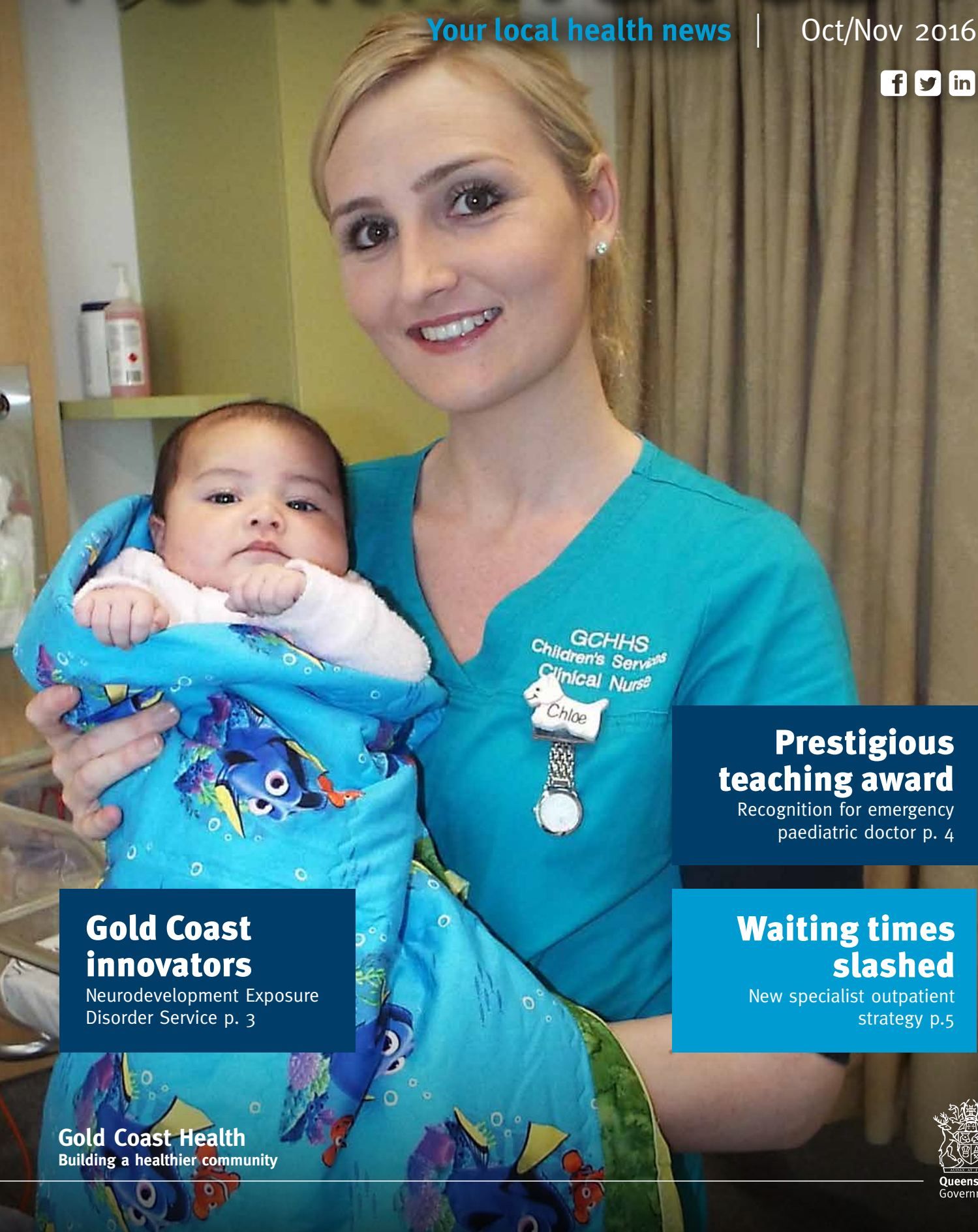


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Your local health news

Oct/Nov 2016



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Cover image: Nurse Chloe Hall holds patient Ivy Li, wrapped in a quilt made by 82-year-old Penny Judson of Currumbin Waters. Penny spends her spare time making quilts and dolls for the Gold Coast University Hospital Paediatric Ward. These beautifully crafted gifts are given to children when they leave hospital.



Board News

Message from the Chair – Ian Langdon

Gold Coast Health's workplace diversity plan in action

Gold Coast Health launched its Diversity and Inclusion Strategy and Action Plan in June aimed at celebrating diversity and inclusion within our organisation and to increase the number of people with disabilities and disadvantaged backgrounds.

Since then, our Workplace Diversity team, in partnership with EPIC Assist, has worked together to improve opportunities for people with disability within our workforce. EPIC Assist is a not-for-profit non-government organisation with locations throughout Queensland which provides services and support to people



with disability to find meaningful employment.

I recently welcomed our first EPIC Assist candidate, Michael Fein, to Gold Coast Health. Michael has a Bachelor of Information and Technology — Informatics, experience in the IT industry and was an excellent fit for the position of Learning Technology Developer. As Michael is visually impaired, Gold Coast Health will ensure Michael is provided with guidance and support where required.

There are many barriers faced by people with disability in employment such as lack of job opportunities, discrimination

and stigma, and failure to provide programs that are designed to assist people with disability to move into work.

I am proud that Gold Coast Health does recognise and appreciate the contribution people with disability can make and I look forward to encouraging them in any way we can.

Above: From left, GC Health Senior Director, Human Resources Services Hannah Bloch, EPIC Assist Business Development Manager Vince Lock, GC Health Board Chair Ian Langdon, Learning Technology Developer Michael Fein, GC Health Manager, Learning and Development Peter Bowen.

Reaching out to non-English speaking patients

Gold Coast Health has improved its service to patients who can speak little or no English by directly contracting a team of interpreters.

Experience shows poor communication increases the risk of misdiagnosis or misunderstanding concerning the correct medication, according to Acting Interpreter Services Coordinator Peta Armstrong.

Gold Coast Health receives about 700 interpreter bookings each month, provided free to patients. According to the Australian Bureau of Statistics, about 1.3 per cent of the Gold Coast population speaks English 'not well or not at all'.

"Our contract interpreters speak Mandarin, Cantonese, Japanese, Korean, Bosnian, Serbian and Croatian," Peta said.

"This service will improve the responsiveness, cost-efficiency, quality and supply of interpreters for the health service.

"We previously sourced interpreters through several external agencies, which was more expensive and not as accessible."



Acting Interpreter Services Coordinator Peta Armstrong, second from right, with new contract interpreters Maria Corbett, Lida Xu, Kaemi Tait, Anne Cho, Grace Fan and Wenlin Zhu.

Using interpreters improves quality of care and patient safety and also brings many business efficiencies to the health system.

Some of the benefits include decreases in readmission rates and length-of-stay in hospital, improved communication, cost savings, accurate diagnosis and better compliance to medication instructions.

Gold Coast leads the way with launch of state-wide service

Gold Coast Health will become Australia's leading centre for the diagnosis and intervention of Fetal Alcohol Spectrum Disorder (FASD) following the launch of a statewide Neurodevelopment Exposure Disorder (NED) Service.

Disorders such as brain abnormalities, low birth weight, distinctive facial features, heart defects, behavioural problems and intellectual disabilities can occur in childhood when the fetus is exposed to drugs and alcohol.

The NED Service has received \$1 million in funding from Queensland Health and Gold Coast Health.

Gold Coast Health Director of Community Child Health and NED Service lead Dr Doug Shelton predicts they will be able to deliver 220 diagnostic assessments each year on the Gold Coast and more than 1000 diagnostic assessments statewide once specialists from other health services are trained.

"Statistics tell us that two in three pregnancies in Australia are unplanned, 61 per cent of women consume some alcohol during pregnancy and that 60 per cent of FASD patients confront the justice system. There is a huge cost to the community as a result," he said.

"Our primary goal is to increase our ability to provide early identification and intervention for at-risk infants and young children across Queensland."

Dr Shelton has run a multidisciplinary clinic based at Southport Health Precinct since 2014 providing FASD



From left, Gold Coast Hospital Foundation Chair Wayne Hunt, North West Hospital and Health Service Board Chair Paul Woodhouse, Gold Coast Health Board Chair Ian Langdon, Anne Russell, a mother-of-two boys diagnosed with FASD, Dr Doug Shelton, and Central West Hospital and Health Service Board Chair Jane Williams.

diagnostic and intervention services to up to 22 children and their families each year.

When fully operational, the diagnostic service will employ specialists including a psychologist, speech pathologist, physiotherapist, occupational therapist, a paediatrician specialist and nurses.

The service will provide professional training and support to clinicians across the public health system, as well as coordinating and integrating services in the community and in hospitals.

As well, it will also offer education and research opportunities into the causes and effects of NED, diagnostic and intervention methods and effective models of care.

Suicide prevention strategy takes shape

Reducing the incidence of suicide on the Gold Coast to zero is an ambitious target, but how could you aim for anything less?

This is the approach taken by Gold Coast Health's Mental Health and Specialist Services (MHSS) in developing a nationally ground-breaking strategy for reducing the incidence of suicide.

Five working groups have spent much of this year developing the *Suicide Prevention Strategy 2016-2018* that involves learning from incidents and ensuring clinicians have the training, support and tools to identify and manage at risk behaviour.

The work has involved reviewing more than 50,000 articles to identify best processes, with the result an innovative approach to tackling a distressing issue.

MHSS held an information expo at Gold Coast University Hospital to report the significant progress in developing this strategy, while acknowledging there's still a long way to go.

It provided an opportunity to recognise the time and effort spent by members of the working groups to date.



Members of the Suicide Prevention Pathways Working Group, from left, Petra Kelly, Leonie Clancy, Nicki Filauer, Dr Mario De Silva, Dr Ravi Krishnaiah and Heidi Van Engelen.

The MHSS strategy is based on a suicide prevention framework that has achieved remarkable success in the United States.

MHSS Clinical Director Dr Kathryn Turner said to actually achieve zero suicides for people under care was an aspirational goal.

"It's about taking the journey and changing the mindset to prevent suicide," she said.

Dr Jay wins prestigious teaching award

Gold Coast Health's Children's Emergency Department Director of Training, Dr Graham Jay has been awarded a 2016 Teaching Excellence Award by the Australasian College for Emergency Medicine.

The college sets training standards for 147 Emergency Departments accredited for training in emergency medicine across Australia and New Zealand.

His award was given for distinguished and extensive service in emergency medicine teaching and mentorship by the college.

Dr Jay's registrars said one of his enduring traits was his humble approach – his quiet, unassuming and hard working disposition.

"Dr Jay's passion and enthusiasm are inspiring and contagious," the registrars said in their nomination.

"He goes above and beyond in his dedication to medical education and in advancing and inspiring all health care professionals who cross his path."

What are the challenges of working in paediatric emergency medicine?

"It is an emotionally tough area to work in at times, and in our clinical simulations we go through worst case scenarios – this prepares the team to meet the challenges that may present themselves," Dr Jay said.

"You're working with the whole family and you need to be able to communicate well with both the child and their family.

"It can be draining on trainees, and at times they will witness scenes that most people wouldn't see in a lifetime."



Dr Graham Jay, centre, with, from left, Dr Fadi Hos, Dr Kazuki Sumitomo, Dr James Willard Jones, Dr Chris Thorne and Dr Stefanie Tran.

Gold Coast students say NO to violent relationships



Jackie Atkinson with a poster created by students at a Love Bites program.

A school-based domestic and family violence and sexual assault program running in Gold Coast schools since 2011 is shaping student attitudes that violent relationships are unacceptable.

Gold Coast Health's School-based Youth Health nurse, Jackie Atkinson, a facilitator for the Love Bites Year 10 program at Elanora and Merrimac State High Schools, said shifting student behaviour and attitudes are helping students get out of violent or potentially violent relationships.

"Unfortunately, some young people think that violence, particularly sexual violence, is an acceptable part of a relationship, but through Love Bites they are challenged to think otherwise," she said.

"Students often don't realise that relationships can become violent because they're looking through rose-coloured glasses.

"Often through giving their partner access to their Facebook account, receiving persistent phone calls or excessive texting, young people may not realise they are allowing their partners to become over-involved.

"This may exist within a pattern of behaviour linked by power and control.

"Young people sometimes don't see this because they love being in a new relationship, and it takes a program like Love Bites to influence their actions.

"At the end of a day-long program, the students express their feelings about relationship violence through artwork or hip-hop song.

"After the program, students can speak with government and non-government organisations including Queensland Police Service, relationship agencies and School-based Youth Health Nurse located at every Gold Coast State High School, as well as the program facilitators."

Patient positives

Patient One – Paul K.

Your staff are absolute angels. Going through brain cancer is hard and emotionally trying at anytime, but these guys take the stress and emotional strain out of the whole exercise. At times I feel so depressed, but they keep me smiling and even laughing. I love all the oncology and cancer care team at Gold Coast University Hospital. Thank you for all the love, care and support you show to me as a patient.

Patient Two – Leanne S.

Although my visit took three hours to follow up from an operation, I must say the staff I dealt with at Robina Hospital were very friendly, very professional and helpful. That's from the volunteers on arrival to the orthopaedic staff and x-ray team, thank you.

Albert Koala and friends celebrate third birthday

Gold Coast University Hospital marked its third anniversary on 28 September by unveiling 16 wall murals featuring Albert Koala, George Goanna, and a host of turtles, penguins and friendly whales in the inpatient children's ward.

Gold Coast Health Director of Paediatrics Dr Susan Moloney said the mischievous characters were taken from illustrations created by artist Simon McLean for his popular series of Australian stories published under the banner of 'Albert & Friends'.

"This wall art not only makes the unit more child appropriate, but helps families navigate their way through the corridors of new and unfamiliar surroundings.

"Some people find it hard to see where the exit is, so now we have some friendly penguins who show you the way out."

Local artist Simon McLean said the illustrations highlighted Australia's wondrous wildlife and subtly reflected the land and water environments of the Gold Coast.

"It's been a real delight to work with Dr Moloney and the associated heads of staff involved, and to be a part of their determined efforts



Board Chair Ian Langdon, local artist Simon McLean, patient Jalan Stanley and Dr Susan Moloney at the unveiling.

to make their patients' stays at the hospital as positive as can be," Simon said.

Simon has illustrated and co-authored eight books in this classic series of Australian children's books, and his artworks and illustrations are well represented in art galleries and publications throughout Australia.

Giving the murals a big tick of approval was 10 year-old Jalan Stanley, who suffers with cystic fibrosis. She was one of 219 patients to move from the former Southport hospital to the new hospital in 2013, and now spends up to a fortnight several times a year in GCUH to receive treatment.

Distraction therapy is child's play at GCUH



Jessica Sutton providing a positive and constructive experience for children and their families and patients.

A new paediatric waiting area and a dedicated Child Play Therapist funded by the Gold Coast Hospital Foundation (GCHF) is helping reduce anxiety for kids waiting for surgery at Gold Coast University Hospital (GCUH).

GCHF has provided funding for the therapist position for two years plus \$3000 for the new toys and calming wall mural.

Child Play Therapist Jessica Sutton works three days a week to put children and their families at ease prior to their operation, using a range of distraction activities including a railway set, mazes and art table.

She said her role focusses on providing distraction, play and medical therapy to the children.

"Before we go into theatre, we practice things such as putting a face mask on and talking through the experience," she said.

"It's encouraging to see the difference in their attitude from not wanting to talk to me at the start to being really engaged and open after the operation."

Specialist Anaesthetist Dr Halia O'Shea said children have been much calmer going into surgery and the parents are more relaxed knowing their children are at ease.

Satellite clinics for youth substance use issues

New satellite clinics will be established as part of the Gold Coast Health ICE Response Project to support youth with substance use issues.

Gold Coast Health Mental Health and Alcohol and Other Drugs Service's ICE Response Project Team has developed an alliance with key stakeholders in the youth alcohol and drug sector to meet regularly to support and guide each other in developing a comprehensive and collaborative approach to working with young people.

Project Lead Todd Beyers said the clinics would deliver a service at Southport, Runaway Bay, Miami and eventually Coomera/Upper Coomera where young people felt comfortable to speak with clinicians and other services.

"Gold Coast Health will resource the non-government sector with specialist clinicians to address identified concerns," he said.

"In addition to providing excellent treatment, the project and the service want to ensure they are providing guidance and assistance at each step of the stepped-care model.

"This means being involved in all aspects of treatment, including health promotion and preventative work within schools, facilitated by the enthusiastic School Based Youth Health Nurses."

The project is also reaching the larger community through regular attendance and participation in community events, as well as developing strong partnerships with Gold Coast City Council, Lives Lived Well, Headspace and the Ted Noffs Foundation.

The events allow the project to work collaboratively with the community and provide education and information focused on their health and well-being.

A third community forum, focused on supporting family and friends, will be held at Upper Coomera Community Centre on 15 November at 6pm. All are welcome to attend.

Unprecedented growth in Gold Coast Health services

The Gold Coast Health 2015-16 annual report paints a picture of enormous outpatient growth, unprecedented activity in its emergency departments and waiting times slashed.

The annual report, tabled in State Parliament on 30 September documents an annual operating budget of almost \$1.29 billion and massive growth in patients and services since the opening of Gold Coast University Hospital (GCUH) in September 2013.

With more than 8640 staff, Gold Coast Health is the city's largest employer. Gold Coast Health Board Chairman Mr Ian Langdon said as services and resources expanded, and with the service assuming the role of a full trauma centre, fewer people were forced to travel to Brisbane to access specialist health care.

"The year's highlights included a balanced budget, excluding property value gains, and better results in key performance areas such as emergency treatment times and elective surgery long waiting lists," Mr Langdon said.

"Our health service made tremendous progress with outpatient activity increasing from 530,000 in 2013-14 to 835,000 in the past financial year."

The increase in demand is also reflected in emergency department attendances, which have grown from 125,744 patients three years ago to 161,385 in 2015-16, with the GCUH emergency department the busiest in Queensland.

"There have been great outcomes for our emergency departments at both Robina Hospital and GCUH, with 79 percent of patients seen within four hours of their ED arrival," Mr Langdon said.

"With such huge service and patient growth, I am proud of our amazing staff."

Members of the community are invited to discuss Gold Coast Health's 2015-16 performance at a community forum to be hosted by Ian Langdon at GCUH Pathology and Education Building at 10.30am on Wednesday, 19 October.

Trial enables speedy Medicare enrolment of newborns

Gold Coast University Hospital (GCUH) has successfully rolled out a digital trial to make life easier for parents by enabling automatic enrolment of their newborn into Medicare, the Medicare Safety Net and the Australian Childhood Immunisation Register.

Since April, the parents of 786 babies have participated in the pilot program between the Federal Government and the Department of Health.

The new system received the tick of approval from parents, with 97 per cent of participants saying it was convenient.

Gold Coast Health Acting Service Director of Women's Newborn Children's Services Hazel Brittain said staff members were enthusiastic about participating in the trial because it allowed them to deliver a better outcome for their patients.

Parents opt in to the program, which will continue to be offered at GCUH by agreeing to allow existing hospital data to be sent to the Department of Human Services.

Minister for Human Services Alan Tudge said the new process meant new parents no longer had to complete a six-page Medicare enrolment form or a Newborn Child Declaration to be signed by their doctor or midwife, and then lodge at Centrelink or Medicare.



New parents Ann-Marie and Robert Klasen and their baby Bruno meet the Minister for Trade and Investment Steven Ciobo, Minister for Human Services Alan Tudge and Assistant Minister for Cities and Digital Transformation Angus Taylor at Gold Coast University Hospital.

Gold Coasters get better access to specialist outpatient appointments



After his treatment, Doug Nikolic once again leads an active life.

Waiting times at Gold Coast University and Robina Hospitals have been slashed thanks to a new Specialist Outpatient Strategy announced by the Minister for Health and Ambulance Services Cameron Dick.

Ashmore's Doug Nikolic is already singing the praises of the new strategy after waiting for 672 days for an outpatient appointment to treat vertigo following a fall several years ago.

A review of Gold Coast Health's ear, nose and throat (ENT) outpatient clinic list led him to being referred to the Allied Health Team instead.

As a category three patient, Doug experienced a lengthy wait, but following a review of the ENT list, he was seen by an advanced audiologist and advanced physiotherapist 25 days later. Since receiving his treatment he remains asymptomatic which is a great outcome, and is a sure sign of the hard work being done to reduce wait times and wait lists.

"It was frustrating that only little things needed to be done to fix it, yet I had to wait for so long," he said.

"They are all very good people at the hospital. After my treatment the physio even called me a few times at home to see how I was."

The Minister said Queenslanders everywhere will spend less time waiting for a specialist appointment and will not be left languishing on a wait list.

The strategy is funded through a \$361.2 million investment over four years announced in the 2015-2016 state budget.

"The outpatient strategy provides a targeted and realistic approach to reducing the number of people waiting longer than clinically recommended for their first specialist appointment," he said.

Generous donor helps baby Kai go home for first time



Tiny Kai Austen spent his first 100 days in hospital.

Thanks to a generous donation from a local family he made it home just in time for Father's Day.

Kai was born five weeks early with serious medical problems, including hyperinsulinism, which is an abnormal level of insulin in the blood. Without careful monitoring, this can cause seizures leading to brain damage and developmental delays.

Kai needed to stabilise and have a portable Continuous Glucose Monitor to go safely home. Luckily, local mum Diana White contacted the Foundation around the same time to generously donate funds she and her family had raised for diabetes treatment equipment. With Diana having two young children with type one diabetes, this cause is close to her heart.

Diana and her family were thrilled that part of the donation could be used to purchase two portable glucose monitors for children and babies like Kai to loan from the hospital.

Kai's mum, Reiko said: "We've had such wonderful hospital care and we are so grateful to be able to go home and have our little family together for the first time since Kai was born. Thank you."

Like Diana, you can help the Foundation purchase lifesaving equipment for patients. Donations can be made at www.gchfoundation.org.au

Caring for loved ones in Prostate and Breast Cancer awareness months

September and October are ideal months to think about your friends, family and loved ones who have been impacted by prostate, breast and other types of cancer and how you can support them.

One way that the Gold Coast Hospital Foundation helps local cancer patients is with its Cancer Patient Transport Service. Making more than 7,000 journeys in the past year, this service helps local cancer patients get to hospital for vital treatment when they are too ill to drive or cannot afford transport and parking.

You can help us keep this important service on the road. The Foundation is a not-for-profit charity and relies on generous donations from people just like you. You can make a real difference to the lives of local cancer patients who need assistance to get to and from hospital by making a donation to the Gold Coast Hospital Foundation today.

If you or someone you know has cancer and needs the Cancer Patient Transport Service to get to hospital treatment, an oncologist can make a referral by calling (07) 5526 5288. The service operates five days a week from 6 am to 6 pm.



Emergency team ready for any crisis

When a patient arrives at the Gold Coast University Hospital Emergency Department with life threatening injuries, the emergency team must respond swiftly and expertly.

To quickly and effectively deliver this life saving expertise, our emergency doctors and nurses must constantly train and practice their emergency healthcare skills and techniques.

Thanks to a generous donation from the Southport Sharks, the Foundation has purchased advanced iSimulate training equipment. This equipment creates various trauma scenarios that help the emergency team to develop, practice and maintain vital treatment and teamwork skills.



Help babies like Edward
*Born 3 months premature.
He got his first cuddle at 7 weeks old.*

Donate today: gchfoundation.org.au

Aboriginal and Torres Strait Islander students get insight into midwifery careers

Aboriginal and Torres Strait Islander students from rural and remote Queensland had both a glimpse of a new impressive Aboriginal painting and learnt about careers in midwifery during a visit to Gold Coast University Hospital.

The students aged between 16 to 18 years were participants in an annual Griffith University program which brings Indigenous students interested in a health career to the Gold Coast for a week.

Gold Coast Aboriginal artist Narelle Urquhart's painting shows community coming together to support and celebrate birth, as well as the beauty of the region's natural surroundings across land, from coast to the mountains to diverse inland areas.

Narelle says the Lilly Pilly tree reflected the good fruit of the human spirit from generation to generation, and the sun and moon represented eternal life.

Gold Coast Midwifery Group Practice (MGP) Clinical Midwife Consultant Paula Stanton said she hoped the visit would encourage students to consider a career in midwifery to meet a shortage of Indigenous midwives.



Looking at Narelle Urquhart's painting to be replicated in a birth room, from left, Gold Coast Health Aboriginal and Torres Strait Islander Liaison Officer, Donna Bond, Bria Cusack of Townsville, Clinical Midwife Consultant Paula Stanton, and sisters Tyla and Tayla West-Chong from Mt Isa.

"If this tour helps plant a seed, it will not only lead the students on a fulfilling midwifery career, but also result in a greater number of Aboriginal and Torres Strait Islander mothers using our services," Paula said.

"We have one Aboriginal midwife and an Aboriginal student midwife, but would love to have more Indigenous staff to provide services for our First People, and ultimately encourage more mothers to birth here.

"The MGP provides women with a known midwife during their entire pregnancy and early weeks following birth, including home visits.

"Having midwives and health care workers who have cultural responsiveness and respect is valuable to guide women and families through the pregnancy journey and ultimately improves outcomes for both mothers and babies.

Gold Coast Health hosts autism film launch



Ky Greenwood and Hugo Weaving speak with television crews after the launch at GCUH.

A new animated film about autism featuring actor Hugo Weaving and Gold Coast teenager Ky Greenwood has been launched at Gold Coast University Hospital.

Titled "Living with Autism – Ky's Story", the film is presented and narrated by Mr Weaving and looks at the key characteristics of autism as experienced by his own 16-year-old nephew Ky, a grandson of Gold Coast Health Board Chair Ian Langdon.

The Gold Coast Hospital Foundation is the major funder of the film which is available as a free resource to organisations working with autism.

Gold Coast Hospital Foundation Chief Executive Kim Sutton said: "We are delighted to play a role in helping spread the powerful message in 'Ky's Story', which is likely to be the first in a series of animations that raise awareness of such conditions."

Dr Toni Redman of Gold Coast Health, and a member of a six-person Q&A expert panel at the launch, has worked in Child Development Services leading multidisciplinary teams in the assessment of children with developmental challenges including Autism Spectrum Disorder.

She said diagnosis of autism in Australia had quadrupled in the past ten years, particularly in boys, as the result of genetics, as well as the possibility of environmental factors.

Sentis CEO Anthony Gibbs said the project was part of the company's "Great Works" program and was about raising awareness of autism.

The film can be viewed at: <https://www.youtube.com/watch?v=p4J59GY8DR4>

healthwaves+
Gold Coast Hospital and Health Service News

Visit **healthwaves** online
www.goldcoast.health.qld.gov.au

Published by Gold Coast Health
Communication and Engagement Unit

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