many children with life threatening and potentially recoverable illnesses or injuries may now be cared for at Sunshine Coast University Hospital.

“Some complex cases will still be transferred to Brisbane's Lady Cilento Children's Hospital for care, but even these children will often benefit from improved intensive care stabilisation before transfer.”

The paediatric critical care unit is staffed by a multidisciplinary team including paediatric intensivists, specialised paediatric critical care nursing, and allied health staff.

New diabetes clinic for Aboriginal and Torres Strait Islanders

Aboriginal and Torres Strait Islander people on the Sunshine Coast can now directly benefit from a new diabetes clinic at the Caloundra Health Service.

Clinical Director of Endocrinology and Diabetes, Dr Shyam Sunder said this clinic was established in direct response to feedback from our patients and the community.

“The operation of this exciting new clinic will crucially involve important collaboration between the endocrinology and diabetes service and the Aboriginal and Torres Strait Islander health promotion team to target a real area of need.

“Aboriginal and Torres Strait Islander people are three and a half times more likely to have diabetes and four times more likely to be hospitalised with diabetes related conditions,” Dr Sunder said.

“Diabetes occurs at a younger age in Indigenous people and its complications can therefore develop earlier than is the case for the non-Indigenous population.

“Early intervention in the form of risk factor modification and good management of diabetes will help with closing this gap.”

The clinic is run by a multi-disciplinary team, including an endocrinologist and other key members of the diabetes service such as a diabetes educator and a dietitian, as well as Aboriginal and Torres Strait Islander health workers.
Better use of resources for healthcare

We know that to deliver the best care we need to work across teams and organisations, and be part of the community that we serve. We continue to look for ways use our resources more efficiently to integrate care and reach out to those in need across the Sunshine Coast and Gympie regions.

Cultural healing program—Gympie

In 2018, the Sunshine Coast Mental Health and Addiction Service and North Coast Aboriginal Corporation for Community Health, extended the successful Cultural Healing Program into the Gympie and Cooloola region.

The aim of the program is to increase access and improve integrated mental health services for the Aboriginal and Torres Strait Islander community in the area.

The team offer support for mental health which takes into account people's physical, social, emotional, cultural and spiritual wellbeing.

The Cultural Healing Program's staffing is a combination of Aboriginal and Torres Strait Islander mental health workers and mental health clinicians, who work together to triage, assess and support our mob. This ensures a safe and supportive clinical and cultural practice.

The service is available to people who are suffering from or at risk of a mental health issue or are in need of social, emotional or cultural and/or spiritual support and:

- live within the Sunshine Coast Health region
- identify as an Aboriginal and Torres Strait Islander or are non-indigenous family members.

Heart week’s focus on Indigenous health

Indigenous Australians are 70 per cent more likely to die from cardiovascular diseases, so the health service’s Aboriginal and Torres Strait Islander health team ran an educational event at Nambour in May 2018.

The Heart Week event included traditional games, a yarning circle, discussing heart health questions and taking the time to share the programs the health service for the Aboriginal and Torres Strait Islander community.

Sharon Barry, Sunshine Coast Health’s Program Manager for Aboriginal and Torres Strait Islander Health, said Aboriginal and Torres Strait Islander heart health still lagged behind that of non-Indigenous Australians.

“And, as with all healthcare, prevention is better than cure, which is why events like these are so important” Ms Barry said.

Ms Barry said the event was an opportunity to create a genuine partnership with Indigenous leaders, elders and communities to continue working towards closing the gap on life expectancy between Indigenous and non-Indigenous Australians.
Sunshine Coast University Hospital’s gastroenterology and hepatology department is helping cure Hepatitis C sufferers in the Sunshine Coast and Wide Bay regions.

The Sunshine Coast Hepatitis C Partnership (supported by the Department of Health’s Clinical Excellence Division) is providing an innovative and rapid access service to patients across the two regions.

Acting Clinical Director of Gastroenterology and Hepatology, Dr Jonathan Mitchell said the community-based, nurse-led Hepatitis C (HCV) clinic offered a mobile fibroscan service to patients at multiple locations across the region.

This simple, quick and painless test uses ultrasound to screen for liver disease by assessing the amount of HCV-related scarring in the liver.

“The scan is followed by a rapid decision on treatment through a multi-disciplinary team meeting run by hepatologists (liver specialists),” Dr Mitchell said.

“The amount of liver scarring influences the choice of treatment and the follow up required.”

“If necessary, treatment is prescribed by a specialist and is able to be monitored by the patient’s GP, with ongoing support from the Hepatology Partnership.

“It is great that patients are able to have their treatment initiated through this fantastic rapid access program, close to home.

“Patients can ask their GP to organise a referral into the service, or call our Hepatology Nurse about the program,” Dr Mitchell said.

Recent advances in medicine mean that in most cases, Hepatitis C can now be successfully treated.

The project partnership is funded by the Queensland Health Integrated Care Innovation Fund (ICIF) and the Australian Centre For Health Services Innovation (AusHSI) until December 2018.

Curing Hepatitis C in the community

Longlook at Gympie Hospital

Four medical students from Griffith University’s Rural Clinical School began 12 months of medical training in the Longlook program at Gympie Hospital in January 2018.

Gympie Hospital’s Clinical Director Dr Frank Le Bacq said staff were excited to welcome the students, who were taking the opportunity to further their training by learning medicine in a regional community.

“It’s a win-win situation: we get to invest in these students who may well go on to work here in the Gympie Hospital; and they get a first-hand understanding of what it’s like to provide health services in a regional community,” Dr Le Bacq said.

The Longlook program is an extended rural placement program funded through the Australian Department of Health’s Rural Health Multidisciplinary Training program and coordinated by Queensland Rural Medical Education.
Community members in the Sunshine Coast and Gympie regions talked about their experiences of care at the end of life at several Sunshine Coast Health workshops in 2018. Health consumers ageing from 29 to 80+ who had cared for their loved ones and friends at the end of life told their stories to staff at a range of community venues.

Dr John Endacott, Sunshine Coast Health Geriatrician and Clinical Service Director for Community Integrated and Sub Acute Services, facilitated the groups, which he said aimed to improve the quality of care for patients and families.

“We invited members of the community to spend an afternoon with us sharing their stories about care at the end of life, whether they are patients currently receiving end of life care or friends or relatives of people who have received end of life care,” Dr Endacott said.

Forums also included discussions with Aboriginal and Torres Strait Islander community members.

The focus groups provided rich information to help services learn what to improve and what to keep doing well and the success of the project means the team are planning to repeat the process annually.

“Life is not nought to 70, nought to 80, nought to 90. Life is from A to B and it’s what you do in between A to B that’s important. I’ve lived my life. I’ve done more than most people. Yeah, there’s a few things I haven’t done, but, hey, everyone goes through life and there’s a few things they haven’t done.”

19-year-old patient, as told by his father at the forum.

As part of global hand hygiene day this year, Sunshine Coast Health coordinated a progressive conga-line across the five health facilities in the health service.

This initiative was to raise awareness of the importance of clean hands, focusing on the prevention of health care associated sepsis through hand hygiene and infection prevention and control action. Sepsis is estimated to affect more than 30 million patients every year worldwide.

About 650,000 people acquire a healthcare associated infection in Australia healthcare facilities annually—of which between 8500 and 12,500 patients will die.

This is up to 10 times more people than were killed through motor vehicle accidents in Australia in 2016.
A successful hospital avoidance program that began at Gympie and Maleny hospitals is now being rolled out across Sunshine Coast Health.

The program involves regular reviews for patients with complex conditions who often present to emergency departments. The reviews look at ways to help such patients get extra care and coordinate better with GPs or other health professionals to stop them from needing to attend hospital as often.

Nurse navigators are experienced nurses who help educate patients with complex health needs so they can better understand their health conditions. They partner with the patient and the patient’s GP to help coordinate care.

This helps patients to self-manage, participate in decisions about their health care and improve their health.

A 74-year-old Nurse Navigator client in Gympie, who suffers from Parkinson’s, said: “The Nurse Navigator Services means a lot to us, they are all very professional in their work. My condition means I have anxiety attacks when going into enclosed rooms. I also feel very uncomfortable in the presence of people. Jennifer Farmer, my Nurse Navigator, relaxes me in about five minutes.

“She has so many helpful ideas and support on how to go about it. Jennifer is very much up to date with the latest information and never stops thinking about how she can help. This service is greatly needed, they give a lot to the quality of life for patients and their carers,” she said.

There is a team of 12 Nurse Navigators across Gympie, Nambour and Caloundra, including a northern and southern Nurse Navigator exclusively for Child and Youth of complex needs.
In 2017 a new partnership between Sunshine Coast Health’s Mental Health and Addiction Service (MHAS) and the Queensland Police Service (QPS) was launched to provide a safer, more cost-effective response to mental health crises in the local community.

The Police and Clinical Early Responders (PACER) initiative builds on evidence that the combined skills and knowledge of police and mental health clinicians leads to more appropriate resolution of mental health crises in the community.

MHAS and QPS positions work side by side so that they can respond together when contacted via QPS Communications to support first responders (either QPS or Queensland Ambulance Service) in a mental health crisis.

The PACER clinician makes sure people experiencing a mental health emergency receive the most appropriate and least restrictive care.

Collaborating to support Fetal Alcohol Spectrum Disorder

A $1.3 million Australian Government funding boost will expand Sunshine Coast Health’s ability to care for children dealing with Fetal Alcohol Spectrum Disorder (FASD) and their families.

Service director Dr Heidi Webster said the funding would result in an increase in the total number of clients by 45 per year and will run until 2020.

“Our child development service forms part of a consortium comprising the Gold Coast and Sunshine Coast University hospitals, led by Professor Sharon Dawe from Griffith University’s Menzies Health Institute, along with the University of the Sunshine Coast, The University of Queensland, Queensland Institute for Urban Indigenous Health and Kummara Association,” Dr Webster said.

“This substantial investment in the health of our community will allow us to provide accurate assessment and support of children who have had prenatal alcohol exposure.

There will also be the opportunity to provide support in the community and across early childhood and school settings. Early diagnosis and support is essential for children with a FASD. Early to middle childhood is a time when children learn important foundational skills around managing their own behaviours, learning to plan activities and follow more complex instructions.

Children with FASD need extra help in developing these skills; and there is growing evidence that supporting children and their families at this critical time reduces some of the detrimental effects of prenatal alcohol exposure.

“We are delighted to receive this funding so we can help more children improve foundational skills in early childhood and to work with carers, parents and teachers to support their children’s development.”

The Child Development Service relocated from Maroochydore to Caloundra Health Service in 2018, as part of a $17 million redevelopment of the Caloundra facility.
Better outcomes for our local population

As Sunshine Coast Health grows we are striving to improve, and as we expand we must continue to focus on safety. Our new tertiary hospital is a superb base for researching, teaching and learning, and supporting our other facilities as they evolve. In 2017-2018 Sunshine Coast Health Institute (SCHI) hosted numerous statewide education opportunities, the Sunshine Coast medical school was announced, the health service won awards for innovation, as well as substantial research grants.

Venue for statewide education events

Some of the statewide events hosted at SCHI in 2017-18:
- Queensland Physiotherapist Rehabilitation Network
- State Wide Pre-hospital Trauma Course
- 2nd Annual Queensland Critical Care Research Forum
- 1st Queensland Hospital Pharmacy Collaborative Research Symposium
- Australian Cardiovascular Health and Rehabilitation Association and National Heart Foundation Secondary Prevention in Cardiology Symposium
- Association of Queensland Nursing Leaders
- Children’s Health Australasia Conference.

SCUH Medical School announced

In August 2017 we confirmed that Griffith University will operate a medical school at Sunshine Coast University Hospital.

This provides a pathway for Sunshine Coast residents to study and then practice locally in the community, providing vital GP and other medical services.

Griffith University Deputy Vice Chancellor (Engagement) Professor Martin Betts said the formalisation will allow Griffith to commit to the 25-year partnership with Sunshine Coast Health, University of the Sunshine Coast and TAFE Queensland to train the next generation of doctors for the Sunshine Coast.

“The fact that the Sunshine Coast University Hospital is a medical teaching hospital also means that there is the opportunity for important health and medical research on the Sunshine Coast,” Professor Betts said.

On 18 June Associate Professor Jennifer Williams was welcomed as the new Deputy Head of the Griffith University Sunshine Coast Medical School.

From 2019 Griffith University students are expected to begin their education and the medical school would expand along with the hospital.
Open disclosure training program

Sunshine Coast Health’s Safety Quality and Innovation Unit hosted Queensland Health’s Clinical Excellence Division’s pilot Open Disclosure Training Program. Open disclosure is the open discussion with the patient, their family, carers and other support persons, about incidents that result in harm to a patient while receiving healthcare.

The two-day program was hands-on with participants role-playing real life examples with paid actors to develop and refine their skills in what is often a challenging situation for patient, family and staff. Feedback from participants was extremely positive and the team from the Clinical Excellence Division were impressed with the calibre and engagement of participants.

Combating cancer with exercise

The Sunshine Coast is home to the first integrated exercise physiology service for cancer patients helping more than 400 patients in 2017-2018, thanks partly to a major fundraiser organised by the health service’s foundation Wishlist.

Sunshine Coast Health exercise physiologist Curtis Forbes has spearheaded the new initiative which combines a safe and regular exercise space specifically for patients undergoing chemotherapy, radiation and immunotherapy.

Termed ‘exercise medicine’, a growing body of research has linked enhanced patient outcomes with exercise during cancer treatment.

“It can help manage many of the common side effects of treatment, speed up return to usual activities, improve quality of life and some research has shown that it can reduce the risk of cancer returning,” Mr Forbes said.

“I’ve welcomed individuals to my clinic who have been in wheelchairs and weeks later seen them return to walking in the mornings at Alexandra Headland, Mooloolaba spit or the boardwalk at Bulcock Beach.

“One of the patients that has been making great use of the Wishlist funded equipment is Bob McMillan, who has been exercising three times a week with Mr Forbes. Mr McMillan said he has prostate cancer and believes he gets benefits from exercising straight after radiation treatment.

“I did my research and read about the benefits of exercise physiology and asked about it at Sunshine Coast University Hospital. They put me onto Curtis,” Mr McMillan said.

Mr Forbes said physical activity also played an important role in the prevention of cancer including colorectal, breast and endometrial cancer, as well as emerging evidence associated with reduced risk of other cancers such as prostate, lung and ovarian cancer.

The service will continue to develop pathways, utilising staff and technology to expand its reach to cancer patients within the broader health service. This reduces travel time and inconvenience and means patients can have updated medications information and a management plan available all without having to travel beyond Gympie.
Sunshine Coast Health Research Day 2017

More than 200 Sunshine Coast Health staff, consumers and delegates from universities and TAFE gathered at Sunshine Coast Health Institute on 15 November to see a wide range of research presentations for our 2017 Annual Research Day.

Guests enjoyed a presentation from keynote guest speaker, Professor Emeritus Alan Mackay-Sim, from the Griffith Institute for Drug Discovery, Griffith University.

The Australian of the Year 2017 discussed his pioneering spinal cord injury research, which has involved leading a Brisbane team in a world-first clinical trial in which the patient’s own olfactory cells were transplanted into their injured spinal cord in the first stages of a therapy to treat human paraplegia.

Support for mental health patients

In 2017 the health service welcomed two Independent Patient Rights Advisors (IPRAs) to provide mental health patients and their support persons independent assistance and information in relation to rights under the Mental Health Act 2016.

The role of a Rights Advisor is to work cooperatively with both patients and the staff of the Mental Health and Addiction Service to ensure patient rights under the Act are safe guarded and patient health and wellbeing is promoted. Rights Advisers also work with the patient’s nominated support persons, family, carers and other support persons.

The IPRA role has grown fast. Since July 2017, monthly occasions of service have increased from 52 to 322 per month in 2018. About 66 per cent of these provisions of service are follow up after an initial provision of service.

The IPRAs also partner with the mental health service education coordinators to provide staff education on topics relevant to working with patient rights.

Both Advisors have several years’ experience working with patients and their support persons within mental health service environments to promote recovery-oriented services and reduce the stigma associated with mental illness.

To contact a Rights Advisor phone 5470 5546 or email SC-IPRA@health.qld.gov.au
This year Gympie Hospital celebrated 150 years of service. The hospital has a long and proud history of serving the community. It first opened as Nashville Miners Hospital in 1868, and in true community spirit, it was funded by subscription collected from the community.

The facility began life as two tents before being moved into a building at the present site of the Masonic Hall on Channon Street. It was moved to the current site in 1869 and a two storey brick hospital was built in 1888, with the first formally trained nurse graduating in 1923. Its modern day premises were completed in October 1986.

Gympie Hospital was one of the largest training hospitals in Australia, with one of the first Queensland male nurses being trained at Gympie.

Today, Gympie Hospital continues to provide healthcare excellence to the community and remains one of the largest employers in the region.

Director of Nursing and Facility Manager, Nicole White said the hospital has celebrated with staff past and present and the community this year, with a number of events.

In March, in partnership with the Country Women’s Association the hospital hosted a morning tea for 200 staff past and present, in October the facility hosted a Soiree, and in September the hospital unveiled a commemorative plaque.

“We are very excited and privileged to not only provide ongoing patient care for the region, but to celebrate and reminisce with our past and present staff.

“The plaque is a long-lasting legacy dedicated to past, present and future staff, and our ongoing commitment to the Gympie community.

“In 2017/18 our team provided care for 14,000 inpatients and more than 30,000 emergency department presentations.

We feel privileged to provide patient care for our region well into the future,” Ms White said.
Innovative Community Care Unit win national award

Sunshine Coast Health’s Community Care Unit (CCU) has won a national award for an initiative that helps mental health residents manage their own medication.

The CCU is a mental health residential rehabilitation facility. Residents have a persistent and serious mental illness and generally stay in the CCU between six months to two years.

During this time, the aim is to improve resident’s mental and physical wellbeing, and their ability to live as independently as possible. Staff of all disciplines help residents understand their medication, involvement and subsequently medication adherence.

To support a consistent approach, the team at CCU developed a special system to administer medicine, called Stages of Medication Administration (SOMA).

Mental Health Education Team Clinical Nurse Consultant (CNC) Larissa Hallam and CCU CNC Paul Dawson say SOMA was developed after staff recognised the need to improve the delivery of medication.

“We developed this initiative to educate and empower our residents to manage their own medication. The development team worked with the whole team at CCU and consulted with pharmacy and medical staff to work out a system which would suit CCU residents and support recovery,” Ms Hallam said.

SOMA enables staff members to determine each resident’s level of ability to independently manage their own medication, communicate this to a team (including the resident and their family/carers) and support them to become more independent in a standardised manner. The model has an education component built into each stage to support progression through the stages.

Staff developed a training package, workplace instruction and medication assessment as part of the program, and say the national recognition has blown them away.

“We are a relatively small team who are very passionate about what we do, and work hard, but we didn’t think we had a chance at winning when you look at some of the previous winners, so to be recognised by a National Medicinewise Award is fantastic,” Team Leader Alistair Russell said.
Nambour Emergency Department program wins $100,000 research grant

A Nambour General Hospital specialist has been awarded a prestigious research grant by the Emergency Medicine Foundation for her work to improve emergency care for older people.

Dr Elizabeth Marsden received a $100,000 research grant to evaluate ways of extending the flagship Geriatric Emergency Department Intervention (GEDI) program to other hospitals in Queensland.

The program, established and grown locally at Nambour Hospital over the past several years, and now also operating at the Sunshine Coast University Hospital has brought major improvements to the care of the elderly.

The GEDI program involves specially trained GEDI nurses doing structured comprehensive assessments for patients aged over 70 who present to ED.

Dr Marsden said such assessments went beyond the single condition that patients often presented with and enabled a holistic care to be provided in hospital and after discharge.

“This allows us to develop shared care plans with other providers, resulting in avoidance of hospitalisation and improved quality of life,” she said.

Getting patients home sooner

When patients are well it makes sense that they return home as soon as possible, so in January 2018 staff at Sunshine Coast University Hospital worked on a project to reduce the time it takes to discharge inpatients.

The project focused on improving the use of the Transit Unit for discharging patients, improving team communication, better managing patient expectations, and organising better discharge coordination.

Regular short rounding meetings were used to help staff prioritise patients to be discharged, while patient communication boards were installed next to beds so that both patients and staff can see important information such as the planned date of discharge and names of clinicians.

In the wards where the project was trialled the average length of stay for patients was reduced by almost half a day, and the rate of patients who knew their expected date of discharge almost doubled.

Nurse Unit Manager, Helen Beatty said the ‘rapid rounds’ improved efficiency, reducing the need for other longer meetings.
Maleny Soldiers Memorial Hospital celebrates 30th anniversary

Residents in Maleny helped us celebrate Maleny Soldiers Memorial Hospital’s 30th anniversary in October 2017.

On 14 October, staff and Maleny Soldiers Memorial Hospital Auxiliary members hosted a fête to celebrate 30 years since the hospital was opened at its current location.

The hospital was originally built as a memorial to those who took part in World War I, was officially opened as a private hospital on 21 October 1920 and gazetted as a general public hospital on 21 May 1921.

The original Maleny Soldiers Memorial Hospital served the community until a new facility was built across the road and was officially opened on 17 October 1987, with the old building being removed and the old site used the new Maleny Ambulance Station.

Acting Director of Nursing Glennis McAlpine said the fête was an opportunity to welcome the community and help raise funds for the Hospital Auxiliary.

“It’s also an opportunity for us to show our proud history in this community” she said.

The community event featured food stalls, entertainment, a Maleny’s Got Talent competition, games and fun activities for children, health services displays, and Back to Maleny– Born in Maleny (a competition for all those born in Maleny Hospital).

“It was a great day, so many staff and community members showed support of our hospital and our auxiliary,” Ms McAlpine said.

“The auxiliary is tireless in its fundraising activities which support the purchase of new equipment for the hospital.

“We are also fortunate to have very active community groups who work with our Auxiliary to benefit us.

“Over the past 30 years, many items of equipment have been purchased thanks to the kind donations and fund raising activities of the community, Maleny Hospital Auxiliary and local community clubs.”
Our future

Caloundra Redevelopment

The redevelopment works at Caloundra Health Service (CHS) are due to be completed in 2019. Chief Executive, Adjunct Professor Naomi Dwyer has been pleased by the progress.

“A particular highlight of the redevelopment will be a landscaped courtyard with direct access from the inpatient bedrooms for palliative care patients and their families.

“The courtyard was designed to provide a stress free outdoor environment for patients, visitors and staff featuring varied height seating and bush tucker plants,” she said.

“Screens, paving and other elements of the landscape have been designed around a history of Caloundra theme. Staff, community, traditional owners and the Caloundra Hospital Auxiliary were consulted during the design process.”

Nambour General Hospital Redevelopment

A major $86 million redevelopment at Nambour General Hospital will support critical areas of emerging health service needs and complement the distinct roles of the other Sunshine Coast hospitals and health services. The redevelopment will have a contemporary design enabling better access for patients and visitors. It will establish Nambour General Hospital as a hub for integrated health care and coordinated community services. Construction is expected to commence early 2019 with final stages of construction completed in September 2022.

The redevelopment will deliver:
• An expansion of wards (inpatient units) including mental health services, surgical services and medical services with a focus on families and older persons
• A larger emergency department with additional beds
• New medical imaging equipment with increased service capacity
• A new Acute and Restorative Care ward (inpatient unit)
• A new same day rehabilitation service model to encourage the transferring of care from an inpatient to ambulatory setting
• Expansion and collocation of short stay wards close to the emergency department and surgical services
• Improved designed of the renal dialysis unit, Central Sterilising Unit, Oncology and Day Unit Infusion Therapy units, and kitchen facilities.

Service changes:
- 34 beds to 49 beds
- expanded palliative care and ophthalmology services
- range of outpatient and community services in addition to the existing minor injury and illness clinic.

CHS Facility Manager and Director of Nursing Dave Johnson said the vision for the CHS redevelopment had been a collaborative one.

“The end result will be a relevant and contemporary facility able to deliver an excellent service with integrity while still maintaining the relaxed ‘Caloundra feel’ the community has experienced in the past,” Mr Johnson said.
The opening of Sunshine Coast Health Institute (SCHI) collocated with Sunshine Coast University Hospital launches a new era in health education, research and clinical training on the Sunshine Coast.

SCHI is a state-of-the-art education, training and research facility formed by a partnership between Sunshine Coast Hospital and Health Service, University of the Sunshine Coast, TAFE Queensland and Griffith University.

Bringing education, training and research together enables us to keep improving the training and education of the next generation of nurses and doctors for the Sunshine Coast.

The institute’s Director Anton Sanker said SCHI was a key part of the SCUH campus.

“I think there’s very much an intention that training here would lead to pathways to employment,” Mr Sanker said.

Education at SCHI includes:
• training programs to up-skill existing health professionals
• hands-on clinical training for students studying to become health professionals
• postgraduate training of medical students
• undergraduate and post-graduate education and training for nursing and allied health students
• clinical and innovative research
• technical simulation training
• lectures, presentations and conferences for large groups.
Wishlist

Wishlist is the Sunshine Coast Hospital Foundation; a not-for-profit organisation dedicated to fundraising for the needs of Sunshine Coast Hospital and Health Service.

Each year, Wishlist pledges more than $1 million towards:
- research projects
- medical equipment and support projects
- staff scholarships and education funding.

This year, thanks to the ongoing support from the Sunshine Coast community, they have been able to fund many great health initiatives across Sunshine Coast hospitals. Some of these include:

**Sunshine Coast University Hospital**
- $21,290 for a LUCAS chest compression system for the Cardiac Catheter Laboratory.
- $25,000 for equipment for a Queensland-first integrated Exercise Physiology Service for cancer patients accessing care across Sunshine Coast Hospital and Health Service.
- $5000 for a Sensory Garden for mental health patients receiving treatment in the Older Persons Mental Health Unit.
- $4000 for iPads to be used by paediatric patients as a distraction tool while in the operating suite.
- Continued funding of the Clown Doctor Service to bring smiles to sick patients.

**Nambour General Hospital**
- $30,000 for a Dementia Garden at the Acute and Restorative Care Unit to be constructed during the Nambour General Hospital redevelopment.
- Management of Reed Charity House in Nambour—the emergency accommodation centre supporting the needs of Nambour General Hospital and the Sunshine Coast University Hospital.
- Continued funding for TV rental for renal patients, the Cancer Care Centre and ward 1D.

**Gympie Hospital**
- $19,532 for a paediatric Telehealth Service at Gympie Hospital to connect young patients with specialists at Sunshine Coast University Hospital.
- $4088 for a Masimo Sleep Study Monitor and equipment for the Paediatric and Women’s Health Unit.
- $33,000 for a neuro-perfusion package to assist stroke victims.
- $30,697 for a C-MAC Laryngoscope for Gympie Emergency Unit for difficult airway management (fundraised by the 2017 Children’s Hospital Foundation Woolworths Wall Token Appeal).

**Caloundra Health Service**
- $44,012 for music therapy at Dove Palliative Care. The program will run until 2020 at 15 hours per week.
- $1200 for voice recorders and associated equipment for the Client Biography Service at the Dove Palliative Care Unit.
- $430,000 worth of ophthalmology equipment to vastly expand and improve public eye services.