

Health UP NORTH

Edition 194

A Nurse's Tales

50 years of
adventures
in a new book

Denise Petersen

IN THIS ISSUE

- GEDI a new force in ED
- Meet Dr Christiaan Barnard
- Gift brightens ward at Gordonvale
- Mossman makeover earns Values award



Queensland
Government



FROM THE CHIEF EXECUTIVE

We are well on our way to developing our shared vision for the next five years through the Your Voice, Our Future project. It was my great pleasure to attend staff and community workshops at sites across the Health Service earlier this month, building on the great work that has already been started by our Board, Staff Ambassadors and Executive. I have also visited Yarrabah, Gordonvale, Mossman and Cow Bay recently. Speaking with staff across our various sites, it is clear you are passionate about the Health Service and the communities we care for. I look forward to seeing some of the great ideas that have been put forward being incorporated into our strategic plan.

We welcomed the new Minister for Health and Ambulance Services, Steven Miles MP to the Cairns Hospital just before Christmas and he came bearing presents - \$1.4 million for our second cardiac catheter laboratory. Congratulations to the Far North Queensland Hospital Foundation and the Cairns community for raising another \$1.4 million for the cath lab, which will open later this year.

I was proud to present Recognition Week Awards to many staff in November. There will be two other opportunities this year to nominate colleagues you believe are embracing our values of Integrity, Accountability, Compassion and Respect.

I would like to welcome the many new staff who have joined our health service recently as is typical in January and February. I hope you are making the most of the wonderful region we live in and that you are becoming part of our Cairns and Hinterland HHS community.

Many thanks,
Clare Douglas

Health up North is an internal staff newsletter produced and distributed by the Cairns and Hinterland Hospital and Health Service Communications and Engagement Team. These stories would not be possible without the input of the Health Service. If you have a picture or articles you would like featured please submit them to chhhs-comms@health.qld.gov.au

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SUBMIT YOUR STORIES

Please submit any news or articles to chhhs-comms@health.qld.gov.au

GEDI

A NEW FORCE IN ED

They have their own uniform and they're a new force in the Cairns Emergency Department.

The GEDI (Geriatric Emergency Department Intervention) team provides specialist, co-ordinated care for patients aged 70 and above who present to the ED.

Cairns is the third site in Queensland to trial the GEDI program, which was pioneered at the Sunshine Coast Hospital.

The GEDI team comprises of a clinical nurse consultant, ED physician, clinical nurses and, for the first time in Queensland, a pharmacist.

The nurse-led clinical model aims to improve interdisciplinary communication and patient-centred decision making so older patients spend less time in hospital.

“Having a dedicated team means we can spend more time with our older patients, reassuring them, facilitating earlier hospital discharge where possible and fast-tracking referral and admission processes when required,” said GEDI team leader, Clinical Nurse Consultant, Cherie Halcrow.

“The patients love it. There's someone asking them questions that they might not get from the other nurses because they're so busy trying to do everything else.”

The Cairns team trained with their Sunshine Coast colleagues before commencing the new service locally in January.

In 2017, Cairns Hospital ED recorded 9,483 presentations of patients over the age of 70 which was 13.6 per cent of total presentations, up from 8,683 or 12.6 per cent of ED presentations in 2016.

Pharmacist Nicola Franks said many older patients are on multiple medications, which has been identified as an independent risk factor for ED geriatric presentations.

“As part of the GEDI team, I can review a patient's existing medications and communicate better with their GP to make sure they're receiving the most appropriate treatment going forward,” she said.

During the 12 month trial, the GEDI project at Cairns Hospital hopes to:

- Reduce admission rates of patients aged 70 and over by 5%.
- Reduce the rate of re-admissions within 28 days.
- Reduce the length of stay for older patients in ED.
- Reduce the length of hospital stay for patients who have been admitted.

The program will be reviewed after six and 12 months.

Image: Cara Poulton, Cherie Halcrow and Nicola Franks



Grateful patient delivers iSTAT to ICU

It is always nice for our staff when a patient returns, fully recovered to thank the treating team.

In Rob Sattler’s case, he also came bearing a gift – a \$9,000 donation to the Far North Queensland Hospital Foundation through Rotary Cairns Trinity.

Rob was rushed to the Cairns Hospital in late September after developing sepsis as a complication of pneumonia. He was placed in a medically-induced coma in ICU and his first request upon waking up was to marry his partner, Lucy.

The couple brought their wedding forward by 12 months and, having made a strong recovery, Rob returned to the hospital with Lucy, now his wife, to thank staff for helping to save his life. As he walked through the Intensive Care Unit with Lucy, Rob said it was as though he was seeing the ward for the first time.

Cairns Rotary Club provided funds on Rob’s behalf for an iSTAT machine for ICU.

The iSTAT is a valuable clinical tool which enables critical biochemistry of seriously

ill children to be measured with minute amounts of blood.

“This is beneficial to both the child and the health care team as it results in reduced pain and discomfort for the child and a smaller sample is required to be obtained to get an accurate result,” said Drew Wenck, Director, Intensive Care.

The iSTAT is also used to accurately measure low levels of calcium, which is a requirement in providing advanced

critical care dialytic therapy for adult and paediatric patients in the ICU.

“We are grateful to have members of our local community provide such a useful piece of equipment for the ICU,” said Trish Smith, Nurse Unit Manager, Intensive Care.

Above: Lucy and Rob Sattler

Below: ICU equipment officer Peter Aitken tests the iSTAT





WELCOME TO OUR NEW RECRUITS

The start of the year is always a busy time for recruitment and 2018 was no exception.

In mid-January, the Health Service welcomed 45 new medical interns.

They've started their rotations in areas such as ED, Medicine, Mental Health and rural hospitals.

James Cook University graduate Ritvik Gilhotra said he was nervous but excited to begin his medical career.

"General practice would be at the top of my list but I'm also interested in Emergency Medicine but also medicine in general so maybe cardiology or gastroenterology at a later stage," he said.

Fellow JCU graduate, Callie Killoran hails from Canada.

Callie said she's always enjoyed working with children and is considering a future in paediatrics.

"I just like seeing the smiles on their faces and making them feel better," she said.

The Member for Cairns, Michael Healy recently welcomed 73 nursing and midwifery graduates to the Health Service during their orientation at Cairns Hospital.

"It is wonderful to see so many new nurses and midwives joining the Cairns and Hinterland Hospital and Health Service, where they'll have the chance to make a real difference in delivering care to people living in far north Queensland," he said.

The graduate recruitment process has been redesigned to enable a more structured approach, involving two intakes – in January and May, replacing the previous system of recruiting throughout the year.

"Graduates will be supported by staff including Clinical Facilitators, Nurse Educators and Nurse Preceptors and they'll be involved in workshops, clinical days, reflective journaling and debriefing sessions to ensure they get the most out of their first year in their new professions," said Andrea O'Shea, the Director of Nursing and Midwifery.

The Health Service's ICU capacity has been significantly increased with the recruitment of three additional Intensive Care Specialists.

Doctor Vijay Palaniswamy is Cairns Hospital's first ever Paediatric Intensive Care Specialist.

He was joined by ICU Specialists Craig McDonald and Tom Doyle, who both said they enjoyed the breadth of presentations Cairns Hospital offers.

"I like the infectious disease side of things and it is a really friendly unit," said Dr Doyle.

83 registrars joined the Health Service earlier this month, taking up positions in Cairns, Atherton, Innisfail, Mareeba and Mossman.

Be sure to make our new recruits feel welcome if you see them around the wards.



New ICU Specialists: Craig McDonald, VJ Palaniswamy and Tom Doyle



New nurses: Sarah Lawson, Kirsty Stephens and Imogen Carberry welcomed by Cairns MP Michael Healy

CHANGING PLACES

They say a change is as good as a holiday and that was certainly the case for registered nurses Tessa Rowe from Cairns Hospital and Georgie Blain from Weipa Hospital.

Tessa and Georgie were among the first in Queensland to swap places for three months as part of the state wide Nursing and Midwifery Exchange Program.

The program aims to provide nurses with new challenges, experiences and opportunities that they can then share with their colleagues upon their return.

Tessa Rowe said she would like to pursue nursing in the Torres Strait Islands and the placement in Weipa has prepared her well.

“It gave me a better understanding of the challenges faced with rural remote nursing and the challenges faced by the patients there as well,” she said.

Weipa nurse Georgie Blain was quickly embraced by her new team in the Respiratory and Renal Ward in Cairns Hospital.

“The staff on the ward made my time here so incredible,” Georgie said.

“I’d 100% recommend the Nursing Exchange Program, it’s improved my skills immensely and given me more confidence.”

Another round of applications has just closed, with the next exchange to take place between April and July.



Georgie Blain (3rd) with her Cairns Colleagues



Tessa Rowe (centre) with her Weipa colleagues



Tessa enjoyed the Weipa sunsets



Dr. Eddie Strivens with patient Thelma Quinn

NEW SERVICE SEEKS TO REDUCE HOSPITAL VISITS

A new early intervention service supported by GPs from the Cairns and Cape York regions is being trialled in the hope of saving many of our older residents a trip to hospital.

Older Persons Enablement and Rehabilitation for Complex Health Conditions (OPEN ARCH) project began rolling out across the GP partner network in November.

It creates a direct path from the GP to a community-based Healthy Ageing Clinic for a comprehensive and interdisciplinary model of care.

Previously, this service has only available to hospital inpatients preparing to return to the community.

Doctor Eddie Strivens, the Cairns and Hinterland Hospital and Health Service’s Clinical Director, Older Person’s Health Services, is leading the OPEN ARCH project.

“During a successful pilot at one Cairns GP practice, we saw improvements in support networks, carer education and support, allied health intervention and targeted medical intervention,” Dr Strivens said.

“This was achieved through comprehensive assessment and GP collaboration.”

12 GP partners from the Cairns and Cape regions are now involved in a two-year proof-of-concept study to assess the impact and cost-effectiveness of the service.

The North Queensland Primary Health Network and the Queensland Government’s Clinical Excellence Program are funding the study.

OPEN ARCH is partnership between the Cairns and Hinterland Hospital and Health Service, Torres and Cape Hospital and Health Service and the North Queensland Primary Health Network.



A NURSE'S TALES

Denise Petersen fell in love with the idea of becoming a nurse at a very young age, inspired by the commanding presence of her Auntie Mavis, as she was growing up in Caltowie, a small country town in South Australia.

“She used to zoom into our place when I was about four to babysit us if mum and dad went out and she’d have a white veil and a white dress and a big belt and a cape over her shoulders and I always used to say ‘I want to be a nurse like Auntie Mavis,’” Denise said.

Denise commenced her own nursing career on Valentine’s Day 52 years ago and is currently the Regional Case Manager for children with cancer, based in the Cairns Hospital.

On the day decimal currency was introduced in 1966, Denise, fresh from high school began training as a nurse at the Port Augusta Hospital.

She hoped her career would take her overseas.

“After doing the four years I found out that I couldn’t go overseas because the hospital only had 108 beds I think it was, and you had to have 110 beds to work overseas – and they refused to count the one slab in the morgue and the bed in the theatre as beds,” Denise said.

Still in pursuit of an adventure, Denise moved to Tarcoola to run the bush hospital with a colleague and they spent nine months ridding the place of red back spiders and scorpions.

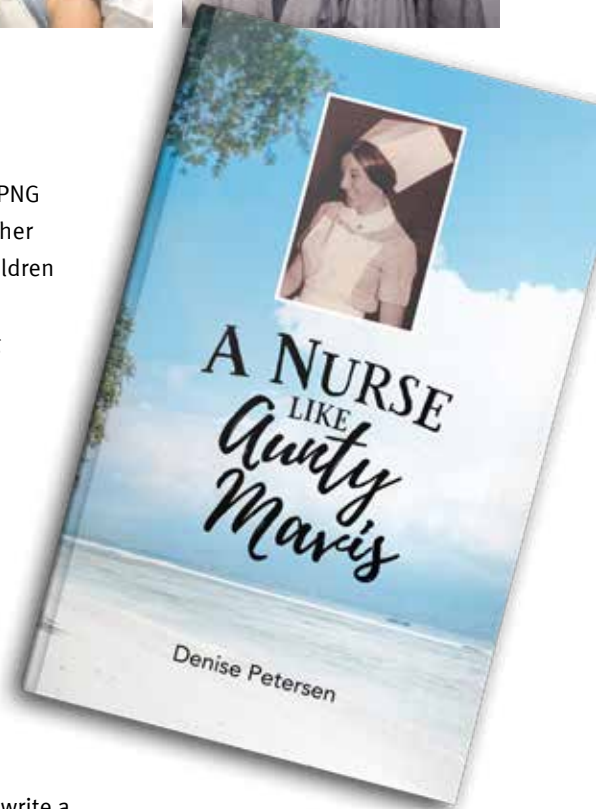
Denise added midwifery to her skill set and eventually did make it overseas, moving to Papua New Guinea as an Australian Overseas Nursing Officer, putting her bush nursing and midwifery skills to good use in Rabaul.

“We used to go out on patrol work. We used to take all our drugs and tables and chairs and records all in big boxes and carry them up set up hills and set up clinics and it was a marvellous place, really,” she said.

Denise stayed in PNG for 20 years, met her husband, had children and built a yacht, eventually sailing back to Australia and settling in Cairns in 1988 after surviving a vicious storm in the Coral Sea.

“For many years, people told me that I had good stories and that I should write a book,” she said.

“My Auntie Mavis had marvellous stories to tell about her nursing career, post-war and I had decided to write down my Aunt’s stories of nursing overseas, she had a very extensive career but when I came to do that my Auntie Mavis had dementia and she had forgotten all of her stories so I then decided it was time to write my stories down or they would be lost,” Denise said. ‘A Nurse Like Auntie Mavis’ took Denise 11 years to write and she is particularly proud of her achievement, given her dyslexia.



“FOR MANY YEARS, PEOPLE TOLD ME THAT I HAD GOOD STORIES AND THAT I SHOULD WRITE A BOOK”

The book is already a hit, with one of Denise’s colleagues telling her:

“I laughed, I cried, it is fantastic and it should be mandatory for all young nurses to read.”

There are so many more great stories Denise has to share, but you’ll have to buy the book!

You can buy your copy through Cairns Books at Cairns Central, Collins Booksellers Smithfield, or online through www.jabirupublishing.com.au.

First things first. Yes, Doctor Christiaan Barnard is related to the pioneering South African cardiac surgeon of the same name, who performed the first human to human heart transplant in 1967.

“I did my genealogy because I kept being asked this question and the correct answer is he was my third cousin, three times removed,” Dr Barnard said.

Dr Barnard joined the Cairns and Hinterland Hospital and Health Service as the Director of Medical Services in October 2017 and is enjoying the challenges presented by servicing such a large and diverse regional area.

“I feel that by improving the quality of our service, the safety of our service, we add a lot of value to the care and the experience of people,” he said.

Dr Barnard didn't grow up in a medical family but was always interested in science and the human body.

After completing his medical degree in his native South Africa, Dr Barnard's career took him to the United Kingdom, New Zealand, Australia and the Middle East, accumulating more than 20 years' experience in the management and governance of medical services.

“Dubai was exciting and interesting because it was a very different culture and it gave me a much broader perspective and understanding of the types of environments doctors were working in and the quality of training in different countries, which now helps me with recruiting,” he said.

Dr Barnard has high praise for the Cairns and Hinterland Hospital and Health Service management team and their

strategic way of thinking about continuous improvement.

He said the new Riskman System would be a driver to improve the recording and management of risks across the health service and he encouraged doctors and nurses to be proactive about using the new tool.

Another goal is to have a more sustainable workforce, attracting and retaining junior doctors.

Like so many other staff within the Health Service, Dr Barnard said there was “no such thing as an average day”.

“I can come in planning one thing and something else completely can happen,” he said.

Dr Barnard has embraced his new home in the tropics and said he loves the people he works with.

“I love this place. I love the nature, the abundance of life here. I love looking up in the sky and seeing the bats at night. I love the weather and the rain,” he said.

Doctor Barnard has a Fellowship with the Australasian Faculty of Occupational and Environmental Medicine. He believes education is a lifelong process for doctors and is balancing his busy role with further study – a Masters in Health Management and a Fellowship with the Royal Australasian College of Medical Administrators.

Be sure to say hello when you see Dr Barnard on his ward rounds at the Cairns Hospital every Wednesday morning.



“ I LOVE THIS PLACE. I LOVE THE NATURE, THE ABUNDANCE OF LIFE HERE. I LOVE LOOKING UP IN THE SKY AND SEEING THE BATS AT NIGHT. I LOVE THE WEATHER AND THE RAIN ”

GORDONVALE GIFT BRIGHTENS WARD

If you've visited Gordonvale Hospital recently you might have noticed some changes.

Six stunning prints by award-winning photographer, the late Peter Jarver have been donated by his family.

Peter's wife, Deborah was an inpatient at the Palliative Care Unit for four months last year before she passed away in October.

Her children, Kristabelle and Lewis Jarver decided to gift their



father's prints to Gordonvale Hospital in memory of their mother and to thank staff for the care they provided to Deborah.

The panoramic photos highlight some of the most spectacular places in far north Queensland including Port Douglas' Four Mile Beach and the Great Barrier Reef.

The art work will be permanently on display within the facility.

"We are very lucky to have such beautiful photography within our hospital for everyone to admire," Retiring Nurse Unit Manager, Denise Edwards said.



Photographer Peter Jarver



MEET SOMEONE: Christiaan Barnard

Director of Medical Services

riskman ROLLOUT

Staff training has begun at the Health Service for a new integrated safety information system designed to improve the response to clinical incidents across Queensland Health.

RiskMan is the replacement for PRIME Clinical Incidents – PRIME Consumer Feedback – IMS.net and QH Risk and it is available for use by all CHHHS employees.

It is being rolled out throughout Queensland Health with a view to ensuring that all clinical incidents, staff related incidents, hazards, risks and consumer feedback are captured in one online environment.

RiskMan enables quick real time reporting; facilitates prompt management of incidents with improved safety and quality

outcomes as well as using notification processes to ensure timely action and escalation where necessary.

The project team has met with key stakeholders.

The product is now being configured to meet CHHHS requirements.

The next stage of the project has seen training made available to CHHHS employees through iLearn along with specifically developed training for managers in the lead up to the 'Go Live' date of 19 March, 2018.

Register for training now on the QHEPS CHHHS Intranet.

Your Voice Our Future

UPDATE

The Your Voice, Our Future project, has reached an exciting phase, with a series of 16 staff and eight community workshops held across the Cairns and Hinterland Hospital and Health Service this month.

There has been wonderful engagement with the project, to develop a strategic plan for the Cairns and Hinterland Hospital and Health Service that defines our shared vision and direction for our health service over the next five years.

Your Voice, Our Future is the most significant work the CHHHS Board has undertaken and a Board steering committee is receiving weekly reports on the project.



Over the past couple of months, the Board and Executive have been working with our 40 Staff Ambassadors and our external partners to consider our vision, purpose and strategic priorities.



Our Ambassadors have come from across the entire Health Service, including admin and food services staff, security officers and senior medical consultants.

The workshops with Staff Ambassadors involved important and valuable discussions and developed ideas that have now been shared with staff and community members around the following priority areas:

- Our People
- Our Patients
- Aboriginal and Torres Strait Islander Communities
- Our Research and Education
- Our Technology
- Our Future Growth and Sustainability

"It is clear that our staff are very passionate about the work they do and the value of our Health Service to our communities," said Fiona Justin, Director, Governance and Strategy.

The staff and community workshops will inform the draft strategic plan, to be presented to the Department of Premier and Cabinet by the end of March.

If you were unable to attend one of the workshops, you can still provide your input.

You can talk to one of the Health Service's Staff Ambassadors or complete the online survey.

A second round of consultations will be held in April to discuss the draft plan.

For more information, visit the QHEPS CHHHS Intranet.

Regional eHealth Project Update



Dan Turner (ReHP) and Deanne Hellsten, Director of Nursing, Herberton Hospital

The Cairns and Hinterland Hospital and Health Board formally approved the Regional eHealth Project (ReHP) Business Case in late 2017.

This milestone coincided with the ReHP completing the Implementation Planning Study and moving into the Detailed Design and Configuration stage.

The Implementation Planning Study involved the project team visiting facilities and meeting with clinicians and staff across the region throughout 2017 to understand how they perform their roles, and what the new electronic health record system might need to do to support them.

The project team will now use this information throughout the Detailed Design and Configuration stage to work with the software vendor, ISA Healthcare Solutions, to tailor the solution (MMEx) to suit the needs of our region.

Throughout this next stage, the project team will continue to work with clinicians and staff to validate the customisation that is underway, and to prepare for the implementation of the new system.

2018 will be a big year for the Regional eHealth Project, and the team is looking forward to sharing further updates as they progress.

A second cardiac catheter laboratory will be commissioned at the Cairns Hospital by the end of the year, with \$2.8 million secured for the project.

The new Minister for Health and Ambulance Services, Steven Miles MP delivered news of the Queensland Government's \$1.4 million for the project during his first visit to the Cairns Hospital just before Christmas.

Our community showed it was all heart, donating a further \$1.4 million to make the second cardiac catheter laboratory a reality.

Far North Queensland Hospital Foundation chairman Dr Ken Chapman said he was blown away by the generosity of individuals and groups, who answered the call for help.

"We received significant donations towards this project in a short space of time, totalling \$423,000," Dr Chapman said.

"The final donation of \$50,000 came from a woman who saw that's how much was needed to reach the total, and she was glad to be able to get the appeal over the line."

Funds from the Cardiac Challenge, Car for Cardiac, Christmas Wrap initiative and The

Power of Pallets gala night also went towards the project.

Cairns Hospital Director of cardiology Doctor Greg Starmer said work on the second cardiac catheter laboratory is well under way, with cardiology electrophysiologist Doctor Kevin Ng due to start in May. An echocardiology sonographer is also being recruited and more cardiac catheter laboratory nurses are being trained.

"The second lab means we will be able to perform ablations of abnormal heart rhythms rather than sending those patients to Townsville or Brisbane," Dr Starmer said.

"We also will be able to give life-saving implantable defibrillators to people who need them – also saving them having to go to Townsville or Brisbane."

"What this means for the entire far north community, is that patients all the way to the outer Torres Strait Islands will benefit, and the contribution from the community to enable this to occur is both unique and greatly appreciated," he said.

The two cardiac catheter laboratories will run side-by-side in a new location in D Block at Cairns Hospital.

OH WHAT A FEELING!

2nd cardiac cath lab on the way



Minister Miles visits the cath lab



Car winner Max Bryant



Mossman before and after Evelyn's contribution

Mossman makeover earns Values award

Evelyn Davey remembers being afraid at the thought of having to go to hospital when she was a child, so she was determined to help make it a more positive experience for the youngest patients of the Mossman Hospital.

Evelyn was recently presented with a Values Award, recognising her compassion and integrity as a volunteer gardener.

“Evelyn has transformed the gardens around the hospital from a barely contained rainforest jungle to a manicured vista with lots of colour and surprise,” said Mossman Facility Manager, Peter LeGriffon.

“Evelyn has put an amazing amount of time and effort into managing the garden with some novel ideas, such as the children’s garden at the front entrance, to the delights of sunflowers which created their own following on Facebook for a while.”

Evelyn said she grew up in a family of green thumbs and decided to offer her time to Mossman Hospital after a visit several years ago.

“I used to hear the little ones crying, it was a horrible place with nothing in it,” she said.

“I made a garden with whirlygigs and noticed when the children saw them they just stopped crying and forgot they

were sick, so it took a lot of stress off the parents as well.”

Many of the plants came from Evelyn’s own garden but she said local businesses and the Douglas Shire Council have been generous with donations.

She now has a small group of volunteers helping to keep the gardens looking great but says they could always use extra pairs of hands.

“It gets a bit hot but I’m really happy with what I’m doing,” said the 68-year-old.

Evelyn’s work definitely hasn’t gone unnoticed. It even attracted the attention of Costa from the ABC’s Gardening Australia, who awarded Evelyn a silver spade and has included the Mossman Hospital garden in an episode to be screened this year.



Douglas Shire Mayor Julia Leu, Evelyn Davey and the ABC's Costa Georgiadis



Peter LeGriffon with Evelyn Davey



A new business, finance and logistics solution for CHHS

In October 2018, our Health Service will transition from the current finance and materials management information system (FAMMIS) to a contemporary business, finance and logistics solution.

The new system integrates industry-leading financial software called SAP S/4HANA and Ariba which are user-friendly, intuitive and designed for the future.

The current system is 20 years old, heavily customised and has been out of vendor maintenance for 10 years.

The Financial System Renewal (FSR) Project is about mitigating the risk of FAMMIS and ensuring staff in finance, asset management and procurement can transition to a contemporary solution that will be easier to use and has more efficient, modernised and consistent processes.

The FSR Project Roadshow visited the Cairns and Hinterland Hospital and Health Service late last year, giving staff an opportunity to see the new system in action and learn about the support and training program that will help facilitate a successful transition to the new software.

The video of the FSR Roadshow presentation can be found on the FSR QHEPS page.

Robert Granger has recently been named the Cairns and Hinterland Health Service's FSR Project Transition Leader.

Change Champions are now being sought to support the work of our FSR Project Transition Lead.

If you want to learn more about becoming a Change Champion for the FSR Project, contact robert.granger@health.qld.gov.au or 4226 4607.

For more information on the FSR Project, visit the project's QHEPS site <http://qheps.health.qld.gov.au/fsr/>.



MAREEBA MEN GET COOKING

A group from the Mareeba Men's Shed learnt how to "Colour your world with fun and food" as part of Nutrition Week late last year.

This collaborative program between Mareeba Community Health, the Northern Queensland Primary Health Network, Mareeba Men's Shed and Mulungu Aboriginal Corporation Primary Health Care Service provided an opportunity for 17 Tablelands men to learn new skills around food budgeting, food hygiene, diet & nutrition, food preparation and service.

Dietitian and Chef Dorothy Richmond facilitated the workshop, which included how to prepare affordable tasty dishes for one that meet your dietary needs.

"Older men are at increased risk of poor diet and nutrition, so giving them professional advice will assist them to make healthy food choices and protect themselves against some chronic health conditions," said Mal Fraser, Clinical Nurse, Mareeba Community Health.

"During the one day course, the men cooked a variety of meals using mainly fresh, local produce then enjoyed the meal together in a friendly and supportive environment."

Some comments from the men include:

"Very informative, a friendly and good learning experience."

"I appreciated Dorothy's informal approach yet very knowledgeable and pleasant communication style."

"I really enjoyed learning about nutrition, healthy eating and food budgeting and hygiene."

The program demonstrated the success of community groups working together to improve health outcomes for a special needs group by providing knowledge and skills development.

Mareeba Community Health wishes to thank the Northern Queensland Primary Health Care Network for supporting and funding this initiative.





Atherton Hospital Wound Management Unit

In November, following an accident and a leg wound, I received attention from the Ambulance Service and the outpatients at the Hospital before being handed over to the Wound Management Unit, which I then attended for two months. While the attention I received at each stage was appropriate and good, I am writing now specifically to record my appreciation of the particular efforts of the members of the Wound Management Unit who administered to my leg wound while I was in their care.

They dealt with my needs on average twice a week on my visits to the Unit. The quality of the attention I received was exceptional over the whole of this period. As a result, not only did my wound heal as quickly as possible but associated problems to my aged leg were rectified at the same time. In the process I came to appreciate fully the skill, care, patience, attention and friendliness of all members of the unit.

I would like now to make known to the Management of the Nurse Unit my gratitude for the excellence of the way their nurses and associated staff conducted their duties.

I am adding my heartfelt thanks to my husband's, for the additional help all the nurses gave me in my caring for the wound, especially during the Christmas break. They not only 'trained' me in the management of the wound, but suggested methods of dealing with domestic problems while John was incapacitated, and referred him to the Occupational Therapist for further help.

Throughout the long treatment period, which was stressful in itself for older people, the great skill and care all the nurses gave us was without equal, and I wish to thank the Administration for providing this service, which must be of great value to the local community.

TRIBUTES

Bob Norman

There have been many heartfelt tributes to the former Cairns and Hinterland Hospital and Health Board Chair, Bob Norman, who passed away in late January:



"Without his efforts we wouldn't have secured

funding for community mental health services in Cairns and no-one pushed harder to establish the Cairns PET-CT service, which commenced in the second half of 2015,"

- **Clive Skarott AM, CHHB Chair**

"It is with great respect that I send this note to say how sorry I was to hear of Mr Bob Norman, when I saw on TV that he had passed. I knew Mr Norman many years ago when he was on radio Port Douglas and a patient in Mossman Hospital."

- **Marie O'Donoghue, Mossman Hospital**

"Mr Norman was a leader within the Cairns business community. He also leaves a legacy through his role as a former chair of the Cairns and Hinterland Hospital Board where he worked tirelessly to improve health outcomes in the far north."

- **ABC Far North**

Tony Keith

Tony Keith, Senior Biomedical Technician BTS Cairns, passed away recently, following a brief but intense illness. Tony and his family travelled back home to Liverpool, England for his treatment and with his loved ones when he passed.



Tony started working with the BTS department in Cairns Hospital in mid 2012, bringing with him a wealth of knowledge and experience of medical equipment in the UK Health system.

Shortly after falling ill, he wrote describing how he enjoyed his work helping to support the staff of Queensland Health and the people of Queensland in general. As well as Cairns and Mackay, Tony's role took him to remote areas across Far North Queensland.

Our thoughts are with Tony's family and his friends, he will be greatly missed.

FACES IN PLACES · FACES IN PLACES



Board Chair Clive Skarott AM, Chief Executive Clare Douglas and farewell Denise Edwards (centre).

Gordonvale Nurse Unit Manager Denise Edwards is retiring after 48 years of service to the CHHHS.



Clare Douglas, Michele Lamond, Gabrielle Honeywood, Christine Stubberfield and Clive Skarott at Cow Bay Health Clinic

The Chief Executive, Board Chair and Executive Director, Rural and Remote Services recently visited the Mossman and Cow Bay facilities.



Melissa Fox and Marrillo Jayasuriya

83 new registrars joined CHHHS in February, attending orientation at the Cairns Hospital.



BEMS staff Bob Tait (left) Mark Ansaldi, Wayne Lucus (front) and Will Scoville

Building Engineering and Maintenance Services staff raised \$2500 for men's health during the Movember challenge, including \$100 for the Far North Queensland Hospital Foundation. Thanks to all staff who took part in the challenge and supported the various fund raising activities across the HHS.



Staff from the Mental Health Unit at the patient Christmas Party.

Santa made a special appearance at the Mental Health Unit patient Christmas Party at the Cairns Hospital. Many thanks to the Cairns Trinity Rotary Club for supplying a delicious Christmas lunch.



Dr Kath McFarlane receives her PhD from JCU



Congratulations to Doctor Kath McFarlane, Senior Advisor, Consumer and Community Engagement who recently completed her PhD through James Cook University. Her research topic was, 'Strengthening organisational capacity in health promotion and research practice: The experiences of an Aboriginal Community Controlled Health Organisation.' Some of her research has been published here: <http://www.publish.csiro.au/he/he15078>



Kerryn-Lee Thomas and Vickie Tamburin from the Cairns Sexual Health admin team

Congratulations to the admin team at Cairns Sexual Health Service who were finalists in the PHN practice administration Team of the Year Awards.

WORKPLACE GIVING PROGRAM



Make a fortnightly donation to the Far North Queensland Hospital Foundation through your pay and contribute to improving the quality of healthcare in Far North Queensland.

By donating as little or as much as you like, you are helping boost funding for:

- medical equipment
- staff education
- research

Visit the Cairns and Hinterland Hospital and Health Service intranet or www.fnqhf.org.au for more information and to access the Payroll Deduction Form.

All donations are tax-deductible.