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Your local health news

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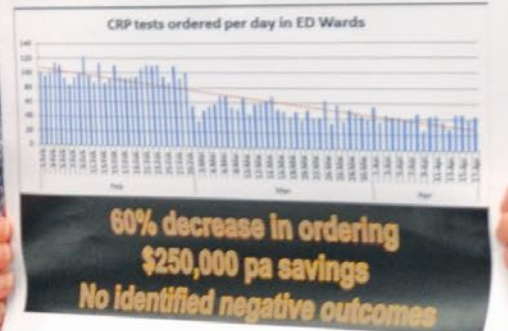


Magnet attracts excellence

Gold Coast Health pursuing prestigious credentials p.4

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Cover Image: Deputy Director of Clinical Training Michael O'Reilly and Registered Nurse Brylee Wheeler demonstrate the success of pathology improvements occurring in Gold Coast Health's Emergency Department. See story page 3



Board News

Message from the Chair – Ian Langdon

Importance of a caring culture

Recently my granddaughter, Jorja, commenced at a new school and came home with a new expression, “caring is sharing” indicating that it was a constant theme at the school – promoted by teachers and pupils alike.

It immediately reminded me of the power of behavioural themes and how their development translates into organisational culture.

Just like Jorja's school, Gold Coast Health has introduced compassion as a core value of the service. Compassion is a reflection of our core belief that “Caring is a pre-requisite for providing care”.

Staff across the organisation appreciate that if they display compassion and focus on putting patients at ease then they instil confidence in those patients. This compassionate approach is an essential first step in providing the diverse and often complex care programs at our disposal.

We often promote the remarkable life-saving and life-changing patient stories that are the result of our staff's remarkable skills but in my position as Chair my proudest moments are when I witness the compassion, patience and understanding staff display in their dealings with the public;

not only patients but also to their family members.

Every staff member joining Gold Coast Health is shown a video ending with the message:

People may forget what you say

People may forget what you did

People never forget how you made them feel.

Board Chair wants hope for grandson

Almost every day for the past 16 years, Ian Langdon has wondered what the future holds for his autistic grandson, Ky.

So the Gold Coast Hospital and Health Board chairman makes no apologies about his drive to make his organisation one of the biggest equal opportunity employers in Queensland.

With more than 8000 staff, Gold Coast Health is the largest employer on the Coast.

But Mr Langdon said the organisation left a lot to be desired as an employer of disabled workers and has vowed to turn things around so the future of young people like Ky is more certain.

“Just growing up with him — my daughter and her husband and family live up on Mount Tamborine so we're close to them — I see the enormous pressure that is put on families when they have children with disabilities,” he said.

“Those pressures don't disappear as they get older — they get greater, they really get greater.

“What happens to them? What sort of work are they going to do?

“I am determined to see that as an organisation — the largest employer on the Coast — we do our fair share in terms of providing employment opportunities for people with disabilities.”



The former Dean of the Griffith University Business School said that already Gold Coast Health had a partnership with EPIC Assist, a specialist job provider, in an attempt to better accommodate disabled workers.

As Chair of the Queensland Health Board Chairs Forum, Ian said he saw a chance to make a real difference to the culture of healthcare throughout the state.

“I use my position as Chair of the Chairs Forum to promote this across the whole of Queensland,” he said

“You have to walk the talk.”

*Ian Langdon was named inaugural Chair of the Gold Coast Health Board in 2012 and was recently reappointed for another four-year term.

This article originally appeared in the Gold Coast Bulletin.

Wise choices make for a champion health service

Gold Coast Health's commitment to providing value-based care in pathology testing has earned national recognition as a "Champion Health Service" by Choosing Wisely Australia.

The status was bestowed recently after Gold Coast Health agreed to participate in Choosing Wisely Australia's Health Services pilot program for organisations with a focus on improving patient outcomes through reducing use of unnecessary tests, treatments and procedures.

Gold Coast Health has met these criteria through its efforts to improve pathology ordering practices via the Choosing Wisely Pathology Project, according to Operations Executive Director Jane Hancock.

"Our health service is now part of a growing, clinician-led, national and international movement that focuses on 'Choosing Wisely' principles to provide better value care for patients," Jane said.

"We are very excited about our partnership with Choosing Wisely Australia. It creates a fabulous opportunity for us to learn and to make an active contribution to a very important national program."

For more information on Choosing Wisely Australia, go to www.choosingwisely.org.au.

The Choosing Wisely Pathology Project started about six months ago, with a small team working with clinical specialities and service areas to review their pathology use.

Welcome start to extended pharmacy services



Pharmacist Paul Kinbacher and Intern Pharmacist Kristelle McKay check in medication at the Gold Coast University Hospital Pharmacy.

Increased dispensary and clinical pharmacy services on the weekend is improving the quality of patient care, according to Gold Coast Health Pharmacist James Alderson.

"Patient care in hospital occurs 24 hours a day seven days a week and increased weekend services shows that our Pharmacy Service is catching up with this reality," James said.

"It also acknowledges the value to patient safety that a clinical pharmacy service provides."

Pharmacy Director Liz Coombes said the increase to weekend services in late July enabled the collection of outpatient prescriptions on weekends.

"This is another major investment by Gold Coast Health to optimise the care that our patients receive every day of the week and provides improved access for our community at times that are more convenient for them," Liz said.

"It builds on previous investment in clinical pharmacist services recognising the important part they play in the safe management of patients."

The Pharmacy Dispensary is open weekends at the Gold Coast University Hospital and Robina Hospital from 8.30am to 4.30pm.

New aged care model shows good results

More than 1000 elderly patients who came to the Emergency Department (ED) at Gold Coast University Hospital and Robina Hospital over the past eight weeks are benefiting from a new way to provide care to the aged in hospital.

As part of the change, a team called the Aged Response Team asks elderly patients a series of questions about their lifestyle.

Service Director, Lesley English said the internationally recognised process, called Identification of Seniors at Risk targets older people who may need extra support during their hospital stay.

"It helps our service streamline the hospital experience for the elderly who present to emergency departments," Lesley said.

"The data collected helps Gold Coast Health identify Frail At Risk patients and follow them through the system and improve their journey while under our care."

Other GCH community services are expected to start using the screening process in the near future and Queensland Ambulance Service has indicated an interest.

The journey to world class healthcare

Gold Coast Health takes pride in the compassion shown to patients and their families in hospital wards, emergency departments, community facilities and outpatient areas.

Last year the service began a journey to gain a prestigious industry designation, known as Magnet, among hospitals worldwide. The designation is awarded to organisations who meet the criteria for excellence and high quality patient care.

A crucial part of the program is patient feedback. To this end, Gold Coast Health has introduced a survey, *Your Experiences and Expectations*, which means patients have the opportunity to identify areas for improvement.

Magnet Recognition Program Coordinator Samantha Clayton said that patient feedback was invaluable.

“Patient experience information helps us decide which actions are most likely to improve services.

“Sometimes the patients’ point of view highlights aspects of care we have not considered. Their input will set us firmly on the path to world recognition for patient care,” she said.

“We are happy with the response received by patients in the last survey period but we are keen to gain more insight about where we can do better.”

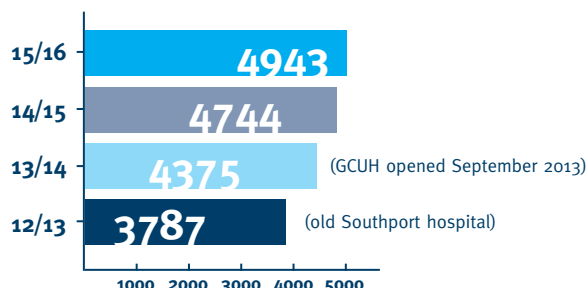
The most recent survey results revealed over 80 per cent of respondents felt the hospital met their most important expectations and 90 per cent were satisfied overall. Ninety seven per cent of patients felt nurses treated them with courtesy and respect.

Patients visiting the hospital for same day treatment and appointments recorded an even higher satisfaction rating and nearly all respondents said they were treated with courtesy and respect by staff.

Improvements related to waiting times, timeliness of treatment and being informed of waiting times.

Surveys will be run every three months in most areas of Gold Coast Health. Collection boxes have been provided to submit surveys. Volunteers and hospital staff will provide surveys and assist where required.

Baby boom sees GCUH heading towards 5000 annual births



Gold Coast University Hospital (GCUH) is on track to welcome more than 5000 babies in a year for the first time.

2527 babies were born at the hospital during the first half of 2016, compared to 2338 births in the first six months of the previous year.

This included a monster May when 469 babies entered the world at GCUH — an average of almost 15 births per day and a record for the health service.

Gold Coast Health Executive Director Operations Jane Hancock said about 30 per cent more babies were being born at GCUH each year compared to before the move from the old Southport hospital in 2013.

“A growing Gold Coast population, access to a world-class facility and the wonderful care and expertise of our staff has driven a huge rise in demand for our Maternity services,” she said.

“Our midwives, doctors and allied health professionals are committed to providing the best possible care and always put the mother at the centre of everything they do.”

Part of our growth is because GCUH can now cater for more premature and complex babies.

“People have a lot more confidence in terms of the capability of Gold Coast Health to deliver a quality experience for mothers and babies, especially if they have special needs,” Jane said

As well as a state-of-the-art birth suite and a 40-bed maternity ward, GCUH is home to a Neonatal Intensive Care Unit, Special Care Nursery and Maternal Fetal Medicine unit, which guides women and their loved ones through high-risk pregnancies.

Patient positives

Patient One – John W.

To all of you wonderful people. I purposely start with “you all” as it would be impossible to exclude anyone who had anything to do with my care (at Robina Hospital and Health Precinct). To say the least I was nervous...first time at age of 71 in a hospital! The medical team that looked after me from the head honcho to an assistant were very kind in their patience and understanding...took all the time in the world to listen and assure. You have probably got the general idea that I am a grateful fan of yours. I am a great believer in giving credit where credit is due and in this case I am totally in awe...I am a very spoilt, uptight, grumpy old man so even more credit. You should be very proud of what you have achieved. Again, very many thanks to a very dedicated group of selfless professional people.

Patient Two – Rebecca G.

Just a short note to thank the team at GCUH. Last night I presented to the Emergency Department at around 9pm with my two-year-old daughter. The staff including the triage nurse, CN (Clinical Nurses), RNs (Registered Nurses), doctor in paed (Paediatrics), and the radiographers were excellent. I can't thank you enough for the wonderful, thorough care and kindness we were shown. You do a wonderful job and we are very fortunate to have access to such skilled health professionals and excellent facilities.

I believe they all should be recognised for their exemplary skill and manner and wish that there was some way I could acknowledge my appreciation of the outstanding service they provided. Thank you, thank you, thank you to all involved in Hannah's care. You are a credit to the hospital and to your profession.

Cordyline flourishes



The Cordyline Residential Recovery Service, formerly known as the Extended Rehabilitation Unit, is a cluster of self-contained units surrounding a central courtyard at Robina Hospital.

A new care model helping mental health consumers develop skills to support their recovery is being celebrated with a renaming of the former Extended Rehabilitation Unit at Robina Hospital to the Cordyline Residential Recovery Service.

The name is taken from the Cordyline plant, an Australian native that symbolises “creating shade to nurture growth”, according to Nurse Unit Manager Chris Graham.

“Australian native plants are resilient and adapt to changing environments, flourishing in adversity,” Chris explained.

“Cordyline’s philosophy is that people can and do recover from mental illness within the right environment, and with opportunities for rehabilitation that are based on their individual needs and goals.

“Cordyline holds central to the foundation principles of recovery — hope, engagement in meaningful activities, autonomy, social identity and maintaining a positive sense of self.”

An event to mark the name change and new direction will be held in October as part of Mental Health Week.

Breaking the ICE forum

“Community engagement will play a vital role in our ability to impact the ICE epidemic”, says Dr Kevin McNamara, Gold Coast Health’s Medical Director for Mental Health, Alcohol and Other Drugs.

Kevin was among experts from Gold Coast Health and non-government agencies who work in the youth drug and alcohol area on hand to speak with the community at the ‘Breaking the ICE’ forum in Helensvale on 19 July.

This is the first community forum undertaken as part of Gold Coast Health’s ICE response project.

Project Lead Todd Beyers, said the community forum was a successful first step in a broader engagement program.

“Substance use not only affects the individual but also has significant impact on family, friends and the broader community. Providing the community with the opportunity to talk about substance abuse and the impact it has on the community is very important,” Todd said.

“The small group discussions generated a lot of interesting conversations and provided Gold Coast Health staff with the opportunity to hear first-hand how families struggle with the impact of substance use every day.”



From left, Dr Sangeetha Makielan (Child & Youth Mental Health), Jasmine Keating (Headspace social worker), Jane Hancock (Executive Director Operations, Gold Coast Health), Todd Beyers (ICE Response Project Lead, Gold Coast Health) and Dr Kevin McNamara.

“There were a number of people at the forum who had family members who were ICE users and we were able to provide them with practical advice and link them with ongoing support.”

Gold Coast Health is working closely with external organisations including the Gold Coast Primary Health Network, Lives Lived Well, Headspace, Gold Coast School Based Youth Health Nurses, Youth Justice and the Queensland Police Service.

A second community forum will be held at the Robina Community Centre on 14 September.

About the ICE response project

The use of crystal methamphetamine, commonly known as ICE, is growing in Australia with more than 200,000 individuals reported having used the substance in 2013. This is compared to fewer than 100,000 in 2007.

In order to address this growing concern, Gold Coast Health received funding from the Queensland Department of Health in September 2015.

The Gold Coast Health ICE Response Project has three key objectives:

1. Develop a community engagement and education program for professionals, family and friends, as well as young people who are using ICE.
2. Develop and implement a treatment program for young people aged 15 to 25 years who are using ICE or at risk of using ICE.
3. Enhance the existing Drug and Alcohol Brief Intervention Team at Gold Coast University Hospital and Robina Hospital Emergency Departments.

Record numbers of women screened but many delaying test

The BreastScreen Queensland Gold Coast Service has seen a record number of women through its doors in the past 12 months, but wants to see more women attending this free health service.

The local service screened almost 33,000 women during the last financial year. More than 4,000 of these women had joined the BreastScreen Queensland Program for the first time.

BreastScreen Queensland health promotion officer Julia Foreman is happy to see so many women having a breastscan but knows that there are many others who delay this potentially life saving test.

"It's great to see women taking care of their health by getting screened regularly, as early detection of breast cancer is vital and offers women a much better chance of surviving this disease," Julia said.

"For some women it can be a challenge to find the time to have their breastscan. We urge women to put their health first and set aside 15 minutes in their busy day for this important health check."

"We want women to make time now so that they have time later to keep on enjoying life," she said.

A breastscan is recommended for women aged between 50 and 74, although women are eligible to access this free service from the age of 40. Eligible women can book a free breastscan appointment at their preferred location.

Making an appointment is easy. Simply phone 13 20 50.

No referral needed.



Furry friends make doggone difference to mental health



Canine companions are making a difference to patients in the Child and Youth Mental Health Ward at Robina Hospital, thanks to funding from a Gold Coast Health staff innovation program.

Four Delta Society accredited therapy teams, consisting of a volunteer and their dog, have been spending quality time with patients.

Mental Health and Specialist Services Consumer Consultant Angela Davies received \$10,000 to bring her idea to life in The Improvers staff initiative which rewards winning ideas with the funds to bring the initiatives to life and improve the health service.

Angela said staff were already seeing a difference in patients' behaviour since the dogs had been visiting.

"Daisy the greyhound and her owner Jayne have made themselves at home on the ward and are a hit with the children," Angela said. "When Daisy's visiting, she can often be found cuddled up to a young person on the couch watching TV or being petted as the child begins to play again."

"Daisy really helps reduce anxiousness and restlessness in the patients, one of the main reasons for introducing this to our service, as we know that pets can make a big difference to a person's emotional wellbeing."

Jayne said being involved in the program was very rewarding.

"The CYMH staff and patients make me very welcome and I go home feeling like I've made a difference."

Therapy teams will soon start in other mental health units.



David helping Matildas waltz to gold

Gold Coast Health physiotherapist David Battersby, is taking a break from caring for his community to help the Australian women's soccer team pursue Olympic gold.

David has been the Matildas' team physiotherapist for four years and

is responsible for managing injuries as well as maximising performance and recovery.

"We've had a pretty good run since the last World Cup. It's been an excellent training program and good individual player management that has kept our key players fully fit," David said.

"There's certainly a belief, and the experience in the squad, that we can go all the way and get the gold medal."

As a Clinical Lead of Gold Coast University Hospital's Neuro Orthopaedic Physio Screening Clinic, David works alongside neuro and orthopaedic surgeons to assess patients with musculoskeletal pain and determine best treatment options.

David and his GCH colleague Bruce Rawson are two of only 40 Specialist Sports Physiotherapists in the country.

Our littlest patients need big help



Dr Naomi Pearson, Specialist Pediatric Anesthetist.

When babies are critically ill, having immediate access to administer treatment, medication and observe progress is vital in saving their lives, as well as letting mum and dad easily touch and comfort their child.

Australian made *Critical Care Cots* are specifically designed and built for these purposes, and can be used for newborns to six years. They are portable and allow 360 degree access, with four drop down sides.

Generous donations from the Gold Coast community have enabled the Foundation to purchase three of these cots over the past year for our local hospitals.

Four more cots are desperately needed at a cost of \$14,000 each, and your continuing generous support is needed to purchase these. If you are interested in helping please contact the Foundation on (07) 5594 6986.

A gift of life for local patients

Local patient Patrick Carr faced a serious fight for life when he was diagnosed with a blood infection. Patrick had previously had a heart valve replacement, and the infection was affecting the valve, requiring surgery.

Doctors warned Patrick that there could be a lot of bleeding during surgery. Fortunately, to reduce the risks associated with blood loss, a cell saver machine was on hand to use during the operation.

'It's reassuring and quite brilliant to have an advance like this; it's something I've never heard of before,' said Patrick.

The cell saver machine works by washing and conserving a patient's red blood cells, and returning them by intravenous drip, reducing the risk of reaction and sometimes large quantities of donated blood required.

Over the past year, 248 surgical cases at Gold Coast University Hospital have included use of a cell saver machine, with specially trained nurses to manage its use.

With the generous donation of a group of Gold Coast supporters, the Gold Coast Hospital Foundation recently purchased two cell saver machines.



Fiona Clark, Transfusion Clinical Nurse Consultant, and Hayley Oberhardt, Registered Anaesthetic Nurse.

For vulnerable patients like Patrick, the extra margin of safety the cell saver machine provides is precious, and in operating theatres its ability to be used immediately when unexpected blood loss occurs can be lifesaving.

Giving blood has long been regarded as giving the gift of life. With the increasing gap between the supply and demand for blood needed, donations to the Gold Coast Hospital Foundation to provide the cell saver machines are also a very valuable gift of life.



Premature babies, Edward and William, were born 15 weeks early, tiny, fragile and with serious lung problems. They are pictured here enjoying their first bath, two months after being born, thanks to community donations that purchased a specialised bath for the neonatal intensive unit.

Your gift to the Gold Coast Hospital Foundation will help provide specialised equipment and services for our tiniest and sickest babies, just like Edward and William.

Please donate today: (07) 5594 6986 www.gchfoundation.org.au

GCUH under international spotlight



Gold Coast University Hospital (GCUH) has reinforced its credentials as a leading teaching facility, with recent visits from the international health community.

Thirty-five Indian doctors attended a two-day training course at GCUH being trained in modern surgical techniques and discussing problem cases with GCUH orthopaedic surgeons.

And a group of Taiwanese undergraduate nursing students visited recently to meet clinicians and researchers from GCUH and Griffith University.

The Indian visit is a collaboration between GCUH's Orthopaedic Department and Griffith University's School of Anatomy, which has provided the surgeons with access to its state-of-the-art training facilities.

GCUH Orthopaedic Surgeon Professor Randy Bindra said it was one of the first times the hospital had conducted an international training course on such a large scale.

"We are Gold Coast 'University' Hospital and one of our goals is improving patient care worldwide through research and training," he said.

"While the majority of our focus is looking after our own patients, it is a privilege to share our wealth of knowledge with overseas doctors when we get these opportunities.

"GCUH has one of the busiest Emergency Departments in the country so we are continually getting better at dealing with complex cases and it's no surprise clinicians from overseas want to come here to learn from us. This course is only the beginning when it comes to what we can offer our medical colleagues on a global scale," Prof Bindra said.

The visit by six nursing students from Taiwan provided an understanding of health care delivery in Australian hospitals.

"It adds value to their training by providing them with an opportunity to meet clinicians and researchers from another country with a different health system and model of care delivery," said Associate Professor Julia Crilly from Menzies Heath Institute Queensland, Griffith University and Department of Emergency Medicine, Gold Coast Health.

Julia said Gold Coast University Hospital was attracting an international reputation for its clinical care, research and education.

One of the visiting students said the tour helped enhance their nursing knowledge and see the differences between the nursing systems.

"The tour inspires us to think about how we can improve nursing in Taiwan," the student said.

GCH joins celebration of culture

About 100 staff, patients and visitors helped celebrate NAIDOC Week at Gold Coast University Hospital with activities including the Yugambeh Aboriginal Dancers, wattleseed cake and healthy bush tucker tasting.

NAIDOC Week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples.

Mental Health and Specialist Services General Manager Karlyn Chettleburgh said Gold Coast Health was committed to working with the local A&TSI community by building "culturally capable services".

"We continue to develop high level culturally capable services and programs to improve access to our services, promote health



and wellbeing and to reduce the life expectancy gap between A&TSI and Non-Indigenous people on the Gold Coast," Karlyn said.

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