

Mackay HHS Engagement Summary 2018

This engagement summary is updated quarterly with highlights of projects our consumer groups are working on. If you would like any further information on any of the projects please call our engagement team 4885 6819 or email mhhsengagement@health.qld.gov.au

July – September

Paediatric diabetic support group

Following feedback from the Family Advisory Partners Director of Paediatrics Dr Jacinta Tobin advised she is creating a new support group for adolescents aged 10 to 15 with type one diabetes. The group will provide additional support to this cohort of patients to empower them to improve their health literacy. It will also be a place for girls and boys (in separate groups) to connect with their peers. Clinic times will change to be alternate Monday and Tuesday afternoons and the intent is for the support group to happen at this time.



Wider support groups

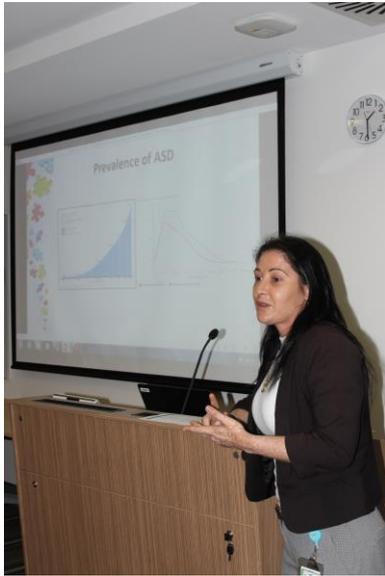
The paediatric social worker has proposed creating four groups for oncology, diabetes, cystic fibrosis and Connected Care program. One group would be hosted each week so they all catch up once a month. This would be an opportunity for social work and other health areas to share information with families and for families to connect and feel less isolated.

Autism Spectrum Disorder and ADHD Health Pathway

Family Advisory Partners were invited to contribute feedback on a HealthPathway being developed for people diagnosed with ASD and ADHD. This project has been funded by Autism Cooperative Research Centre and aims to help GPs and other health professionals



support people after their diagnosis. The pathway should be fully introduced to GPs by April 2018 with separate pathways for children, young adults and adults being created.



Juiced TV

Mackay Hospital Foundation advised they are in the final stages of negotiating a contract with the producers of Juiced TV. Initially five ipads will be purchased to be used in the wards with another rotating through the rural facilities. There will be the opportunity to film local Project episodes. FAP members were asked to contribute video ideas and nominate children they think would be willing and able to be filmed.

Overview of Child and Adolescent Unit

The CAU Nurse Unit Manager provided an overview of the ward and answered questions from the Family Advisory Partners. Items discussed included the re-introduction of patient information whiteboards. The meeting discussed designs and the Mackay Hospital Foundation indicated a project like this would fall into their funding scope. It was decided that a design be developed for further FAP consultation. Two FAP members raised concerns about food choices in the ward and it was decided to ask Dietetics and Food Services staff to attend a future meeting

BreastScreen

BreastScreen Mackay presented on their service to the Consumer Advisory Partners and outlined the strategies that they utilise to engage with consumers. They sought feedback on their current promotion methods and the design of their appointment reminder cards that they are proposing to send out to patients.



Flexible visiting hours

Surveys of patients, families and carers, staff and the wider community indicated overwhelming support for flexible visiting hours at all Mackay HHS hospitals from 8am to 8pm. It was accepted that it will be necessary for some areas to have more defined visiting hours in order for patients to have rest or certain procedures to occur. Survey respondents felt it gave patients and their families more involvement in their care and indicated that being present for ward rounds helped them understand their condition and their plans for going home.

Security Services review

Staff from Security Services presented to both consumer groups on the change in their work focus from a custodial one to a therapeutic one. This approach change recognises the value of de-escalating a situation before physical and verbal aggression occurs. Security spoke about:

- The Daydream Garden concept for cognitively impaired patients in Medical Ward F0
- Uniform options for staff – consumers provided advise on the preferred shirt and vest
- Entertainment packs for paediatric patients in the ward and emergency department
- Introduction of the Care Support Model to de-escalate patients with the potentially to become physically and verbally aggressive.



Mortuary Garden

It has been decided that the mortuary garden revitalisation become part of the garden enhancements in Medical F0 ward as Stage 2 of that project. A funding source is still being established and once this is known further updates and engagement opportunities on the mortuary garden will be advised.

