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Your local health news | April/May 2018



A tribute to expertise and luck of the Irish

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Leading the way with breast cancer surgery

Gold Coast Health's growing reputation as leader in new surgical procedure p.3

Not all fun and Games but we had a ball

Gold Coast Health embraces the Commonwealth Games p.8

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Cover: Spreading the Commonwealth Games spirit is just what the doctor ordered. Australian swim team athletes Jesse Aungles and Leiston Pickett with Alanna and Danielle Burke during their visit to Gold Coast University Hospital.



Board News

Message from the Chair – Ian Langdon

The voice of our community

Gold Coast Health actively seeks involvement and feedback from our community.

One of the structured ways we do this is through our Consumer Advisory Group (CAG), a group of community representatives who work with Gold Coast Health to improve the local health system.

CAG members act in an advisory capacity. They are not expected to have knowledge in the health sector or have technical or clinical backgrounds. They bring their personal experiences and community connections to the table. They represent the voice of the consumer and help us to be conscious of the changing needs and expectations of our community.

I sit on the Consumer Advisory Group and am very pleased with the passion, commitment and meaningful contributions being made by these community representatives.

Our consumers participate in more than 40 service level committees across patient safety and quality. In addition to this important input, the CAG has taken it on themselves to identify four priority areas they would like to focus on in the next two years and are in the process of developing action plans to support these initiatives. The areas are:

- Health literacy — to develop and educate the community (consumers and health practitioners) in health literacy.
- Diversity and inclusion — to advocate values and practices that are inclusive of cultural background, age, gender,

religious beliefs, language, disability and education.

- Food and nutrition — to improve the quality and perception of food provided at the hospitals to encourage nourishment and good health.
- Aged care — to improve service standards in residential aged care including better staff/patient ratios to provide adequate care and reduce Emergency Department admissions.

As a local health service, Gold Coast Health needs to ensure that broad input and expectations are heard from a range of people in the community on health-related issues. We need people to provide feedback and input on their experience at Gold Coast Health.

If you would like to provide any input to the CAG's four priority areas, I encourage you to email goldcoasthealth@health.qld.gov.au.

To find out more about the Consumer Advisory Group and how you can contribute as a consumer, please visit the Gold Coast Health web site.

You can also share your valuable feedback with us by:

- Talking to a staff member caring for you
- Requesting and completing a feedback form
- Contacting the Patient Liaison Service via email, GCPLS@health.qld.gov.au or telephone 5687 2048.

Accreditation survey finds we're great

Gold Coast Health has received a final glowing accreditation report from the National Safety and Quality Health Service Standards, EQIP National Standards and National Standards Mental Health.

The organisation-wide survey was conducted in November, involving 10 surveyors spending a week inspecting Gold Coast Health facilities.

The survey team was very impressed with our improvements since last survey and commitment to the quality and safety journey, with staff across our health service very committed to both the service and patients.

They said we should be congratulated on the work we are doing on growing our culture of safety and quality, and pushing the organisational boundaries within these areas.

Highlights for the survey team included the 'Call Don't Fall' poster campaign in all patient bathrooms; the Core Capability Framework aligning with our values; the light show for young children in the Medical Imaging Theatre; Clients at Risk Program; and preparations for the Commonwealth Games.

Accreditation is a compulsory external review process conducted at hospitals and health services nationwide to ensure they adhere to national standards.

Leading the way with breast cancer surgery

Gold Coast Health's Breast Services is gaining a reputation as a leader in a new surgical procedure being trialled at Robina Hospital that is improving the accuracy and comfort of breast cancer surgery.

The procedure, ROLLIS— short for Radio-labelled Occult Lesion Localisation —is used to find breast cancers that are too small to see or feel and assist in locating the cancer during surgery.

Traditionally, a long piece of wire with a hook on the end is inserted into the breast which can be uncomfortable and dislodge, increasing the number of women who might require repeat surgery.

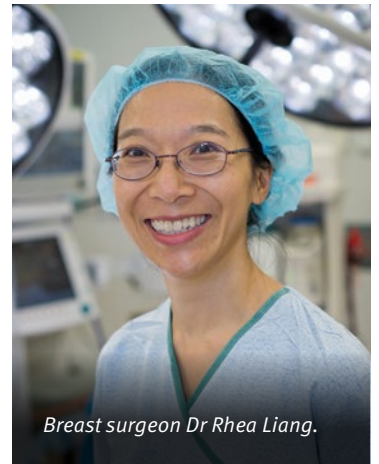
With the trial procedure, a 'seed' containing a small dose of radioactive iodine is inserted into the breast at the cancer site remaining active for up to eight days.

Breast surgeon and leader of the trial on the Gold Coast, Dr Rhea Liang, said the use of the 'seed' allowed for radiology and surgery to be scheduled more conveniently.

“Since starting this procedure in August 2016, we have gone from novices to national leaders in this area,” Dr Liang said. “We ran the inaugural training workshop on the east coast, attended by 26 surgeons and radiologists from Australia, New Zealand and Thailand.

“The precision of the seed allows for surgery that removes the cancer and a rim of normal tissue around it, while sparing all the rest of the breast tissue.

“The trial finishes in April and the ROLLIS procedure will become the standard of care for all eligible women. We service about 350 new cancers annually and about one third of them require this procedure, so this will help around 116 Gold Coast women annually.”



Breast surgeon Dr Rhea Liang.

Coordination hub delivers patient benefits

Gold Coast Health has established a new hi-tech coordination hub, the first of its kind in Australia to improve the flow and care of patients.

The new facility uses world-leading technology to provide real-time data that a dedicated team uses to streamline patient flow.

The Gold Coast University Hospital (GCUH) has the busiest Emergency Department (ED) in Australia. Together with the ED at Robina Hospital, there are close to 160,000 presentations every year.

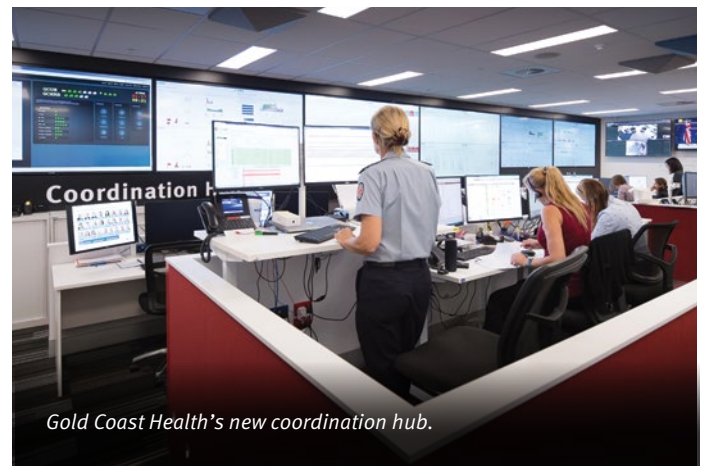
Of those, more than 40 per cent require admission, which places pressure on the health service to find beds for these unscheduled patients on top of the beds required for those people who are already inpatients or scheduled for surgery.

Since the Coordination Hub opened in December 2017, the journey for patients within the hospital has improved through more efficient bed management.

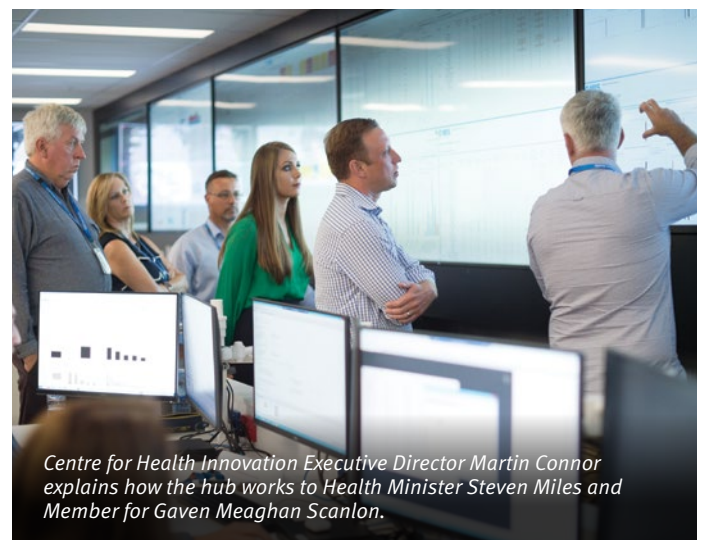
The data and co-location of teams has already resulted in several initiatives being implemented to further improve patient flow, including extending the Transfer Unit operating hours and allocating additional physicians to work alongside their ED colleagues at peak periods of demand.

Chief Operations Officer Kimberley Pierce said delivering quality health services to the community became increasingly complex with growing demand and we had seen the benefits a hub had brought in other parts of the world.

“Just as air-traffic control coordinates aeroplanes coming in and out of major airports, our coordination hub allows us to break down the silos that might have previously existed and see the bigger picture of what’s happening across our hospitals,” Ms Pierce said.



Gold Coast Health's new coordination hub.



Centre for Health Innovation Executive Director Martin Connor explains how the hub works to Health Minister Steven Miles and Member for Gaven Meaghan Scanlon.

Expertise and luck of the Irish on side of trauma patient



David Conway with his family and Dr Wullschleger on his last day in hospital.

Gold Coast man David Conway has paid tribute to the clinicians, nurses and allied health staff who assisted in his extraordinary recovery from a traumatic injury.

Mr Conway was discharged from Gold Coast University Hospital after nine months of treatment and rehabilitation from injuries sustained in a fall from a seven-storey construction site.

GCUH Trauma Services Director Dr Martin Wullschleger said the Irishman's injuries were the most critical he had seen in 20 years.

"Initially we thought it was internal bleeding from his abdomen and pelvis. But then it also turned out to be serious chest injuries and he ruptured his heart as well.

"We were pretty shocked, we weren't even sure if he was even going to make it."

Coordination and communication between the ED and trauma teams, surgeons, anaesthetists and theatre staff was key to a positive outcome, Dr Wullschleger said.

Mr Conway underwent 37 operations, required 82 litres in blood transfusions, spent two months in an induced coma and hundreds of hours of physiotherapy and occupational therapy after his legs were amputated below the knee.

Staff gathered to farewell Mr Conway who described his care as world class.

"You would wonder why if a person came in with such a bad condition like that, you'd wonder why they would bother," he told the Gold Coast Bulletin.

"They're amazing people to say 'look, let's give this a good crack'. They're just passionate about their jobs."

Dr Wullschleger said cases like Mr Conway's were particularly rewarding.

"It's very exciting to have got him through this journey and for his day of discharge to be here."

Wheelchair donation helps patients get mobile

Patients recovering from multiple traumatic injuries at Gold Coast University Hospital can now get out of bed and start moving around quicker thanks to the donation of two specialised wheelchairs.

Gold Coast Health Prevent Alcohol and Risk Related Trauma in Youth (PARTY) Program donated the wheelchairs to the Trauma Service Allied Health team for use by poly-trauma patients.

PARTY Program coordinator Matt Scott said often there was a shortage of specialised wheelchairs despite having to get trauma patients mobile as soon as possible.

"If we can't get them a wheelchair they may be confined to bed for extended periods which is not ideal for their progression," he said.

"Our patients will now have better access to specialised wheelchairs which will give them mobility earlier and improve their strength, ventilation and respiratory functions."

The PARTY Program is sponsored by the Gold Coast Hospital Foundation and AAMI, and supported by the PARTY team at Royal Brisbane and Women's Hospital.



Lauren Heslop, Natalie Calabrese, Matt Scott, Ashley Quinn and Kate Dale.

New and expanded services at Varsity Lakes

Services are expanding at Varsity Lakes Day Hospital, following its opening late last year.

The second stage involves increasing endoscopy procedures and introducing ophthalmology services, helping to reduce elective waiting list times for consumers.

Capital works have begun developing dedicated endoscopy suites with state-of-the-art endoscope cleaning equipment.

Several services were relocated to Varsity during the Commonwealth Games in April, allowing easier access for staff and consumers with plenty of on-street parking close by.

The building was leased to meet the short to medium requirement for day surgery services.

Varsity Lakes Project Director Anthony Davis said he had received very positive feedback from doctors and patients about the hospital's progress to date.

"The total procedures will grow to more than 350 cases per month following introduction of ophthalmology. When stage three starts later in the year, the number of specialities and cases performed each month will continue to grow."

Stage three includes opening a new 24-hour-a-day ward and bowel screening clinic, complementing the endoscopy procedure room.



Varsity Lakes Day Hospital.

Study finds nursing role in slowing delirium

Nursing interventions prevent development of delirium in older patients, according to a study involving Specialist Medical Unit (SMU) at Robina Hospital and Griffith University in collaboration with the Royal Brisbane and Women's Hospital.

The study introduced a screening tool and nurse-led care bundle focused on delirium prevention, monitoring, social engagement and family inclusion strategies.

While data is still being analysed, the preliminary results are encouraging with a total reduction in delirium incidents and sustained staff knowledge in areas of delirium prevention three months after implementation.

Nursing leads within the SMU bolstered ongoing, supported practice throughout implementation, according to Nurse Unit Manager Maree Krug.

"This project is an example of a low cost, high impact intervention," Ms Krug said.

"The willingness of cross organisational bodies to come together, share knowledge and develop better ways to care for older Australians is testament of the value held in high quality healthcare delivery."



Celebrating World Delirium Day (from left) Maree Krug, Varnika Sharma, Siobhan Jeffery, Stephen Kinder and Eunice Chuah.

The project will contribute to changes in National Safety and Quality Health Service clinical care standards and provide a valuable foundation for building better care outcomes for older patients with cognitive impairment across the Gold Coast.

Time to talk about Advance Care Planning

Gold Coast Health Chief Executive Ron Calvert took time out from his busy schedule to discuss his own Advance Care Plan with Clinical Nurse Consultant Leonie Howard-Jones.

Whatever your age, we all have values and preferences related to health and personal care. It's important to think about these, discuss them and write them down in an Advance Care Directive so that your preferences are understood and respected if you were in a situation where you were unable to communicate them yourself.

Advance care planning is particularly important for people who are older and are frail, or people who have a chronic illness, multiple diseases, an early cognitive impairment, or are approaching their end of life.

You should start planning when you're healthy—before there's actually an urgent need for a plan. But having an Advance Care Directive in place becomes particularly significant towards the end of a person's life. About 85 per cent of people die after chronic illness, not as the result of a sudden event—so it's important that your Advance Care Directive is ready in case it's required someday.

Mr Calvert said he found the process a little confronting to start, but could see the value in being well prepared.



Ron Calvert discusses his Advance Care Plan with Leonie Howard-Jones.

"I can see the importance of completing your Advance Care Plan while you're healthy and in good mind," he said.

"The earlier the better, it's assuring and empowering to know you can take any burden off your family or friends in the future."

If you are unsure where to start, there are services and extensive resources available to help at Gold Coast Health.

Tackling demand for children's health services

Increased demand for clinical services and sustained growth in population is driving a redesign of Children's Services at Gold Coast Health.

The project will be the first of its kind in Queensland in terms of service size and scope.

Demand for Children's Services has intensified since the opening of Gold Coast University Hospital in September 2013, with a 36 per cent increase in episodes of care.

This local growth in the population, combined with demand for services from northern NSW and Queensland children residing outside the Gold Coast catchment, means there is a consistent year-on-year increased demand across Children's Services.

Patient complexity across all service levels is also rising, with some Gold Coast children growing up within households and communities alongside intergenerational parental and family drug and alcohol misuse, mental health issues, and domestic and family violence.

"The project will build on the existing clinical excellence across Children's Services to deliver a whole of service reform," according to Clinical Lead Andrea Fisher.

"We want Children's Services to be responsive to the current and evolving community expectations and health care needs of Gold Coast children and their families."



The GCUH children's ward was recently visited by the Commonwealth Games Queen's Baton.

Engaging frontline staff and consumers to successfully redesign and improve service delivery across all aspects of the child's journey will be central within the project's approach.

"As a major provider of health services for children, Gold Coast Health is committed to ensuring all children have safe and timely access to a world-class, high quality health service," said Women, Newborn and Children's Executive Director Patrick Turner.

You are invited to an unforgettable night

You are invited to an unforgettable night of fabulous entertainment, food and prizes.

The 2018 Hospital Heroes Ball offers a glamorous Hollywood experience that celebrates the many heroes who dedicate so much to patients they care for.

This year we are releasing the 'Hollywood' in everyone, so come dressed ready for the red carpet and enjoy an exciting night of entertainment, great food and amazing prizes. All proceeds will help the Gold Coast Hospital Foundation raise funds to relieve medical hardship for local patients.

On 4 August join us for a blockbuster evening where everyone is a star!

Book your ticket now: www.gchfoundation.org.au/heroesball
Exciting ticketing categories are available, including: Hall of Fame, Oscar Winners and Movie Star.



Wound irrigation machine helps cut surgery costs



Patients with diabetic foot will require fewer surgeries thanks to two new low-frequency ultrasonic wound irrigation (UWI) machines that have been funded from generous families.

The UWI devices could save the Gold Coast University Hospital at least \$60,000 in surgery expenses each year through reducing the number of times patients need to be in the operating theatre by improving healing times, limb salvage and decreasing the need to use antibiotics.

The equipment purchased by the Gold Coast Hospital Foundation will help save the limbs of up to 80 patients each year.

Ultrasound provides safer child emergency care

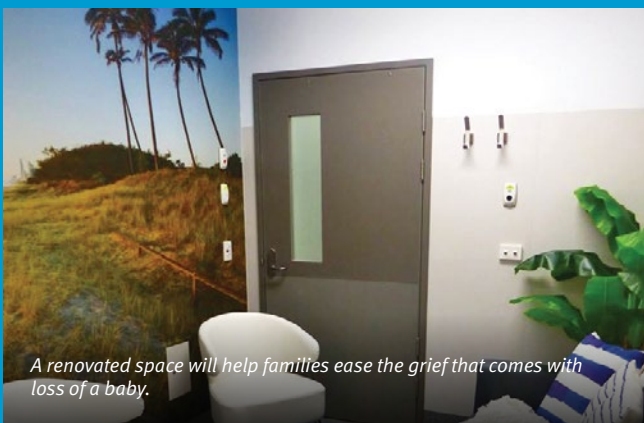
Young patients in emergency care at Gold Coast University Hospital will be assessed more easily and safely thanks to new ultrasound equipment funded by the Woolworths Wall Token Appeal.

The Fujifilm SonoSite Point of Care (POC) Visualisation Tool will serve as a dedicated mobile ultrasound unit, servicing 16 beds in the Paediatric Emergency Department (ED).

POC ultrasounds use sound waves as a guide for needle insertions into any body cavity, allowing cutaneous injections to be performed with fewer complications, morbidity and mortality. The technology is already used to identify a wide variety of conditions across the entire body, vital systems and organs.

An estimated 27,000 young patients are expected to benefit each year from the new equipment purchased by the Gold Coast Hospital Foundation.

Caring for bereaved families



A renovated space will help families ease the grief that comes with loss of a baby.

Parents and their extended families going through perinatal loss now have a warm and inviting space to meet with health staff away from clinical rooms.

Refurbishment work, funded by the Woolworths Wall Token Appeal, has delivered a beautiful space that aims to help ease the shock and grief that comes with the loss of a baby. Modifications include a kitchen, plants, wall-wrap of a nature scene, waiting area, balcony area and floor rug.

This is a non-clinical area that is available for families to return for follow-up meetings with clinicians.

Your generous support today will help relieve medical hardship for more patients.

Donate today at <http://gchfoundation.org.au/donate>



Embracing the spirit of the Games

Gold Coast Health was at the heart of the 2018 Gold Coast Commonwealth Games.

As the designated hospitals for the Games, we were the referral point for acute injuries and illness for accredited Games' family members.

Many of our staff took leave to volunteer at Games venues while those who worked to maintain essential health services fully embraced the spirit of the Games.

Gold Coast University Hospital, which overlooks the athletes' village, was visited by about 60 athletes from four countries who

gave up their time, before and after they chased Games glory, to visit our patients and staff.

Pictured clockwise from bottom left: Gold Coast Health Board members Dr Andrew Weissenberger and Prof Allan Cripps during the Queen's Baton relay; Staff meet GC2018 mascot Borobi; Australian swimmer Mikki Sheridan with Peyton Fox and Jessie Webley; Director of Pharmacy Liz Coombes and pharmacists Rachael Raleigh and Tamasine Philp who worked in the Games village pharmacy; Tim Hodge and Blake Cochrane show off their medals to rehab patient Stanley Davis; Aussie swim stars James Roberts and Mack Horton won the hearts of cancer patients and staff when they visited Gold Coast University Hospital.

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Gold Coast Hospital and Health Service

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