COMMUNITY members, businesspeople, civic leaders and WBHHS staff from across Wide Bay have come together to find out about the next steps in the planning process for a new hospital in Bundaberg, on a new site.

Public information sessions were held on Monday and Tuesday in Bundaberg, Hervey Bay and Maryborough to explain the detailed business case process for a new hospital, and the opportunities it could bring to the region.

Wide Bay Hospital and Health Board Chair Peta Jamieson and to Executive Director Bundaberg Hospital Redevelopment Debbie Carroll led the sessions, which attracted more than 100 people across the region.

“We want the Wide Bay community to be fully aware of how we are developing this detailed business case and to be involved in the very exciting journey we’re on,” Peta said.

“The benefits of a new hospital will flow beyond Bundaberg and to our entire region, which is why we put on sessions in Hervey Bay, Maryborough and Gayndah as well.”

A potential site for the new hospital was much discussed in some of the sessions, with the presenters explaining an Expression of Interest process would soon be launched, taking into account criteria including size, accessibility, flood protection and other factors.

Other topics discussed included future service development and masterplanning, workforce planning, and economic benefits the hospital would bring to the region.

A final session will be held at 12pm on Tuesday, August 6 at Gayndah Town Hall. For more information, visit www.health.qld.gov.au/widebay/bundaberg-hospital.

Almost 50 WBHHS staff will be taking part in the Cane2Coral fun run and walk this weekend in Bundaberg, as part of the organisation’s corporate team.

Participants are entering in a range of events including the 4km and 10km run/walk, and the 21.1km half marathon for the rather more serious competitors.

All of them will be able to wear their WBHHS active shirts, which they ordered on registration for the team – and which are now available for pick-up at Bundaberg and Hervey Bay hospitals.

In Bundaberg, the WBHHS staff active packs can be picked up during business hours from the Executive Office, while in Hervey Bay they can be picked up during business hours from Main Reception.

“We’re looking forward to seeing everyone out on the course in their shirts!”
STAFF and community members across the region came together recently to celebrate Aboriginal and Torres Strait Islander culture and achievements in a series of NAIDOC Week ceremonies and barbecues at WBHHS facilities.

The ceremonies were led by Elders and Traditional Custodians Aunty Joyce Bonner (Hervey Bay), Uncle Glen Miller (Maryborough) and Chris Thiesfield (Bundaberg), alongside WBHHS Chief Executive Adrian Pennington.

All speakers touched on the theme this year of “Voice, Treaty, Truth – Let’s work together for a shared future”.

Adrian said as a provider of public health services in a small part of Queensland, WBHHS couldn’t influence national policy on constitutional change or the concept of a treaty – but we could do our best to improve what we could influence in our own back yard.

“Through our Aboriginal and Torres Strait Islander Health workers – and all our health professionals – we can keep improving services as we continually strive to close the gap in Indigenous health outcomes,” he said.

“Through our newly formed Indigenous advisory councils, we can do more to listen to Elders and community members about what’s important to them.

“And through our Closing the Gap Health Plan, we can set our sights on those identified key areas for improvement and make them happen.”

WBHHS rural staff, led by Aboriginal and Torres Strait Islander Health Workers Gerrald Lasserre and Oriel Chambers, also took part in a community NAIDOC Week event in Mundubbera.

The team got involved in health promotion activities at the event, which was jointly organised by Central Queensland Indigenous Development, North Burnett Regional Council and the Jena Boran Aboriginal and Torres Strait Islander Corporation.
NAIDOC ceremonies across Wide Bay
DID you know that entering a patient’s data correctly not only ensures we can track clinical trends and information accurately, but also impacts on our funding eligibility?

Ensuring information is correct ensures funding can be directed where it meets the healthcare needs of our community. Staff are encouraged to be up-to-date by attending one of a number of HBCIS information sessions being held across the WBHHS starting today.

These information sessions will be covering the following areas:
- Importance of collecting accurate data
- Utilising HBCIS accurately to tell the patient’s journey
- What questions administration staff should ask when interacting with patients
- Importance of updating patient information at each and every presentation
- What is a “Service Event”? When must occasions of service be recorded and why?
- EVAPlus – fatal errors – warning errors
- HBCIS Patient Registration Screen and Referral Entry Screen
- What is a referral
- HBCIS Appointment Entry Screen
- HBCIS NAP DSS Appointment Entry Screen
- Non-Admitted Funding Matrix
- Medicare ineligible patients
- Importance of capturing Admitted Days
- What is a PEF?

The 90-minute workshop is facilitated by members of the Finance & Performance Team and Training Development Team. Bundaberg Hospital sessions are running today (July 31) at 9am, 11am and 3pm in the Education Conference Room.

Hervey Bay sessions will be held on August 15 in the Education Conference Room at 1pm and 3pm, while Maryborough sessions will be held 10am, 12pm and 2pm on August 16 in ETR Classroom 2.

Staff can register via TrainStation or are welcome to just turn up on the day.

While the vast majority of Queenslanders (80%) believe it’s important to be an organ and tissue donor, only 28% take the necessary steps to register.

We’re encouraging staff to ensure they’re on the Australian Organ Donor Register and whether they’ve already signed, or are signing up, to encourage a friend or family member to also register during DonateLife Week.

It only takes a minute or two to Register as an Organ Donor

It’s also important to ensure your family is aware that you’ve become a donor and why you feel it’s important – after all if the day comes they’ll also be consulted about whether your organs can be donated.

Local transplant recipients, donor families and our DonateLife Coordinators have also been busy promoting the cause in a range of radio, TV and newspaper interviews this week.

Hopefully these efforts will help see the Wide Bay continue to lift its donor rate.

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Changes to the online IT store set to launch

THE Online IT Store is being replaced with a new store which will be accessible from the Order Something section of the IT Support Self-Service Portal from Thursday August 1.

Designed and built in readiness to accommodate and align with the new financial management system, the new online store provides the same IT products via a modern online shopping experience.

In preparation for the new store, staff should check the status of existing cart requests in the old store.

To approve current cart requests log into the current Online IT Store to check what requests are pending your review and action.

Unactioned carts may need to be recreated in the new store after August 16.

More information is available on OHEPS and the IT Support Self-Service Portal, including a video to show you how to use the new Online IT Store.

The WIDE BAY Wave

Ruth to shape peer work guidelines

WBHHS Mental Health Consumer Engagement Facilitator Ruth O’Sullivan will play a part in shaping national guidelines for the peer workforce, after she was selected to be part of a national steering committee.

Ruth, who joined WBHHS in July 2018, supervises WBHHS’s Mental Health peer workforce as part of her role, and submitted an expression of interest to be part of the Peer Workforce Guidelines Steering Committee.

She will be one of two representatives from Queensland on the committee to work on the guidelines, which are being developed under the Fifth National Health and Suicide Prevention Plan, and are due to be in place by 2021.

The project aims to support the peer workforce through providing formalised guidance for governments and employers about support structures required to sustain and grow the workforce.

“Guidelines will ensure consistency across Australia, so it’s important they’re developed in conjunction with local and regional peer workforce frameworks,” Ruth said.

“National guidelines will also be a step towards professionalisation of the peer workforce.

“Being part of this steering committee will enable me to raise the suggestions of Queensland Health peer workers and the non-government organisations I network with throughout Queensland.

“I’m really grateful to have the support of the Mental Health team to attend the meetings and undertake the requirements of the committee.”

The Wide Bay Mental Health Service has worked hard to grow its peer workforce in recent years, to provide consumers with support from staff who have lived experience of mental illness.

Some of those peer workers have recently undertaken Certificate IV studies in peer work, which gives them a nationally accredited qualification in an area that is playing an increasingly important role in mental health service provision.

WBHHS Mental Health Consumer Engagement Facilitator Ruth O’Sullivan has been selected as part of the national Peer Workforce Guidelines Steering Committee.
WBHHS performance praised

THE WBHHS Executive was thrilled to receive a memo from Queensland Health’s Contracting and Performance Branch formally congratulating the organisation on Level One performance status and recognising its employees’ hard work to get there.

Branch Director Jaclyn Dunn sent the memo to Chief Executive Adrian Pennington, congratulating WBHHS on its “stellar performance” and “the positive way in which the HHS has continued to deliver services” to the Wide Bay community.

Ms Dunn said the performance of HHSs across Queensland was assessed quarterly against the following key components:

- Accreditation for the HHS’s facilities, services, programs and centres;
- Delivery of service agreement requirements;
- Compliance with health service directives;
- Fiscal management; and
- Key performance indicators.

“I am pleased to advise that [WBHHS’s] performance has been upgraded to Performance Level One, based on the improved performance of the emergency length of stay target,” she wrote.

“The Department of Health appreciates the efforts of the HHS executive and staff in achieving this level of performance.”

WBHHS ended the 2018–19 year with a whole-of-HHS emergency length of stay figure of more than 80%, meeting the statewide target and meaning the vast majority of Wide Bay patients were either admitted or discharged within four hours.

Acting Chief Executive Robyn Bradley said achieving Level One performance was something all staff should be proud of.

“Achieving Level One means the entire organisation is performing well — we’re not just doing it in pockets,” she said.

“That takes an extraordinary amount of coordination and hard work by a lot of people.

“So on behalf of the Executive, I’d like to thank and congratulate all our teams for the consistent effort they put in to provide such a quality service to our patients.”

A world free of suicide

DAN Banos and Assoc. Professor Kees Nydam have returned to the Wide Bay from the National Suicide Prevention Conference as award winners.

Alongside Dr Kate Jonathan, they were awarded the Best Academic Poster at the conference held in Melbourne.

Dr Jonathann is the Principal Investigator in a joint project between the University of the Sunshine Coast (USC) and WBHHS Mental Health and Specialised Services.

The three researchers entered a poster as a way of focusing attention on the contributions made in all parts of Australia towards the shared vision of a World Free of Suicide.

“This award was welcomed, because it demonstrates just how far WBHHS has evolved as an organisation. We now actively seeks collaboration with the university sector to foster quality research to inform clinical policy and practice,” Dr Nydam said.

“This small piece of recognition augurs well as we transition towards a new Bundaberg hospital, which will require an acceleration towards evidence-informed translational research, to better direct how we serve the community in the Wide Bay.”

Suicide Prevention Australia (SPA), who hosted the conference, worked closely with a Program Advisory Committee — which consisted of members from research, service provision and lived experience perspectives — to develop a comprehensive program that will be a catalyst to improved clinical outcomes.

Dr Nydam said the conference was highly regarded for its ability to bring people from a wide range of backgrounds and communities together.
Comedy, camping and Collingwood

Your role?
Operational Services Officer, Maryborough Hospital

How long have you been at WBHHS?
18 years.

How do you describe what you do?
I keep the hospital clean and sparkling for patients and the community.

What’s best about your job?
The great people I work with and meet on a daily basis.

When you are not at work, you are?
Camping with friends, family and fur babies! I also love to go exploring in my Toyota Coaster.

What do you enjoy about living in Wide Bay?
I love the rich heritage of the region as well as the laid-back and peaceful lifestyle.

Tell us a fun fact about you.
I’m an amateur comedian for all those who know me!

What was the last movie you saw?
Independence Day.

Tea or coffee? Cat or dog?
Maroons or Blues?
Coffee, dogs and neither! Collingwood is my team!!

What’s On

28 JUL – 3 AUG
DonateLife Week 2019

AUG
1–31 Tradies National Health Month
1–7 World Breastfeeding Week
5–9 Dental Health Week 2019
6 Queensland Government Breakfast Series
8 Dying to Know Day
9 Red Nose Day
17–25 Queensland Seniors Week
20–26 Be Medicine Wise Week
SEP
1–30 Blue September
1–30 Dementia Awareness Month
1–30 International Childhood Cancer Awareness Month
1–30 Prostate Cancer Awareness Month
2–6 Women’s Health Week

Time to do your tax

One way to possibly get a bit of extra cash back is through your tax return.

To do so you will certainly need your 2018–19 Queensland Health payment summary among your various tax documents.

The good news is that pay summaries are now available via logging into myHR.

Make sure you save or print a copy for your accountant.

Joke of the day

Did you hear about the dyslexic, optimistic plastic surgeon?
Life gave her melons.

Operational Services Officer, Julie Anthony

Julie Anthony

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