

healthwaves+

Your local health news

June/July 2016



Introducing Tom and Jerry

Meet the newest members of our
pharmacy team p.3

Staff spirit shines

Health Minister Cameron Dick
embraces staff innovation p.5

A real-LIFE win for patients

We take a real-world approach to
patient rehabilitation p.6

Inside this issue

- 2 Board news
- 3 Robots go live
- 4 Gold Coast obesity summit
- 5 Innovation and recognition
- 6 A real-life win for patients
- 7 Celebrations and remembrance

Cover Image: Saberina Buksh,
Acting Senior Pharmacist



Board News

Message from the Chair – Ian Langdon

New blood reinvigorates the Board

I was very pleased to welcome four new faces to the Gold Coast Health Board in May.

Deputy Chair Ms Teresa Dyson, a former Queensland Woman Lawyer of the Year, has leadership and governance experience across the private and public sectors; provides tax and structuring advice on infrastructure arrangements, merger and acquisition activity; and financing arrangements specialising in asset finance and leasing.

Mr Robert Buker has 43 years' experience as a Chartered Accountant, with extensive experience delivering -internal and external audit; accounting services; corporate governance; project management; and providing financial and management consulting.

Professor Helen Chenery is Executive Dean of the Faculty

of Health Sciences and Medicine at Bond University, and has extensive strategic and operational experience in executive leadership roles within the higher education and health sectors.

Professor Judy Searle, a Fellow of the Royal Australian and New Zealand College of Obstetricians and Gynaecologists, started her career as a medical specialist and has worked across many sectors in health — including clinical service provision; academia; policy development; regulation and accreditation; and medicopolitics.

The four will bring fresh ideas and perspectives, based on their particular skills and professional experience, that will enhance our Board for the benefit of the Gold Coast community.

They also expand our Board by two positions, with two

founding Board members – Deputy Chair Ken Brown and Pauline Ross – retiring after four years service to Gold Coast Health.

They have made a valuable contribution to developing our health service, including the complex transition during development of the Gold Coast University Hospital. I thank them on behalf of the Board and wish them well.

Returning Board members are Prof Allan Cripps, Ms Colette McCool, Dr Andrew Weissenberger and Dr Cherrell Hirst.

On a personal note, I was pleased to be re-appointed for another term as Chair. I value the responsibility and will continue our collaboration with the community to shape our future direction.

Team approach to chronic conditions

People with chronic conditions have a chance to help Gold Coast Health's Integrated Care team develop its plan to reduce the number of hospital stays among the city's sickest patients. The team is bringing together chronically ill patients, their GPs and hospital clinicians to ensure they receive care at the right time and place.

Gold Coast Integrated Care (GCIC) Managing Director Helen Cooper said a research team from Griffith University is evaluating the effectiveness of the program.

"The research team will closely monitor patients in the program over a three-year period and compare their results to the results of a population with similar health conditions in the wider Gold Coast community," she said.

"We are now inviting patients to join this comparative group and we are seeking the community's help.

"If you have a chronic condition and have been to hospital in the past three years you may be able to help us make a difference in healthcare on the Gold Coast."

People with heart disease, lung disease, kidney disease or diabetes may have multiple conditions and, as a result, regularly find themselves in and out of hospital and their GPs office.

Gold Coast Health is leading the GCIC program and partnering with Griffith University, state and federal governments and the Gold Coast Primary Health Network.

The GCIC team aims to improve the communication between members of the patient's care team by developing individualised care plans and supporting the patient and their GP in identifying services that may be needed to keep patients out of hospital and at home.

If you have a chronic condition and have been to hospital in the past three years, phone Lauren Ward at Gold Coast Integrated Care on 1300 004 242.



The robot with auto loader dispenses 720 packs per hour.

Pharmacy sees double as robots go live

The introduction of robots into the hospital pharmacy marks the realisation of an 11-year-old dream.

Affectionately known as Tom and Jerry, the new additions will take over the manual job of loading and dispensing medication.

Assistant Director of Pharmacy Jennie O'Hare said pharmacy robots had come a long way since 2005.

"When Pharmacy Director Liz Coombes had the idea to bring robots into the hospital, unfortunately the technology was not available in Australia so it's a proud moment to deliver on her vision 11 years on," Jennie said.

"A robot was first installed at Robina Hospital as it was a smaller site with a single robot. The lessons learnt from the experience and from our colleagues at Princess Alexandra Hospital in Brisbane has been invaluable."

"The GCUH installation has been extremely smooth."

"The robots can hold 60,000 packs of medicine so they will now distribute 80 per cent of the 45,000 medicine packs required around the hospital and the 950 packs to patients each month.

"Tom and Jerry will now handle 80 per cent of this volume, freeing up clinical staff to focus on patient care and supporting clinicians out in the hospital. Other benefits of the robot include reduced turnaround times, reduced errors and better management of stock. Together, the robots can output 720 packs per hour — giving us plenty of capacity to grow with the health service."

"It's great to see the positive impact the robot is having on staff, particularly for one of our Senior Clinical Pharmacists who will soon undertake Australian first research around the impact of pharmacy robotics in the Australian environment."

Obesity Summit highlights looming crisis

Gold Coast Health is leading a drive to address rising obesity across the city. Two out of three Australians are obese — ten per cent more than just twenty years ago. And the problem is getting worse.

Gold Coast Health hosted its first Obesity Summit in June which brought together about 70 key local representatives to discuss the disease and its impact on the community.

Senior Health Promotion Officer Helen Clifford said the key to reducing the burden of obesity would be partnerships and a collective approach going forward.

“The summit looked at the challenges our city faces in relation to obesity and how we might actually work to address that in the future.”

“The complex nature of obesity requires innovative, coordinated and targeted new solutions,” she said.

“We are looking to including community members, professionals and providers as well as our health partners, other government partners, and industry to find some solutions.”

The one-day summit featured a range of presentations including bariatric surgery, nutrition, pharmaceuticals, and a personal experience of living with obesity.



Brett Porter discusses the emotional eating craving cycle.

Janelle Reeves shared her story of weight gain prompted by medication to treat other health issues.

“I’m here today...to encourage people not to judge others on how they look because they don’t know what issue they may have behind the scenes, it may not just be about food,” she said.

A Victorian Government report indicated that by 2025, 83 per cent of Australian men and 75 per cent of women aged 20 years and over will be obese or overweight on current trends.



Lisa Stubbs with a young local.

Volunteers bring health to PNG

Most of us plan something relaxing for annual leave, but three Gold Coast Health employees recently decided to spend their time improving health education in Papua New Guinea.

their respective roles in a partnership with local PNG Health Care Workers.

“We are just health care professionals who wanted to travel and volunteer in disadvantaged places,” explains Alicia.

“The idea being that we would build relationships with the local health care workers and return every year, hopefully with other healthcare professionals from GCH.”

The three were in Milne Bay Province for almost three weeks aboard a ship, each day visiting rural remote villages which often had no health care facilities. As well as educating health care workers, the three provided vaccinations, family planning and antenatal care.

A highlight was helping prepare for emergency births in a country where post-partum haemorrhage is a significant cause of maternal death, due to the distance from health care facilities.

“It was a wonderful experience and we can’t wait to return next year,” Alicia said.

ICU Nurse Lisa Stubbs and Midwives Alicia Hyland and Joy Thyer joined the YWAM Ships — Australia to work as volunteers in

Patient positives

Patient One — Lauren A.

I just wanted to say a really big thankyou to yourself and Dr Widmer for taking the time to meet with me this morning. I actually came away from the meeting this morning feeling very positive, feeling heard and valued, and reassured. My husband even said when I got home “You seem as though a big weight has been lifted off your shoulders”.

I just wanted to pass this on to you and Dr Widmer and again say thankyou. Thanks again.

Patient Two — David C.

My 6 year old daughter Hannah and I attended the hospital on Wednesday after she took a fall from the monkey bars at school, fracturing her right wrist.

Apart from her injury, the only regret I have about the entire experience is that I was not carrying a pen and paper to record the names of each and every person that attended to her treatment and care on the day.

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.

Innovation wins at annual Improvers event

A staff initiative has again shone a light on the innovative spirit of our employees.

Fourteen finalists in the annual Improvers event creatively presented their ideas to a judging panel of community identities and health representatives including Department of Health Director General Michael Walsh and the Minister for Health and Ambulance Services Cameron Dick. Those attending were also invited to vote for a People's Choice category.

Beach wheel chairs for patients who could only previously watch their family from afar and an innovative phone app to help personalise the patient experience were just some of the successful presentations.

The Health Minister was so impressed by the many of the ideas he announced funding for additional projects across finance, public health, food services, clinical governance and community palliative care.

Gold Coast Hospital Foundation Chief Executive Officer Kim Sutton, agreed to the purchase of mp3 players to deliver therapeutic music to patients in acute wards.

The Improvers event and its 120 ideas put forward this year again demonstrated Gold Coast Health's passion and commitment to use innovation to improve patient care.



Community Palliative Care Senior Occupational Therapist Olivia Palac, Patient Tony Lambert and Community Palliative Care Team Leader Julie-Ann Hendry.

Volunteers receive well-earned recognition



Retired Deputy Chair GCH Board Ken Brown, Volunteer speakers Paul Bethell and Peter Coulson and Commonwealth Games Volunteer Ambassador Mat Rogers.

National Volunteers Week was a chance to recognise some 330 volunteers that work with Gold Coast Health patients and visitors in our hospitals.

Following a morning tea Chief Executive Ron Calvert presented special recognition awards for volunteers with 5, 10 and 15 years' service.

Guest speakers Alan Noble and Mat Rogers were invited from the 2018 Gold Coast Commonwealth Games. Both spoke on the importance of having volunteers at the Commonwealth Games and the recruitment process.

Volunteer Coordinator Dale Tatterson said demand for volunteers was growing within the health service as staff witness the benefits of volunteers.

"Volunteers recently began working in the Endoscopy Unit to support patients after their procedures," she said.

"Volunteers have also made a huge impact this year in supporting patients attending appointments when using the Q-Flow Kiosks in our outpatients waiting areas."

Yvonne Collett, a volunteer at Breastsreen Southport was selected as a "Classic Hero" earning a well deserved one week resort holiday.

Whooping cough vaccine program

An emotional message from a mother whose baby daughter contracted whooping cough has received a huge public reaction. She decided not to get a pertussis booster at 28 weeks. In her last two weeks of pregnancy she contracted whooping cough and weeks later passed it on to her baby.

Gold Coast Public Health Staff Specialist Dr Paul Van Buynder said every women and every pregnancy requires whooping cough and flu vaccination.

"In infants, whooping cough can be very serious and infants under six months are not protected by vaccination and are therefore at risk of severe complications," he said.

"Most babies with whooping cough will need hospital treatment and some very young babies die."

Queensland Health offers free whooping cough vaccine for pregnant women who reside in Queensland. The program is offered to pregnant women in their third trimester (from 28 weeks gestation).

Maternal immunisation provides initial protection for the infant during the vulnerable first weeks of life, however the best protection for infants is to be vaccinated on time. Infants of vaccinated women still need to commence their childhood immunisation schedule from six weeks of age.

Any adults in close contact with infants should consider the benefits to the baby and themselves by being vaccinated at least two weeks before beginning close contact with the infant. Vaccination for partners and carers is not funded by the government.

For more information go to health.qld.gov.au/immuniseqc

Rehab patients the real winners of staff innovation competition



Gold Coast Health Allied Health Lead Sonya Shrimpton gives Health Minister Cameron Dick a tour of Gold Coast University Hospital's new LIFE space.

A life-like supermarket has been created by rehabilitation staff at Gold Coast University Hospital. It is being used to help build a patient's confidence in everyday tasks before returning home.

The 'LIFE space' project, which also features a bedroom setting, outdoor garden and automatic teller machine, provides staff and patients with practical settings to incorporate real-world activities into their therapy.

The Rehabilitation team won a \$50,000 grant in the annual staff event, known as the Improvers (see story Pg 5)

Gold Coast Health Allied Health Lead and Occupational Therapist Sonya Shrimpton said the LIFE space, which officially opened this month, would play a key role in improving the quality of life and independence of patients.

"Improving a patient's confidence and ability to do daily tasks is critical, especially for someone who has had a major injury or illness and been in hospital for a long time," she said.

"The latest research shows that enriched environments are very beneficial when it comes to rehabilitation and we are pleased others could appreciate the vision we had."

Health Minister Cameron Dick, who visited the LIFE space said it was exciting to see winners of last year's event being turn into today's reality.

"People working on the frontline of our health service can identify innovations that best benefit their patients," he said.

"In the case of the LIFE space, it provides people on the road to recovery with a safe and controlled environment to practise the everyday tasks we take for granted – using an ATM or microwave, navigating a supermarket, engaging with a check-out operator.

"This unique concept will ease the transition from hospital to home and make a huge difference to the lives of Queenslanders."



InFocus with Josh Lovell, Clinical Facilitator

What do you like about working in your current position?

I enjoy my current role and being part of the Entry to Practice team as I get to assist in the growth and development of new graduate and student nurses as they progress towards working independently. My role includes guiding and supporting the staff that supervise them while on duty. I thoroughly enjoy knowing that my involvement and supervision of both the student and staff will have a positive flow-on effect to provide better patient outcomes.

What is one aspect of your job that patients may not know about?

I think the patients wouldn't know the long hours spent in organisation and preparation for learner support and up skilling before the students and new graduates arrive in the

clinical area. Our team spend a great deal of time delivering presentations to staff around learner support, working with education providers and troubleshooting learner issues, all to ensure our patients have optimal care.

Why did you choose to work at GCH?

When I returned to the Gold Coast from Melbourne in 2014, I was excited to see what the new facility looked like, as I attended student placement at the old Gold Coast Health hospital. The new hospital was flawless. I initially started working in the Emergency Department at GCUH and was so impressed with the quality of the facility, its staff and the high acuity patients presenting to the new hospital. I completed my New Graduate year in the Emergency Department at RPA Hospital in Sydney almost a decade ago, and GCUH ED gives the Channel 9 featured Sydney ED a run for its money.

What next for you and your team?

The Entry to Practice team is progressing in leaps and bounds as we continue to roll out our new learner facilitation model. Unlike other tertiary facilities, Gold Coast Health provides new graduate and student nurses the opportunity to be guided and mentored by a team of post graduate qualified Clinical Nurses whose entire focus is learner support. The team are passionate about what we do and this new model provides a better experience for our students and grads and those staff that will help them in next part of their professional journey.

Midwifery Group Practice celebrates 10 years



Gold Coast Health Midwife Pauline Inverarity cuts the 10th anniversary cake with Stacy Jukes and daughter Emma, who was the first baby born under the Midwifery Group Practice model of care when it started on the Gold Coast in 2006.

Twelve Gold Coast Health midwives use the Birth Centre in Gold Coast University Hospital (GCUH) to deliver the successful model of care to more than 450 women a year.

The family-centred care gives expectant mothers continuity in care with a primary midwife throughout their pregnancy, birth and early weeks following birth, including home visits.

Midwifery Group Practice Clinical Midwife Consultant Paula Stanton said the milestone coincided with International Day of the Midwife (5 May).

“It’s important we recognise the great work of the midwives in our service who deliver the group practice which is holistic and addresses women’s social, emotional, physical, physiological, spiritual and cultural needs and expectations,” Ms Stanton said.

Stacy Jukes, the first mother to birth through the Gold Coast Midwifery Group Practice, joined today’s celebrations at GCUH.

Her second daughter Emma was born on 18 May, 2006.

“For me it was about the personalised approach, building trust with my midwife and knowing who will be there (at the birth) on the night,” Ms Jukes said.

“I was absolutely thrilled when I was able to achieve that. I think it’s great that Gold Coast Health has continued to embrace this model of care.”

Volunteer group Friends of the Birth Centre – Gold Coast has successfully partnered with Gold Coast Health to fundraise for items such as wall art, LED candles and other elements to transform birthing rooms into calming and tranquil environments.

“Every woman deserves the right to get to birth the way she wants to in the type of environment where she feels most comfortable,” President Anna Glanzen said.

A day to remember

One hundred people including cancer survivors, family members, staff and supportive community organisations attended the annual National Cancer Survivors Day held in May. The day is hosted by the staff of the Cancer and Blood Disorders service.

It is now in its 7th year and celebrates the lives of those diagnosed with cancer – those receiving their treatments and those living well after cancer. It also remembers those who are no longer with us.

Clinical Director Cancer and Blood Disorders Dr Jeremy Wellwood said the day was special for all those people that have set forth on this journey.

“Cancer is not just about treatments, drugs and blood tests, it’s about patients,” Dr Wellwood said.

“This event brings together patients, carers and friends to witness the positive side of this disease – the commitment, dedication and strong will of human endeavour to survive.”

Guest speaker, Dean Woods, OAM and triple Olympic cycling medallist, spoke positively about his own recent cancer journey.

“I want to thank my health care team at GCUH and emphasise the importance of the support that is needed, and that I received during my treatment,” Mr Woods said.

“This facility and the people who work in cancer care are world-class.”

\$500 was raised for Cancer Council Queensland and Gold Coast Hospital Foundation transport service as a special gesture from those attending who paid homage to those people that have passed by placing a flower in the ground.



Early detection saves lives

A breastscan every two years is a good way to maintain your breast health and the most effective way to detect breast cancer early.

BreastScreen Queensland encourages women over 50 to attend free breast cancer screenings every two years. Women in their 40s are also eligible for a free breastscan.

Making an appointment is easy. Simply phone 13 20 50 and talk to one of our friendly staff. No referral needed.

Put yourself at the top of your to-do list and book your free breastscan today.



Join us to have fun, win prizes and help patients in need at the same time.

Upcoming Fundraising Events 2016



2016 Gold Coast Hospital Foundation Gala Dinner

A Night of Fundraising on the High Seas

Saturday 20 August

Jupiters Gold Coast, Pavilion Ballroom

Time: 6.30pm - 11.30pm

Dress: Black tie, themed attire is welcome

All aboard the good ship Jupiters Gold Coast for a night of fundraising on the high seas at the 2016 Gold Coast Hospital Foundation Gala.

Enjoy the fun, entertainment and excitement of a night on a cruise ship, while enjoying a three course dinner prepared by the award winning Jupiter's chefs, premium beverage package, interactive performances, live entertainment, auctions, raffles and much more. Expect some surprises!

This wonderful night of cruise ship glamour is the Foundation's major fundraising event of the year and will help care for many patients in need. Be part of this major community event.

BOOK NOW

Captain's table \$2,750 incl. GST

First Class table \$2,200 incl. GST

Details for tables and bookings visit

www.gchfoundation.org.au or phone 07 5594 6986



Race Day

Saturday 2nd July

Gold Coast Turf Clubs Executive Room



Join us for a fabulous luncheon in the Executive Room at the Gold Coast Turf Club. Hosted by Gold Coast Hospital Foundation ambassador, Pam Bayles.

Don't miss out on a great day. You will enjoy delicious food and drinks while you try your luck on the races. There will also be an opportunity to win one of many prizes through live raffles and auctions.

Tickets are \$165 per person or \$1,650 per table of 10.

All profits will go to Gold Coast Hospital Foundation.

For tickets and informations, please call Karen from First National Broadbeach on (07) 5592 5111



Dry July

Sign up to be a Dry Hero and support Gold Coast Hospital Foundation, which is now a beneficiary of this national fundraising campaign to improve the well-being of people affected by cancer.

Dry July encourages people to give up alcohol for the month of July. Taking part in Dry July gives you the chance to focus on yourself, notice your own drinking habits and the value of a healthy, balanced lifestyle.

Gold Coast Hospital Foundation's cancer patient transport service is one way we are easing the burden of cancer on the Gold Coast.

Support this work by signing up to be a Dry Hero and raise funds for the Gold Coast Hospital Foundation, or make a donation at www.dryjuly.com/beneficiaries/goldcoasthospitalfoundation

Find out more and book your spot at www.gchfoundation.org.au/events