

January - February 2017

STAFF CONNECT

| New Medical Superintendent
for Cherbourg and Murgon



From the Editor

The roll-out of RiskMan as a new “one-stop-shop” to manage safety, risk and consumer feedback has gone well since it went live on 13 February.

In the first fortnight, almost 900 DDHHS staff are registered on the RiskMan system which replaces PRIME CI, PRIME CF, QH Risk and IMS.net.

We are the first pilot site in Queensland, with Gold Coast HHS also “road testing” the new system from 27 February.

While there have been some hiccups, there has been positive feedback from users who have provided suggestions for improvements ahead of the wider implementation in other hospital and health services.

The DDHHS RiskMan team has been working closely with Queensland Health and the developers to tweak the system as needed. They thank all staff for their patience and have appreciated the improvement suggestions.

Further feedback can be sent by email to DDHHSRiskman@health.qld.gov.au.

The start of a new year is always a time of “new beginnings” – there are quite a few to read about in this edition as we welcome new interns, midwives and other staff.

The Communication Team really enjoys bringing Staff Connect to you – please get in touch if you know of a story which should be covered.

Linda Lester
and the Communication and
Engagement Team

Cover image: Dr Robyn Cooke has joined the DDHHS as Medical Superintendent for Cherbourg and Murgon hospitals. Turn to page three for more on this story.

New doctors start at Toowoomba Hospital



Director of clinical training Dr Sheree Conroy with interns Dr Linda Stewart and Dr Jacob Johnston.

Thirty-eight new doctors started at Toowoomba Hospital on 16 January undertaking a week of induction training before starting their ward rounds.

DDHHS Director of Clinical Training Dr Sheree Conroy said it would be a busy week for the new doctors ahead of their first ward rounds.

“The first week of orientation is always very busy but it’s a great chance to get to know the interns, and run through a range of practical skills that they’ll use throughout their medical careers,” Sheree said.

A number of the new doctors chose Toowoomba Hospital for their intern year because of the personalised training on offer, including Dr Linda Stewart and Dr Jacob Johnston.

“There are lots of advantages of the smaller intern group in Toowoomba, compared to a larger metropolitan hospital,” Linda said.

“We are able to build great personal relationships with our colleagues, clinicians and other

hospital staff.”

Linda’s colleague Dr Jacob Johnston from Tannum Sands said he elected to work at Toowoomba Hospital because its size made for a great learning environment.

“I’m from a rural background, and I did my last two years of clinical placement here so I thought it would be great to do my intern year here at Toowoomba,” Jacob said.

“The big attractions are the fact that I already know a lot of the people I’ll be working with, both senior and junior medical staff, everyone is really easy to talk to, and there’s also a lot of variety because you have a broad caseload.”

Toowoomba Hospital’s record of retaining interns remain strong, with 34 or the 39 2016 interns staying on for their second year, and around 80 per cent of the 2015 cohort staying for their third year.

“It’s a really good place to do an intern year because there’s an opportunity to be involved in all aspects of patient care, with patients across all age groups and presentations, and we see a lot of our interns stay on for subsequent years,” Sheree said.

“We’ve certainly had a history over the last 10 years of people starting their training here, finishing their training and then coming back to practice here as specialists.”

Contact us

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New Med. Super. for Cherbourg and Murgon

Darling Downs Hospital and Health Service (DDHHS) Chief Executive Dr Peter Gillies has welcomed Dr Robyn Cooke to her new role as Medical Superintendent of Cherbourg and Murgon hospitals.

“Dr Cooke’s credentials, especially in Indigenous health, are outstanding,” Peter said.

“She is skilled in general practice, intensive care and emergency medicine, has worked with the Aboriginal Health Service in Gawler, South Australia, and is also a Fellow of the Australian College of Rural and Remote Medicine.

“Her enthusiasm and commitment to her patients and the community has been evident from day one, so we are very happy to welcome her to the DDHHS.”

Dr Cooke said she was drawn to the role because it provided the opportunity to practice medicine in a rural setting, where there was a real sense of community.

“I would like to acknowledge the traditional owners, the Wakka Wakka, and elders of the Cherbourg Aboriginal community and surrounding communities,”



Robyn said.

“I appreciate how welcoming everyone is.

“I always wanted to be a rural doctor, and while studying medicine at Flinders University in Adelaide I applied for the rural stream, which I absolutely enjoyed, and through that I got to learn from some great ‘old-time’ doctors in the Riverland region of South Australia.

“I love working in the country, and seeing the relationship those doctors had with their patients, the way they actually knew them, and stopped to talk to them in the street, I knew there and then that was the type of medicine I wanted to practice.”

Dr Cooke said one of her primary goals was to help in the

Dr Robyn Cooke is welcomed to the DDHHS by HSCE Dr Peter Gillies

establishment and maintenance of a medical team with real connections to the community.

“Anyone who’s worked in Indigenous health would know it’s all about investing in the community with your own time, and that’s one of the things I’m looking forward to doing, and encouraging in our medical staff,” she said.

“I’m relishing the opportunity to work closely with the teams from Cherbourg and Murgon, as well as working with the local GP practice in Murgon, CRAICCHS, while building relationships with other organisations and people in the local area.”

Don’t be the weak link with fraud

February is a Fraud Awareness Month and this year’s focus was “Know what to look for and help stop fraud – don’t be the weak link”.

DDHHS Risk and Compliance Manager Jan Krzewina (pictured) said the theme was about all staff having a role in protecting the hospital and health service’s

information and assets from fraudulent misuse.

“This year’s focus is on cybercrimes such as phishing or scam emails or unsolicited phone calls where third parties try to gain access to sensitive HHS information,” Jan said.

“Data shows the healthcare industry has the largest proportion of data breaches worldwide.

“Alarming, identity theft can be a big problem and a medical record is worth 10 times more than a credit

card number on the black market.

“Even if your work area doesn’t directly manage health or medical data, hackers can gain entry to IT networks via a phishing attack.”

Information on how to spot a phishing email can be found on QHEPS at <http://qheps.health.qld.gov.au/governance/fraud/docs/phishing-email-tips.jpg>.





Mr Mike Horan AM
Chair
Darling Downs Hospital
and Health Board

From the Board Chair

It was great to see such a high number of nominations from right across the health service in the DDHHS Employee Awards held recently. Congratulations to all nominees, finalists and winners for their dedication and professionalism. Even though there can only be one winner, they all stand as shining examples of commitment and care.

Dr Denis Lennox was the guest speaker at the wonderful awards evening function and he provided some interesting anecdotes from his career. He has many years of service in Health including as medical superintendent at Toowoomba Hospital and heading up the Queensland Rural Generalist Program, one of the most outstanding medical education programs in Australia.

The January Board meeting was at Toowoomba Hospital. This month, the Board and Executive are having a

strategic planning workshop in Dalby, then heading to Miles to inspect the new primary health hub and staff accommodation that have been built with funding from the Board surplus. We will also visit Wandoan to catch up with the local auxiliary and then hold our Board meeting in Taroom where we will meet with community members to hear their views on local health services.

There has been a big increase in activity recently, particularly at Toowoomba Hospital. This, in part, has been generated by community confidence in the public healthcare system. I thank our staff for providing great care to patients in these peak times.

Several capital infrastructure projects are coming to a conclusion and I look forward to sharing more on those with you soon.



Dr Peter Gillies
Chief Executive
Darling Downs Hospital
and Health Service

From the Chief Executive

I'd like to take this opportunity to discuss the importance of patients and visitors knowing the name of the staff they are interacting with.

In the past I've encountered resistance to name badges from some people who believe revealing their full name to patients could be a security risk and I accept this may have some validity.

However, consistent feedback from our patients and visitors is that they often didn't know the name of the staff they were interacting with. This was highlighted a few years ago in the UK via a doctor called Kate Granger who developed terminal cancer and started the "Hello, my name is" campaign after interacting with numerous clinicians who did not introduce themselves.

I think an easy-to-read name badge will greatly assist in ensuring patients and their relatives are aware of the name and designation of the people caring for them. Many people wear their ID badges on their waists or they "flip over"

accidentally thus hiding the name and photo. Patients can often forget your name even if you did introduce yourself.

We have therefore decided to provide all staff with a name badge that just has your first name and your role. These are easy to read and are affixed to your clothing via magnets and therefore will not "flip over".

All executives have been provided with one and we have been receiving consistent positive feedback from patients, visitors and colleagues about them. We've also had numerous requests from staff for name badges for themselves.

I'm therefore hopeful these name badges will be enthusiastically taken up by everyone and once distributed I expect all staff to wear their name badge at all times and to ensure it is clearly visible. I'm confident our patients will greatly appreciate this.

The team organising the name badges will be in touch with work areas as the roll-out of the name badges progresses.

Dialysis services changing lives of Dalby patients



The establishment of dialysis services for low-acuity/limited care haemodialysis patients at Dalby Hospital has been welcomed since its introduction in mid-January.

The service was officially opened on 25 January by Dr Martin Byrne in his capacity as Darling Downs Hospital and Health Service (DDHHS) acting Chief Executive.

"Providing services within local communities is a major focus of the Board and the DDHHS executive and I think this is a great example of that," Martin said.

"For the patients who are able to access this service here at Dalby Hospital it will provide a huge improvement in quality of life.

"I'd like to thank Josie Skewes and the team from the Toowoomba Hospital renal unit, and the staff here Dalby Hospital, for the work they've done in setting up the service."

Dalby dialysis patient Caitlin Fitzsimmons said being able to have her treatment in Dalby was life-changing.

"I was going to Toowoomba

Dalby Hospital director of nursing Bronwyn Luxon, Toowoomba Hospital renal unit nurse unit manager Josies Skewes, and Dalby renal patient Caitlin Fitzsimmons.

three times a week, so that was an hour travelling each way and usually around five hours at the renal unit," Caitlin said.

"This morning I took my kids to school for the first time in a very long time, then I had time to get ready to come here, and I arrived early.

"I'll be off the machine and ready to go well before it's time to pick them up, so being able to have dialysis here in Dalby is very important to me."

Toowoomba Hospital renal unit nurse unit manager Josie Skewes said the service at Dalby Hospital had been very well received.

"In the lead-up we did a lot of work with staff at Dalby Hospital to provide training and also to prepare the room where the specialised haemodialysis equipment is located," Josie said.

"Having staff from the Toowoomba Hospital renal unit on hand in the first weeks ensured a smooth transition to this valuable new service."

BreastScreen hits 350,000

The BreastScreen Queensland Toowoomba Service racked up an impressive milestone in January, when the 350,000th screen was provided.

From providing around 4,500 screens in its first year of operation in 1992, the service provided 17,764 free breast screens to women aged 40 and over in 2015-16.

The recipient of the 350,000th screen, Toowoomba resident Pam Boulton has a long history with the service.

"This is my twelfth, so I've been coming to the service for 24 years," Pam said.

"It's better to know than not to know, so go and have your screen, it's no drama at all, the staff have always been lovely and this new premises is just wonderful," she said.

Radiographer Carmel Doolan, who has been with the Toowoomba service for 22 years, said Pam was a wonderful example of someone who made their health a priority.

"Pam is a model client," Carmel said.

"She has been coming in regularly for every two years 24 years, which is great to see."

Radiographer Carmel Doolan and 350,000th breast screen client Pam Boulton.



23rd consecutive visit to BreastScreen Toowoomba



BreastScreen Toowoomba health promotion officer Nicola Garrett welcomes Mrs Rube Nixon to her 23rd consecutive yearly screen.

On 10 January Mrs Rube Nixon made her 23rd consecutive annual visit to the BreastScreen Queensland Toowoomba Service.

A breast cancer survivor following a diagnosis in 1994, Rube is a strong advocate for regular screening.

“It’s so vitally important, for you, your family and significant others around you,” Rube said.

“Don’t be afraid, just do it and do your own regular checks. That’s something I always did and something all women should do.

“I would like to help raise awareness because there have been lots of Indigenous people who’ve had all sorts of cancers and haven’t known it, so I would like to help make people aware.”

DDHHS Accreditation commences 3 April 2017

Darling Downs Hospital and Health Service will undergo accreditation this year starting 3 April for two weeks.

This year, the Institute of Healthy Communities (IHCA) will assess the HHS against:

- National Standard 1 (Governance)
- National Standard 2 (Partnering with Consumers)
- National Standard 3 (Infection Prevention and Control)
- The National Mental Health Standards
- ISO 9001

There will be four teams of surveyors, who will commence in Toowoomba, then branch out to each cluster towards the end of the first week and the second week.

Staff are encouraged to keep an eye out for the weekly Accreditation checklists, which are also on DDHHS QHEPS. Managers should aim to discuss these checklists with their staff to ensure staff awareness of current issues.

The DDHHS is very proud of its great accreditation record and staff can work towards this by ensuring:

- PA&Ds are up to date
- Mandatory Training is up to date
- Your unit Quality Improvement Plan is reviewed monthly
- Audits are completed and actions taken
- Standards Boards are up to date with current information.

In addition, managers can do a tidy up to make sure:

- all posters and brochures are current, and brochures registered with the documents team.
- there are no exits blocked by equipment etc
- Charter of Rights posters and brochures are visible in waiting rooms and reception areas and at the patient bedside
- The DDHHS Values posters are in prominent places.

If you require any assistance in the lead up to accreditation, please contact your local Quality Officer.

RGP Anaesthetics Workshop

Fourteen young doctors preparing for a career in rural medicine honed their skills in anaesthetics at a five-day workshop in Toowoomba recently.

DDHHS director of rural generalist training, Dr James Telfer, said the Rural Generalist Pathway’s Anaesthetic Introductory Program, co-ordinated by the Darling Downs Hospital and Health Service’s (DDHHS) Cunningham Centre, aimed to give the trainees a head start as they moved into 12 months of anaesthetics training.

“The workshop covered every aspect of anaesthetics that they’ll be exposed to in the next 12 months, so rather than the trainees seeing those things for the first time once they’re at their placement, we can familiarise them, and this helps them get up to speed a lot quicker,” James said.

“We cover a whole range of things including intubation in the simulation room, to labour epidurals, spinals for Caesarean section, and we’ve done ultrasound for regional nerve blocks for vascular access.

“We also talk about crisis management, pre-admission,



Dr Marika Goodman and Dr James Boland learning from director of rural generalist training Dr James Telfer.

assessing the patient, pain management, so it’s very comprehensive program that we pack into the five days.

“As a group they’ve been fantastic and I’ve been very pleased with them. I expect they’ll go on and achieve their JCCA’s, which is their ticket for anaesthetics in rural practice, and they should be great additions to the rural and regional hospitals in which they practice.”

Mindfulness expert provides tips to new doctors at Toowoomba Hospital

One of Australia's leading mindfulness experts has delivered a talk about the benefits of mindfulness to new doctors at Toowoomba Hospital.

Associate Professor Craig Hassed from Monash University visited the hospital in January to share mindfulness techniques as part of the orientation program for new doctors.

He then stayed on to give an additional talk to hospital staff.

DDHHS director of clinical training Dr Sheree Conroy said Associate Professor Hassad's mindfulness session was a highly valued facet of the intern orientation program.

"We include mindfulness training in our program to help equip our new doctors with methods to cultivate a calm and focused mindset when dealing with a variety of patients and

situations," Sheree said.

Associate Professor Hassed said that practicing meditation or conscious breathing exercises could help doctors think more clearly and make better decisions in the face of stress.

"There are many stressors in a hospital setting including anxieties about doing a good job, time pressures and dealing with crisis situations so it is important to be able to calm the mind," Craig said.

His advice to the new doctors and general hospital staff was the same: start a meditation practice to strengthen focus and calm; and switch off after hours.

"Do one job; live in one moment, at one time. Then simply move on to the next thing," Craig said.

(from left) Kate Jurd, Associate Professor Craig Hassed and Gabriella Berger.



The new yellow bin has been installed on the corner of Colamba and Marion Streets, Miles, for the safe disposal of syringes.

New sharps bin promotes syringe safety

It's been mistaken for a rubbish bin and a post box, but the new yellow bin on the corner of Colamba and Marion Streets in Miles is actually a sharps disposal box that has been installed by the Miles Hospital for the safe disposal of syringes.

Miles Hospital's Director of Nursing Mr Aschleigh Perring said the new bin was tamper proof and the contents were collected and taken for destruction in high temperature incinerators monthly.

"The new sharps bin is much larger than the previous one and holds the same amount as a wheelie bin," he said.

"It is to be used for clinical sharps such as those used by diabetics to administer insulin and the small lancet devices used to measure blood sugar."

Aschleigh said it was important to know what to do when faced with a syringe in a public area, because a syringe could bite like a snake.

"The best course of action would be to contact the hospital, the Western Downs Regional Council or the police to report the location and get the syringe safely removed," he said.

"If you receive a needle stick injury in the community, wash the area thoroughly with soap and water and present to the emergency department, or your general practitioner as soon as possible."



2016 DDHHS Employee Awards – nominees, finalists and winners

The 2016 Annual DDHHS Employee Awards were held earlier in late January as a celebration of individuals and teams who “go the extra mile” in their work.

There were 127 nominations received in 11 categories, including new categories to recognise researchers and volunteers.

The employee awards program recognises employees for excellence in demonstrating our values, delivering our purpose, and striving towards our vision.

The purpose of the research awards is to encourage the development of a research culture across the DDHHS and recognise the important contribution our staff make to contemporary evidence.

The inaugural Volunteers of the Year Awards, supported by the Toowoomba Hospital Foundation, were put in place to recognise the wonderful efforts of volunteers right across the hospital and health service.

The winners and finalists in each of the categories were:

Caring

Winner:

- Corey Keable, Assistant Business Manager for the Southern Cluster

Finalists:

- Katrina Mackenzie, Clinical Nurse and midwife at Kingaroy Hospital
- Lee Jenson, Senior Media Officer
- Tania Hydes, Senior Human Resource Manager
- Vicki Stenhouse, Program Officer with DD-LOL

Doing the right thing

Winner:

- Wendy Friend, Human Research Ethics Committee Coordinator

Finalists:

- Bronwyn Luxon, acting Director of Nursing at Dalby Hospital
- Dr Flavian Joseph, endocrinology registrar at Toowoomba Hospital

Openness to learning and change

Winner:

- Damien Teakle, Clinical Nurse at the Community Care Unit in Toowoomba

Finalists:

- Clinical Coding team
- Margaret Cavanagh, Aged Care and HACC Assessment Team Leader

Being Safe, Effective and Efficient

Winner:

- Lynn Boundy, Nursing Director for Rural and Aged Care

Finalists:

- Catherine Manns, Clinical Nurse Consultant in Patient Safety
- Feena Enfantie, Cardiac scientist at Toowoomba Hospital
- Kelvin Lindbeck, Manager, Clinical Governance

Being open and transparent

Winner:

- Hayley Farry, Senior Learning Consultant with the DD-LOL team (role at time of nomination)

Finalists:

- Teresa McGorm, Communicable Diseases and Immunisation Leader at the Darling Downs Public Health Unit
- Tracy Higgins, Assistant Finance Manager at Toowoomba Hospital

DDHHS Purpose

Winner:

- Dr James Beit, Director of Anaesthetics at Toowoomba Hospital

Finalists:

- Jenny Minchell, Dual Diagnosis Coordinator, Division of Mental Health, Alcohol and Other Drugs
- Susan Kay, transfusion CNC for the DDHHS

DDHHS Vision

Winner:

- Cecil Brown, Senior Health Worker for Hearing Health at the Cherbourg Health Service

Finalists:

- Corey Keable, Assistant Finance Manager
- Tania Hydes, Senior Human Resource Manager





1. Vicki Stenhouse, Lee Jenson, Katrina Mackenzie, Corey Keable, and Tania Hydes
2. Lynn Boundy, John Boundy, Karen Abbott
3. Debbie and Cecil 'Pickle' Brown
4. Beverley McDougall (Inglewood) and Val Sharpe (Texas Hospital Auxiliary)
5. Wendy Friend and Bronwyn Luxon
6. Dr Jamie Beit
7. Research finalists Peter Gilbar, Taygan Tucker and Dr Sree Venuthurupalli
8. The Clinical Coding Team
9. Teresa McGorm, Tracy Higgins and Hayley Farry
10. Toowoomba Hospital Foundation Board Chair Ray Taylor, Pauline Schultz, David Wait and Toowoomba Hospital Foundation CEO Alison Kennedy



Message from the Deputy Board Chair

Dr Dennis Campbell

“ On behalf of our Board Chair Mike Horan, I'd like to commend all the nominees and those who took the time to nominate them. With 5000 employees across the DDHHS, it certainly is a remarkable achievement to come under the spotlight for exemplifying the health service's values. Congratulations to you all. It's no accident that these employee awards are held around the time of Australia Day when we stop and reflect on the valuable contributions of community members from right across the nation.

One of the strengths of the DDHHS employee awards is that it's a peer-based recognition program – all staff are invited to reflect on who around them does a great job and actually “lives” the DDHHS values.

To me, it is a very genuine way to notice and celebrate those who “go the extra mile”.

I particularly commend the introduction of the volunteer awards and the staff research awards as they are both important parts of the hospital and health service.”

Inaugural Volunteer Awards (supported by the Toowoomba Hospital Foundation)

Quiet Achiever Award:

Winner:

- David Wait, volunteer with Health Information Services at Toowoomba Hospital

Finalist:

- Pauline Schultz from the Millmerran Multipurpose Health Service

Commitment Award:

Winner:

- The Texas Hospital Auxiliary

Finalist:

- Beverley McDougall from the Inglewood Multipurpose Health Service

A list of all nominees, including the finalists and winners, will be uploaded in the coming weeks.

Nominations for the 2017 awards will be called later in the year.

Inaugural Research Awards

Novice Researcher

Winner:

- Margot Tannock, Clinical Pharmacist and CHARM Team Leader

Finalist:

- Taygan Tucker, Senior Dental Therapist

Advanced Researcher

Winner:

- Peter Gilbar, Pharmacist Consultant at Toowoomba Hospital

Finalist:

- Dr Sree Venuthurupalli, Director of Renal Services and Consultant Nephrologist at Toowoomba Hospital

New blood testing technology at Toowoomba Hospital

Two machines with a combined value of more than \$59,000 are providing faster more effective treatment for patients with bleeding issues at Toowoomba Hospital.

DDHHS deputy director of anaesthesia Dr Lynn Abraham thanked the Toowoomba Hospital Foundation for funding the purchase.

"We are the only facility in the Toowoomba area, or the DDHHS to have a ROTEM (Rotational Thromboelastometry) machine, and we are the first Queensland facility away from the east coast to have a Platelet Function Analyser (PFA), so we are very grateful to the Toowoomba Hospital Foundation," Lynn said.

"The ROTEM machine, which is typically used in emergency or critical care situations where there is very serious bleeding, tests the time it takes to form a clot, the clot firmness and the clot stability, so within five minutes it can tell us if the bleeding is being caused by a deficiency in clotting factors, or if there is an uncontrolled bleed which needs surgical attention.

"Traditional laboratory testing could take up to an hour, and not give as clear an indication of the problem, so this is incredibly useful when deciding on how to treat the patient and deal with their situation.

"The old approach of pouring in bag after bag of whole blood to address bleeding issues based on what we think, rather than what we know, is long gone."

Lynn said the PFA machine, which checks the ability of platelets to form a clot, was more suited to diagnostic or pre-

operative situations.

"The PFA machine tests how the platelets are working, and can tell us if the platelets are affected by medication, for instance in the case of patients who are having chemotherapy, or if there is a congenital bleeding disorder such as haemophilia," she said.

"It can also be used as a pre-operative tool, so surgeons can do a check before an operation to see if they're likely to run into a problem with bleeding, so they can foresee that and deal with it before going in.

"As with the ROTEM machine, this technology allows us to targeting our therapy, get better patient outcomes, and make for more efficient use of precious blood products."

THF CEO Alison Kennedy said the foundation was delighted to contribute to improved patient care with the purchase of the machines.

"It is tremendous to know that these machines mean we can get more effective use out of blood and blood products, while delivering improved patient care," Alison said.

"It is also very rewarding to be able to reinvest funds that are collected through various fundraising activities into equipment such as this, which has a direct impact on patient care in our community."

L to R: Toowoomba Hospital Foundation CEO Alison Kennedy, supervising scientist Neil Dawson, DDHHS transfusion CNC Susan Kay and deputy director of anaesthetics Dr Lynn Abraham.



WORKFORCE DIVISION

Ask Corinne

Welcome to the New Year. I hope that you all had a great break, and are energised for another productive and rewarding year.

The new year is the perfect time to refocus and implement new systems. Ask, how can you be more productive, and for managers, how can you lead your team more effectively.

Answer - Do the Scrum

No, I'm not recommending you start your own rugby union team! In HR, a scrum is a quick 5-minute individual/team meeting at the beginning of each day to review the following:

1. What did you achieve yesterday?
2. What are your priorities for today?
3. Are there any roadblocks, if so, what?

As an individual, these questions are also an excellent way to stay focused and effectively manage your time.

Scrum Meetings allow you to disseminate information quickly. Do it in the tea room, standing up.

Staying concise and focused is important. A daily scrum is not a problem-solving or issue-resolution meeting. Deal with issues raised after the meeting with relevant parties.

If it's difficult to achieve the above daily, implement it on a weekly basis. The key is consistency – same time, same place, same three questions each week or day. Either way, you will have renewed direction.

Next month, I will be back to answer your HR and recruitment concerns.

Have a question you would like answered? Email DDHHS-Workforce@health.qld.gov.au.

Newborns' hearing screens completed in minutes with new equipment

Newborn babies are being screened for hearing loss in a matter of minutes thanks to new technology being used throughout the Darling Downs Hospitals and Health Service (DDHHS) as part of the free Queensland Healthy Hearing Program.

Coordinator of the Healthy Hearing Program at Toowoomba Hospital, Wendy Carlish, said that the new screening technology provided a quick and non-invasive way to screen newborns for hearing loss present at birth.

"Our new machines are hand-held and while the screening technology is similar to that used in the previous equipment the actual screening time has decreased, so we're able to screen faster," she said.

"The machines are small, not much bigger than a mobile phone,



Back row: Healthy Hearing trainers Emma Turner and Ros Beard, with SCN NUM Wendy Carlish
Front: James and Katie Gray with daughter Olivia.

and very user-friendly so we're really excited about having this new equipment.

"Screening is available free of charge to every baby born here in hospital and for those babies who are taken home before having it done we have community midwives who do the screens in the home."

Wendy said one to two babies per thousand each year were identified as having a permanent childhood hearing loss, which

interfered with speech and language development.

"Half of the babies identified with hearing loss at birth come from a background of no risk factors, in other words their parents had no hearing loss and the baby was well at birth," she said.

"If we can identify these babies early, we can provide intervention for that hearing loss."

Wendy said 35 nurses and midwives had been trained to use the new equipment at Toowoomba Hospital, and training had also taken place at Warwick, Kingaroy and Dalby hospitals.

Warwick Hospital nurse unit manager of maternity services Ross Newton said 15 staff had been trained to use the new machines.

"Over the course of three days 15 staff were trained and we were privileged to have a couple of guests attend including infant hearing screening experts from Sweden and America," he said.

Warwick Hospital pastoral carers celebrate

They are the inconspicuous angels on call day and night to provide comfort and support to hospital staff, patients and families in times of crisis, offering a shoulder to lean on and a light in the dark.



The invaluable contribution of Warwick Hospital Pastoral Care Services workers was celebrated at an afternoon tea at the hospital recently.

The occasion also gave Warwick Hospital Pastoral Care Services workers the opportunity to connect with Darling Downs Hospital and Health Service (DDHHS) pastoral care coordinator Sharon Kirk, manager of volunteer and consumer participation services Sam Savva, Warwick

Hospital Director of Nursing (DON) Anita Bolton and Anglican Church Deacon Heather Dearden.

Warwick Hospital DON Anita Bolton said it was a great afternoon of celebration, connection and team goal setting for the coming year.

"The Pastoral Care Services team does an amazing job and it is important for us to take the time to acknowledge and thank them for their wonderful contribution," Anita said.

(from left) Julie Simpson (Pastoral Care Services), Heather Dearden (Anglican Church Deacon), Christine Cary (Pastoral Care Services), Graeme Parkinson (Pastoral Care Services), Di Jones (Pastoral Care Services), Sharon Kirk (Pastoral Care Coordinator), Caleb Mathiesen-Debir (volunteer) Sam Savva (Manager District Volunteer & Consumer Participation – Facility Services), Patricia Buddee (Pastoral Care Services), Susan Stevens (Pastoral Care Services), Fay Hawken (Pastoral Care Services) and Anita Bolton (Director of Nursing).

Dalby nurse honoured at Pink Test at Sydney Cricket Ground

Dalby breast care nurse Maree Wylie couldn't have imagined all that was in store for her when she was selected as one of three McGrath Foundation nurses around Australia to attend the Pink Test cricket match at the Sydney Cricket Ground in January.

Maree Wylie, who is the McGrath Foundation Queensland Clinical Manager based at Dalby Hospital, was flown to Sydney with one of her patients Jacinta Jamieson, where she watched the test, did media interviews and participated in the unfurling of the Jane McGrath silk on the pitch in front of 50,000 cricket fans.

"As part of our day we were also invited to the Pink Test High Tea and were told that we would be on table 44, which I assumed would be somewhere at the back," she said.

"But little did we know that table 44 was the VIP table and I'd be sitting with Glenn McGrath and the Prime Minister!

"I really enjoyed talking to



Malcolm Turnbull and the McGrath Foundation Board members about the work we do in rural areas and it was humbling to be invited to represent the nurses."

The Pink Test is a fundraising initiative of the McGrath Foundation and Maree was selected to attend in recognition of the incredible work she does providing support to women in regional locations.

"I am passionate that no one goes without care due to their geographical location," she said.

Maree said that one of the most moving parts of the day was the support the nurses received from the police force.

"The 110 police on the grounds all wore pink hats and donated

(From left) McGrath Breast Care Nurse Kate Kroll, Australian Prime Minister Malcolm Turnbull, McGrath Breast Care Nurse Maree Wylie, patient Jacinta Jamieson, McGrath Breast Care Nurse Michelle Hamblin, patient Erin Wood, and patient Linda Watson at the SCG for the Pink Test.

their day's wage to the McGrath Foundation which directly funds the breast care nurses," she said.

"It was very emotional and I hope as a group of nurses we can one day reciprocate their generosity."

Maree said the whole experience fuelled even further her passion for her job and caring for the women in the Dalby community and beyond.

"I was overcome with emotion to be treated so specially and I am so grateful for the honour of being a part of it all," she said.

DDHHS transfusion CNC takes seat on national group

DDHHS transfusion CNC Susan Kay has taken on the role of Queensland representative on a national group dedicated to improving transfusion practices and sharing knowledge about the use of blood products.

"It's called the Transfusion Professionals Special Interest Steering Group, and that's a sub-branch of the Australia-

New Zealand Society of Blood Transfusions," Susan said.

"It has representatives from New Zealand, and each Australian state, so I'm very happy to be flying the flag for Queensland.

"It provides great networking contacts with nurses from other states, an opportunity to tap into the latest research and also a forum to share information about the work we've been doing, including the transfusion workshops we've been running throughout the DDHHS."

Susan said 2017 will be a busy year with a series of blood and blood products workshops

already booked in.

"We'll be doing three in Toowoomba, and these are open to nurses from outside the HHS, so nurses from the private sector, TAFE, Blue Nurses, and those kinds of organisations," she said.

"We know it can be hard for nurses from rural hospitals to come to Toowoomba for a full day workshop so we're also doing two in Warwick, two in Kingaroy, one in Dalby, and beyond the DDHHS, with one in Roma and one in Charleville.

"The workshops were very well received last year and we're looking forward to a big response again this year."

Sammy the greyhound lights up Toowoomba Hospital

Sammy the therapy greyhound is usually the beloved companion of the elderly residents at the Mt Lofty Nursing Home, but his remit has just been widened to include a new trial gig at Toowoomba Hospital.

Sammy's trial will see him visiting patients in the hospital's Paediatric Ward and Ward 6D over the next 6 months, where he will stop to let patients pat him and enjoy his gentle company.

And aptly, his first visit which was on Valentine's Day, was loved by all.

Sammy was accompanied by Cindy Pitt, the Director of Nursing at Mt Lofty, along with Leigh Maule, one of his specially-trained volunteer handlers.

Nurse Unit Manager of the Toowoomba Hospital Paediatric Ward, Laurieann Maringelli, said that Sammy's visit was a wonderful surprise for the kids and their families in the children's ward.

"It was wonderful to see the kids' reactions," she said.

"Being in hospital can be stressful and it can be tedious, but something like this breaks the monotony. It's fantastic."

This sentiment was echoed by mum Sarah Hiles, whose little son Rylen was very happy to see Sammy.

"It's definitely made our week," she said.

"It's put a smile on Rylen's face, and mine, so it was great."

Nurse Unit Manager of the Regional Cancer Centre, Andrea Barber, was also enamoured with Sammy saying



Sammy visits little Rylen in Toowoomba Hospital's Children's Ward, accompanied by Cindy Pitt, mum Sarah Hiles and his volunteer handler Leigh Maule.

she was surprised by the incredibly positive impact he had on the patients, some of whom were very ill.

"When he came for a walk through 6D it went wonderfully," Andrea said.

"The patients and their families were so excited to see him coming through the unit and it was wonderful to see how it put smiles on their faces.

"Sammy has a lovely calm presence and people truly enjoyed the sensation of patting him."

There's only one group of people not completely thrilled with Sammy's new role in the Toowoomba Hospital and that's his long term buddies at Mt Lofty.

Octogenarian Mary Masefield said she dearly loves the company of Sammy the greyhound.

"I leave biscuits for him on my walker and sometimes throw one on my bed so he'll sleep up there!" she said with a grin.

Sammy will continue to visit Toowoomba Hospital each week throughout his trial.

Fountain House 2 gets a new lease on life

Students and staff staying in Fountain House 2 at the Toowoomba Hospital now have a refurbished outdoor area to enjoy over the summer months.

Maintenance Coordinator Mick Loan said the area had been looking a little tired and unused but now featured a brand new barbecue for use by the residents.

"We have also installed new benches and hospital gardeners have tidied the area and trimmed the trees, so it has been a real

(from left) Accommodation Services Coordinator Kevin Greenaway, gardener Scott Beatty, Toowoomba Hospital Maintenance Manager Ken Shoesmith, Director Medical Services Dr Geoff Fisher, gardener Rick McKinnon and gardener Russell Beauchamp enjoy the new outdoor area next to Fountain House 2.

group effort," he said.

"Previously the residents only had a small outdoor balcony to sit on so this area will give them more space to be able to relax at the end of their shift."

Accommodation Services Coordinator Kevin Greenaway said Fountain House 2 can hold up to 63 residents, most of whom are students undertaking placements, when full.



The building itself is also undergoing refurbishment, with new vinyl floorings already put down, the walls being painted and new cabinets installed in the kitchens.

Healthy Weight Week celebrated in February

DDHHS nutrition and dietetics staff did their part to ensure Australia's Healthy Weight week was celebrated in style in mid February.

Director of Nutrition and Dietetics Welma Joubert said the week was all about encouraging people to achieve and maintain a healthy weight and lifestyle.

"The Darling Downs has one of the highest rates of obesity in Queensland so making healthier choices is something that we see as very important, and that's what Healthy Weight Week is all about," Welma said.

"As part of the celebrations we had a range of activities including a display in the foyer of the Emma Webb building at Toowoomba Hospital, and a special morning tea, hosted by the nutrition and dietetics team for other allied health staff.

"The morning tea featured healthy, home-made food that team members brought in to share.

"Through the week we also



did a daily quiz to test our staff's knowledge of healthy eating and the number of responses we got has shown that a lot of our staff are very engaged and interested in nutrition, healthy eating and maintaining a healthy lifestyle.

"It was also great to see dietetics staff from all around the HHS get together at a meeting in Toowoomba on Tuesday 14 February."

Welma said there were some simple steps to follow for anyone who wanted to develop healthier

Nutrition and dietetics team members Doris Yung, Sarah McKay, Elizabeth Palmer, Kim Hiscocks, Danielle Schefe, Danielle Brewer, Jessica Winter, and director of nutrition and dietetics Welma Joubert.

eating habits.

"It's a good idea to avoid foods that are high in empty calories, which are foods that offer little in the way of nutrition," she said.

"Also avoid too much refined sugar, and read the labels on foods you buy, so you have a better idea of what you are eating."

Lyn takes her final call at TH Switch

After more than 20 years spent directing calls and fielding countless enquiries Toowoomba Hospital switch operator Lyn Haak took her final call on 1 February.

"I've been in switch here for 20 years and I've seen a lot of changes in that time," Lyn said.

"We were in the old building over behind ED when I first started, and I was actually on duty the night we moved into here, in the Emma Webb building.

"It was very interesting, moving the whole lot over and keeping

the system going, especially at night, which made it even more challenging, but we got there, and we've been here ever since.

"I was also here for the cut-over to our latest switchboard which was on a Saturday, and I was the only



one on, but that's life, moving with the changes as they come along.

"After 50 years working I'm looking forward to not having to get out of bed to the sound of an alarm clock."

Switch manager Darren Crilly said Lyn would be fondly remembered.

"It's always hard to say goodbye to someone with as much experience as Lyn," Darren said.

"She has been an integral part of our team we wish her all the very best for her retirement."

Lyn Haak said she was looking forward to getting rid of her alarm clock after a work life spanning 50 years, including more than 20 at Toowoomba Hospital switch

New midwives at DDHHS



Darling Downs Hospital and Health Service has welcomed a total of 12 new graduate midwives to the service in 2017.

“It has been a great pleasure to see eight new midwives starting at Toowoomba Hospital, two are working at Kingaroy Hospital, one at Goondiwindi Hospital and one at Warwick Hospital,” said acting executive director nursing and midwifery services Karen Abbott.

“I wish them all the best in their new roles.”

Toowoomba Maternity Unit Manager Peta Zupp said she was delighted to see eight new graduates choosing to continue their careers in Toowoomba.

“We’re very excited to welcome our new graduate midwives to Toowoomba Hospital,” she said.

“Midwives are in high demand all around the world

Front (L to R) Christina Meyer, Ishah Lambertson, Cindy Anderson, Rebecca King

Back (L to R) Peta Zupp (Maternity Unit Manager), Maryanne Mitchell, Elizabeth Foley, Lisa Gierke (midwifery educator), Maggie Ciranni, Sue Rivett (midwifery clinical facilitator), Chantelle Bailey

so to have eight starting with us at the same time is a great thing for our service.

“We’ve debuted a new graduate program this year which means our new midwives will get plenty of hands-on instruction and support from our midwifery educator and clinical facilitator.

“Moving forward we are very keen to keep this type of program in place, where trainee midwives first come to us to do placements as students, then do a graduate year with us once they’ve completed their studies, and then stay on with the team.”

New midwife loving life at Kingaroy Hospital

Graduate midwife and registered nurse Brittany Ruffin (pictured) said she jumped at the opportunity to join the team at Kingaroy Hospital.

“When the opportunity came up to do a graduate program here at Kingaroy Hospital I was very interested because rural and remote nursing and midwifery is



what I’ve always wanted to do,” Brittany said.

“I’ve learned so much since I’ve been here and loved it, because the scope of practice for rural and remote nurses and midwives is much broader than at a large metropolitan hospital.

“There are lots of different skillsets but it’s a really supportive environment with a great team so you’ve always got someone to talk to if you need guidance.”

Brittany said she would like to work in both nursing and midwifery while at Kingaroy.

“I did my RN and midwifery together in a three-and-a-half year extended degree course so I intend to use both, but I think midwifery is where I’m meant to be and where I feel I can do the most good, looking after babies and their mums,” she said.

New specialist joins Cancer Care Services

Toowoomba Hospital Cancer Care Services has welcomed a new specialist to the team.

"I've come from Brisbane, having completed all my advanced training at the Princess Alexandra Hospital and at Royal Brisbane and Women's Hospital, I was most recently at Royal Brisbane and Women's Hospital, and I moved up here in January," he said.

"I actually started my training in the very beginning as a rural generalist, having done the pre-vocational requirements of that before changing to the physician training program and ultimately

training in haematology.

"My wife and I are both from rural and regional backgrounds so it was a good fit to be able to practice haematology in a regional area, because the options are more limited for doing that so it worked out perfectly.

"Everyone has been very welcoming and eager to get things happening which is great. Given that you work in a smaller unit and a smaller team than you would in a large metropolitan hospital there's more scope to customise the way you do things, and the team has been supportive of that."



Dr Joel Collins has joined the cancer care services team at Toowoomba Hospital.

Compliments to our staff

Toowoomba – Rehabilitation Unit

Thank you very much for all your balance training classes which I have enjoyed very much. I am a great admirer of the Toowoomba Hospital (particularly its staff). Your classes have only served to increase this. People at your hospital go out of their way to make you feel good with their positive attitude and your approach to your work makes exercising a pleasure! Thank you once again and God bless you for your work.

Toowoomba – Day Surgery Unit

I wish to compliment all nursing staff I encountered during the day throughout the admission, operative and post-operative procedures. Their warm and empathetic approach, coupled with their professionalism, has made the procedure much more bearable. Also to the anaesthetist and surgeon I express my sincere appreciation. Whilst, I am sure, they are probably not afforded the acknowledgement they deserve as often as they should, I have 100 per cent confidence in our state's public health system, when it is staffed by the great people who attended to me today. Thank you all!

Miles – Acute Ward

Very pleasant and helpful staff members who go above and beyond their job to be helpful. I hope I never have to go to hospital again but if I do I want it to be this hospital.

Oakey Hospital

It's a terrible and worrying time when our loved ones become ill or hurt. My elderly mother recently was confined to hospital firstly at the Toowoomba Hospital and then she was moved to the Oakey Hospital for ongoing treatment. The treatment that my mother has received from the doctors and nursing staff of both hospitals has been nothing short than thoroughly professional, meticulous, generous and kind in their care of mum. All the staff members at the Oakey Hospital who looked after my mother are to be commended. My mother and her family are so, so grateful to these beautiful, caring people as they were so very thoughtful and compassionate to mum's needs at all times. Bless you all.

Jandowae – Acute Ward

We are extremely happy with the care and attention shown to our mother. Every one of the staff members personally connect to Jandowae Hospital went above and beyond in caring for and supporting the patient and family throughout. We deeply appreciate their special concern shown throughout. The understanding of the doctors, nursing staff and administration is greatly appreciated and highly professional and compassionate.

Kingaroy – Medical Surgical

All services are perfect. The nurses are impeccable with their patient manner and service to perfection in all detail, not one nurse I could fault. Doctors were faultless, running like a well-serviced machine. Kitchen is MKR style, unfaultable meals. All staff members of high quality. The hospital overall is faultless in all aspects.

Wondai – General Ward

To The wonderful nurses and staff members, we would like to express our sincere thanks for all the care and attention you gave our father and pop while he was in Palliative Care. We are very grateful to you all.

Goondiwindi – Ward A

All staff members were polite and genuine when dealing with me. Excellent hospital, clean, modern and well organised. All doctors going above and beyond the call of duty. Communication is excellent. Thank you to all staff and doctors.

Kingaroy – Medical Surgical

I have nothing but praise for the manner in which I was cared for. From admission in the ED to care in the ward, I loved the humorous yet caring attitude of staff and also their professionalism. Keep up the good work. Thank you again.