

# healthwaves+

Your local health news | June/July 2018



## EDs are for emergencies

Gold Coasters urged to consider options for non-urgent medical care p.3

## Post-Games precinct plans

Next exciting stage of health and knowledge precinct p.4

## Our kitchen rules

Patient meals given the taste test by community p.8

## Inside this issue

4 Health and knowledge precinct takes shape

5 Positive patient outcomes from nurse navigator

6 New service reduces hospital time for children

7 Gold Coast Hospital Foundation news

8 Hospital food put to the taste test

Cover: Dr Katie Gallop, an Emergency Department (ED) Staff Specialist at Gold Coast University Hospital, Australia's busiest ED. See story opposite page.



# Board News

## Message from the Chair – Ian Langdon

## Changes across the Board and thanks for the Games

**The Gold Coast Hospital and Health Board has undergone some changes with a founding member departing and a new face arriving.**

Michael Kinnane, a former leader for Queensland's emergency services, is Gold Coast Health's newest Board member.

I'd like to welcome Mr Kinnane, who I know will bring a wealth of experience with his health care background.

Mr Kinnane has an accomplished career as Director-General of several Queensland Government departments and was CEO of Queensland Ambulance Service for five years.

Professor Allan Cripps, a founding member of Gold Coast Health Board since 2012, has departed the Board. I would like to acknowledge the valuable contribution Professor Cripps has made to helping our health service achieve its vision of being recognised as a world-class centre for excellence.

Gold Coast Health is well positioned to capitalise on our existing strengths and our range of tertiary services which have expanded significantly in recent years.

The board is determined to continue to meet the demands of the Gold Coast community in the provision of world-class healthcare.

The 16 hospital and health service boards throughout Queensland are responsible for local performance of their health services and the delivery of public health services within their communities.

The Gold Coast Hospital and Health Board members are —Mr Ian Langdon (Chair), Ms Teresa Dyson (Deputy Chair), Mr Michael Kinnane, Ms Colette McCool, Dr Andrew Weissenberger, Dr Cherrell Hirst AO, Professor Helen Chenery, Professor Judy Searle, Mr Robert Buker.

## A gold medal performance

**Our dedicated Gold Coast Health staff who worked on the frontline during the Commonwealth Games have been thanked by the Queensland Government.**

Health Minister Steven Miles described it as a "gold medal performance by all the team at Gold Coast Health", with all the data showing that they managed the demands of the Commonwealth Games extremely well.

Presentations at Gold Coast University Hospital—already the busiest emergency department in Australia—over the Games period and school holidays were up about seven per cent on the same period last year.

Included in the presentations were more than 440 directly related to the Commonwealth Games who were transferred to GCUH or Robina Hospital for treatment for conditions ranging from fractures to malaria and dehydration. This number was well in excess of expectations as previous Commonwealth Games reported less than 100 patients transported to hospital.

Gold Coast Health undertook two years of extensive planning for the Games. I am very proud of our staff who achieved our goal of keeping patients flowing through the system and ensuring that the community continued to receive quality care.

**Ian Langdon, Chair**



### Key facts:

- More than 150 Gold Coast Health staff volunteered as Games Shapers
- More than 440 Games-related presentations to emergency departments at GCUH and Robina Hospitals
- 178 inpatient admissions were Games-related
- 68 athletes from Australia, New Zealand, South Africa and Jamaica visited staff and patients
- Gold Coast Health staff operated the polyclinic in the Athletes Village.



# Keep hospital emergency for emergencies

**Gold Coasters with non-urgent conditions are being urged to consider other options for medical care instead of going to public hospital emergency departments.**

Last financial year, the emergency departments of Gold Coast University Hospital and Robina Hospital treated more than 164,000 people.

Dr Katie Gallop, an Emergency Department Staff Specialist at Gold Coast Health, said nearly 30 per cent of attendances in Gold Coast emergency departments were for non-urgent conditions.

“Only a small number of these people are admitted to hospital from the emergency department,” said Dr Gallop.

“A reduction in the number of non-emergency cases will reduce waiting times for those with very serious or life-threatening illnesses and injuries.”

Gold Coast Primary Health Network CEO Matt Carrodus said hospital emergency departments should be kept free for people who really need them.

“Minor injuries and illnesses are contributing to longer wait times in public hospital emergency departments.

“The Gold Coast has a number of options for fast and efficient medical services including many that bulk bill,” said Mr Carrodus.

He said instead of going to the hospital for non-emergency treatment Gold Coasters should firstly consider if this is the best option or if they should see their regular GP, use an after-hours medical service or call a home doctor.

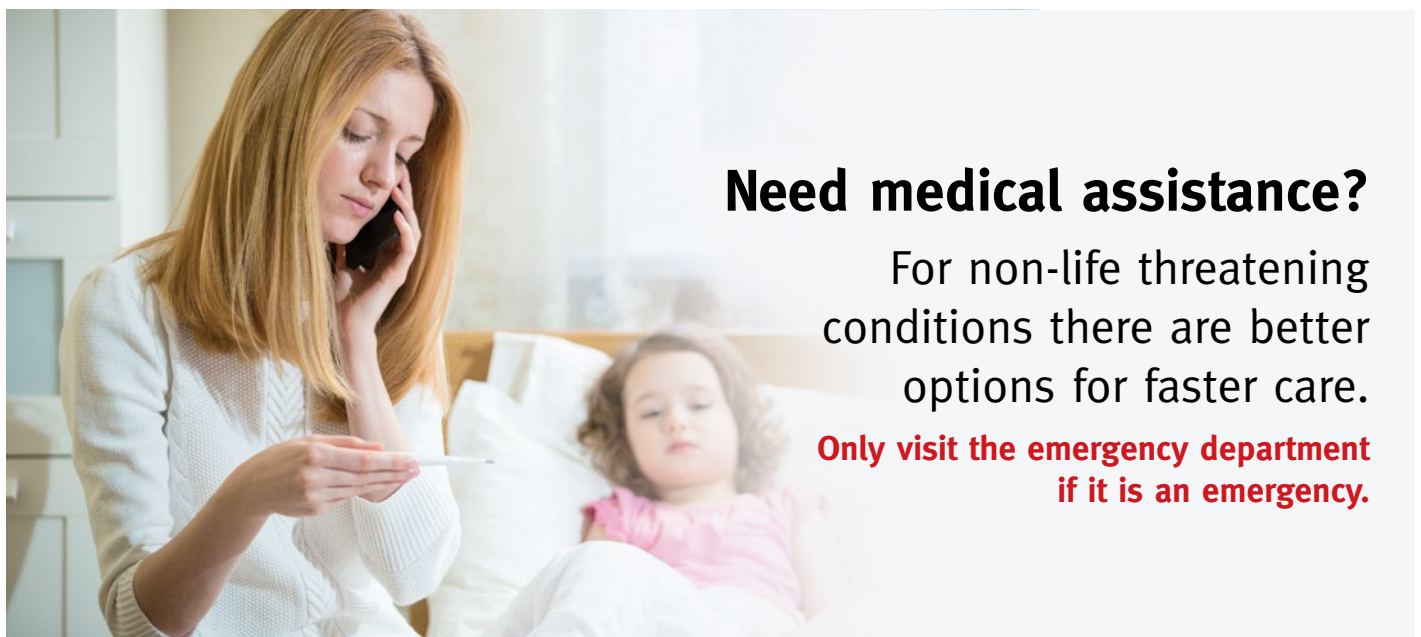
If people are unsure of the appropriate healthcare action they can go online to check their symptoms at [www.healthdirect.gov.au/symptom-checker](http://www.healthdirect.gov.au/symptom-checker) or seek advice from a registered nurse by calling 13HEALTH (13 43 25 84).

Mental Health services are available at 1300 MH CALL (1300 642 255). All services are available 24 hours a day, seven days a week.

“In some instances, treatment may be quicker and more comfortable than waiting at hospital emergency departments,” he said.

**In Queensland public hospitals between 1 July 2017 and 31 January 2018, there were more than 360,000 presentations that could have been treated by GPs or pharmacists including:**

- more than 38,000 sprains or strains
- more than 1800 prescription refills
- almost 1500 requests for medical certificates
- more than 2700 splinters
- 213 cases of sunburn
- 12 common colds
- almost 6500 ear infections
- almost 4000 urinary tract infections
- more than 3300 cases of tonsillitis
- more than 1000 blisters
- more than 750 nose bleeds
- more than 370 muscle cramps
- almost 100 warts
- almost 70 cases of chlamydia
- almost 40 cases of gonorrhoea
- more than 30 ingrown nails
- three cases of hiccups



## Need medical assistance?

For non-life threatening conditions there are better options for faster care.

**Only visit the emergency department if it is an emergency.**

**Call 13 HEALTH (13 43 25 84)**

Talk to a registered nurse 24 hours a day 7 days a week. For Mental Health services call 1300 MH CALL (1300 642255)



## Health and knowledge precinct takes shape

**The next exciting stage of the Gold Coast Health and Knowledge Precinct (GCHKP) has kicked into gear following the departure of 6600 athletes and officials from the Gold Coast 2018 Commonwealth Games Athletes Village.**

Asia-Pacific's emerging health and innovation hub, the 200-hectare GCHKP is a unique global business location for high-tech industry development, research collaboration and jobs of the future.

Already employing almost 10,000 people, including over 1,000 researchers, and catering to up to 20,000 students, the precinct is home to Griffith University, ranked in the top three percent of universities worldwide, the Gold Coast University Hospital, and the Gold Coast Private Hospital.

The Athletes Village will transform into a vibrant \$550 million mixed-use community to live, work and learn, complete with seven hectares of parkland, and street-level retail and dining.

Once fully completed, the GCHKP will support 26,000 jobs, and generate gross value of \$2.9 billion to the city's economy.

Project Director Di Dixon says the precinct offers a combination of expertise, infrastructure, land and lifestyle unique in Australia, with

over nine hectares of prime greenfield land available for health and innovation investment.

"Already a quarter of available lots are earmarked for developments worth almost \$200 million, set to commence from January 2019," Ms Dixon said.

"From additive manufacturing and developing exciting new high-tech materials, to drug discovery and clinical trials, medical devices and implants, cybersecurity, big data and artificial intelligence, the precinct will leverage existing world-class expertise to attract investment and talent from around the globe."

Gold Coast Health is active in exploring innovation opportunities in e-health and data applications to improve health care while Griffith University will develop its \$80 million Advanced Design and Prototyping Technologies Institute on a prime site from 2019.

Also earmarked is an innovative Child Centre of Excellence, incorporating mainstream and special needs childcare, specialised paediatric services and world-class child development research.

Learn about the latest research and innovation and future jobs at [gchkp.com.au](http://gchkp.com.au).

## Planning now for future facilities

**Work has started on a high-level facility master plan to ensure Gold Coast Health has the right infrastructure to continue meeting the health needs of the region's growing population.**

Planning will be based on the expectation that the considerable growth that has occurred in the Gold Coast population in the past five years will continue for the foreseeable future.

"Gold Coast Health needs to plan now to ensure its infrastructure keeps pace with demand for at least the next 5-10 years, so we can continue to provide the best clinical services," said Partnership and Strategic Development, Director Richard Christensen.

The planning process involves understanding current and future projected clinical activity, as well as new and emerging models of service delivery. It also involves identifying what facilities will be



*Gold Coast Health staff leading the strategy planning, from left, Richard Christensen, Amanda Carver and Toni Peggrem.*

needed to provide health services and the preferred location for those services and facilities.

It is expected the plan will be finalised by November 2018.



## Volunteer achieves amazing milestone

**One of Gold Coast Health's most recognisable volunteers, Jan Hamilton, has notched up a remarkable 30 years with the health service.**

Fellow volunteers and Chief Executive Ron Calvert paid tribute to Ms Hamilton at a recent morning tea.

Ms Hamilton works two mornings a week with roles including collecting and distributing internal mail and messages, assisting patients attending outpatient clinics and providing way finding for patients and visitors.

Initially she chose to volunteer at the former hospital because she was familiar with the environment through her own medical experiences.

Jan was born with a disability called Turner Syndrome, causing her short stature and disabilities of her arms and hands.

Acting Manager Volunteer Services Dale Tatterson said Ms Hamilton was a perfect example of someone never letting their disability get in the way of supporting others.

"She embraces the philosophy of volunteering and our values by serving her community through selfless acts of kindness towards the Gold Coast community," she said.

"Jan has touched the hearts of many patients and visitors who can see her disability and yet she is capable of many great things.

"Her fellow volunteers hold Jan in high esteem and are in awe of her stamina and fortitude to 'just get on with it' regardless of her disability."



Volunteers and Chief Executive Ron Calvert pay tribute to Jan Hamilton (left of Mr Calvert).

## Positive patient outcomes from nurse navigator

**Improved quality of life is cited as one of the most significant outcomes for patients using Gold Coast Health's Alcohol and Other Drugs Service (AODS) nurse navigator program during its first year.**

Nurse practitioner Dr Warren Harlow was appointed AODS' inaugural nurse navigator in April 2017 to assist clients frequently presenting to hospital with substance abuse problems.

These patients also had complex health needs and were at serious risk of further deteriorating health, contributing to a decline in their quality of life.

Dr Harlow's role addresses clients' physical illness, as well as their social determinants of health and provides support to improve their quality of life.

"In the most positive cases, clients have reduced or stopped problematic substance use, and also reduced or stopped presenting to hospital," he said.

"There have also been improvements in their social relationships and broader health including finance management and housing."

Dr Harlow says sustained changes to substance use requires longer-term monitoring and is largely influenced by the complexity of client situations.

When he came on board in 2017, Dr Harlow developed and refined a new model of care, involving clients presenting at least five times to hospital within one month or at least 10 times during a year.



Dr Warren Harlow, Gold Coast Health's inaugural AODS nurse navigator.

At the commencement of the program, the average pre-intervention rating of client-reported quality of life on the Australian Treatment Outcomes Profile was 1.5 out of 10, but this improved to 5.4 in July 2017.

The successful AODS nurse navigator program is an example of Gold Coast Health's demonstration of excellence in professional nursing and midwifery practice.

Magnet is an international credential that recognises organisations for quality patient care, excellence and innovation, and for providing a supportive, enabling environment for staff.

Magnet-designated organisations demonstrate better patient outcomes and staff satisfaction when compared with non-Magnet organisations.

## New service reduces hospital time for children

**Children's Hospital in the Home (CHITH) is a new Gold Coast Health specialist home-visiting service for children aged five to 18 to reduce time spent in hospital or avoid admission.**

In its first month, CHITH cared for 12 children, preventing 82 days of in-hospital care.

The CHITH team consists of Clinical Nurses Sarah Hall and Claire Longley, Consultant Paediatrician Jennifer Deacon and Physiotherapist Thomas Senyard.

"Consumers and their families have been very appreciative of the service and so grateful the children can be seen at home," said Ms Hall.

"Children with behavioural needs are more relaxed at home, which allows the whole family unit to feel happier and more relaxed. During the Commonwealth Games, families reported they were able to watch some of the events and participate in the excitement of the Games, instead of being in hospital."

The families caring for children with chronic conditions have reported a huge difference in their family life, due to spending much less time in hospital.

"They also tell us the children are more active and we have also been able to visit children at school, which has meant they have



*Clinical Nurse Sarah Hall and Physiotherapist Thomas Senyard.*

not missed as many days. One child we saw for the first week of year seven of a new school, allowing her to start the school term at the same time as the other children."

CHITH may be able to reduce the age of children it can accept to 12 months, increase the availability of physiotherapy and generally grow the service so more children and families on the Gold Coast can benefit.

## Culturally-centred health care connecting consumers

**More than 50 Aboriginal and Torres Strait Islanders suffering from chronic disease, or at risk, have accessed health care on the Gold Coast in a holistic and culturally-centred way through the Strong and Deadly Wellness program.**

Based at Robina Health Precinct, specialised clinical support and strategies for self-management care are combined with such activities as making bush tucker, trapping fish and working in a traditional community garden.

Aboriginal and Torres Strait Islander Health Worker Lisa Cook said the program provided cultural sessions, yarning circles, education and clinical interventions to improve access to mainstream services and potentially prevent hospitalisations for this high-risk group.

"The 12-week program is an expansion of the Mungulli Aboriginal and Torres Strait Islander Community-based Chronic Disease and Respiratory Services program, which has been running since 2011," Ms Cook said.

Consumers access the program via referral from health professionals, including indigenous hospital liaison officers, general practitioners, Aboriginal and Torres Strait Islander Medical Service, the integrated care team and other Gold Coast Health staff.

"The program has 20 active clients who access the cultural, clinical education and exercise component, supported by staff from other services and family members," Ms Cook said.



*Aboriginal and Torres Strait Islander Health Worker Lisa Cook*

"Feedback from consumers and families has been extremely positive with many people saying they have a better understanding of healthier food choices, that it is a very nurturing and supportive environment, and a great way of sharing stories and connecting with each other while learning to better care for themselves."

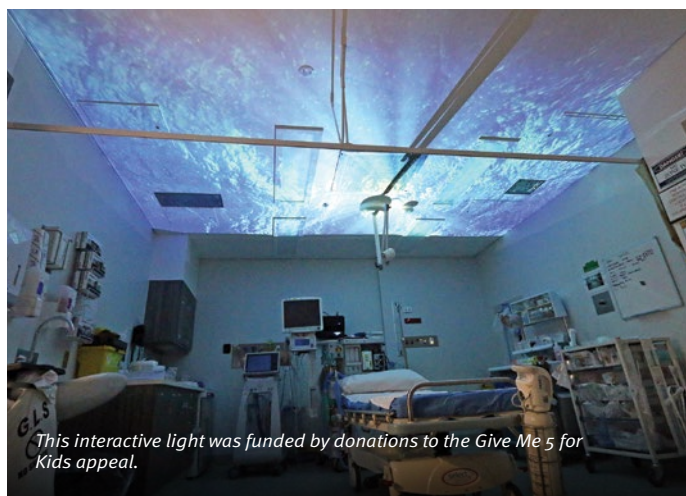
Ms Cook said the program would continue to evolve to meet the needs of consumers.

"We have plans to include more traditional bush tucker and cook-ups, education and community gardening sessions, traditional games, deadly yarning circles, more cultural field trips, guest speakers from Elders and other services identified by consumers within the community to help them lead a healthy lifestyle and better self-manage their chronic disease."

For more information on the program, contact the Aboriginal and Torres Strait Islander Health Service on 5525 5630 or Aboriginal Torres Strait Islander Health Workers on 5635 6284.



## Light show keeps young patients entertained



*This interactive light was funded by donations to the Give Me 5 for Kids appeal.*

### Children who undergo surgery now have a calming ceiling-light show to keep them busy.

Generous donations from the community have helped pay for a multi-sensory projector in the perioperative procedure room at Gold Coast University Hospital's operating theatre ward.

The Intraoperative MRI Interactive Light projects moving images and scenes onto the ceiling to help distract and calm children who are having procedures, such as cannulation, sutures and plaster casts.

Images constantly change from forest, ocean, fish, bubbles and squiggly lines to help reduce distress and fear for child patients.

This year's Give Me 5 for Kids appeal is now calling on the local community to raise the funds to install a similar system for children in our emergency department.

You can contribute and stay up-to-date about the latest Give Me 5 for Kids events on our Facebook page: [www.facebook.com/pg/gchfoundation/events](http://www.facebook.com/pg/gchfoundation/events).

Donate today by visiting <http://gchfoundation.org.au/donate> or phoning 07 5594 6986.

## Community effort helps babies recover

### When our local community and businesses come together miracles can happen.

A generous group of donors has generously funded new equipment for the Neonatal Intensive Care Unit (NICU) at Gold Coast University Hospital.

Ten new specially designed Kanmed beds, featured at last year's Hospital Heroes Ball, have been purchased to improve care for critically unwell premature babies.

The beds are mobile and feature collapsible sides to provide easy access for medical staff and medical equipment. The beds also have a heated mattress and canopy to reduce light and help eliminate distractions or noises that may disturb these special bubs and their development.

A very special thanks goes to everyone who donated to purchase these beds including the Ray White Surfers Paradise Group Golf Day, First National Real Estate Broadbeach Race Day, Woolworths Regional Wall Token Appeal, Palazzo Versace and local families.



*New beds help critically unwell premature babies recover.*



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FOUNDATION

[gchfoundation.org.au/heroesball](http://gchfoundation.org.au/heroesball)

# Gold Coast's largest restaurant put to taste test



From left, Consumer Advisory Group Chair Joan Carlini, Minister for Health and Minister for Ambulance Services Steven Miles, CAG member Odette Tawfik and Gold Coast Health Board Chair Ian Langdon.

**Gold Coast University Hospital's (GCUH) patient food was put to the taste test during a luncheon attended by Minister for Health Steven Miles, community representatives, hospital staff and media.**

The event was hosted by Gold Coast Health's Consumer Advisory Group (CAG), which is made up of community members who work with the hospital and health service to improve the local health system.

The lunch menu for the day featured the same meals served across GCUH inpatient units, and included honey soy chicken, ricotta ravioli, crumbed fish, vegetable pie and tiramisu.

Consumer Advisory Group Chair Joan Carlini said the committee invited the minister to join them for lunch and discuss areas of interest.

"Our members are represented on more than 40 service committees where we provide input and feedback which to

support Gold Coast Health's desire to be a world class health service.

"Consumer input is an essential element of delivering better health care."

Mr Miles said he welcomed the opportunity to meet with local health consumers and sample the public hospital food offering.

"Gold Coast Health's consumer group is very active and they provide valuable community insights on a wide range of topics including patient care and safety and service areas such as food and nutrition.

"Hospital food has been transformed and we now recognise the important role that nutrition plays in delivering positive patient outcomes," he said.

"Hospital menus are guided by Queensland nutritional standards developed by hospital staff with clinical and food service expertise."

Mr Miles said recent patient satisfaction surveys showed that GCUH was well above the benchmark standard.

Almost 2000 patient meals are served every day at Gold Coast University Hospital, most likely making it the largest "restaurant" on the Gold Coast.

The two-week cyclical menu caters to more than 50 diets and 100 allergies while considering various cultural and religious needs and complying with Queensland Health State-wide Menu Standards.

The Minister also sampled pureed food which has been moulded into more appealing food for patients with eating difficulties such as dysphasia. Gold Coast Health recently invested \$25,000 in a specialised vitamising machine to provide this special option to patients.

## That's entertainment for young patients

**Dedicated, child-friendly TV channels have been introduced to Gold Coast University Hospital.**

Foxtel for Kids channels are a welcome addition for children using the hospital Patient Entertainment System, which provides free entertainment to our youngest patients.

Children's Emergency Clinical Nurse Consultant Lucie Scott said the introduction of more engaging child content was making it easier for parents and staff to keep young patients entertained.

"Our patients love the new channels and it's worry free for the staff to put on the television at any time of the day and not have to worry about what might be on next. If the children are more entertained, distracted and happier, it makes their patient journey and our job easier," she said.

The new channels including Disney XD, Nickelodeon, Disney Channel, Cartoon Network, Discovery Kids and CBeebies BBC will



Sofia Anson makes good use of the new channels.

be available in Children's Emergency Department, the Short Stay Unit, Children's Outpatients waiting room and the Paediatric Ward.

**healthwaves+**  
Gold Coast Hospital and Health Service

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Published by Gold Coast Health  
Communication and Engagement Unit

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