

Health Chat

THE OFFICIAL NEWSLETTER OF THE MACKAY HOSPITAL AND HEALTH SERVICE

November 2017



TEDMED Live Mackay p6-7

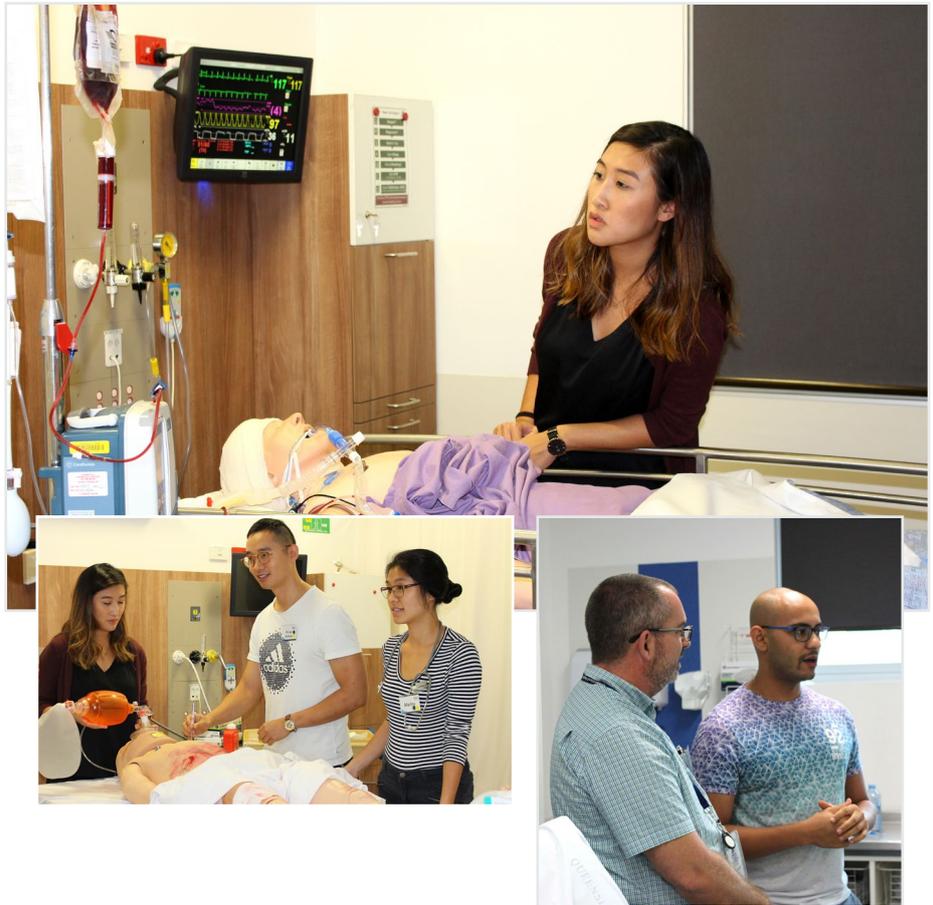
Enter your photos in #BeHere4QLD

The new CHATS team explained p10

Africa Under The Stars p12-13

BASIC skills for critically ill patients

Mackay Base Hospital has hosted its first Basic Assessment and Support in Intensive Care (BASIC) course. The course is usually only offered in capital cities and attracted 12 participants in Mackay. The course aims to prepare clinicians from all disciplines for the practical management of critically ill patients. Organiser Dr Anni Paasiltahti said she hoped to offer the course twice a year in future. Topics include assessment of the seriously ill adult patient, mechanical ventilation, severe trauma, sepsis, critical care transport and sedation and analgesia, respiratory failure, vascular access and interpretation of arterial blood gases.



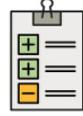
Happy International Pathology Day



Congratulations to our pathologists on their special day. Queensland Health's pathology arm Pathology Queensland (PQ) plays a critical role in our healthcare system. With laboratories in 35 locations around Queensland, their diagnostic testing is used in about 70% of clinical decisions and all cancer diagnoses in Queensland's public health system. PQ provides comprehensive diagnostic pathology services in the disciplines of anatomical pathology,

International Pathology Day!

Pathology Queensland:

 performs 4000 blood collections each day	 performs 16.5m tests each year	 issues 57,000 test results each day
 screens 25,000 women for cervical cancer each year	 transports 200+ tonnes of specimens for testing each year	 processes 160,000 surgical specimens each year

pathology
queensland



chemical pathology, haematology, immunology, microbiology and genomics. They work alongside clinicians 24/7 to better understand diseases, enable earlier diagnosis, inform treatment and options and monitor disease regression.

Celebrating World Radiographer's Day



Radiographers Greg Hodgkinson, Amy Symonds, Natalie Barnes, Shanae Larking (CQU student), Gay Cain (Proserpine), Gary Bradley and James Baillie.



Bowen radiographers Hannelie Burger and Nigel Belyea.

Tony's our Mr Movember



Our Roving Reporter from Moranbah Tony Batchelor is helping change the face of men's health. He's growing his mo to raise funds to invest in research and support services. The Movember Foundation supports research into prostate and testicular cancer as well as mental health and suicide prevention. Thank you Tony and other men growing their mo this month.

Medical Infusions has moved!



Medical Infusions has swapped sides on G Block Level 0 to make way for the move of the Child and Adolescent Unit. A/NUM Sue Hodgkinson shows the way!



A/NUM Sue Hodgkinson and RN Annamarie Grammer-Mill with patient Raymond Peters.

The UK nurse and her family who now call Australia home

Nicola Buntin explains why her family now calls Australia home after hearing about job opportunities at the Down Under Live recruitment expo attended by Mackay HHS last year.

As a family, we visited Queensland in early 2015 and from the moment we stepped off the plane in Brisbane we immediately felt at home.

This feeling continued to magnify for us the more we saw of this alluring segment of the country. From the beautiful beaches to the many astounding national parks and botanic gardens, Queensland certainly caters for all. We also loved the rustic, relaxed feel of Queensland.

The history and culture along with the modern twist made this area very appealing to us.

There was nothing better than to sit out on the porch, early morning, with a cup of coffee watching all the beautiful and colourful birds flying around and feeling the warmth of the sunshine on our faces.

Furthermore, our children adored visiting the many animal parks, water parks and theme parks in Queensland.

There were so many things for them to see and do at these parks which kept them captivated for long periods of time, that the prospect of returning to these places excited them.

As a result of this visit my husband and I decided that we wanted to move to Queensland and bring our children up there.

Following a vast amount of research about Queensland the Mackay region ticked all the boxes and seemed like the perfect region for us to live in.

From the astounding scenery to the beautiful beaches the diversity in Mackay made this a popular choice for us.

We chose the Mackay region because not only is it central to many glorious beaches and is close to the Great Barrier Reef and the Whitsundays, but also has many national parks on the doorstep with a vast array of wildlife to be seen.

We can think of nothing better than being able to jump in our car at the weekend and visiting one of these places be it either to relax at the beach or explore the



nature and wildlife in the parks. We believe this will allow us to give our daughters a fantastic experience and a better way of life.

My husband and I really enjoy participating in outdoor activities with our children and Mackay is the perfect location for us to do this.

There are many different pursuits on offer that provide enjoyment to all ages.

The sub-tropical climate also appealed to us greatly and meant that we could plan activities with our children without the fear of four seasons in one day.

Waking up to sun shine and the warmth almost every day makes us smile.

Dysart Hospital turned on its spooky best for local children during Halloween. Nurses decorated a small area of the hospital and enjoyed visits from hungry hordes of little people in amazing costumes looking for sweet treats. Thank you Dysart Hospital for your generous community spirit!



60 seconds with RN Sam Auhl

I work ...

at Proserpine Hospital for the second rotation of my post-graduate year. I currently work in the Emergency Department, including triage as well as the general ward. I have been a RN for just over nine months - still very much a baby nurse!

Before nursing ...

I had a career in hospitality management which I feel has enabled me to better communicate and relate to my patients. I completed a Bachelor of Nursing/Bachelor of Paramedicine at the Australian Catholic University for four years, and lived in Canberra there until eight months ago when I made the move north to Mackay. My first rotation of my post graduate year was at the Mental Health Inpatient Unit which was thoroughly rewarding.

Nursing appeals to me because ...

I have always cared about people, even in hospitality it gave me immense sense of pride to provide a greater level of service.

Nursing is a natural lure, the role incorporates so many aspects of people's lives and we are responsible on a whole different level.

While I feel like there are so many aspects and areas to explore I am very passionate about emergency nursing, cardiovascular emergencies and aim to pursue a career in rural and remote area nursing.

The opportunity to provide care in areas where resources are limited, skills are to be tested and sound clinical judgement is required makes for a great challenge, but one that drives us every day to learn and to consider a better way.

Proserpine Hospital is special to me because ...

the staff are just amazing! Across the many services and professions, the people that come to work at Proserpine Hospital are so kind and generous with their knowledge and time.

It is amazing what we are able to offer the community in terms of diagnostics, medical, midwifery and nursing care, allied health, wardspeople, admin officers and other support staff. There is a true sense of community which I love. In terms of clinical presentation, whether it is working in the busy emergency department or in the general ward there is never a dull moment.



Graduate RN Sam Auhl in Proserpine Hospital's new ED.

My career highlight so far is ...

working and learning from a team of the best clinicians in the country.

From the few high acuity presentations I have been a part of it has been inspiring (often terrifying, in terms of how much more I have to learn) how calm and professional the clinical staff involved have been. Being a part of resuscitations really emphasises the importance of honing skills to improve patient safety.

I would recommend rural nursing because ...

it often puts you outside your comfort zone, forces you to think on your feet. This working environment encourages independent clinical care whilst still having the benefits of telehealth connectivity if things don't go according to plan or if you just need a second opinion on finer details of wound care. The ED is not just an ED, we have various perioperative, maternity and outpatient wound clinics. The general ward is unlike any ward I've ever worked on, you can be caring for palliative, post operative, cardiac and paediatric in any one shift.

Outside of work ...

I spend time with my girlfriend, Ri who was offered a graduate position with Queensland Ambulance Service in Mackay. We take it in turns to make the much shorter trip up or down the Bruce Highway on days off. This part of Australia is filled with amazing bush walks, beaches and camping spots. It has been lovely exploring a part of Australia we've never seen before. Socialising with our friends when rosters permit also helps us unwind after the busy weeks. We are hoping to settle into a place in the future and get at least one dog each!



TEDMED MACKAY

Mackay healthcare workers dared to think big and consider future possibilities at the recent TEDMED2017 Mackay Event. Organised by HealthPathways and the NQPHN, the event attracted a diverse audience from primary and secondary care with the public and private sectors represented. The two-day TEDMED Live incorporated international streaming talks from more than 40 speakers who are thought leaders and accomplished

people inside and outside of medicine. Panel sessions provided the opportunity for debate and consideration about topics including black lung research and the impact of the looming ban on pharmacy sales of codeine. Dr Aaron Kennedy said the weekend was an opportunity for local health professionals to see, hear and participate in a dialogue about health and medicine.

“To have this streamed at no cost to participants and without having to travel was an experience never before offered in Mackay,” Dr Kennedy said. “TEDMED is all about asking questions, of dreaming big and recognising the importance of conversation. “It is this sort of inspiration that drives us further into what’s possible and encourages us all to see the future as limitless,” he said.



Panel members Dr Nicole Higgins and Dr Bert Sadleir.



Dr Aaron Kennedy, Robert Simpson and Cynthia Popperwell.



Toni Simmons and Dr David Farlow.

TEDMEDMACKAY



Cathie La Riviere.



Dr John Goldston, Karin Barron and Dr John McIntosh.



Helen Rounsevelle and Dr Clara Menzies.



Dr Bill Boyd and Dr Stephen Lambert.



Panel session discussion regarding codeine pharmacy sale restrictions.



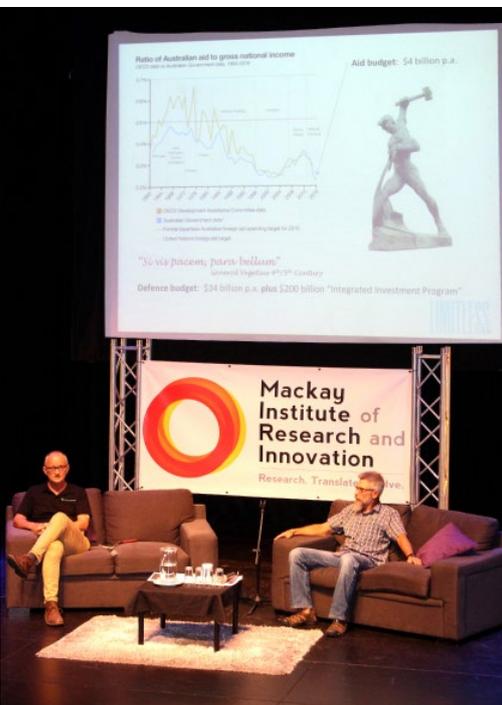
Karalyn Huxhagan and Dr Jacinta Tobin.



Jenny Townsend and Dr Bert Sadleir.



Dr Aaron Kenney, Dr John Hadok, Gunther Paul, Dr David Farlow, Karalyn Huxhagan, Toni Simmons and Emma Bond. Below, panel sessions with Dr Hadok and Dr Sadleir.



World Diabetes Day

280 Australians develop diabetes every day - that's one person every five minutes.

Taking a walk through our hospitals and health facilities you're almost certain to come across someone who has been affected by diabetes, whether it is themselves directly or a loved one. Type 2 diabetes in particular accounts for 85% of all diabetes and can occur at any age, to anyone.

Tuesday, November 14 was World Diabetes Day and the theme was women and diabetes.

To raise awareness the World Diabetes Day symbol travelled across the Mackay Hospital and Health Service.

As part of the campaign staff were asked to check their risk to type 2 diabetes by using the free My Health for Life online tool.

If you missed out on the day, you can still check your risk for you and your family today by visiting www.myhealthforlife.com.au

Thank you to all our staff who showed their full support to help us promote World Diabetes Day to our communities.



Sarina Hospital staff.



Proserpine Hospital staff.



Mackay Hospital Foundation volunteers.



Diabetes - are you at risk?



CQU nursing students.



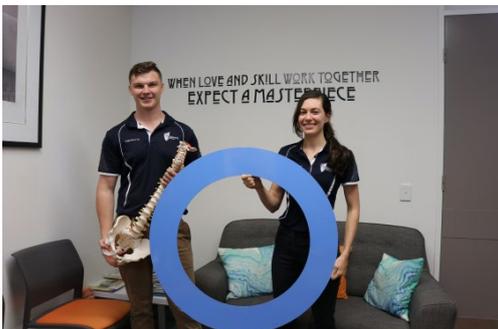
Zumba in the City Centre.



Bowen Hospital staff.



Girudala staff, Bowen.



CQU chiropractic students.

6 - 24 November 2017

#BeHere4Qld

photo competition

Enter to win a \$250 gift voucher!

Let's celebrate the diversity of work and workplaces the Queensland Government has to offer.

To enter

- 1 Take a photo of you, your team or your workplace
- 2 Upload your photo at psc.qld.gov.au/behere4qld
- 3 Follow us on Instagram @behere4qld to see photo entries

Show us why you are here for Queensland!

Queensland Government

Cunningham Centre
Darling Downs Hospital and Health Service

AHPEP
Allied Health Professional Enhancement Program

Applications now open for placements between February and June 2018

Find out more or apply by 30 Nov 2017
www.health.qld.gov.au/cunninghamcentre

Queensland Government

A new look for community rehabilitation services

by Jo Hack

Community Based Support Services Manager

Community Health and Therapy Services (CHATS) is the newly named service arising from the amalgamation of four community-based services:

- Community Based Rehabilitation Team (CBRT)
- Transition Care Program (TCP)
- Mobile Allied Health Team (MAHT)
- Mackay Continence Advisory Service.

Community Health and Therapy Services has a number of entry points for consumers, depending on their needs.

As a fully amalgamated service, consumers can have contact with the range of allied health and nursing rehabilitation services they need in order to live well in their community.

CHATS' consumers are adults and include the frail and aged, those with a disability or chronic health condition that interferes with daily life, those



with neurological or complex orthopaedic conditions, including amputees and carers of these consumers.

Services are streamlined to ensure consumers move easily across the continuum of care depending on their needs.

This ranges from coordinated packages of allied health and nursing care at hospital discharge; through to intensive rehabilitation programs; and to maintenance services designed to support consumers to manage safely in their home.

Multidisciplinary services are

underpinned by comprehensive care plans that identify individual consumer's goals.

CHATS' allied health and nursing staff work collaboratively with consumers to identify functional goals and develop a plan of care. Care plans of consumers with complex or multiple needs are regularly reviewed by the multi-disciplinary team to ensure continued and accurate understanding of consumers' needs and appropriate delivery of health care.

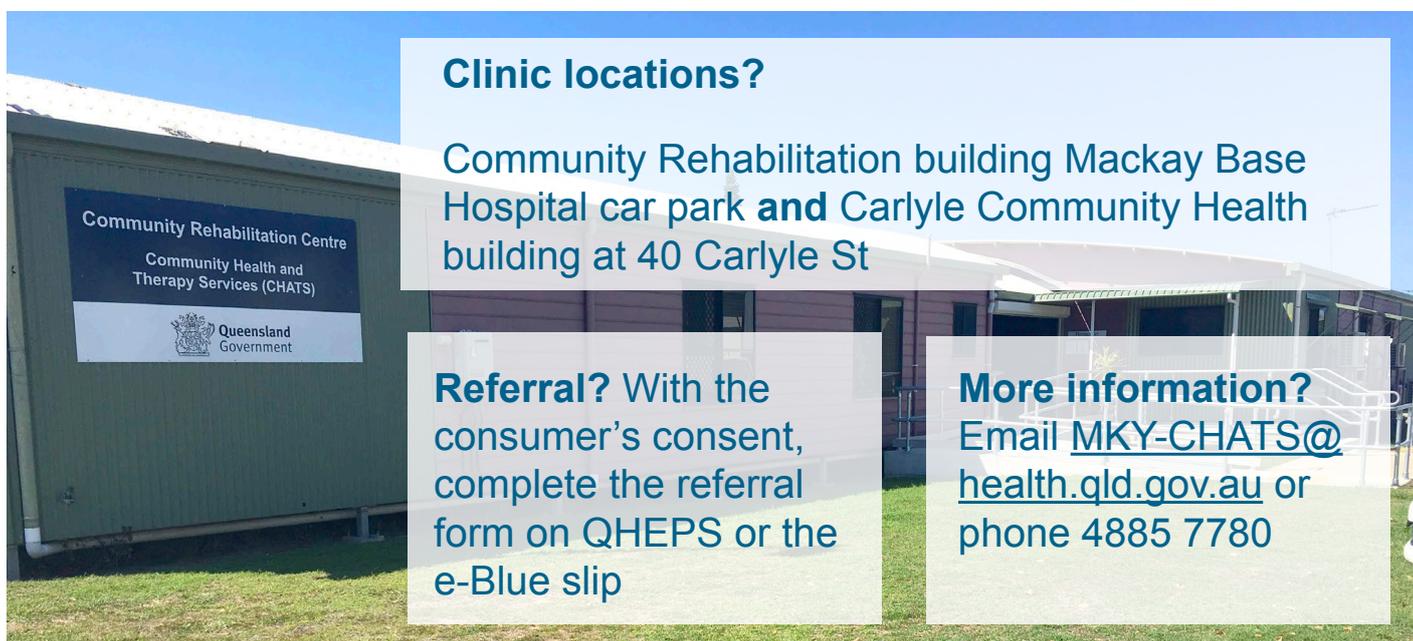
Upon discharge from CHATS, a summary of these consumers' care plans and progress is

Clinic locations?

Community Rehabilitation building Mackay Base Hospital car park **and** Carlyle Community Health building at 40 Carlyle St

Referral? With the consumer's consent, complete the referral form on QHEPS or the e-Blue slip

More information?
Email MKY-CHATS@health.qld.gov.au or phone 4885 7780



Free staff health checks at Proserpine Hospital



Health for Life (Stroke Foundation) Risk Assessment Team Leader Kelly Williams checks up on Anne Schaffer, Nicola Young and Annette Rockley.

Mackay Hospital and Health Service

How would you rate your experience today?

Inpatient Outpatient Visitor

Date: Area of care:

Great
 Good
 Fair
 Poor
 Very poor

Please add further comments on other side of this card if you wish.

Optional:

Name: _____ Contact number: _____



Concept developed by Sunshine Coast Hospital and Health Service



Over the past two-weeks we have seen an increase in the numbers of postcards being returned at the Mackay Base Hospital.

We've included some positive feedback from received from patients below;

Psychology
 "Excellent communication skills. Thank you"
 "Thank you for listening and interacting with me and treating me as an equal."

Women's and Children
 "Very friendly and helpful staff. Was an excellent experience."
 "Nurses were wonderful. Keep doing what you're doing!"
 "Special thank you to the administration officer in children's, you're awesome!"

Mental Health
 "All the nurses work extremely hard and are very caring. The standards here are exceptional."

Emergency
 "Overall my experience couldn't have been improved, right from the start at reception everyone was friendly and efficient. Well done, you all deserve a pat on the back."

Indicator	Outcomes to date
Number of cards received	504
% of patients who rated us positively out of 5 stars	93%
Average feedback rating	5/5
Category mentioned most positively	staff

RN Sonia Davids is turning her heartache into a new beginning after her mother was murdered in South Africa earlier this year. She explains how her family is journeying through loss and now wanting to help young people in need.



In February this year I lost my mom, who lived in South Africa tragically, through youth inflicted crime. Since our arrival in Australia in 2009 my mom visited us every year and had an opportunity to meet all my work colleagues, who she knew were our main support system, and this brought joy, comfort and peace of mind to her knowing that we, especially her only two grandchildren, were in good hands and were all happy so far away from home.

The news of the way my mom lost her life was a big blow and devastating for my work colleagues and I felt helpless knowing that they had to feel this way. Being the people, they are and always have and will be to me, they rallied around my family during this time, cooking, checking up on us, crying with us and praying with us.

They even went a step further and got a collection of funds together. This was a God send to our family as this assisted us get our emergency passports as we had recently become citizens of Australia and could not leave the country without these. I would like to, humbly and with all the love I have in my heart, acknowledge this and their love and support they offered throughout this time and are still doing so daily.

I also would like to thank the OH and S department, Tracey Tanner, my case manager, as together with the medical division management team, ensured that I had a smooth transition back into my normal role. I would also like to thank the Safety and Quality department with accommodating my suitable duties plan. Infection control provided me with the most appropriate environment. I cannot express how much this meant to me and my family during this time.

We are now holding a fundraiser for a private youth foundation that I have started to honour her memory. Our mission is to assist with the collaboration processes within the current youth support services in this community in South Africa to ensure that a greater impact is made in preventing any further youth inflicted crimes which could claim the lives of many others.

We will be rolling out life skills and social



development programs designed to help youth manage anger, resolve conflict and develop the necessary social skills to solve problems and promote self-sustainability.

“One life changed, and one life saved would be more than an accomplishment for us” - Sonia Davids

We have resources in this same community that would be useful for the roll out and sustainability of these programs. We are hoping to hand these over to the government departments for use by the youth. I know, many people would ask why, but this was the reason my mom did not want to leave this community and basically gave up her life for the youth of this same community.

We would like to continue her legacy, and that of her fathers, and make a change. Our plan is to leave for South Africa next year February for the launch of the HEG Hetty Ellen Gunkel) Youth Foundation. Just for 6 weeks... we will be coming back home!

Our overall vision is that this movement will touch the lives of our youth here in Mackay as well.

HEG YOUTH FOUNDATION

PROUDLY PRESENTS

THE FIRST ANNUAL

Africa **Under The Stars**

Saturday November 25th, 6pm - Midnight
PCYC Hall, Norris Road

\$40 per person (18 and over) \$70 per couple
\$90 family (2 kids, 2 adults) (kids under 12)
\$20 kids (13 - 17 years)

This is an indoor & outdoor event
Meat packs with African cuisine sides BYOB

- DJ • Basketball
- Face painting

- Market stalls
- African dancing
- African drum beats

Purchase your tickets online: BSB: 084 789, ACCT: 762948332

Please reference your name and ticket type

For more information call Sonia 0407 157 033 or Ricky 0408 655 785

Out and about in the health service



Medical F0 and the Renal Unit went all out for Melbourne Cup this year with fancy fascinators and sweeps.



The Shatter Stigma campaign is continuing to spread with Deb Lattimore recently talking to students at St Pats.



This space is being transformed into Dysart Hospital's new kitchen!



Proserpine Hospital physiotherapist Catherine Welsh with Bond University students Jason Sharp and Sam Johnstone who are on placement in the Whitsundays.



Jo Whitehead and Collinsville cook Norah Piggott and her famous peace cake. A care package did travel back to Mackay!