



PULSE

JUNE/JULY 2023 EDITION

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First Nations Health Equity 2023-2025

IMPLEMENTATION PLAN

SOUTH WEST HOSPITAL AND
Building for



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Cover Image: Taneale Lawton, Karen Tully and Shelley Lawton at the Health Equity Implementation Plan launch in Cunnamulla in July (story on page 4).

We respectfully acknowledge the traditional owners of the lands across the South West. We also pay our respects to the current and future Elders, for they will inherit the responsibility of keeping Aboriginal and Torres Strait Islander culture alive, and for creating a better life for the generations to follow.

We believe the future happiness and wellbeing of all Australians and our future generations will be enhanced by valuing and taking pride in Australian Aboriginal and Torres Strait Islander peoples—the oldest living culture of humanity.

SOUTH WEST TRADITIONAL OWNERS

Augathella – Bidjara (Bid-jara)
Bollon – Kooma (Coo-ma)
Charleville – Bidjara (Bid-jara)
Cunnamulla – Kunja (Koun-yah) with other interests
Dirranbandi – Kooma (Coo-ma)
Eromanga – Boonthamurra (Boon-tha-murra)
Injune – Kongabula (Kong-ga-bull-a)
Mitchell – Gungari (Gon-gari)
Morven – Bidjara (Bid-jara)
Mungindi – Kamilaroi (Car-milla-roy)
Quilpie – Mardigan (Mar-d-gan)
Roma – Mandandanji (Mand-an-dand-gee)
St George – Kooma (Coo-ma) with **Kamilaroi, Mandandanji, Bigambul and Gungari** interests
Surat – Mandandanji (Mand-an-dand-gee)
Thargomindah – Kullila (Coo-lee-lar)
Wallumbilla – Mandandanji (Mand-an-dand-gee)

This newsletter is produced by the South West Hospital and Health Service. All feedback and contributions are welcome. All published material has been approved by the Health Service Chief Executive.

Contact: SWHHS_Communications@health.qld.gov.au



QUALITY



COMPASSION



ACCOUNTABILITY



ENGAGEMENT



ADAPTABILITY

“Working Together will see us achieve ... healthy mob, healthy system; integrated care, every day in every way; partnerships and innovation; equity and respect”

South West HHS Health Equity Implementation Plan 2023 – 2025

From the Board Chair

In October last year, the South West Hospital and Health Service launched our First Nations Health Equity Strategy, aptly titled OUR WAY – TOGETHER.



This strategy was developed as a result of listening to the voices and lived experiences of First Nations People as they have accessed health care in the past, and how they would like to have their health and wellness needs met in the future.

Since the launch of the Plan in October last year, we have been busy developing the actual plan that will deliver on the strategy, and the Implementation Plan was launched in Cunnamulla last month. This plan has 34 actions across six (6) key areas that we today are committing to do in the coming three (3) years.

So ... what is the plan about?

In a nutshell, we want health equity. In plain English, this simply means ALL First Nations people will have a fair opportunity to be as healthy as possible.

It means that a cocoon of culturally appropriate care WILL be wrapped around First Nations people as they seek assistance from health providers for their personal health and wellness needs. This cocoon of care WILL ensure people are supported to attend their appointments, and where patients are required to travel for healthcare, that culturally appropriate support is offered.

It means we WILL be working to eliminate racial discrimination. First Nations people should never have to experience fear when accessing health services and the care offered will never be discriminatory or racist. It means First Nations people will ALWAYS be treated in a culturally safe way, where their voice is heard AND honoured.

It means that the South West Hospital and Health Service will work with various partners to ensure this happens. Partners like CACH, Goondir, CWAATSICH, Health and Wellbeing Qld, and the Western QLD Primary Health Network along with many other key stakeholders.

Pleasingly, it also means that this cocoon of care WILL be delivered by a greater number of First Nations workers, some of whom will become our healthcare leaders of the future. Personally, that thought excites me greatly. I wonder who will be the first FIRST NATIONS Board Chair for South West Queensland? Let me know if you are interested in becoming a South West Hospital and Health Board member.

Essentially, the 34 actions in this plan will assist in closing the gap so life expectancy parity can be achieved, and that the 16-year difference in the median age of death for Indigenous and Non-Indigenous people living in South West Queensland will shrink.

The South West Hospital and Health Service Board and staff are going to work with our partners at CACH, CWAATSICH and Goondir on closing the gap. OUR WAY – Together!

Our last South West Hospital and Health Board meeting was held in Cunnamulla in July, where we received a number of quarterly and monthly reports in the areas of medical workforce vacancies, safety and quality, clinical risk, consumer feedback, aged care, health technology replacement program, financial performance and repairs and maintenance updates.

Our August board meeting was held in Dirranbandi, where all board members undertook Cultural Awareness training as part of our board agenda. We also enjoyed connecting with staff and community members on the lands of the Yuwaalaraay and Euahlayi people.

Kind wishes

Karen Tully and the South West Hospital and Health Board



From the Health Service Chief Executive

30 August 2023 marks my second year anniversary in the role as Health Service Chief Executive (HSCE). It has been an exciting and challenging journey. I am constantly humbled by the great work you all do every day to deliver safe quality healthcare to our communities. Given our workforce geographical and resourcing challenges, the evidence of that great care fills me with pride.

South West HHS is known as an innovator and a deliverer of good outcomes. I know that your work demands stretch you and we need more capacity in the system. We have been slowly building the workforce to ease the load and I am advocating constantly to increase workforce resourcing. I thank you for adapting and innovating so that we can change our models to deliver maximal care in these challenging times.

I have been travelling the length and breadth of the service talking to our communities to listen to what they need and to educate on the current demands on the system. I need to have the courage to listen, understand and then make the necessary changes. Respect, trust and diverse thinking are at the core of what we do. Making decisions after the right consultation and then carrying through with those decisions is the way to build that trust.

Every day I learn more about myself and how to better lead South West HHS. This can be an uncomfortable space but I think it is worth it if I can listen and be honest, if I can nurture and enable others, if I can protect our workforce and communities, if I can collaborate to make the system better. There are daily distractions from the work of making our organisation more high functioning but we have to stay true to the vision of making healthcare delivery more equitable to our rural and remote communities and to caring for our staff.

The leadership team has many plans for the near future. It aims to achieve a more sustainable workforce so that the fatigue pressures on staff are managed. The First Nations Health Equity Implementation Plan will guide us to Closing the Gap. We aim to improve many of our systems through a number of projects we are funding this financial year so staff can be freed to fulfil their core duties and South West HHS is more compliant and efficient.

South West HHS will continue to improve the safety and quality of the care it delivers and pass accreditation. South West HHS will improve the delivery of our acute and primary healthcare. The organisation will also continue to build a culture of wellbeing, psychological safety and diversity. We aim to collaborate with our partners to deliver better care to our communities. We will continue to engage with our communities so that together we can address their needs. The board has released funds to relieve some of our accommodation and infrastructure pressures. We will examine our governance structure to ensure that it enables best practice. Together, we will adapt our models of care so that they maximise healthcare delivery in the current context. We will develop the workforce of the future through pathways and training initiatives. South West HHS will continue to achieve the deliverables set by the Department. South West HHS will become more sustainable in its use of resources and will mitigate in the face of climate change.

We will achieve our vision and purpose through our values. Our values are at the heart of everything we do and we can only be the strongest with having these core values at the front and centre of our work and relationships.

Again, I am truly humbled to lead this wonderful organisation. It is a privilege each and every day to be part of the South West Hospital and Health Service and I can not thank you enough for what you do and bring to the organisation and for making a difference. It is an honour and privilege to serve you and our communities.

Dr Anthony Brown
Health Service Chief Executive

Respect, trust and diverse thinking are at the core of what we do. Making decisions after the right consultation and then carrying through with those decisions is the way to build that trust.



Emergency Crisis Support

Triple Zero – for emergencies

Lifeline – 13 11 14

Suicide Call Back Service – 1300 659 467

Beyond Blue – 1300 22 4636



OUR COMMUNITIES

HEALTH EQUITY IMPLEMENTATION PLAN LAUNCHED

The South West (HHS) took a significant stride towards addressing health disparities between Indigenous and non-Indigenous communities with the launch of the South West First Nations Health Equity Implementation Plan at a public event hosted at the Cunnamulla Shire Hall on 24 July.

South West Hospital and Health Board Chair, Karen Tully said since the launch of our First Nations Health Equity Strategy – aptly titled *Our Way - Together* – in October last year, we have been busy developing the actual plan that will deliver on the strategy.

“This strategy was developed as a result of listening to the voices and lived experiences of First Nations People as they have accessed health care in the past, and how they would like to have their health and wellness needs met in the future,” Karen said.

“The South West Hospital and Health Service (HHS) Health Equity team, with community consultation, has strategically outlined six key priority areas targeting sustainable changes to counteract historical disparities in structural and systemic elements.

“These changes will pave the way for the provision of culturally sensitive and accessible healthcare for First Nations individuals and communities.

In a nutshell, we want health equity. In plain English, this simply means everyone has a fair opportunity to be as healthy as possible.

“It means that a cocoon of culturally appropriate care will be wrapped around First Nations people as they seek assistance from health providers, with their personal health and wellness needs.



“This cocoon of care will ensure people are supported to attend their appointments, and where patients are required to travel for healthcare, that culturally appropriate support is offered.

“It means First Nations people will always be treated in a culturally safe way, where their voice is heard AND honoured.

“It also means we will be working to eliminate racial discrimination – First Nation people should never have to fear accessing health services and the care offered will never be discriminatory or racist.”

South West HHS will work with various partners to ensure this happens. Partners like CACH, Goondir, CWAATSICH, Health and Wellbeing Qld, and the Western QLD Primary Health Network along with many other key stakeholders, our staff and local communities.





Developed in collaboration with internal and external partners, including health service staff, Aboriginal Community Controlled Health Organisations, Western Queensland Primary Health Network, Queensland Aboriginal and Islander Health Council, Health and Wellbeing Queensland, and First Nations residents across the South West, the Implementation Plan contains 34 commitments accompanied by realistic timelines to drive transformative change.

“However, the true essence of Closing the Gap lies in collective engagement spanning the entirety of the health system, workforce, and primary healthcare sector” Health Service Chief Executive Dr Anthony Brown said.

“As part of the First Nations health equity reform agenda, the mission of the Implementation Plan is to amplify First Nations voices within the health system, foster greater First Nations representation in the workforce, and establish a more coordinated and culturally proficient healthcare landscape.

“We know all too well that – due to historical disadvantage – health, wellbeing and lived experiences of First Nations people are disproportionately lower than other people. It’s also a sad fact that past injustice and societal factors have had profound effect across generations.

“We have made improvements over time, but we realise there is still a long path to true and genuine reconciliation, and I’m excited about the opportunities ahead.”

Key performance measures are also integral to the First Nations Health Equity strategies, serving as a navigational compass to chart progress towards achieving health equity for First Nations individuals and communities.

“Some of these targets will take time to realise – and I’m honest enough to say that they may not be easy to achieve. However, I look forward to sharing further updates on progress, to celebrate key achievements, and to update you on how we will address identified challenges head on with our partners as we continue to work together to improve community outcomes,” Dr Brown said.

South West HHS Acting Executive Director Aboriginal and Torres Strait Islander Health and Engagement Jezamay Landers said how the work really starts now in putting the plan into action.

“The work really begins now, let’s put our plan into action, there are set achievable dates that will be met and measured to demonstrate the progress on the strategy,” Jezamay said.

“South West are at an advantage with a passionate team ready to see change and improvement for our community to drive for better health outcomes

“The South West Aboriginal and Torres Strait Islander Health workforce team bring compassion and lived experience that informs the health service in our opportunities within our health delivery to continue to drive and continue our agenda of health equity for our mob.”

Health Equity’s Shelley Lawton said the Implementation Plan aim is to transform the security of our communities for the South West.

“We want to build equity and prosperity for future generations through targeted actions over the next three years but part of a 10-year plan, with actions designed to tackle emergent issues, drive systemic change, and enable continued growth,” Shelley said.

“Our communities are at the heart of our ability to live safe, happy and healthy lives. It’s an inclusive and positive vision for South West HHS and our partners, a unifying framework to embed the foundations for change, to help disrupt disadvantage and improve the lives of first nations individuals and families right across our South West Hospital and Health Service footprint.” Shelley said.

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MURAL IN MORVEN COMES TO LIFE

In an inspiring demonstration of community collaboration, a once-dull corrugated iron space in Morven has been transformed into a captivating visual masterpiece that pays homage to the area's rich livestock industry.

This beautiful mural project, led by Cunnamulla artist Samantha Meurant, included the active involvement of Morven State School students and dedicated community members.

Earlier this year, Hope's Jenny Peacock initiated discussions with stakeholders from the Morven community to identify an ideal canvas for a mural that would beautifully encapsulate the essence of the locality.

"With the financial support provided by the Murweh Shire through the Tackling Regional Adversity through Connected Communities (TRACC) Program, along with the invaluable assistance of the HOPE Program, the community's aspirations were realised," Jenny said.

"The TRACC Program, focusing on enhancing community resilience and fostering stronger networks, was a key driver behind the funding that enabled this transformative project.

As we all know, resilient communities are better equipped to navigate challenging times, and this mural serves as a testament to the power of collaborative efforts in building such resilience.

"The mural has truly metamorphosed the space, elevating it from mundane corrugated iron to a visually enchanting area that draws people in.

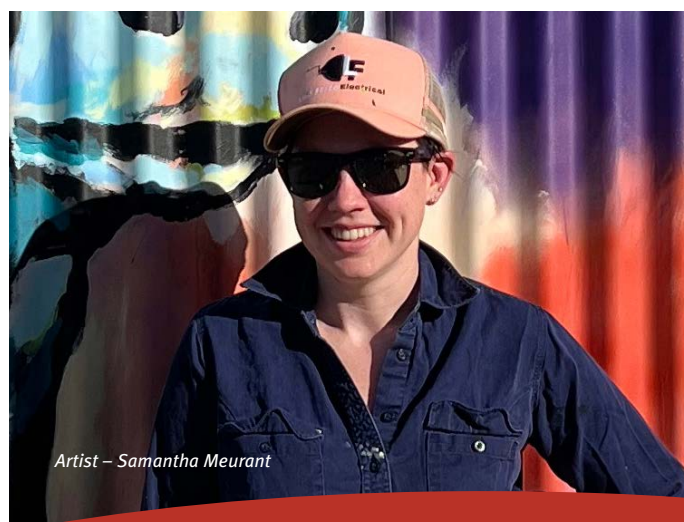
"The collective dedication of the entire community in bringing this mural to life has instilled a sense of ownership over the space and kindled a newfound pride within the community."

Louise Winton, Secretary of the Morven Progress Association, echoed the sentiment of the community.

"Our beloved Morven community wholeheartedly embraces our new mural! The involvement of our school students and community members in this endeavour, which beautifully portrays our cherished livestock industry and the iconic Hamburg Geese, is truly special," Louise said.

"The mural has also sparked engaging conversations among travellers staying at the Recreational Grounds, making it a focal point of interest. Our heartfelt gratitude extends to all those who contributed to making this project a resounding success.

"This mural stands as a vibrant and living embodiment of the Morven community's unity, creativity, and resilience. It symbolises the profound impact that collaborative projects can have in transforming spaces and fostering a stronger sense of belonging."



Artist – Samantha Meurant



SONYA LOVING HER LIFE & OPPORTUNITIES IN THE BUSH

Timing couldn't have been better for Dr Sonya Kelly as she steps into the role of South West HHS Acting Executive Director Medical Services and Clinical Governance for the next few months.

Dr Kelly, who has been sharing the role of Director Medical Services in Charleville for the past few years, is looking forward to stepping into the role.

"This opportunity couldn't have come at a better time as my husband will also be in Roma on his final placement of his radiography degree," she said.

"We haven't lived in the same town for a while now, as he has been studying in Mackay while I have been working in Charleville."

Dr Kelly is not new to being in the Executive role and this is just one of the things she loves about working for the South West HHS.

"Being in the South West as a doctor you get so many opportunities and I am always so thankful for being given them," she said.

Her journey in the South West has seen her working in Dirranbandi and St George before returning to Ipswich to complete her anaesthetics training before eventually moving to Charleville in February 2018.

During a medical student placement in Charleville, Sonya found her passion reignited. The diverse experiences she encountered on a daily basis, coupled with the longing for stability, motivated her to establish a solid foundation in Charleville.

Her journey into medicine has been a blend of certainty and exploration. Initially drawn to the prospect of becoming a doctor, she experienced a moment of uncertainty in her final year of school. However, her love for understanding the human body and its intricacies eventually led her back to the medical path.

Being a doctor for Sonya is more than just a profession - it's an opportunity to make a meaningful impact on people's lives.

"The relationships you form with your patients allows for unique insights into their experiences, often revealing things they wouldn't share with others, and I am extremely grateful for their trust and the chance they give me to help them," she said.

Reflecting on her upbringing and her parents' connection to the land, Sonya emphasised the appeal of living in the countryside.



Sonya began working at Charleville Hospital in 2018; while working there she has completed her Fellowship of the Australian College of Rural and Remote Medicine and Associate Fellowship of the Royal Australasian College of Medical Administrators. She is passionate about patient safety and ensuring healthcare closer to home for all of our residents. She is keen to expand the medical opportunities within the South West to ensure our communities are able to access the high quality service provision they deserve.

"The tranquillity and spaciousness the South West offers serve as an ideal environment for us and our dogs," she said.

When not immersed in her professional pursuits, Dr Kelly finds solace in exploring nature.

"Carnarvon Gorge stands out as a favourite walking spot, with its breathtaking landscapes and scenic drives and I love stargazing out here. It is really something so simple yet so captivating."

As Dr Kelly's journey continues, she remains dedicated to fostering strong connections within her teams and is looking forward to the many opportunities over the next few months.

DEADLY RECRUITS CAMP TINNENBURRA 2023

For six days in June, students from Cunnamulla P-12 State School, Charleville State High School and Hymbah Yumba Independent School gathered on the remote property Tinnenburra to connect with Country, make new friends, and recognise their strengths and capacity for teamwork.

While the Hope Program is the lead agency, the camp wouldn't be possible without the generosity of RESQ who provided the bulk of the funding and staff members to support students thinking about their future employment.

Defence Force Recruiting also support the camp by providing funding for the food and also staff members from the navy, air force and army. This year, we were also delighted to welcome back Morgan Wilson-Ward – who last attended the camp in 2016 as a student from Charleville State High School before entering the navy a few months later. To have real examples of what your life could be in the forces is invaluable to the Deadly Recruits program.

We also owe a huge debt of gratitude to Carol and Lindsay Godfrey, whose property Tinnenburra has been used free of charge since 20216.

A highlight this year was the Royal Flying Doctors flying into Tinnenburra and providing a bush First Aid course for the students.

Uncle Col from TRYP runs the camp providing a program that works the students hard and demands absolute respect every minute of the day.

The kids learn very quickly to speak with courtesy and work in teams to achieve the many tasks he sets.

The camp involves a packed schedule of activities that starts with reveille at 6am and includes a rigorous daily exercise regime, defence-type activities including night watch and tracking exercises, dance and music workshops, and lots of yarning around the campfire.

Local support comes from Cunnamulla Corporation for Health (CACH), Paroo Shire Council, local Cunnamulla Elders, the Cunnamulla Women's Group and South West HHS.

Next year will be the Deadly Recruits Camp 10th anniversary and planning has already started to make this event an even more memorable one.



Morgan Wilson-Ward receives her 2023 Deadly Recruits Shirt from Sue Bylett





NAIDOC WEEK IN CHARLEVILLE

It was a massive week of cultural activities for the Charleville community during their NAIDOC week celebrations.

This year's theme was For Our Elders and highlights of the week included the Charleville High School hosting the opening of NAIDOC week with a whole school and community parade.

Students at Charleville State School and St Mary's enjoyed art workshops and boomerang throwing from Bidjara artist Alara Geebung.

Charleville Hospital staff and SQRH partnered to host a beautiful morning tea with a very special acknowledgement of local Elders Sheryl Lawton and Teddy Burns.

The annual NAIDOC community march finished at Charleville State School with a special award ceremony for students.

Graham Andrews parkrun also celebrated NAIDOC this year with a special 'Welcome to Country' from Warren Lawton and a breakfast provided by the Murweh Shire Council.





ST GEORGE CELEBRATES NAIDOC WEEK

In St George, our hospital had Josh Brown and his local dance troupe do a smoking ceremony and dance performances. They also told traditional stories accompanied by didgeridoo playing.

This year's NAIDOC Week cake was made by St George Bakery from the NAIDOC theme poster. Kelvin Duiker and Dr Hnin Wynn from Goondir Health joined the celebration, as well as Sergeant Dan Gallagher from St George Police.

Jeff Potter (DON/FM St George) officially welcomed everyone to the celebration which was well attended by staff and community.

This year's 2023 National NAIDOC Week theme was *For Our Elders*. Across every generation, our Elders have played, and continue to play, an important role and hold a prominent place in our communities and families.

They are cultural knowledge holders, trailblazers, nurturers, advocates, teachers, survivors, leaders, hard workers and our loved ones.





SENIORS EMBRACE HEALTHY COMPETITION

The 26th edition of the Charleville Seniors Games brought together seniors from near and far to showcase their unwavering spirit, camaraderie, and zest for life in July.

With a record 10 teams participating, the event was a resounding success, reaffirming the vitality and competitive edge of the senior community.

This year's theme, *Brighter and Better*, infused the games with an explosion of colours as teams sported a delightful array of beautiful and vibrant costumes, adding an extra layer of fun and excitement to the festivities.

Participants proudly represented their teams while showcasing their individuality and commitment to embracing life to the fullest.

In a tightly contested competition, the Charleville Goolburri team emerged as the overall winners, showcasing their dedication, teamwork, and passion for healthy competition. The second-place position was secured by the Sandhill Six team, while the Warrego Sparkle team secured a well-deserved third place.

Highlighting the inclusivity of the Charleville Seniors Games, the event welcomed a remarkable range of participants, each contributing their unique energy to the games.

Boof Currie, an incredible inspiration to us all, took the spotlight as the oldest competitor of the year at an impressive 95 years old. Boof's participation serves as a testament to the enduring spirit of seniors who continue to embrace active and vibrant lives.

Tay Winchester, Healthy Ageing Project Officer, expressed her delight at witnessing the diverse range of participants and the sheer joy that radiated from all those involved.

She emphasised the positive impact the Charleville Seniors Games have on promoting healthy aging, fostering connections, and celebrating the spirit of seniors in the community.

"The Charleville Seniors Games serve as a powerful reminder that age is no barrier to spirited competition, camaraderie, and an unwavering enthusiasm for life," Tay said.

"As the event continues to grow year after year, it leaves an indelible mark on the community, inspiring all to embrace the mantra of "aging gracefully and fiercely."





OUR TEAMS

HELLO MY NAME IS... DAY 2023

Every year on 23 July, we shine a spotlight on "Hello, My Name Is..." Day, a day that underscores the vital role it plays in amplifying our commitment to person-centred healthcare delivery across the world and in particular, the South West communities.

South West HHS Chief Executive, Dr Anthony Brown, said person-centred care remained at the heart of our approach to healthcare, where we recognise and honour the distinct needs, preferences, and dignity of each individual under our care.

"Our interactions with patients represent opportunities to establish trust, encourage transparent communication, and uphold the pivotal role patients play in their healthcare journeys," Dr Brown said.

"Hello, My Name Is... Day encapsulates a potent yet simple reminder: every patient interaction begins with a smile and a warm introduction.

"This small gesture validates and acknowledges the patient, demonstrating our genuine commitment to forging personal connections and exuding compassion that significantly elevates the patient experience."

No matter where we work and what role we play, Dr Brown said incorporating the principles of "Hello, My Name Is" into our daily practice holds profound importance for various reasons.

These include:

- ✓ **Building Trust:** A warm introduction alleviates anxiety, laying the foundation for trust. Patients who feel seen as individuals are more likely to share concerns and actively participate in their care.
- ✓ **Promoting Collaboration:** Recognising the patient as the centre of our communication cultivates a collaborative atmosphere. Inviting patients to share their goals, expectations, and concerns empowers them in decision-making, allowing tailored care.
- ✓ **Enhancing Empathy:** Viewing each patient as unique enables empathetic care. Understanding their story permits medical efficacy combined with consideration for their emotional, cultural, and personal context.
- ✓ **Strengthening Communication:** Patient-centred communication minimises misunderstandings, enhances effectiveness, and fosters a partnership among patients, families, and our team. It ensures accurate information flow, reducing errors.

"Notably, the "Hello My Name Is..." badge is integral to the South West HHS Compassionate Care Bundle, with compliance serving as a local key performance indicator," Dr Brown said.

"As healthcare professionals and colleagues within broader teams, we bear the responsibility of prioritising the individual needs and experiences of every patient. By embracing the principles of person-centred care, we foster enduring change in the lives of those we serve."



The "Hello My Name Is..." movement, pioneered by Dr. Kate Granger in the UK, serves as an enduring tribute following her passing in July 2016. Dr. Granger's experience while undergoing cancer treatment inspired this initiative, underlining the significance of a simple act.



OUR RESOURCES

\$47 MILLION MAJOR HEALTH WORKS AT CHARLEVILLE, ST GEORGE, AND MORVEN

A major \$47 million health infrastructure replacement project has started at Charleville, St George, and Morven.

South West HHS Chief Executive Dr Anthony Brown said Hutchinson Builders were awarded the contract to build replacement primary and allied health buildings at Charleville and St George hospitals.

He said Hutchinson's would also build a new community clinic to replace the existing clinic at Morven.

"Initial site work at Charleville is expected to start in late August, with the initial site works at St George and Morven starting during the second half of September,"

"We welcome the works, which will be of benefit to local communities for many years to come".

All three projects are expected to be completed by mid-2024, weather permitting.

The works will support a combined total of 129 jobs across the three sites with 44 in Charleville, 43 in St George, and 42 for Morven.

The replacement primary health buildings at Charleville and St George, and the new community health building at Morven, will be of modular construction which reduces building time and makes it easier to add additional structural components in the future as needs require.

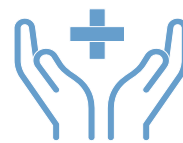
All three modular facilities will be manufactured at the Hutchinson Builders yard at Yatala on the Gold Coast and transported to each prepared site for installation and commissioning.

The existing Morven Community Clinic will continue delivering services unchanged during construction, with staff relocating services to the new clinic once it is completed.

The Charleville, St George and Morven works are part of the State Government's more than \$1billion Building Rural and Remote Health Program to deliver, modern, state-of-the-art facilities in place of the current ageing structures.

The South West has done well in recent years in terms of the delivery of new health infrastructure, most notably, of course, with the new \$116 million Roma Hospital that opened in late 2020.





OUR SERVICES

NEW CARDIAC RADIOLOGY SERVICE FOR SOUTH WEST

The South West's first cardiac radiology service has been established at Roma Hospital.

Our new service is being delivered as part of an agreement with Roma Diagnostic Imaging, which is part of Alpenglow Australia and Qscan Group.

South West HHS Roma Hospital Acting Director of Medical Services, Dr Michael McLaughlin, said the service allowed South West residents to have cardiac CT scans closer to home.

"Previously, South West residents had to travel to Toowoomba, Brisbane or elsewhere for the scans," Dr McLaughlin said.

"The cardiac radiology service started in April and is building momentum, with 88 scans done to date and we expect the new service to undertake about 18-20 scans a month at Roma Hospital.

"As you can well imagine this is an amazing service for our rural communities and its also one of its kind in Australia."

He thanked Qscan Group and Alpenglow Australia for working with the HHS to bring this vital service to Roma.

"We have already had patients from right across the South West taking advantage of our new Roma service," Dr McLaughlin said.

"We expect demand to grow as GPs in the South West learn about the service and start referring more patients to Roma, rather than outside the region.

"We know coronary heart disease is usually the underlying cause of a heart attack, which is Australia's number one cause of death.

"One Australian has a heart attack or stroke every 4 minutes and 1.4 million Australians have a high chance of having a heart attack or stroke in the next five years.

"But many are unaware of this risk.

"So, anything that can be done to improve heart health, or allow earlier diagnosis of heart conditions, such as through our new cardiac radiology service, will have immense benefits for individuals and their families."

He said feedback from patients has been positive as they were grateful to be able to have their scan in Roma rather than travelling outside of the South West.

"One patient had previously been scheduled for their scan on the Gold Coast. But travelling away for scans can be expensive and of course time-consuming when you have responsibilities at home," he said.

"As a result, they had thought about cancelling that appointment and were quite distraught about this, but they were very grateful to be able to have their scan in Roma rather than the Gold Coast."





THE #swSpirit RECIPIENT FOR JUNE 2023 IS THE South West HHS Service Improvement Team

Our wonderful team consists of Quality Manager Fiona Harvey, Quality Officers Valerie Clay and Jacqueline Foster and Senior Quality Officer, Tara Harrison.

Their unwavering dedication and commitment to upholding our values has had a profound impact on our mission to improve patient safety and quality.

Between them, Fi, Val, Jackie and Tara manage complaints, procedural documentation, clinical forms, publishing, MARS audit systems, PREMs, Question Pro surveys and accreditation preparedness and reporting in relation to the National Safety and Quality Health Service Standards - along with supporting quality initiatives across the South West.

Line manager Lisa McArdle said despite being a small team, they all work hard and were fully invested in improving and promoting patient safety and quality each and every day.

"Their collective efforts and synergy have resulted in outstanding outcomes and ongoing improvements," she said.

"Across the South West, they are recognised as a team that goes above and beyond, providing assistance through their collective wealth of knowledge across many areas of expertise.

"I feel extremely privileged to work with the Service Improvement Team and am truly appreciative of how much they do behind the scenes, especially how receptive and adaptive they are when there are emergent priorities. They truly display our South West values in everything they do."

Health Service Chief Executive Dr Anthony Brown also congratulated the Service Improvement Team for their collegiate support across the South West.

"This team serves as a shining example for others to follow, and their exceptional work will continue to inspire and elevate the South West HHS.

"Our Service Improvement Team should take pride in their individual and collective contributions, and in knowing that they support others to make a significant difference in the lives of patients, communities and the overall quality of our services."

Thank you to Fi, Val, Jackie and Tara for your exceptional work and dedication. Please continue to uphold these qualities and be the beacon of excellence for others to emulate.

Congratulations once again on this well-deserved recognition!



CONGRATULATIONS TO **Kelly Harms** FOR BEING THE #SWSPIRIT RECIPIENT FOR JULY 2023

Kelly (pictured above on the left with Peter Bradford and Aurora Bermudez) is the backbone of the Tackling Regional Adversity through Connected Communities (TRACC) Program. She has been a part of the TRACC team for over 12 months and during this time has not only gone above and beyond in her role but has also inspired others to do the same.

When it comes to exuding our South West HHS values – quality, accountability, adaptability, compassion and engagement – Kelly is a wonderful example of this.

Kelly's line manager, Aurora Bermudez, Service Director, Community Mental Health, Alcohol and Other Drugs Service said Kelly was a powerhouse of ideas and enthusiasm.

"She not only brings her best to work but she inspires the rest of us to bring our best also," Aurora said.

"Although she is highly skilled, she demonstrates her commitment to learning by remaining open to new things and new ideas.

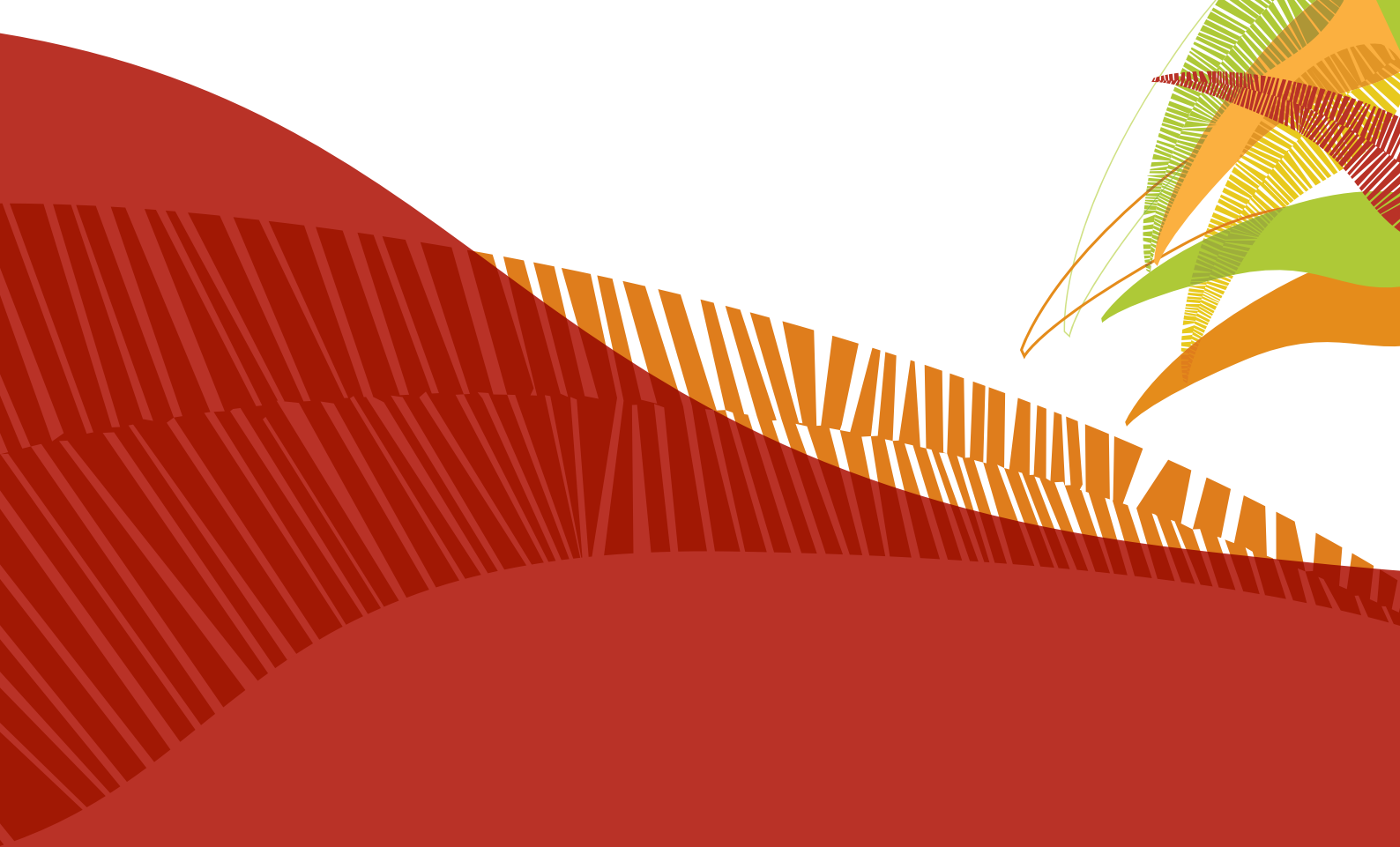
"She is also doing tertiary study in Nutrition and as a local young person she is an asset to us as well as the South West community."

Aurora said one of the South West HHS's key stakeholders described Kelly as "lightning fast and quite gifted".

"Importantly she brings integrity, honesty and a desire to do better to her work with us," she said.

"She is an upcoming leader and we are all grateful for her decision to work with us."

**Congratulations Kelly on being the July
#swSpirit recipient and for all that you
do for our communities!**



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