

healthwaves+

Your local health news | August/September 2018



ArtBeat book shines light on mental health

Highlighting hope and breaking down stigma p.3

Life changer

New program helps patient get back on track p.8

State of the art scanner arrives

Gold Coasters first in Australia to access new technology p.5

Inside this issue

- 4 Service drives better outcomes for patients
- 5 State of the art scanner for Gold Coast
- 6 Compassionate care resonates with community
- 7 News from Gold Coast Hospital Foundation
- 8 Innovative program transforms Albert's life

Cover: One of the images from ArtBeat, a new book featuring artwork by mental health consumers. See story, opposite page.



Board News

Message from the Chair – Ian Langdon

Why you should be proud of your health service

Since I began as Chairman of the Gold Coast Hospital and Health Service Board in 2012, we have gone from a regional hospital service to one of the nation's foremost tertiary facilities.

We are now very proud of the fact that in many areas we are leading the way, becoming increasingly known as a centre of excellence – through not just the service we provide, but the research and innovation we pursue.

The proximity and partnerships we have with the university sector provide enormous opportunities, and our research capability is a strength we will continue to develop as the Gold Coast Health and Knowledge Precinct comes online.

Over the last four years, Gold Coast Health has delivered a four-fold increase in the number of medical research studies

undertaken. Some of the country's greatest medical minds along with our up and coming clinicians have joined forces on this journey of discovery.

Most of the studies undertaken are supported by external research grants, meaning there is no financial cost to our patients – but they certainly get the returns.

Research on its own has got tremendous value – the output makes a difference through new techniques and ground-breaking discoveries. However the real deliverable is not in the research paper.

The culture of our organisation developed through a

commitment to research and innovation is the greatest return, because it translates into constantly looking for better ways of providing the treatment the Gold Coast community needs.

Every Gold Coast resident, from Yatala to Coolangatta, can be assured that our commitment to innovation and research means we will always look for a better way of providing care to our patients. This community, of which I am a proud member, deserves nothing less.

For more information on our research activities, check out the recently released Gold Coast Health Research Annual Report.



Giving voice to the community

The Gold Coast Health Consumer Advisory Group (CAG) consists of community representatives who work with the hospital and health service (HHS) to improve the health system, providing advice, feedback and guidance on a wide range of matters. The CAG Chair is Joan Carlini.

Why did you decide to join the Consumer Advisory Group?

I believe that health and wellness is key to a happy life and I committed to working with Gold Coast Health in building a resilient and healthy Gold Coast community. I find working with CAG and the health service personally rewarding. I enjoy the challenge of engaging with the health service at a deeper level so that collaborating and co-designing services with consumers will one day, be the norm.

What is your background and health experience? I am a Doctor of Philosophy in Marketing (corporate social responsibility),



and work as lecturer in the Department of Marketing, Griffith University. My interest in health and wellness became a focus when, at age 29, I was diagnosed with MS. After some relapses and participation in a drug trial, my symptoms are in remission.

Why do you think consumer participation is important for hospitals and health services? Consumers are the lifeblood of a health service and are ideally placed to assist in identifying gaps in quality and safety. Consumers offer a range of diverse skills, expertise and perspectives that can be embraced to assist innovation and improvements.

How do you represent consumers within Gold Coast Health? I sit as a consumer on the Nutrition Steering Committee and the Integrated Care Alliance Leadership Group. Chairing the CAG has meant that I have spoken at staff orientations, updated the Board on CAG achievements, and recently represented health consumers at the orientation for all new hospital and health Board members from across Queensland. I am also active in championing research between the Griffith Business School and Gold Coast Health.

If you would like to learn more about the CAG, contact Strategic Communication and Engagement by emailing goldcoasthealth@health.qld.gov.au.

New book ensures the ArtBeat goes on



On hand to see the ArtBeat book delivered were (from left) Helen Mason, Tamirin Darch and Madeline Bridgland.

A collection of creative pieces by mental health consumers has been published by Gold Coast Health.

The driving forces behind the ArtBeat book are Gold Coast Health Creative Artisan Helen Mason, Musical Therapist Madeline Bridgland and Quality Coordinator Tamirin Darch.

Former Health Minister Cameron Dick funded the project after seeing the idea presented at The Improvers, Gold Coast Health's annual staff innovation program.

The collection of artwork, songs, poems, festival photos and patient stories was collated to promote hope and recovery through music and art.

The book includes a message from Gold Coast Health Board Chair Ian Langdon.

"ArtBeat is so much more than a publication of illustrations or words of lyrics on a page," Mr Langdon said.

"It is a demonstration of the hope and aspirations of individuals overcoming personal challenges with the support of dedicated Gold Coast Health staff with a passion for applying music therapy and art as an important healing aid."

Ms Darch said that selling the book at an affordable price provided the opportunity to share stories and images with people who appreciate art but may not have the budget to purchase expensive artworks.

"This also ensures the message of breaking down stigma reaches a broader audience."

The ArtBeat book retails for \$25 with every dollar going back in to developing mental health creative programs.

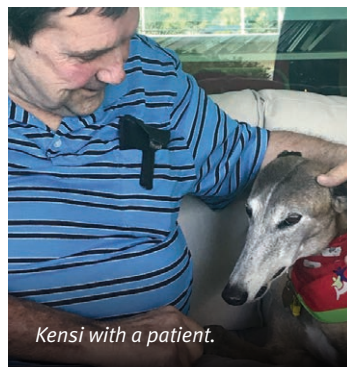
To purchase a copy of the book contact Gold Coast Hospital Foundation on (07) 5594 6986.

Therapy dog lends a caring paw

A Delta Society Australia therapy dog is playing a very special role in enhancing the well-being of patients in Robina Hospital's Palliative Care Unit.

Kensi has begun fortnightly visits to the unit and the rescued nine-year-old greyhound is already making a huge impact.

Nurse Unit Manager Maureen Tapfield said the Delta pet therapy program had enhanced the quality of life for the patients within the unit.



Kensi with a patient.

"Emotionally the pet's presence provides a calming effect, lifting the mood of the patients when they are experiencing very difficult times," Ms Tapfield said.

"When you watch patients and their families interact with Kensi, they will often smile or even laugh which is so important to promoting a greater self-esteem."

"Her presence also gives patients and their loved ones a brief but welcome change to the hospital environment."

Patients like Philip said the fortnightly visit helped ease the pain of his disease.

"I'm in a lot of pain and it helps ease that," he said.

Delta Society accredited therapy teams, consisting of a volunteer and their dog, regularly spend quality time with Gold Coast University and Robina hospital patients thanks to funding from The Improvers staff innovation program.

All dogs involved in the Delta Society's therapy program are family pets who have undergone temperament testing.

Health service drives better outcomes for Indigenous patients

Gold Coast Health's Aboriginal and Torres Strait Islander Health Service is critical to improving access and health outcomes for Aboriginal and Torres Strait Islander patients.

Each month there is an average admission of 300 to 350 Aboriginal and Torres Strait Islander patients to Gold Coast University Hospital and Robina Hospital, between 1000 to 1200 outpatient appointments and up to 300 new referrals to the unit's hospital liaison service.

"For many community members, distrust of government services from past policies and practices, including hospitalisation, is still felt and is an ongoing barrier to our Aboriginal and Torres Strait Islander community members accessing services," said Melissa Browning, Aboriginal and Torres Strait Islander Health Service Coordinator.

"Our service provides a culturally safe and trusted link for community members in providing this access to our health services.

"The unit is a conduit to building and maintaining culturally appropriate services for patients, particularly through our staff and the training we provide to our broader staff in building their cultural capability and understanding.

"The service is unique because often staff contact with patients extends prior to and past a patient's presentation.

"That's the nature of our community and Aboriginal and Torres Strait Islander culture which works from a whole of community point of view."

Ms Browning said the service's main focus was providing cultural support to patients, improving health outcomes for Aboriginal and Torres Strait Islander people and assisting Gold Coast Health to continue to be a culturally safe environment.



Robina team members (from left) Cleo Smith, Liesl Ann Valles, Lisa Hanshaw and Lisa Cook.

New pathway to reduce sepsis in children



Cutting a cake to launch the new pathway (from left) Claire Adams; Amanda Harley, Christa Bell, Megan King and Bethany Semple.

A clinical pathway is being trialled in Gold Coast Health Emergency Departments (EDs) to improve recognition and timely management of children with sepsis, with the hope of reducing the morbidity and mortality associated with this silent killer.

Gold Coast University Hospital and Robina Hospital are 'test' sites to inform the pathway's state-wide implementation in September.

Sepsis is an infection that can lead to organ dysfunction and claims more than 3000 Australian lives each year. Recognition and treatment is time critical, according to Medical Lead Dr Christa Bell.

"The Paediatric Sepsis Clinical Pathway has been developed to align with international best practice guidelines and evidence, and includes state-wide stakeholder and expert clinician consultation and input," she said.

"The pathway is designed as a clinical support tool for all clinicians working in the Emergency Department, but does not replace clinical judgement."

The move to extend the pathway to paediatrics follows a successful trial that started in ED in September last year.

The pathway involves using a sepsis screening tool on any at-risk patient and there's a six-stage management process for treatment. The pathway reinforces the importance of early referral to Intensive Care Unit and Infectious Diseases.

"One of the best things about the new pathway is that it empowers junior medical staff and nurses to speak up to ensure the right process is being followed," Dr Bell said.

There are few diseases worldwide with a mortality rate as high as sepsis and the rate has been increasing steadily in Queensland, with more than 49 sepsis episodes per day in 2015/16.



The new CT scanner will make a real difference to the lives of patients.

High-tech scanner for the Gold Coast

Gold Coast Health patients were the first in Australia to access cutting-edge scanning technology after the installation of \$1.5 million worth of CT equipment at Gold Coast University Hospital.

The Phillips iQon CT scanner, an update for the medical imaging department's CT fleet, is expected to scan about 500 patients a month.

Gold Coast Health Deputy Medical Director of Diagnostic Services Associate Professor Leanne Du said the iQon CT scanner's technology gave clinicians the data to better manipulate scanned images on the fly.

"It makes the investigation and diagnosis of cancer and other pathology faster and easier, including the detection of subtle lesions," Associate Professor Du said.

"For example, when searching for vascular blockages in the chest, a clinician can map iodine distribution and subtract it from one image to compare it to the other.

"It also bridges the gap in soft-tissue scanning between MRI and CT scans as the iQon can better characterise tissue or bones to differentiate tissue composition i.e. finding out the composition of kidney stones."

Radiology Medical Director Dr John Richards said the iQonCT scanner was another way of 'future-proofing' the health service.

"We carried out extensive research to find a machine that was the best-fit for our patients and it truly is a great achievement to be able to bring this state-of-the-art equipment to the Gold Coast," he said.

"It's investments like this that make a real difference to the lives of our patients."

The Medical Imaging Department at Gold Coast University Hospital and Robina Hospital provides comprehensive diagnostic and therapeutic services to both inpatients and outpatients.

Staff rewarded for ideas outside the square

The Gold Coast's premier public health innovation event has awarded more than half a million dollars to staff ideas which will directly improve patient care.

This year Gold Coast Health's 9000-person workforce submitted 224 project proposals across six categories in the annual staff innovation awards known as The Improvers.

Thirteen finalists were invited to present their ideas in a one-minute presentation to a panel of judges and a live audience, with staff participating via a live stream as well.

Judging panel member and Minister for Health and Ambulance Services Steven Miles thanked the hundreds of staff who shared their new and innovative ideas.

"While it's important to gather inspiration from across the world, The Improvers is a reminder that some of the best ideas are home-grown right here in Queensland," said Mr Miles.

"From new ways of recycling medical equipment to creating state-of-the-art rehabilitation spaces, each of the submissions is another step towards delivering better care to the community we serve.



The category one winning team was awarded up to \$250,000 in annual funding to implement a new blood management solution.

"It's been a privilege to listen to each of the finalists and I congratulate the winners who I have no doubt will make a real difference in the lives of patients."

An electronic blood fridge management system, mobile phone charging stations, an MRI simulator, ultrasonic wound debridement machines and virtual reality headsets were among the winning ideas.

Since the launch of The Improvers in 2014 more than \$1.5 million has been awarded to staff to bring their innovative ideas to life.

Compassionate care resonates with social community

A story on Gold Coast Health's Facebook page celebrating the efforts by nursing staff to fulfil the wish of a terminally ill patient at Gold Coast University Hospital (GCUH) has touched the hearts of Gold Coasters.

Almost 65,000 people viewed the post about how hospital staff helped the man fulfil his dying wish to marry his fiancée.

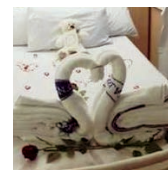
The post prompted 300 messages from an appreciative social media community including: "dreams do come true, beautiful gesture from the staff" and "something beautiful, doesn't get much better than this".

Robina Hospital's Palliative Care Nurse Unit Manager Maureen Tapfield recently gave ABC Radio listeners some insights into some of the instances staff have supported their patients' end-of-life goals.

"We have the wonderful opportunity to contribute to a memory that perhaps without our support would be quite difficult for the patient and their family due to the progression of disease or because of how they are feeling," Ms Tapfield said.

"At Gold Coast University Hospital and at Robina Hospital we have had the opportunity to share in three weddings. We've also supported the re-taking of vows for a couple and a bar mitzvah, so we're really blessed to have been able to do those things."

Gold Coast Health Director of Palliative Care Dr Andrew Broadbent said the dedication of palliative care staff to patient-centred care had shone through.



A patient room was recently transformed into a romantic bridal suite by nursing staff.

"There are a lot of things we know improve people's quality of life. Perhaps it's about achieving a goal in life and part of our role in the service is to help those people with specialists needs to help make that happen," said Dr Broadbent.

"I have seen more weddings in two years at Gold Coast Health than I did over 20 years working in Sydney because of the compassion of the staff here and the flexibility of the health service. What it also means of course is staff are really listening to and acting on the wishes of patients and their families."

Donation to assist asbestos patients

The Asbestos Disease Support Society (ADSS) has donated a state-of-the-art bed and humidifier to Robina Hospital's palliative care unit.

Trevor Torrens, General Manager of ADSS, said the specialised pieces of medical equipment will not only enable high quality care for patients who are suffering from an asbestos-related illness, but also assist nursing staff through the provision of patient safety, mobility and skin care.

"The aim of the donation is to provide comfort to the society's members when they are hospitalised in a palliative care setting. The bed and humidifier are ideal as they are designed to respond to the acute care needs of patients and caregivers," Mr Torrens said.

ADSS Chair, Andrew Ramsay said: "Unfortunately, we are still seeing the fall out of those people who worked with asbestos containing products like fibro, brake linings, lagging on pipes prior to the Australia-wide ban on asbestos-containing products in 2003."

In 2018 alone, 36 members of the society died as a result of their exposure to asbestos.

Gold Coast Health's Director of Palliative Care Dr Andrew Broadbent said the donated equipment would make a real difference for patients with mesothelioma.



Andrew Ramsay, Maureen Tapfield and Asbestos Awareness Ambassador Trevor Gillmeister inspect the new equipment.

"Every year we see a number of palliative care patients who have this life-limiting illness from asbestos exposure, and this generous donation will be of great benefit to them," he said.

The Asbestos Disease Support Society was established in 1992 and has a proud history of delivering support to sufferers of asbestos-related disease, their families and caregivers and promotes awareness and risks of exposure to asbestos.

Regaining personal independence

Patients at Gold Coast Health's Helensvale Community Health Centre, who are experiencing neurological challenges, will now be able to use specialised communication equipment thanks to a generous donation from The Honda Foundation and von Bibra Auto Village.

The Tobii Dynavox system (pictured) lets people with physical and communication impairments navigate and control speech through Microsoft Windows tablets with simple eye-movements.

The easy-to-use apps help patients socialise, communicate more easily and regain a healthy level of personal independence.



From left, Vicki James (Gold Coast Hospital Foundation), Ashleigh Farr (Helensvale Community Health Centre) and Joel Wright (von Bibra Auto Village Helensvale).

Former patient digs deep for equipment



Patient Michele Brown (centre) with the Radiation Oncology Centre Team.

Patients with respiratory illness or head or neck cancer will benefit from two new Fisher & Paykel AIRVO humidifiers thanks to a generous donation from a Gold Coast Health patient who wanted to give back and help fellow patients.

These non-invasive devices warm and humidify a specialised blend of oxygen to patients via a cannula. The warmth and high humidity mean that patients very high nasal tolerance – delivering higher oxygen levels more quickly.

The same generous patient also donated funds for a specialised transfer chair, complete with many high-tech features that make transferring patients from bed to chair and back quicker, easier and more comfortable.

The chair also has useful accessories such as a built-in clothes basket, patient file holder, centralised brake and front shock absorbers.

Gold Coast Hospital Foundation is extremely appreciative of all patient donations. Please get in touch if you, or someone you know, would like to make a donation or help.

Leave a lasting legacy
with a gift in your will

Email cris@gchfoundation.org.au or phone 07 5594 6986

www.gchfoundation.org.au

Innovative program transforms Albert's life



Albert Duffy returns home after a 12 kilometre ride to the shops on his tricycle.

Gold Coast Health's Get Set for Surgery pilot program has helped improve the lifestyle and wellbeing of Gold Coast resident Albert Duffy.

Mr Duffy, 65, has a complex medical history, including a recent knee replacement. He relied on a wheelie walker and could only do short walks around his home before Get Set for Surgery put him in touch with the free community program, My Health for Life.

A telephone health and lifestyle coaching service motivated him to tackle his physical limitations and weight through regular exercise and eating a balanced diet.

Mr Duffy's medical history includes prostate and kidney cancers, as well as spinal cord damage leaving him an incomplete paraplegic at age 47. Coupled with a diagnosis of spontaneous osteonecrosis on his very painful left knee more than two years ago, Mr Duffy's weight had blown out and he wasn't able to exercise.

He had been waiting for a knee replacement for several months when he received a call from Gold Coast Health inviting him to join the recently launched Get Set for Surgery program.

This free initiative—currently being piloted at Gold Coast Health by Orthopaedics, Vascular Surgery and Gynaecology—offers patients the opportunity to reduce their health risks and improve their overall health while waiting for elective surgery for knee or hip replacements, non-cardiac stents or hysterectomies.

Gold Coast Health consultants ask patients to complete a Health Questionnaire which the GP Liaison Unit triages and refers to the most appropriate community program.

Since the program started last September, 324 patients have been referred to community programs to obtain advice on lifestyle changes to improve health. My Health for Life is one of three community programs partnering with Get Set for Surgery.

"The coaching was not rocket science, but it was the little lessons that stay with you and put you on track," said Mr Duffy, a former industrial relations consultant.

"The message was that you need to make lifestyle changes through diet and exercise. One of the positive things was the encouragement I received from the phone coach during our regular sessions which motivated me to make changes.

"My coach and I discussed my goals, food portion control, nutrition, label reading and exercise, and what I had achieved, including weight loss in each fortnight.

"As a result, I now plan my meals for a few days in advance, do my own grocery shopping and have food in the fridge."

Mr Duffy said he tried to incorporate exercise in whatever he did, although his physical limitations prevented him from walking long distances or riding a bike. He does, however, regularly exercise in his backyard pool, rides his tricycle and lifts light weights.

Register to save lives

Gold Coasters are being urged to take 60 seconds out of their busy day to register your organ donation decision.

Organ and tissue donors don't just save lives, they donate life transformations, giving recipients strength, hope, love and a future.

Although three out of four Australians say they are willing to become a donor, less than one in four have actually registered.

For more information or to register, visit the DonateLife website or contact Amanda Gilbert, Gold Coast Health's Donation Specialist Nurse Coordinator, amanda.gilbert@health.qld.gov.au



**Donate hope
DonateLife**

Allie, liver recipient

**What are you waiting for?
Register to be an organ donor**

donatelife.gov.au



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