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Cover: Gold Coast Health clinicians feature in a new campaign promoting the importance of a regular GP and making sure your GP details are correct when you visit hospital. See page 3.



Board News

Message from the Chair – Ian Langdon



The 2016 Gold Coast Health Golden Gala Awards winners with Minister for Health and Ambulance Services Cameron Dick, Gold Coast Health Board Chair Ian Langdon and Gold Coast Health Chief Executive Ron Calvert.

Celebrating care and excellence

Celebrating our staff's successes is an important part of our broader journey towards achieving recognition as a centre of excellence for world class healthcare.

A health service is only as good as its staff and I'm constantly astounded by the dedication and compassion shown by our staff as they deliver patient care and live the values of our health service.

I would like to congratulate Gold Coast Health Director of Community Child Health Dr Doug Shelton and his team for earning a Highly Commended award at the Queensland Health Awards for Excellence. The award was deserving recognition for the team's ground-breaking work with the Neurodevelopmental Exposure Disorder Service which is attracting national and international recognition.

Our health service's excellence has also been showcased in the television documentary series *Gold Coast Medical* which has received excellent reviews and ratings, and once again putting our staff on an international stage.

Not all our work is showcased outside the Gold Coast, and that's why I am highlighting both our recent Golden Gala Awards and Thank You Recognition Week when staff acknowledged the great work of their colleagues.

Recognising achievements great and small is a nice reward for a job well done. Whether that be a national accolade or a personally written note from a patient, they all make our staff feel appreciated and motivate them to continue their fine work. We have much to celebrate in our great organisation.

The Golden Gala Award winners were:

- Foundation Award: Perioperative Services, Gold Coast University Hospital (GCUH)
- Community First Award: Julie Pearson, Clinical Nurse Consultant Diabetes Resource Centre
- Respect Award: Southport Health Precinct Dental Assistants
- Compassion Award: Kim Hanna-Worsfold, Cleaner, GCUH
- Integrity Award: Neil Rath, Senior Social Worker
- Excellence Award: Trudy Teasdale, Deputy Director of Pharmacy
- Empowering People Award: Hazel Brittain, Nursing/Midwifery Director

Thanks to Hospital Foundation

The Gold Coast Hospital Foundation is a stand-alone community based non-profit organisation and exists purely for the purpose of generating funds to support Gold Coast Health. One hundred per cent of donations and funds collected are devoted to Gold Coast Health in the form of direct patient support, staff education and training, medical equipment and research.

The foundation has funded important patient services such as the continuation of the vital cancer patient bus, more staff education workshops and additional medical equipment to care for our patients.

I would like to take the opportunity to thank the Gold Coast Hospital Foundation for its commitment and hard work to support to the needs of our hospitals and community health services.

Members of the community can make a donation at their website gchfoundation.org.au or by calling 5594 6986.

Who is your Dr Who?

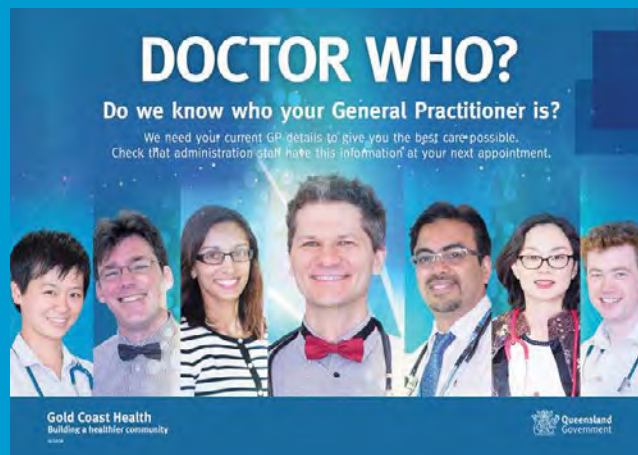
Gold Coast Integrated Care (GCIC) has launched a project to improve patient awareness about the importance of accurate GP data when visiting hospital.

The initiative, called Dr Who?, promotes the importance of having a regular GP and ensuring the correct data is captured by hospital staff.

“Ensuring correct GP details are recorded enables timely information and best possible care during your stay and upon discharge,” said Helen Cooper, GCIC Managing Director.

The project has included patient input with the team interviewing 300 patients at Gold Coast University Hospital and Robina Hospital from a range of wards and outpatient services.

“Our aim is to bring awareness to both staff and patients on the importance of identifying the correct general practitioner.



“Having a regular GP will improve quality of life for patients and reduce unplanned hospital visits.”

At your next hospital appointment, check that administration staff have your correct GP information.

If you do not have a current GP, please visit www.healthycg.com.au to locate a GP in your area.

Faster access to specialist outpatient appointments

Gold Coast Health outpatients on long wait lists for specialist appointments are having their treatment fast-tracked, thanks to new strategies and extra clinicians.

Medical Director Dr Fraser Imrie and Nurse Project Manager Amanda Boveinis have led efficiency changes to improve patient flow and service delivery for ophthalmology (eye) patients.

“Introducing a minor operations and laser clinic has made a world of difference for our long wait patients,” Ms Boveinis said. “We have also introduced Saturday clinics which have had nearly a 100 per cent attendance rate.”

The ophthalmology team has a new specialist starting in 2017 and is looking at opportunities to introduce new models of care.

There will also be a focus on introducing Clinical Prioritisation Criteria to ensure that patients accurately referred into the service are those that need it the most.

The recruitment of five GPs with Special Interests (GPwSI) in medical and surgical specialities with high numbers of long wait patients has also led to significant improvements to waiting times with several hundred patients seeing clinicians.

Our GP Liaison Unit’s Dr Carl de Wet said Gold Coast Health was working with the Gold Coast Primary Health Network and General Practice to ensure patients received treatment in clinically recommended times.

“Together we’ve implemented the 6S Project which includes six major strategies to effectively improve waiting times and streamline the GP referral process for patients wanting to see a public specialist.

“The appointment of GPwSIs is a key part of our project to increase clinical capacity to offer patients appointments sooner.

“They typically work in local GP surgeries and dedicate one or more sessions a week to hepatology, ear, nose and throat, paediatrics, gynaecology and neurosurgery.”

Raising cancer awareness in diverse communities

Gold Coast Health employees are helping to raise awareness of key cancers among members of our culturally diverse community.

BreastScreen Queensland (BSQ) Gold Coast Service staff worked alongside the Kalwun Health Service team, which hosted a breast cancer awareness lunch and breast screening fundraising morning tea.

BSQ Health Promotion Officer Julia Foreman said the event helped to spread the word about breast cancer and the importance of breast screening among the local Aboriginal and Torres Strait Islander community.

Staff also collaborated with TAFE Queensland Gold Coast to raise awareness about breast, bowel and cervical screening programs among our newer arrivals.

Education sessions were held with female students enrolled in the Adult Migrant English Program and Skills for Education and Employment Program to help increase their knowledge and health literacy.

About 180 students, from a wide mix of cultural backgrounds and with varying levels of English proficiency, attended the education sessions to learn more about the early detection of cancers and ways to reduce their cancer risk.

Interpreted breast and bowel screening education sessions were also provided to 45 women and men from the Gold Coast Chinese Christian Church in Arundel, as part of their Elder Program.

Translated advertisements and editorials were featured in several Chinese print media, as part of an initiative to increase breast awareness and breast screening participation among local Chinese-Australian women.

Nurse Navigators lead families through health system

Nurse Navigators are making a difference to Gold Coast families whose children are so sick they face hundreds of hospital visits, appointments and treatments each year.

Eighteen-month-old Kaiarna-Blessing Mako-Kelly was born with an undiagnosed neurological condition, has multiple seizures each day, abnormal muscle tone from a condition called dystonia, is tube fed and requires medication every four hours.

The Mako-Kelly family was able to take its first holiday together recently to the Sunshine Coast due to the unique coordination of care provided by Gold Coast Health Nurse Navigator Kelly-Anne Ince.

The family were able to carry with them a healthcare summary detailing Kaiarna's complex care requirements and direct contact details for clinicians on the Sunshine Coast if Kaiarna needed urgent treatment.

Gold Coast Health Professor of Nursing and Midwifery Dr Anita Bamford-Wade said the Mako-Kelly family was proof the Nurse Navigator initiative was making a real difference to patients with complex conditions.

"Nurse Navigators are designed to partner with those patients who have the greatest need and guide their journey through an increasingly complex health system," she said.

Gold Coast Health's five Nurse Navigators joined the paediatric service in 2016 to assist children with complex or chronic health care conditions.

Ms Ince, who has a Masters of Paediatric Nursing, coordinates appointments between Kaiarna and the 30 health professionals between Gold Coast University Hospital and Lady Cilento Children's Hospital involved in her ongoing treatment.

Out-of-hospital care extends to organising appropriate medical equipment to increase Kaiarna's quality of life at home and linking the family to other agencies and providers.

Kaiarna's mother Krystal said the integrated approach to Kaiarna's care made all the difference to their family.

"Kelly is always someone I can call if I need to get in touch with a doctor. She sends me a list of all our appointments and if I have any questions I know she is only a phone call away," Krystal said.

Recognition for quality care and communication

Have you ever had to decode medical gobbledegook during an appointment or hospital stay? Not really sure what the doctor is saying, but nod in agreement?

Gold Coast University Hospital's stroke and neurology department has been singled out for their simple language and quality communication skills while caring for patient George Munro as well as keeping his family constantly in the picture.

Mr Munro's daughter Heather Turnbridge said she had previously experienced medical language she didn't understand which "went over her head".

"But here at GCUH the communication between our doctors and clinicians in simple language meant so much to me.

"Dr Kelly Dungey and Dr Ming Wong explained everything to me in detail and in everyday language that I was constantly aware of what was happening with Dad."

Gold Coast Health program facilitator in communication and patient safety Catherine Walker says Heather's experience is an excellent example of how effective communication training translates into better patient satisfaction and outcomes.

"Our clinicians' ability to explain, listen and empathise has a profound effect on health outcomes, patient safety and experience of care," she said.

Ms Walker's role includes coordinating workshops for staff in communication and patient safety.

Gold Coast Health values feedback from patients and families. You can email gcpls@health.qld.gov.au, phone 5687 2048, write to the Patient Liaison Service or complete a feedback form.



Heather Turnbridge and her father George Munro.

Patient positives

Patient One

Gold Coast University Hospital: At 10.30pm I presented myself with chest pains at the emergency department. I received absolute great service from your entire staff at that late hour. My visit alerted me what an underground city of 24/7 activity you are running there. I for one will never begrudge paying my taxes if it goes to paying those professional and dedicated staff.

Patient Two

Mental Health: I would like to mention the superb care I have received when admitted as a patient. Upon arrival with my doctor's referral, the administration staff were absolutely amazing in being very discreet. My stay was one of the best forms of recovery I have experienced in my life.

Patient Three

School dental unit: A mother advised that her daughter had a profound fear of dentistry but the staff turned her situation around. Her daughter loved her visits and now even looked forward to them.

New palliative care service improves quality of life for patients

Patients living with a life-limiting illness are being offered video-conferencing consultations to improve quality patient care.

The contemporary approach by the Community Palliative Care Team increases access to consultants, reduces travel and inconvenience for patients, carers and families, and improves patient satisfaction.

The team, which currently actively cares for about 400 patients living in the community, has delivered almost 100 “telehealth” consultations since the model of care was introduced in March 2015.

Director of Palliative Care Andrew Broadbent said as people neared the end of their lives it was more important to deliver patient-centred health care services.

“Often our role in specialist palliative care is to promote quality of life and to assist in the management of complex symptoms to support patients who are living with a life-limiting illness, and their families,” Dr Broadbent said.

“We have found the telehealth model to be successful in improving the efficiencies of our home visit service while at the same time providing our clients with timely access to specialist palliative care consultants.

“Telehealth also delivers efficiencies which allow us to raise the standard of care to our patients by including GPs in a patient’s care, keeping the patient at home longer and avoiding emergency department admissions.”



Community Palliative Care Team Leader Julie-Ann Hendry, patient Diane Burrows and Clinical Nurse Gail Knack.

A Clinical Nurse or Clinical Nurse Consultant visits the patient at home with an iPad and calls in to the medical consultant desktop at either Robina Hospital or Gold Coast University Hospital via the telehealth interactive video-conferencing system.

Diane Burrows is living with metastatic colorectal cancer and was referred to the Community Palliative Care Team about five months ago.

She was an inpatient at Robina Hospital before returning home and receiving care from Clinical Nurse Gail Knack who organised a telehealth session with Dr Broadbent to address pain management and other symptoms.

Ms Knack said: “I get the history from the patient to find out what the issues are, we then dial in to the consultant and I give a brief overview of the patient’s history. Then it is a consultation exactly as if the patient was sitting in front of the doctor.”

Homeless Health Outreach Team celebrates 10 years of care

During the past decade Gold Coast Health’s Homeless Health Outreach Team (HHOT) has helped rebuild the lives of people experiencing mental health issues and other difficulties that lead them to living on the streets.

The multi-disciplinary team of 20, which includes psychologists, psychiatrists, occupational therapists, social workers and drug and alcohol experts, marked the 10th anniversary with a celebratory brunch.

Team leader Hazel Bassett, an original team member, said her staff experienced the worst side of homelessness and mental health but there have been some good outcomes.

“Our outreach team has grown from four to 20. We have helped about 2000 people since we started and our Gold Coast University Hospital Homeless Emergency Department Liaison Officers (HEDLO) help about 40 people a month,” she said.

“Our team members help build trust with people on the street who would not normally associate with health services.

“We do a lot of our work in parks and meet many people at food outlets and kitchens as well as regular clinics at Southport Library.



Homeless Health Outreach Team has worked with thousands of people since it began 10 years ago. From left, Donna Beahan, Tony Swain, Hazel Bassett, Heidy Van Engelen and Karlyn Chettleburgh.

“One of our most positive stories was working with agencies to find emergency and permanent housing for a young homeless mother living in a vehicle with her child.

“She later became a consumer companion for our mental health program and for five or six years was a member of our staff recruiting panel as a consumer representative.

“Our hospitals are hotspots for people presenting as homeless, and as a result we have our HEDLO team of two people working seven days a week to help those hitting crisis point.”

HEDLO is part of the National Partnership Agreement on Homelessness and helps people get housing, as well as providing clothing and toiletries.

Gold Coast Health has a 24-hour specialist mental health care phone number – 1300 MH CALL (1300 64 2255).

Gold Coast Health pioneers response to domestic violence



Director of Social Work and Mental Health Angel Carrasco, Family Violence Coordinator Kym Tighe and Dr Kathleen Baird.

Gold Coast Health has become the first public health service in Queensland to appoint a specialist and dedicated Domestic and Family Violence Coordinator.

The specialist social work role was developed in response to the Not Now, Not Ever – Putting an End to Domestic and Family Violence in Queensland Taskforce report.

During the past two years Gold Coast Health has recorded about a 45 per cent increase in the number of patients identified as victims of domestic and family violence after presenting to Emergency Departments at Gold Coast University and Robina hospitals.

Gold Coast Health Chief Executive Ron Calvert said the appointment was part of the health service's commitment to tackling domestic and family violence.

"We are often a first point of contact for individuals who have experienced domestic and family violence," Mr Calvert said.

"We're leading the way by employing a specialised officer and ensuring all health service employees have an understanding, and know how to respond to a disclosure of domestic and family violence."

Newly appointed Domestic and Family Violence Coordinator Kym Tighe will develop new and innovative programs with the aim of improving the services Gold Coast Health already provides to families experiencing domestic violence.

Ms Tighe said health workers were well placed to identify potential victims and open up pathways towards assistance.

Gold Coast Health has partnered with Griffith University and Menzies Health Institute Queensland to carry out impact evaluation of the new domestic and family violence role and service.

Cultural identity affects indigenous mental health

When Gold Coast Health's Indigenous child and youth mental health worker Nathan Campbell helps his clients, it can be as relaxed as going to a local park to throw boomerangs.

"Most of my young clients and families don't like being in a clinical setting, so I meet them in parks, cafes or their own homes to build up trust in order to improve engagement with mainstream clinicians," he said.

"Take for example, I'm working with two young brothers in a park where I'll show them how to throw boomerangs and we'll talk about cultural experiences."

Mr Campbell says he engages in cultural activities with young Indigenous youth experiencing problems with mental health to promote their cultural identity.

"Sometimes there is a stigma associated with the term mental health; we are more of a cultural healing team," he said.

"I want them to be proud of their culture because it improves their self-esteem, otherwise low self-esteem just eats away at them."

Mr Campbell is a member of the Child and Youth Mental Health Services team, the Yan-Coorara Indigenous Health team, leads cultural awareness training for new Gold Coast Health workers, is a national trainer for the Aboriginal Mental Health First Aid program, and is on various working groups.

"The two biggest issues facing my current case load of 16 young people from eight to 18 years are lack of cultural identity and the effects of inter-generational trauma," he said.

"Engaging in cultural activities is an indicator of positive cultural identity that is associated with better mental health.

"As one of nine children and being raised by an African-American mother separated from my Aboriginal father and siblings when growing up, puts me in a place of understanding with my clients."



Nathan Campbell and Uriah Gilbert share cultural experiences in a park.

Money laundering at GCUH lost and found

A routine x-ray of used bed linen has resulted in a happy ending for a Gold Coast Health patient who lost his wallet, money, credit cards and car keys.

Gold Coast Health's Lost Property Officer Janine Scott said tracking down owners of lost property was both fulfilling and frustrating, but the recent find was definitely one of the most rewarding.

"Thanks to a routine x-ray of Gold Coast Health's dirty laundry the wallet was located in bed sheets prior to being cleaned," she said.

"Three days later, as the patient was leaving hospital, I handed him back his property."

Ms Scott said lost property had more than quadrupled since the opening of Gold Coast University Hospital (GCUH) in September 2013.

People wishing to report lost property can phone 5687 7939 or go to the GCUH main reception to complete a form.

Local support for cancer patient transport



Volunteer driver John Whenuaroa and patient Lisa Gilmer.

Gold Coast Hospital Foundation's Cancer Patient Transport Service received a financial boost recently from local businesses.

Patients who are too unwell to drive or have no family support to help them rely on this service so they can make their cancer appointments.

Since July 2015 this service has made more than 15,000 trips to Gold Coast cancer treatment facilities.

The foundation also relies on public support to maintain this critical service which costs almost \$250,000 each year to operate. Two local businesses have answered the call for help and generously contributed.

Last November, the Gold Coast Convention and Exhibition Centre (GCCEC) invited the foundation to fundraise at its spectacular Melbourne Cup event where \$11,000 was raised. Q Super Centre recently made a donation of \$10,000 on behalf of its retailers.

These funds will pay for more than 800 trips to Gold Coast cancer treatment facilities and Foundation CEO Kym Sutton thanked both GCCEC and Q Super Centre for their fantastic support.

You can support this service by making a donation at gchfoundation.org.au or by calling 5594 6986.

Christmas messages bring joy to many

Gold Coast Hospital Foundation's Christmas Tree Appeal touched many patients in hospital over the festive season.

Visitors, patients and staff generously donated gold coins at Gold Coast University Hospital and Robina Hospital Christmas trees. They also left heart-warming messages on Christmas cracker tokens which were given to unwell children and adults in hospital on Christmas Day.

More than \$2000 was raised for the Foundation's Trauma Support Program. This program helps patients and their families suffering distress and hardship as a result of serious illness and injury. Thank you Gold Coasters for visiting the trees and donating.



Christmas tree message tokens at Gold Coast University Hospital.

There are lots of ways you can help local patients in distress:



Make a donation



Become a regular giver



Leave a gift in your will



Arrange salary sacrifice



Attend our fundraising events



GOLD COAST HOSPITAL FOUNDATION

CONNECT WITH US

(07) 5594 6986
www.gchfoundation.org.au
 Like us on Facebook

GCH delivers help to users and their families

A former ice user is sharing his story of recovery to encourage others addicted to crystal methamphetamine to seek help.

The man sought care from Gold Coast Health's Alcohol and Other Drugs Service (AODS) which develops and provides innovative solutions to reduce the harmful impact of drug use

I started experimenting with marijuana when I was around 14-15 years old, over time it went from every now and again to every day to the point I couldn't go for more than a few hours without it. As I got older I continued mixing with the wrong crowd which led to getting involved in harder drugs such as ecstasy, speed and cocaine.

During this time I was working as an apprentice chef, and worked hours that you would not call normal.

While everyone else my age was drinking and partying, I was getting my kick taking drugs because my work hours stopped me from doing those other things.

Drugs were also helping me mask the pain, hurt and abuse that I received in school and beyond.

When I was working fly in/fly out work, I had to stay clean from drugs at work. I would abuse prescription drugs to give me energy and help me stay awake.

On my week off I would get off the plane, I would have organised to pick up drugs on my way home. So within 20 minutes of getting off the plane I would have drugs in my system, to start my week home on a good note.

Whilst working away I got into a relationship with my current partner and I stopped taking drugs because I found my happiness from something other than drugs.

I started using again, specifically ice. I guess I felt I was at a pretty low point with a few relationship issues and death of a close family member.

Drugs helped me mask the issues so I didn't have to deal with them, so I would become oblivious to them. And how wrong was I!

I didn't come to terms or realise who I was hurting or what effects it was having on my young family's life.

One morning roughly four months into my drug use my partner found my ice pipe. I now look back and am grateful for my secret that I had hidden was now known.

I could have lost it all that day but I made the decision to turn my life around.

So I stopped using at that point. I made the decision to ring up Alcohol and Other Drugs Service. I have been attending weekly appointments to help work on some of the affects my drug use has had on me.

I have been learning different ways to deal with my emotions, actions and coping skills as an alternative to using drugs, which prevented me from learning and using those skills as a young man growing into an adult.

I could not have come this far without the help of my partner, my family and (psychologist) Suzi Orschulok at AODS. The endless amount of support I am truly grateful for.

The Alcohol and Other Drugs Service clinics are based at Southport Health Precinct and Palm Beach. For more information visit www.goldcoast.health.qld.gov.au

Gold Coast Health has 24-hour Specialist Mental Health Care – phone 1300 MH CALL (1300 64 2255).

Recycled uniforms for those in need

Second hand uniforms previously worn by Gold Coast Health nursing and operational services staff are being recycled for use in African and Pacific countries.

A Gold Coast seamstress who prefers to stay anonymous revamps long pants into shorts before shipping them to Papua New Guinea (PNG), Zambia and Samoa.

The initiative is coordinated by Gold Coast University Hospital midwife Margaret Alcock who already partners with Rotary to send obsolete and end-of-life medical equipment and stock to PNG hospitals.

“Our volunteer seamstress puts many hours of work into sewing and has just finished 120 children's shorts to be shipped to Zambian orphanages and villages,” Margaret said.



“The long pants are made into adult shorts for PNG and the off-cuts are sewn as new shorts for African children.”

Another of Margaret's initiatives is putting buttons off old work uniforms into sewing kits for PNG schools.

“By learning to sew, I hope the students might one day set up a small micro business to become independent,” she said.

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Gold Coast Hospital and Health Service

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